



Care and Warranty Guide

HARDEN contract

solid wood furniture for the commercial environment

Thank You
For Choosing
HARDEN

We have taken great pride in creating this piece of solid cherry wood furniture. Its lasting beauty, however, depends a great deal on the care it receives. We hope you will follow these simple precautions.

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Care Information

- Wood is a living substance and high or low humidity extremes can cause warping, checking and joint separation. Harden will not be responsible for the humidity controlled care of this item once it leaves the factory.
- All writing should be done on a desk pad. Avoid placing metal objects such as keys, spiral binders and briefcase hinges in direct contact with the furniture. Protect the bottom of decorative items, telephones, typewriters and business machines with felt pads. Contact between finish and certain plastic compounds could result in discoloration and damage to the finish.
- Dust, fingerprints, etc. accumulates on any finished surface and should be periodically removed. Dust build-ups may scratch or dull the finish if not removed properly. All Harden products should be maintained by simply dusting with a damp cloth following the direction of the wood grain. Polishing is only recommended on a quarterly basis. When polishing, use only a high quality non-silicone product. All brass hardware has been lacquered for tarnish resistance - no additional care is required.
- All units are manufactured from the finest cherry wood and are subject to natural color and grain characteristics. As the cherry solids age, each piece will darken in its own unique manner. Darker finishes are not affected as dramatically because the pigments applied during finishing mask the aging process. Exposure to direct sunlight accentuates and accelerates the process, while a stationary object on a top may leave a shadow of lighter wood. When ordering additional pieces of furniture for an existing installation, we recommend submitting a finish sample with your order.

Leather

Harden leather is a natural product from cow hides. There are many common, inherent characteristics of hides which should be expected including: stretch marks, fat wrinkles, scars and cuts. These characteristic marks are considered to be a part of the natural beauty of the leather, and cannot be controlled by Harden. To clean, simply wipe the surface with a cloth dampened with a mild soap.

Mechanical Adjustments

Every piece of Harden Contract furniture is thoroughly inspected prior to shipment. Leveling glides, drawer slides and locks are mechanisms that can be jarred out of alignment during shipping and installation. If this occurs, we suggest you contact your dealer or installer immediately for appropriate service work and adjustment.

Drawer Alignment

Your desk or credenza must be completely level to insure correct alignment. Check the level and adjust the leveling glides if necessary. The level should be checked again if the furniture is moved. If the furniture is placed on carpet, the level should be checked after loading the drawers.

Drawer Removal

Release latches are located toward the front of each drawer on both the left and right metal suspensions.

Locking Mechanisms

Engraved on the key is a three digit number. Please record this number as we do not maintain a record of keys at the factory. If you lose your keys, please contact your dealer.

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Harden Contract Warranty

Harden warrants to the original purchaser of casegood products from the catalog to be free from defects in material and workmanship for a period of ten years from the date of shipment when put to ordinary use.

The natural characteristics of solid wood include variations in color, grain and texture and therefore are not considered defects. This warranty does not cover damage or injury caused by unreasonable or abusive use, failure to provide necessary or reasonable care, alteration, improper cleaning or routine wear. Due to the many custom options offered, there are some conditions and restrictions.

Harden does not recommend the use of glass tops on solid wood surfaces which restricts the normal exchange of moisture and could damage the wood surface. The use of glass tops will void the product warranty should structural damage occur.

As of April 1, 2013, Harden warrants to the original purchaser of standard seating from the catalog to be free of defects in workmanship under normal single shift service for a period of five years from the date of shipment. While we utilize the finest upholstery fabrics available, we cannot guarantee any fabric for wearability or color fastness. Similarly, variations in fabric color cannot be avoided. We cannot be responsible for variations beyond a reasonable commercial match. If an exact color match is required, a cutting of the fabric should be submitted with your order. Items ordered after original order must be matched with the original fabric's dye lot. If this is not possible due to dye lot availability, then exact color match cannot be guaranteed. COMs and COLs are not covered under the Harden warranty.

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MADE IN USA

