

Warranty

New Tangram Studio, L.L.C. ("Studio Other") warrants that Studio Other brand commercial products and workstations are free from defects in materials or workmanship for the period identified below except for the limitations and exclusions listed below. Studio Other will repair or replace with comparable product, at its option and free of charge, any Studio Other product, part, or component manufactured after the "date of installation", which fails under normal use as a result of such defect. The warranty is valid only to the initial purchaser only while they own the merchandise and only if the merchandise is continuously installed within an interior climate-controlled office environment.

12 Year Warranty

Powder coated steel components in texture finish. Quartz surfaces Ceasarstone, Silestone, or Cambria on plywood substrate. Worksurfaces in HPL standard Formica, Wilsonart, or Pionite (no gloss sheen, no soft touch) 90 degree 2mm or 3mm edges or exposed clear coated multiply edges. 8 Trac or 4 Trac Modular Electrical System.

5 Year Warranty

Height Adjustable Electric sit stand bases.

3 Year Warranty

Fabric tack boards or upholstered cushions. Leathers used on vertical panels or upholstered cushions. Rigid PET Felt used on vertical acoustic tack panels. Forbo linoleum desk surfaces or Forbo Bulletin board vertical panels. Any high wear sliding door or screen, any pivoting mechanical part or hardware: hinges, locks, bushings, bearings, springs, drawer slides, casters, magnets, glides. Leather or Velcro straps.

1 Year Warranty

Polycarbonate, Acrylic/Plexiglass screens & panels. Electrical USB charger ports or Electrical devices on plug cords. Wood veneer, Solid wood: plank or butcher block laminated, virgin or reclaimed wood. Reverse knife or Tapered top edges with clear exposed substrate. Painted MDF. Specialty Laminates: Soft-touch (Infiniti, Traceless, Fenix, etc), Gloss laminates, Core-Core or equal non-phenolic backed laminates, Chemetal or equal. Any laminate "self-edge". White dry-erase marker boards in gloss powder coat or gloss HPL. Horizontal Leather inset blotters. Natural stone. Glass. RTF – Rigid Thermal Foil. Electronic locks.

WARRANTY DOES NOT APPLY TO PRODUCT DEFECTS, DAMAGE, FAILURE OR LOSS RESULTING FROM:

- Normal wear and tear.
- Failure to apply, install, reconfigure, or maintain products according to published Studio Other or manufacturer instructions and guidelines.
- Abuse, misuse, or accident (including, without limitation, use of product in unsuitable environments or conditions according to published Studio Other instructions and guidelines).
- Surface or panel edges being contacted by any hard material including but not limited to: any seating, cleaning equipment, mobile units.
- Height adjustable desk edges colliding with any hard object mistakenly placed underneath the edge or desk being moved from specified offset clearance dimensions.
- Alteration or modification of the product.
- The substitution of any unauthorized non-Studio Other components for use in the place of Studio Other components in an integrated product solution, including but not limited to worksurfaces, leg supports, panels, brackets, shelves, overheads and other integral components.

WARRANTY DOES NOT COVER:

- Damage caused by a carrier.
- Damage caused by other trades moving the furniture or working over, on top of, or adjacent to the furniture installation.
- Defects caused by improper installation.
- Products considered by Studio Other to be consumables; (e.g., batteries, leds/bulbs/lamps).
- Variations occurring in surface materials (e.g., fabric weave distortion/misalignment, colorfastness (except paint), matching grains, textures and colors across dissimilar substrates and lots), and natural aging found in materials such as wood, leather, stone, inherent inconsistencies in raw cold or hot rolled steel. Solid wood plank, butcher block or wood veneer intentional and natural variations that includes, but not limited to: character marks, grain pattern, color and natural color aging.
- Customer's Own Material (COM) are not covered, except as warranted by the original supplier, for material properties including, but not limited to, quality, aging, colorfastness, shade variations, puddling, wrinkling or abrasions.
- StudioOther shall pass along any warranty it receives with respect to other manufacturers' branded products.

Warranty provides exclusive remedies:

- Pursuant to this limited warranty, if a product fails under ordinary use as a result of a defect in materials or workmanship, Studio Other will (i) repair or, at Studio Other's option, replace the affected product at no charge, with a new or refurbished product of comparable function, performance and quality or ii) refund or credit of the purchase price for the affected product, at Studio Other's discretion, if Studio Other determines that repair or replacement is not commercially practicable or cannot be timely made.
- A product "defect" means an inadequacy in the materials or workmanship of the product that (i) existed at the time when you received the product from Studio Other or a Studio Other authorized reseller and (ii) causes a failure of the product to perform under ordinary use in accordance with the materials and documentation accompanying the product.
- An "ordinary use" means use of the product (i) in conformance with all applicable local, state or federal laws, codes and regulations (including without limitation building and/or electrical codes) and (ii) in accordance with manufacturer recommendations and/or instructions in the materials and documentation accompanying the product.
- A "Studio Other authorized reseller" means any dealer that (i) is duly authorized by Studio Other to sell the product, (ii) is legally permitted to conduct business in the jurisdiction where the product is sold, and (iii) sells the product new and in its original packaging.
- Replacement parts are covered for 2 years or the balance of the original warranty, whichever is longer.



Labor

Studio Other warrants that all Labor performed by authorized Studio Other installation crew members meet the quality standards and specifications of approved Studio Other shop drawings and installation drawings for a period of one year. We agree to repair or replace, at our discretion, any product deficiency or defect occurring during the one-year period resulting from a Studio Other labor error. Any or all labor by client or by a third party other than an authorized Studio Other crew member is not covered under this warranty.

Seating, Lighting and or Products not Manufactured by Studio Other

Studio Other does include Byrne Electrical items within its warranty all other items below are not covered by Studio Other's warranty. They are covered separately only under their original manufacturer's OEM warranty.

- Products considered consumables (e.g. lamps and ballasts)
- Customer's own (COM) or non-standard textiles and materials
- Variations occurring in surface materials (e.g. colorfastness or matching grains, textures and colors across dissimilar substrates, felt, fabric yardage across different dye lots and spools)
- Other manufacturer's products.
- Any non-Byrne electrical item used within a Studio Other furniture system is covered separately under the OEM warranty
- All UL registration or UL listing numbers are held by the OEM of each electrical product, not by Studio Other.
- Any local municipal code requiring Field UL testing and labeling will be quoted in addition to normal product cost.
- Task lighting – see OEM warranty
- Hardwiring is not included by Studio Other. All hardwiring of modular furniture electrical system in-feeds is the responsibility of the client contracted licensed electrician.
- Occupancy sensors for building furniture circuits for energy code compliance are not included by Studio Other.

This warranty applies only to products delivered and installed in the United States and Canada.

THIS LIMITED WARRANTY FOR REPAIR OR REPLACEMENT IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TANGRAM SHALL NOT BE LIABLE FOR ANY MONETARY, CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY PRODUCT DEFECT.

Exclusions and Inherent Characteristics: Refer to *Studio Other - Maintenance and Care Instructions for all items below.*

This warranty does not apply to product defects, damage, failure or loss resulting from the following:

Fabric Wrapped Tack boards and Upholstery

The characteristics of fabric varies greatly from type to type. Although the utmost care is taken when applying fabric to tack board substrates Studio Other cannot be responsible for fabric weave distortion and or any weave misalignment relative to tack board edges. Studio Other cannot be responsible for weave distortion or misalignment of weave relative to sewn seams or edges of stretched fabric partitions. Fabric may stretch, lift off or pucker on cushions, between buttons or snaps, or on tack boards with curved corners. Reverse crossing of dyes from user clothing onto seating products is not warrantied.

Polycarbonate / Acrylic / Plexiglass

Polycarbonate and Acrylic material may turn "yellow" with UV exposure. Both materials can scratch easily. Acrylic can crack and break if impacted by heavy object or pushed on by strong force. Both materials are thin and may bow out of plumb or alignment to one another in ganged applications.

Soft Touch – Super Matte Laminates (Formica Infiniti, Traceless, Fenix or equal)

Soft touch, super-matte finish laminates are known to have minor factory imperfections such as: small scratches, dimples, bumps, and color variations from sheet to sheet. Color may vary relative to standard HPL of same color #. Soft touch will show wear and tear use blemishes, scratches and chips on edges at a faster rate than standard HPL. Soft touch laminate is not recommended for high use, high "traffic" horizontal worksurfaces. Avoid heavy, sharp objects, chopping, slicing, or pounding on soft touch laminate surfaces. Damage from this use is not warrantied. UV exposure can change color.

Clear Coated, Tinted or Translucent Powder Coats:

Clear, Tinted and Translucent powder coats will show tube weld seams, die forming marks, weld, grind and buff artifacts, minor scratches, fingerprints, metal substrate discoloration and or variation. There is no touch up paint available for translucent powder coats. If site damage occurs new replacement component, associated freight and labor will be quoted. Opacity of tint/ translucent finishes will vary in parts and from part to part. Aesthetic appearance of clear coated and translucent powder coat finishes are excluded by warranty.

Un-Finished Metal:

All unfinished hot rolled steel HRS and cold rolled steel CRS components may develop a film of rust (oxidization) overtime. The film of rust will not lessen structural integrity. HRS material has random color variations from dark to shiny and can ship with scratches from the steel yard. Visible welds and heat mark discoloration will be exposed in unfinished steel. Forming marks from fabrication will be visible. Avoid exposure to cleaners, damp rags, water, potted plants, drink glasses, direct ocean salt air, fog or to prolonged open natural air ventilation with humidity as these will accelerate rusting. HRS will naturally absorb oils from contact with hands / fingers.

Solid Wood and Wood Veneer:

Solid wood and veneer are natural materials with unique variations from part to part. Variations in color, grain pattern, density and naturally occurring knots are to be expected from part to part. Wood is susceptible to dimensional movement relative to changes in humidity. Finish color will change relative to age and exposure to light. Grain color can vary widely within same wood species exhibiting light to dark color variations between sap wood and heart wood. Natural veneer parts may not be able to be sourced from same harvest or same tree, therefore color and grain may vary from part to part. Joint separation, cracking, bowing, warping, cupping, edge band delamination due to exposure to humidity, direct UV sunlight, dryness, or heat can occur. Edge chipping or splintering, stains, heat marks, water marks, imprints, marks from pen ink are not warrantied. Exposed plywood edges may have voids in laminations. Solid wood edges have pin nail holes and wood filler.

White Marker Boards – Gloss Powder Coated Steel & Gloss Laminate Finish:

Must follow *Studio Other Maintenance and Care Instructions*. Studio Other does not warranty against 'ghosting' after one year. If recommended cleaning procedures are followed and quality brand of white marker board pens are used as noted then life span may exceed one year.

Glass: Clear glass has a green edge tint. The larger the panel of glass the darker the edge tint will be with both low iron and clear glass. Glass is fabricated to the following ASTM standards: ASTM C1036, ASTM C1048-04, ASTM C1172, ANSI Z97.1-2004,

16CFR 1201. Back painted glass color may vary from panel to panel. Glass can scratch, chip or break if impacted by hard, sharp objects.

Natural stone: Can develop cracks and can stain easily.

Smooth or Gloss Powder Coated Metal or Smooth Gloss Laminate Finish:

Smooth and or gloss powder coat finish parts will show normal manufacturing artifacts such as forming, welding, sanding, and normal sheet metal pan deformation. Gloss finishes will show fingerprints and require more frequent and specialized care during cleaning. Scratches from normal wear and tear may become noticeable at a faster rate than textured finishes.

Formica Color Core or equal: Used as edge banding can delaminate over time due to lack of phenolic backer.

Off-Gassing:

Studio Other uses only (CARB) compliant veneer core hardwood plywood, particle board and MDF and other low VOC materials / finishes. However, Studio Other does not warranty our products or our installed furniture against odor from off-gassing materials. Studio Other recommends that the client work with their architect and HVAC vendor to ensure that an HVAC system with the best possible air exchange rate is installed to ensure indoor air quality.

Care Guide and Maintenance Instructions

Failure to use, follow or maintain products according to the following Studio Other guidelines will void the warranty.

Environment

Studio Other products must be installed and continuously maintained within an interior climate-controlled office environment with no exposure to UV light.

Solid wood, wood veneer, raw hot or cold rolled steel, and textile / leather products require the interior environment to be maintained at a consistent relative humidity (RH) level between 40 - 45% RH at a temperature range of 69 F to 72 F. Wood or veneer will expand and contract if exposed to seasonal humidity exceeding this range causing warping, bowing, cracking, delaminating or other related failure. Raw hot or cold rolled steel will rust if exposed to non-climate controlled high humidity levels from open windows or salt air breeze from nearby oceans. High humidity can cause textile / leather issues including, but not limited to, adhesives failing prematurely, delaminating, wrinkling, sagging, puddling, mold, odor.

Exposure to UV light will cause issues including, but not limited to solid wood and wood veneer cracking, warping, bowing, delamination of veneer, delamination of hpl, pvc, veneer or solid wood edge banding, delamination of inset blotters, aging or change of color in wood, leather, natural stone, quartz, metal component expansion, bowing. Objects left on aforementioned natural surfaces in UV light exposure will mask the natural aging causing a permanent coloration change in the material under the footprint of the item.

Products must be installed no closer than 4 feet from heating radiators to avoid damage by excessive heat and dryness. Failure to maintain this clearance distance may cause issues including, but not limited to cracking, bowing, delamination of veneer or of edge banding, delamination of inset tack boards or blotters, metal component expansion, bowing, misalignment.

Powder Coated Metal, RTF & Laminate Surface Care

Wash powder coated metal or high pressure laminate surfaces with a soft cotton cloth soaked in a mild cleaner mixed in warm water. Simple Green is a recommended brand of mild cleaner.

Never use powdered abrasives or other harsh cleaners like bleach, hydrogen peroxide, acids, solvent or alcohol-based chemicals, or glass cleaners with ammonia. Do not use abrasive pads. They may deface and permanently damage the finish.

Rigid PET Felt (Zintra/Autex) Acoustic Panel Care

Remove spills immediately using damp, clean cloth.

Wash Zintra surface with a soft cotton cloth soaked in a mild cleaner mixed in warm water. Simple Green is a recommended brand of mild cleaner. If stain does not come out then use a carpet shampoo such as ZEP mixed in warm water for a deeper clean.

Never use powdered abrasives or other harsh cleaners like bleach, hydrogen peroxide, acids, solvent or alcohol-based chemicals, or glass cleaners with ammonia. They may deface and permanently damage the finish. Do not use abrasive pads.

Polycarbonate / Acrylic / Plexiglass Cleaning & Care

STEP 1

Begin by removing excess dust or dirt from the surface of the polycarbonate or plexiglass using air to clear particles off the surface. Do not use a usual duster, a brush or dry cloth. Do not make direct contact. Making direct, dry contact with surface particles using your hand or a cloth can actually grind them into the material itself.

Use a bottled compressed air can such as one commonly used for dusting off electronics. Hold at a 45-degree angle several inches away from the plexiglass and run side-to-side down the surface.

STEP 2

Once excess dust has been removed, spray a nonabrasive acrylic cleaner, such as **Brilliance** or **Novus No. 1** (both available on Amazon) onto a one- or two-foot-square section of polycarbonate or plexiglass. (For an on-hand alternative, a solution of mild dish soap and water works well too.) Once the cleaner has been applied, use a soft, lint-free microfiber cloth to gently wipe the surface down, again being careful to make contact only with the portion of the surface that already has cleaner on it. Continue applying the cleaner and wiping it off in small sections until you've finished the entire surface.

Caution

Be careful to avoid abrasive pads, brushes and direct dry contact. Avoid ammonia-based cleaning products, like Windex, avoid bleach, and avoid other 'all-purpose' home cleaners, because they contain harmful chemicals that will actually damage the surface leaving it cloudy looking.

Please follow these steps each and every time you clean your plexiglass to avoid damage and achieve the best longevity of the surface.

Veneer and Solid Wood Care

These instructions apply to all solid wood, natural veneer and reconstituted wood veneer products both clear coat finish or stained and clear finished.

Normal Cleaning

Dust furniture with slightly damp soft lint-free cloth in the direction of the wood grain.

Wipe dry with a dry soft cloth in the direction of the wood grain.

Once a Month

Clean the surface with a soft lint free cloth dampened with a quality cleaner formulated for wood furniture mixed with warm water. Murphy Original Formula Oil Soap is recommended.

Wipe the surface in the direction of the wood grain to remove dirt and fingerprints.

Wipe dry with a clean soft dry lint free cloth.

Do not use aerosol-powered cleaners or polishes. Do not use polishes containing silicone, waxes or abrasives, or polishes that are oil based.

Never use powdered abrasives or other harsh cleaners like bleach, hydrogen peroxide, acids, solvent or alcohol-based chemicals, or glass cleaners with ammonia. Do not use abrasive pads. They may deface and permanently damage the finish.

Veneer and Solid Wood DO'S and DON'TS

1. Regular gentle dusting will help maintain the surfaces of the furniture. Always use a non-abrasive, lint-free cloth and move the cloth in the direction of the wood grain.
2. Wood and veneer is susceptible to scratches due to contact with coarse particles (e.g. sand, sugar, etc). Before cleaning and/or polishing with a cloth, remove dust from the surface of the wood using lint free cloth moving in direction of wood grain.
3. When cleaning move the cloth in the direction of the wood grain.
4. Wood and veneer products need to be maintained in a consistent relative humidity and air-conditioned interior. See Environment section of this document.
5. Over time, air, sunlight and artificial light will change the color of solid wood or veneer. Wood will naturally darken when exposed to light. If a surface is kept in partial light the portion exposed to light will darken creating a pronounced variation in the wood color next to the rest of the surface that was covered from light. Please be aware, surfaces in light which contain objects or partial coverings on the surface (e.g keyboards, mouse pads, equipment, etc) will cause the wood under these objects to be lighter. The light spot will take time to blend back to the surrounding area color and may not become as dark. Periodically rotate the items placed on your wood furniture to allow a more uniform color to develop.
6. Avoid UV sunlight exposure to veneer and solid wood surfaces. If near windows use blinds to block direct sunlight. Exposure to sunlight can cause wood and veneer surface cracks, warped panels or delaminated veneer or edge banding.
7. Do not place wood furniture, near sunlight, heating radiators, air conditioning vents, humidifiers or fireplaces as the effects of more extreme localized temperature, moisture, dryness may warp, dry, crack or delaminate the veneer or solid wood.
8. Avoid prolonged exposure to spills of water, beverages, liquids, alcohol on wood or veneer surfaces. Wipe up all spills immediately and dry with a soft lint free cloth in direction of the grain. Water or any moisture must not be allowed to settle on the surface as this may result in the veneer splitting or lifting from the substrate material or the lacquered surface coating becoming discolored.
9. Do not place hot items or liquid filled cups, bottles, potted plants or food service dishes on wood or veneer surfaces. Always use trivets or coasters with soft material between above items and wood surfaces. If trivets or coasters are not used wood finish can become discolored or damaged.
10. Avoid dragging sharp or rough objects across the surface of your wood furniture. Use adhesive felt pads under objects, soft bottom trivets, coasters and placemats to help prevent scratches.
11. Avoid applying tape or sticker labels and or any other adhesive on to veneer or solid wood finish surface. Wood finish may become permanently damaged in localized area after removal.
12. Avoid substances such as alcohol, lemon or vinegar on wood or veneer surfaces - prolonged contact may permanently and visibly damage the surface (local discoloring).
13. Avoid solvent or alcohol-based chemicals, avoid bleach, hydrogen peroxide, ammonia, petrol, abrasive powdered cleaners or strong cosmetics and toiletries (hair dyes, nail polish removers, etc.) or permanent markers. These chemicals will damage wood or veneer finish.
14. Be extra cautious when using hard or sharp objects around wood or veneer surfaces, as they may leave scratches, chips or dents in the wood material (e.g. sharp edges of decorative items, hand writing, equipment, etc.).
15. Never apply heat (e.g. hair drier, hot glue gun or space heater) to the wood surface this will damage the finish.
16. Never use products like (Pledge) silicone, oil based, aerosol- powered or wax polishes as these may leave surface residue and can break down and damage the lacquer finish over time.
17. Care must be taken to avoid moisture ingress into the edges of wood surfaces.
18. Never allow any hard object to come in contact with surface or panel edges including, but not limited to seating, armrests, mobile carts, mobile peds or cleaning equipment. Any contact may cause damage.
19. Never allow a height adjustable desk to be moved out of specified clearance offset dimension from adjacent panels, storage units, walls, or other tables.
20. Never allow seating or mobile units that are higher than the lowest clearance dimension of the height adjustable desk to be rolled underneath the height adjustable desk. This will result in damage to the edges, denting or scratching to both the desk, and whatever object was mistakenly placed underneath.

White Marker Board Care

Expo brand dry erase markers should be used in lieu of other brand markers that are far more difficult to “erase”. Use only clean or new Expo brand dry erasers. The condition of your eraser surface makes a difference in ease of removal. Worn and dirty erasers actually smear the ink and make it more difficult to remove. White board surfaces require weekly cleaning maintenance. First erase your board with a clean Expo Eraser. Next use Expo Whiteboard Care liquid spray cleaner and Expo Microfiber Cloth or Expo Whiteboard Care Cleaning Wipes. Never use cleaners other than Expo Whiteboard Care or equal white board cleaner. Never use any abrasive pads.

Hot Rolled Steel or Raw Steel Care

Hot rolled steel (HRS) is an un-finished porous material. HRS is naturally susceptible to rusting (oxidation).

Avoid cleaning any HRS with soapy water, damp rags or other household cleaners as these will accelerate rusting. Avoid exposing HRS products to water, potted plants, drink glasses, direct ocean salt air, fog or to prolonged open natural air ventilation with humidity. HRS will naturally absorb oils from contact with hands / fingers.

In normal air-conditioned office environments apply ‘Sprayway’ brand oil based stainless steel cleaner or equivalent to all HRS surfaces every 2-3 months. Repeat application on a routine basis as required. Apply oil based stainless steel cleaner to all HRS surfaces. Spray on oil cleaner to all surfaces (using care not to overspray on to other adjacent materials). Wipe oil into all HRS surfaces with a clean dry cotton rag. The oil will soak into the pores of the steel adding protection. Then wipe off excess oil with a clean dry cotton rag.

If HRS is exposed to direct ocean salt air, fog or to prolonged open natural air ventilation the oil-based cleaner should be applied on a more frequent basis to be determined by client.

Quartz Surface Care

Never use chemicals such as, oven grill cleaners, bleach, ammonia, glass cleaners, hydrogen peroxide, acids, acetone, solvent or alcohol-based chemicals, strippers, tarnish removers, furniture cleaners, drain products, dishwasher detergent, etc. Do not use abrasive pads. They may deface and permanently damage the finish.

Due to Quartz surface high density and non-porous qualities, normal cleaning with a damp cloth and mild detergent is all you need to keep your Quartz surface looking great. Thoroughly rinse off the soap/mild detergent with hot water after use and dry with soft cloth or paper towel. To avoid dulling the surface shine, make sure to use a non-abrasive cleaner, and thoroughly rinse off with water after use. Those wishing to use environmentally safe cleaners may also use a combination of 50/50 vinegar & water, rinsing afterwards

Fabric / Upholstery Care

Avoid using bleach, ammonia or any harsh chemical cleaner. Consult and follow the specific cleaning and care instructions published only by the original fabric manufacturer. Fabric fibers, dyes and weave types vary greatly; therefore, it is very important to follow the original manufacturer instructions for the exact fabric used in your project. It is recommended that you hire a professional commercial furniture upholstery cleaning service to properly clean and maintain fabric elements along with following the specific original fabric manufacturer’s guidelines for cleaning and care.

