

CARE AND  
MAINTENANCE  
INSTRUCTIONS  
AND WARRANTY  
CERTIFICATE

# GENERAL INFORMATION

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- Products may have a particular scent due to the structural characteristics of particleboard, melamine-surfaced particleboard, and medium-density fibreboard (MDF). This is unrelated to product quality and stems from the structure of the material. The odor can be eliminated by airing.
- Do not use lower-module furniture by stepping or standing on them as ladders.
- Do not sit on lower-module furniture.
- Do not place sharp-edged objects on the surface of furniture.
- Do not store furniture in humid and wet spaces.
- Keep products at least 50 centimeters away from heaters such as radiators and stoves.
- Do not attach posters, stickers, tags, etc. on the surface of products.
- Do not place objects that are prone to falling over on modules.
- Do not mount products on walls with lower bond strength such as drywall.

# WOOD AND POLISHED PRODUCTS

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## Use

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- Do not place sharp or cutting objects such as keys on the surfaces of wood, natural-covered wood, or lacquered-painted products.
- The age, vein structure, altitude, and climate of the tree may result in differences of shade in wood and natural-covered wood products.
- Long exposure to sunlight may result in polish discoloration.

## Maintenance and Cleaning

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- Do not place sharp or cutting objects such as keys on the surfaces of wood, natural-covered wood, or lacquered-painted products.
- The age, vein structure, altitude, and climate of the tree may result in differences of shade in wood and natural-covered wood products.
- Long exposure to sunlight may result in polish discoloration.

# FABRIC

## Use

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- Periodically air the area where the product is placed.
- Do not place in contact with sharp or cutting objects.

## Maintenance and Cleaning

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- Clean the product by wiping with a cloth and lukewarm soapy water. Do not use chemical or whitening products for cleaning.
- Do not use the product until it's dry after cleaning with water.
- Stains gradually set and are harder to remove over time when exposed to heat, light, and air. Clean any stains immediately.
- Try the cleaning agents to be used on a hidden part of the fabric before the stained area. Place a white cloth on the area of use and gently put pressure on it for 20 seconds. If the color of the towel isn't transferred to the fabric, the cleaning agent can be used to remove the stain. Otherwise, do not use the cleaning agent when cleaning the product.
- Use dry cleaning when necessary.

# FOR GENUINE LEATHER

## Use

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- Make sure not to expose the product to sunlight since it decolors leather sofas and deforms its color.
- Genuine leather sofas may loosen or wrinkle. It's not a defect but stems from the structure of the leather.

## Maintenance and Cleaning

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- Make sure not to use too much water, and dry properly after cleaning.
- Do not use products such as bleaching chemicals, brushes, wire wools, or scouring pads. You can use a microfiber cloth.
- Do not try to clean a stain on a leather sofa by wiping it off since it will only cause the stain to be further absorbed by the leather. Gently pat the liquid stain on the sofa with a cloth.

# POLYPROPYLENE

## Use

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- Products may break or crack due to hard and strong impact.
- Do not scratch with sharp objects.
- Do not let the product be exposed to liquid and UV light for long periods.

## Maintenance and Cleaning

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- Clean with water and sponge. Hard objects such as wire wools may scratch the product.
- Do not use bleaching chemicals.

# MODULES WITH HINGES, SLIDING SYSTEMS AND DRAWERS

## Use

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- Do not put weight more than 5 kilograms on the module shelves.
- Do not close the drawers too quickly and harshly as it may damage the mechanism.
- Drawer and door sliding systems with a soft close will automatically reduce closing speed. Do not put any extra force during the process.
- While carrying or moving assembled products, make sure to carry it by leaning towards the opposite direction of the drawers' opening mechanism.
- Use force at the medium point while using push-to-open railed drawers. Never pull it by force.
- Make sure to check that the height of objects placed within drawers does not exceed the side panel since it may affect the performance of the mechanism.
- Do not open all drawers at once for modules with multiple drawers since it may cause the module to topple.
- Carry the product in a balanced and orderly fashion. Do not haul the product on the ground.

## Maintenance and Cleaning

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- Do not place sharp or cutting objects such as keys on the surfaces of wood, natural-covered wood, or lacquered-painted products.
- The age, vein structure, altitude, and climate of the tree may result in differences of shade in wood and natural-covered wood products.
- Long exposure to sunlight may result in polish discoloration.

# MARBLE

## Use

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- Do not place acidic food and beverages such as wine, lemon, citrus fruits, and coffee directly on the surface. These substances may cause stains that cannot be removed due to the natural properties of marble. Please note, damage resulting from these uses is not covered under warranty.
- Do not place extremely hot food and beverages directly on the surface.
- Granular or solid materials can scratch marble.
- Carry the product in a balanced and orderly fashion. Do not haul the product on the ground.

## Maintenance and Cleaning

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- Do not use bleach, synthetic cleaners, whitening chemicals, or anti-scale agents since they quickly corrode the marble and make it unusable.
- Clean immediately in case of spilling high-pigment food and beverages such as cumin, curry, coffee, orange juice, and wine since they are absorbed by and harm the texture of the marble.
- First, clean the residue and dust on the marble. Spread liquid or gel cleaning products for marble across the surface. Wait three to five minutes for the stains to rise. Wipe the detergent off the surface with a soft and semi-wet or wet cloth without too much pressure. Wiping marble too harshly will cause scratches on the surface. Wipe the marble with a dry towel or cloth to finish cleaning.

# GLASS



## Use

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- Clean wet surfaces immediately so as not to leave a stain.
- Do not close glass doors too quickly and harshly as it may damage the door.
- Do not place cups or pitchers directly on the surface of the product. Use alternatives such as coasters.
- Carry the product in a balanced and orderly fashion. Do not haul the product on the ground.

## Maintenance and Cleaning

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- Microfiber cloths are the most suitable for cleaning. Clean with a damp cloth, and make sure to wipe with a dry cloth.

# FENIX, LAMINATE AND LACQUER

## Use

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- Do not place cups or pitchers directly on the surface of the product. Use alternatives such as coasters.
- Carry the product in a balanced and orderly fashion. Do not haul the product on the ground.

## Maintenance and Cleaning

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- Do not use bleaching chemicals. Clean with a damp and soft cloth.

# COMPACT LAMINATE



## Use

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- This material is durable against breaking and impact. However, make sure to protect it from harsh external impact.
- Carry the product in a balanced and orderly fashion. Do not haul the product on the ground.

## Maintenance and Cleaning

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- Do not use bleaching chemicals. Clean with a damp and soft cloth.

# NATURAL STONE / NEOLITH

## Use

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- This material is durable against breaking and impact. However, make sure to protect it from harsh external impact.
- Do not place cups or pitchers directly on the surface of the product. Use alternatives such as coasters.
- Carry the product in a balanced and orderly fashion. Do not haul the product on the ground.
- Neolith tables may crack and break as a result of the impact of sharp and heavy objects, especially the edges are the most sensitive area.
- Avoid hard / impactful contact with other tables. Keep a distance from columns and similar structural elements in the space. Do not use adjacent to the walls in the space.

## Maintenance and Cleaning

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- Do not use bleaching chemicals. Most of the time, cleaning with water is enough.
- Clean with a microfiber cloth or a sponge.
- Do not use ammonia-based cleaning products which can damage the sealant and harm the product.

# TERMS OF WARRANTY

1. The duration of the warranty starts from the delivery of the goods and lasts 5 (five) years. The certificate of warranty can be provided as written on paper or via a fixed data container. If requested by the customer, it is an obligation to provide a hardcopy of the certificate.
2. The Vendor delivers the warranted goods to the determined destination via shipping, and the Buyer approves the delivery of goods by putting company seal and signature on the delivery note.
3. All parts of the goods are within the scope of the warranty.
4. If the goods is proven to be defective, the Consumer can exercise one of their rights as stated by the Consumer Protection Law No. 6502 Article 11:
  - a. **Reneging the contract,**
  - b. **Requesting discount in sale price,**
  - c. **Requesting free-of-charge repair,**
  - d. **Requesting the exchange of sold goods with a non-defective one.**
5. **If the Consumer chooses their right to have the goods repaired free-of-charge,** the Vendor is obligated to repair the goods or have it repaired without request any payment whether to pay for the labor cost, changed part or any other expense.
6. If the Consumer decides to use their right to have the goods repaired free-of-charge and,
  - The goods breaks down again within the period of warranty,
  - The maximum period for repair is exceeded or,
  - The Vendor generates a report stating that the goods cannot be repaired. **The consumer can request the Vendor to refund payment or price discount in proportion to the defect, or to change the goods with a non-defective one if possible.** The Vendor cannot deny the customer's request.
7. The repair period cannot exceed 20 business days. This period starts from the date of notification of the goods' defect to the Vendor within the warranty period, and from the date of delivery of the goods to the Vendor if the warranty period has ended. If the defect cannot be repaired within 10 business days, the Vendor must allocate another product with similar characteristics to the use of the Consumer until the repair of the product is completed. In case of malfunction of the product within the warranty period, the time spent in the repair is added to the warranty period.
8. The warranty period of the part or goods replaced as part of the warranty is limited to the remaining warranty period of the purchased product.
9. Our fabric collections carries a specific warranty period depending on the manufacturers' warranty period.

10. Defects resulting from the use of the product contrary to the terms in the user manual are not covered by the warranty.

## Terms and Conditions Excluded from the Warranty (User Errors):

- a. Damages, deformations, and deteriorations that may occur due to improper use (exceeding loads, use on uneven ground, etc.), improper transportation or shipping between the customer's premises, improper stacking, apart from the structural defects of the goods and materials.
  - b. Damages, malfunctions, deformations, and deteriorations caused by faulty maintenance and cleaning processes.
  - c. Damages and malfunctions caused by external effects such as fire, earthquake, flood, and excessive sun exposure.
  - d. Damages, malfunctions, deformations, and deteriorations caused by incorrect or careless use such as scratching, crushing, or breaking the goods' surface.
  - e. Repair and assembly of the goods by third parties other than the authorized persons assigned by the Vendor.
  - f. Installation of parts or accessories that are not in the original goods and supplied from a source other than the Vendor.
  - g. Goods using natural wood/wood materials (including natural wood lacquered goods) may have color and tone differences due to the structural characteristics of the material. This is not a defect, it is the main feature of the goods. Changes in color and surface finish due to exposure to sunlight.
  - h. Abrasions and deformations due to improper washing and use regarding fabric-covered goods or parts/accessories.
11. The customer must check all products delivered and notify us of any damage or quality faults within 24 hours of receiving them, providing evidence. The customer can contact us via email or phone. We will discuss options including repair or replacement.
  12. The Buyer has accepted the type, quality, and dimensions of the purchased goods as specified in the sales contract. It is entirely the Buyer's responsibility whether the goods produced and delivered in accordance with the contract comply with the dimensions or colors of the Buyer's intent for use.
  13. The consumer may apply to **the Consumer Arbitration Committee or the Consumer Court** in their place of residence or the consumer transaction, in case of disputes that may arise regarding the use of her rights arising from the warranty.
  14. In case this **Warranty Certificate** is not provided by the Vendor, the Consumer can apply to **the Ministry of Commerce General Directorate of Consumer Protection and Market Surveillance.**



# Certificates

## Production standards



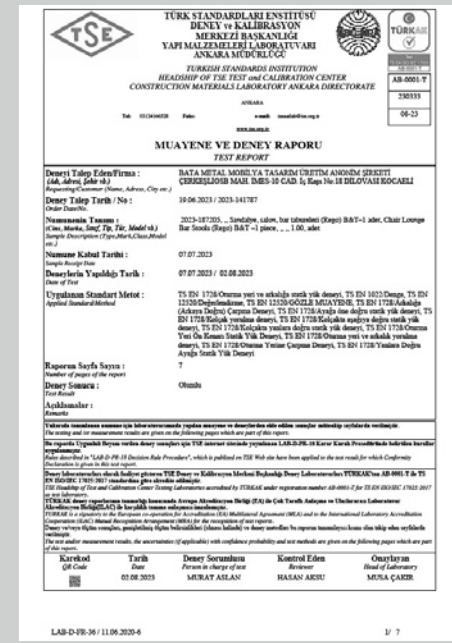
TS EN ISO 9001



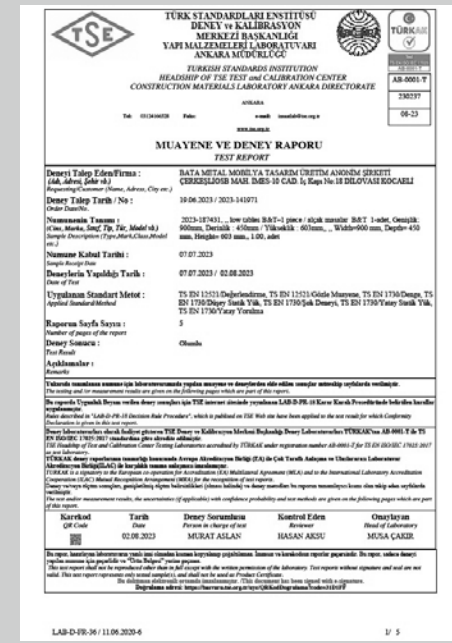
TS EN ISO 14001



FSC® (Optional)



TS EN 12520



TS EN 12521



TS EN 16139



ISO 45001



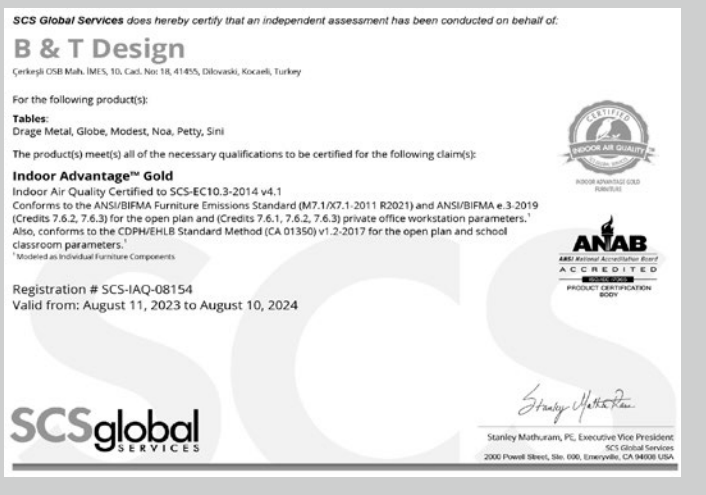
ISO 14064



CE Certificate



Indoor Air Quality



Partner's standards



B&T Design holds EN ISO 9001:2015 and EN ISO 14001:2015 certificates, and works with partners member of BIFMA.



**CERTIFICATE OF WARRANTY.**

**MANUFACTURER**

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**Phone** +90 212 220 42 20  
**Mail** info@bt.design  
**Website** www.bt.design  
**Authority** .....

**DEALER**

**Name** .....  
**Address** .....  
**Phone** .....  
  
**Authority** .....

**Product name** .....  
**Invoice number** ..... **Date** .....