

Limited Lifetime Warranty

Warranty: **2.0**
 Revision: **January 2022**

Laminate Office Furniture

Heartwood Manufacturing Ltd. (HML) and Heartwood Distributors Ltd. (HDL), wish to assure dealers and customers who purchase our products that they are investing in the best quality furniture available in its class. To this end, any laminate furniture products produced or sold by HML or HDL on or after February 1st, 2012 are warranted to be free from defects in materials and workmanship for as long as the original purchaser owns the product. Products sold before this date have a 5 year limited warranty.

In the unlikely event that any product or component covered by this warranty should fail under normal workplace conditions, as described and limited in this document, HML or HDL promises to repair it. If we are unable to repair it, we will replace it with comparable product.

Limited Lifetime Warranty does not apply to all laminate furniture. See the chart below for warranty details on all HDL and HML series:

Heartwood Series		Warranty	HDL Series		Warranty
388/ 600		Limited Lifetime	Innovations		Limited Lifetime
850		Limited Lifetime	Outlines & Outlines <i>Plus</i>		Limited Lifetime
WorkScope	Upholstery/foam	2 years	FrameWork	Fabric + electrical components	2 years
	All other components	Limited Lifetime		Structural components	3 years
Outlines & Outlines <i>Plus</i>		Limited Lifetime	Tucana & Tucana Elite	Bases	2 years
Flex			Laminate Tops	Limited Lifetime	
900	Melamine components	Limited Lifetime	Titan	Laminate components	Limited Lifetime
	Metal components	5 years	Metal components	5 years	
Jupiter	Metal Frame/Non-moving parts	5 years	Jupiter	Metal Frame/Non-moving parts	5 years
	Upholstery	2 years		Upholstery	2 years
	Pneumatic cylinders	3 years		Pneumatic cylinders	3 years
	Casters, base, arms & chair mechanisms	3 years		Casters, base, arms & chair mechanisms	3 years
<i>Zeus Chair only</i>	Metal Frame/Non-moving parts	10 years	<i>Zeus Chair only</i>	Metal Frame/Non-moving parts	10 years
Apollo	Metal/motor components	5 years	ToughLite		2 years
	Laminate Tops	Limited Lifetime	Olympus	Moving components	5 years
*Calypso	Mechanical components	7 years	Electrical	2 years	
	Structural components	15 years	Athena	Moving components	5 years
*Athena	Laminate Tops	Limited Lifetime	Electrical	2 years	
	Moving components	5 years	Atlas	Moving components	2 years
Atlas	Electrical	2 years	Electrical	2 years	
	Moving components	2 years	Zeta	Laminate	Limited Lifetime
FrameWork		Limited Lifetime	All other	3 years	
	Tucana Elite	2 years	Subra/SOHO		1 year
TEAM		Limited Lifetime			

*Effective November 2020, Heartwood (HDL or HML) will now cover reasonable labor costs incurred by the dealer in making warranty repairs to our Athena or Calypso sit stand bases only. Requests must be pre-approved and made to Heartwood in writing.

Please contact Customer Service while on site to trouble shoot the situation first as the overwhelmingly majority of cases can be resolved over the phone. Issues that can be resolved over the phone do not qualify for compensation. The payment for approved labor costs will be in the form of a credit towards future purchases.

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Accessories	Warranty		Warranty
Keyboard Trays	5 years	All Locks	1 year
CPU Holders	5 years	All Power Grommets	1 year
All Tasklights	1 year	Wire Management	Limited Lifetime
900-Metal Bases	5 years	100-DTHA-BL	5 years
Monitor Arms	5 years	Anti-fatigue Mat	5 years
Premium Monitor Arms Models: 100-MA1B & 100-MA2B	10 years		

NOTE: This warranty is limited to manufacturer's defects and will not apply to any products that must be repaired or replaced due to normal wear and tear, negligence, abuse or installation errors. Damage by sharp objects, imprinting from heavy objects or staining is not covered. Products that have been modified or altered by others or used for rental purposes are not covered. This warranty covers materials only, labour and shipping costs for repair or replacement are not covered.

HML and HDL reserve the right to change laminate, fabric and hardware suppliers, and as a result, we do not guarantee the match of colours, grain or hardware to those of existing products.

This warranty, as explained here, is your sole and exclusive remedy. To make a warranty claim, a Heartwood + HDL Warranty Claim Form must be filled out. Please refer to the Warranty Submission Info section on the Warranty Claim Form to be certain you have provided all of the information we require to ensure an accurate and speedy resolution.

Laminate cleaning instructions: wash laminate with a mixture of mild liquid dish soap and warm water. Rinse with cold water and then dry with a clean soft towel.