



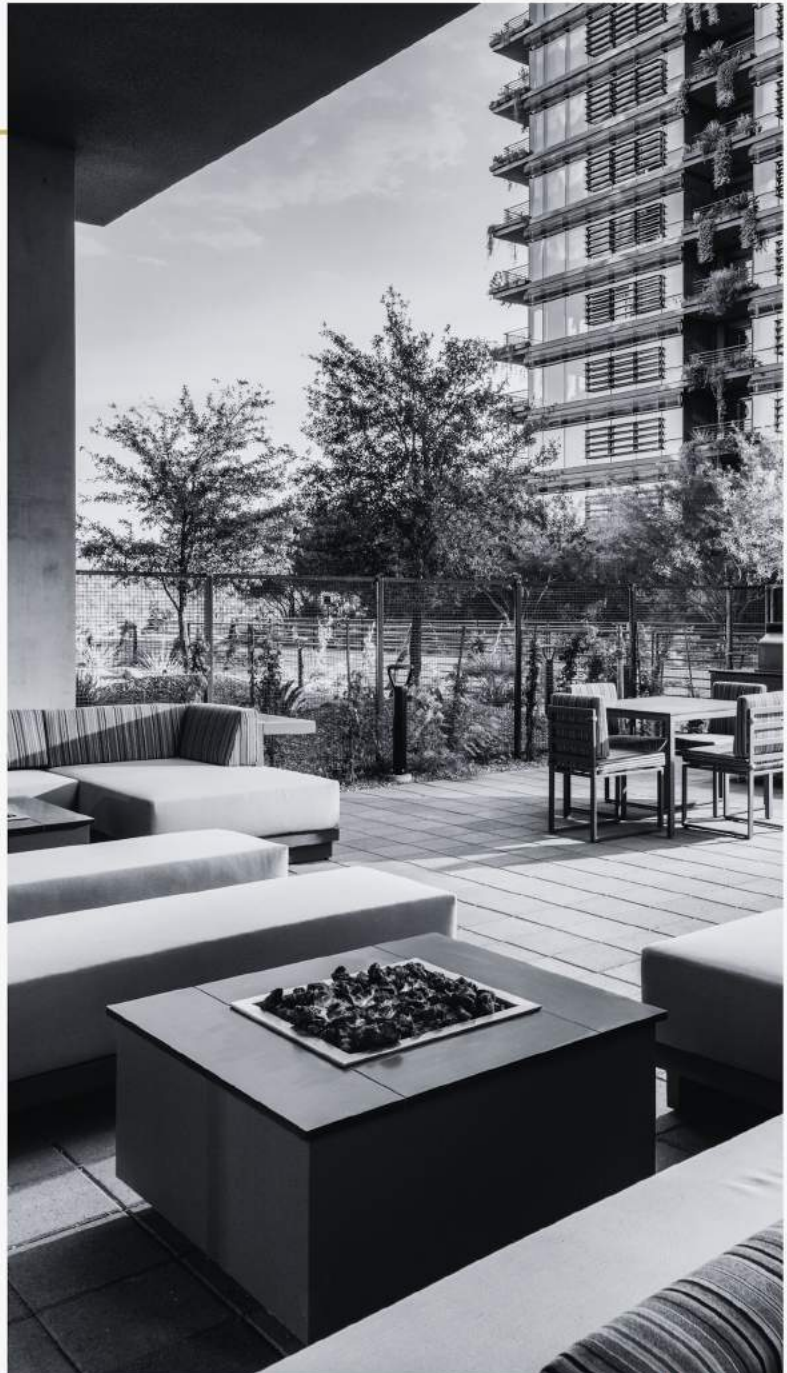
CC PATIO

*The Art of Outdoor Living*

[CCPATIO.COM](http://CCPATIO.COM)

COMMERCIAL | RESIDENTIAL

# Care & Warranty



## Last Updated 2022

At CC Patio LLC, we pride ourselves in building the highest quality outdoor furniture which, when treated with care, will last a lifetime. All material used in the manufacturing of our products are designed to withstand the harsh elements of the Arizona climate and other states. The following pages will provide the proper care and warranty information for all products supplied by CC Patio LLC.

[www.ccpatio.com](http://www.ccpatio.com)

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# DEKTON<sup>®</sup>

designed by **COSENTINO**<sup>®</sup>



## Requirements for completing the Dekton warranty form

1. Provide your invoice/proof of purchase.
2. Register the warranty on the website within 6 months from from purchase.

Any product that has not been registered within a period of 6 months from the date of purchase will be covered by a 2-year warranty if the invoice is submitted.

<https://www.cosentino.com/usa/dekton/dekton-25-year-warranty-cosentino/>

<https://warranty.cosentino.com/index/inicial/pais/US/lang/en-US/>

# Standard Letter of Warranty for Cosentino®



This Letter of Warranty (hereinafter, the 'Warranty') shall only be fully valid when the consumer has registered the project within 6 months of the purchase of the product, as indicated in the relevant section, and when the consumer submits the original invoice or purchase receipt (indicating the date of purchase and the name of the dealer of the product). The consumer shall make the defective product available to COSENTINO GLOBAL S.L.U. (hereinafter, 'COSENTINO'). In order to be effective, this Warranty must be registered online on the website [www.cosentino.com](http://www.cosentino.com). This Warranty is transferable. COSENTINO® reserves the right not to offer the warranty service free of charge if any of the requirements set out in the previous paragraph are not met, or if the information provided by the consumer is false, incomplete or illegible. This Warranty is intended for non-professional end users and shall be considered applicable for residential use, such as any building or facility for private accommodation, whether it is a single-family or multi-family dwelling. Cosentino's mere recommendation as to certain independent contractors such as installers or fabricators of its products ("Independent Contractors") does not constitute any guarantee, warranty, or promise regarding the fabrication or installation of same. Cosentino's reference to the terms like "Certified Fabricator" or "Certified Installer" are only recommendations or suggestions to Cosentino's customers as to particular Independent Contractors who may have received a specific training by Cosentino or that may have the experience and knowledge in installing or fabricating Cosentino's products. Such reference to those terms or any related recommendations by Cosentino does not entail any particular promotion, assumption of liability, sponsorship, guarantee, warranty, or promise regarding the acts performed by those Independent Contractors. Cosentino specifically disclaims any responsibility or liability relating to the installation, fabrication and/or use of its products and shall under no circumstances whatsoever be liable for any special, incidental or consequential damages which may arise from such installation, fabrication or use thereof.

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# Dekton® 25-Year Warranty:

COSENTINO® guarantees the registered owner of the installed DEKTON® by Cosentino® products against manufacturing defects for a period of **TWENTY-FIVE (25) YEARS.**

## What the Warranty covers:

- Surface damage to two-dimensional applications, such as worktops, cladding, walls and floors permanently installed inside a dwelling (or property intended for use other than a residence). See the USE AND CARE manual.
- Cracking caused by exposure to extreme hot and cold temperatures, as well as thermal shock cracking.
- Stains due to common food, beverages and household products, provided that customers have followed the proper care and maintenance guidelines.
- Fading due to direct exposure to ultraviolet (UV) radiation, both inside and outside buildings.
- DEKTON® products used for barbecues, fireplaces or any surface which may be exposed to heat, provided that the applicable installation manuals available at [www.cosentino.com](http://www.cosentino.com) are strictly adhered to.
- The DEKTON® XGloss/Stonika series consist of ultra-polished and ultra-compact surfaces, which require regular maintenance and cleaning. This Warranty covers these surfaces that have been maintained in accordance with the cleaning and maintenance guidelines, which can be found at [www.cosentino.com](http://www.cosentino.com)

[www.cccpatio.com](http://www.cccpatio.com)

## What the Warranty does not cover:

- Cracking and chipping due to the impact of heavy objects and the movement, displacement or positioning of the supporting structure under the surface of the worktop or flooring (kitchen units, floors, foundations, etc.) are not covered under this Warranty.
- Products that have been treated or covered with unapproved chemicals or coatings.
- Products exposed to abnormal use or conditions, or misuse (chipping, cracking, impact damage or breakage due to customer misuse).
- DEKTON® Surfaces are designed to have a natural, non-uniform appearance; as a result, this Limited Warranty does not cover variations in color, shade, particle structure or gloss level.
- This Warranty does not cover wear marks on DEKTON® products, including, but not limited to, metal marks, fingerprints or smudges and other similar wear indicators caused by the use of utensils.
- Some DEKTON® colors may only be suitable for use in a specific application. Cosentino will provide information to the customer on the patterns of the different colors for use in a specific application and should not rely on any other oral or written statements to the contrary. By purchasing these colors in particular, the customer agrees to indemnify and exempt COSENTINO® from all rights and claims under the Warranty if such colors are used or applied contrary to COSENTINO®'s recommendations.
- The warranty for DEKTON products with GRIP/GRIP+ finish is limited to FIVE (5) years under the terms, conditions and limitations described for all other DEKTON® by Cosentino® products.

# How to Make a Claim

If you believe that any of the products covered by the Warranty to be defective and wish to make a claim under this Warranty, you should contact your point of sale or visit the website for your country where you will find the Customer Service contact details:

**Cosentino North America 355  
Alhambra Circle, Suite 1000  
Miami FL 33134  
Phone: (866) 268-6837  
Fax: (877) 532-6394  
[www.cosentino.com](http://www.cosentino.com)**

To receive timely service under the terms and conditions of this Warranty, you must allow COSENTINO® or its authorized agents, marble suppliers or fitters to inspect the products at your project site. In addition, you must reasonably cooperate with COSENTINO® and its agents in their efforts to service this Limited Warranty.

COSENTINO®'s obligations under the Warranty are subject to receipt of proper notice from the purchaser covered under the Warranty and COSENTINO®'s reasonable ability to perform. Failure to allow inspection will render this Warranty null and void.

[www.ccpatio.com](http://www.ccpatio.com)

In no event shall COSENTINO® be liable, whether in contract or tort, for any direct, indirect, punitive, incidental, consequential or other damages, including, but not limited to, damages for loss of profit arising from the use or inability to use the product in residential applications covered under this Limited Warranty.

## **Registration and Claims**

### **Warranty Registration:**

To register as a holder of this Warranty, it must be activated via [www.cosentino.com](http://www.cosentino.com). This website requires certain information for registration, including information relating to the point of sale and/or the marble supplier, as well as the customer. Therefore, we recommend that customers register directly with the point of sale or marble supplier. At the end of the registration, the customer may print this Warranty for their use.

In order to benefit from the Warranty, it must be registered within six (6) months of purchase.

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# Dekton® maintenance

In this section you will find the best tips to keep your Dekton surface as good as new.

Dekton is Cosentino's ultra-compact high-performance surface, consisting of a sophisticated blend of over twenty minerals extracted from nature. An innovative, state-of-the-art mineral particle sintering process compacts its internal structure to create a Carbon Neutral surface of high durability and strength. Your Dekton countertop is resistant to stains, scratches, knocks and high temperatures from hot objects and remains unaffected by UV rays. Its almost zero porosity will give you peace of mind, as it is hygienic easy to maintain.

How to clean and maintain Dekton surfaces in 2 easy steps:

Your home is to be enjoyed and shared. Do it without fear of common stains such as oil, chocolate, soap, toothpaste... In these and other cases of common and recent stains, clean your Dekton surface as follows.

## Step 1

Apply neutral soap to the affected area and gently rub in a circular motion with a damp microfiber cloth.

## Step 2

Leave to work for a couple of minutes. Then, with a cloth, wipe off any soap residue. Finally, dry it with kitchen roll.

# How to easily remove stubborn stains:

## Wine, Coffee, Tea and Food Coloring

- Apply detergent to the affected area.
- Gently rub in a circular motion with a damp microfiber cloth.

## Grease

- Apply detergent or grease remover to the affected area.
- Gently rub in a circular motion with a damp microfiber cloth.

## Ink & Epoxy

- Apply solvent or cleaning vinegar to the affected area.
- Gently rub in a circular motion with a damp microfiber cloth.

## Rust

- Apply an anti-rust product, nitric or muriatic acid to the affected area.
- Gently rub in a circular motion with a damp microfiber cloth.

## Cement

- Apply a specific acid cleaner to the affected area.
- Gently rub in a circular motion with a damp microfiber cloth.





LIMITED WARRANTY

# Sunbrella® 5-Year Limited Warranty



**We stand behind our Sunbrella fabrics with the most comprehensive warranty in the industry.**

## **Sunbrella® Upholstery Fabrics**

Our 5-year limited warranty makes Sunbrella the only performance fabric brand to guarantee against becoming unserviceable due to:

- Loss of color
- Loss of strength
- Abrasion
- Pilling

from normal usage and exposure conditions, including sunlight, mildew, and atmospheric chemicals when used for appropriate applications.

This warranty does not cover normal care and cleaning; damage from misuse or abuse; improper installation; or costs associated with replacement of the fabric, including labor and installation, except as noted in this warranty. Glen Raven's liability is expressly limited to this warranty. Glen Raven reserves the right to require proof of purchase and inspect any fabric submitted for claim. Claims requesting reimbursement for labor costs must include a detailed summary of those costs.

**In the rare instances where our Sunbrella fabrics do not meet the performance outlined above, Glen Raven® will resolve the issue as follows for approved claims:**

**Within three years of consumer purchase or installation date:**

In addition to replacing the fabric with new equivalent fabric, Glen Raven will arrange to or otherwise pay up to \$40 USD per linear yard in labor costs to replace or reupholster any impacted cushions, umbrellas, window treatments, or upholstered portions of furniture.

**After three years and until five years from date of consumer purchase:**

Glen Raven will supply new equivalent fabric to replace the fabric that has become unserviceable.

[www.ccpatio.com](http://www.ccpatio.com)

# Upholstery Care and Cleaning

One of the best ways to keep Sunbrella® fabrics looking good is to brush off dirt before it becomes embedded in the fabrics and wipe up spills or clean soon after a spill occurs. The quicker you clean spills, the easier they can be to remove.

## **Try this first... With a new spill on your Sunbrella fabric.**

1. Blot (don't rub) liquid spills with a clean, dry cloth. For oil-based spills, apply an absorbent such as corn starch, then remove with a straight edge.
2. Spray on a mild cleaning solution of soap (such as Dawn® or Woolite®) and water.
3. Rinse the fabric thoroughly to remove all soap residue.
4. Air dry.

## **Try this next... If your first try doesn't get the spill completely out.**

Though Sunbrella fabrics can be used both outdoors and in, your cleaning methods should differ slightly indoors and out because of the fabrication and manufacturing of the furniture. We recommend using the appropriate cleaning instructions for your application.

## **Outdoor Upholstery**

### **Cleaning Removable Fabric**

#### **Hand Washing**

Soak fabric in a solution of 1/4 cup mild soap per gallon of lukewarm water. Use a sponge or very soft bristle brush to lightly agitate the spill. Then rinse thoroughly to remove all soap residue, and allow fabric to air dry.

#### **Machine Washing**

Some removable casings can be washed in the washing machine, however consult the furniture manufacturer before removing the casing as cushion construction may vary. To wash, first close all zippers. Machine wash in cold water on the delicate cycle with normal amounts of mild laundry detergent. For severe mold or mildew, add 1 cup of bleach. Allow fabric to air dry.

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## **Cleaning Non-Removable Fabric**

Prepare a solution of 1/4 cup mild soap per gallon of lukewarm water. Use a soft bristle brush to clean, allowing the cleaning solution to soak into the fabric. Rinse thoroughly to remove all soap residue and allow fabric to air dry.

### **Seam-To-Seam Cleaning**

When cleaning upholstered pieces, clean the entire surface area of the fabric, from seam to seam, instead of rubbing the fabric in a circular motion on the spill. This method, along with an extractor, may be required in order to avoid water rings and residue.

### **Mold and Mildew**

Sunbrella fabrics do not promote mildew growth, however, mildew may grow on dirt and other foreign substances if not removed from the fabric.

To remove mold or mildew:

1. Prepare a solution of 1 cup of bleach and 1/4 cup mild soap per gallon of water.
2. Spray on entire area and allow to soak into the fabric for 15 minutes.
3. Clean entire surface area with a sponge, clean towel or very soft bristle brush.
4. Rinse thoroughly to remove all soap residue.
5. Air dry.

### **Helpful Hints**

While Sunbrella fabric offers excellent protection against stains, full removal is not always guaranteed if spills are not addressed promptly. Avoid scrubbing, hard bristle brushes or any other abrasive cleaning method. Sunbrella should only be allowed to air dry. Protect the area around your Sunbrella fabric when using bleach or other chemical solvents that may discolor non-Sunbrella fabrics. Always rinse Sunbrella thoroughly. Bleach can have harmful effects on the natural environment around you. Please follow all safety and environmental precautions according to the bleach label. If fabric has some wrinkling, use an iron on the synthetic setting. As iron temperatures may vary, first test a small inconspicuous area before ironing the entire piece. DO NOT use a steamer or an iron set to the steam setting.



## Cleaning Tips

Occasionally, a deep cleaning of your in-pool Ledge Lounger product is necessary. Frequent usage, and even incorrect balances of pH and alkalinity, can cause scale and other residues (sunscreen, lotion, etc.) to adhere to the Ledge Lounger resin material. But, don't worry. cleaning is easy!

We first recommend cleaning with water, then try a mild household cleaner, magic cleaning sponge, or a Calcium, Line and Rust cleaner. If an even deeper cleaning is needed, we recommend Bio-Dex 300 Swimming Pool Tile Cleaner. It can be purchased at most pool supply stores as well as Amazon.

In the event Bio-Dex 300 is required, perform the following steps:

Remove your Ledge Lounger product(s) from the pool and drain appropriately.

In a ventilated area, and utilizing proper PPE, apply Bio-Dex 300 to a soft scrubbing pad and scrub affected areas in a circular motion. Apply pressure and continued application of cleaner until desired results are achieved. Once cleaned, rinse your Ledge Lounger product with clean water, and dry appropriately.

**WARNING:** Please follow all precautionary chemical labels. Bio-Dex is a harsh chemical and the utmost care and protection is advised. Proper personal protective equipment (PPE) is required. PPE can include, but is not limited to, heavy-duty rubber gloves and safety glasses.

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# Water Replacement

You should drain the water from your in-pool products once a pool season and replace with new, balanced and chlorinated water to ensure that the water inside the product is fresh and properly treated.

## Below Freezing Temperatures

If temperatures are going to drop below freezing and you are winterizing your pool, we recommend performing the following steps:

Drain your in-pool Ledge Lounger product(s) completely, and remove from the pool.

Store all in-pool Ledge Lounger products inside, or safely away from strong winds and inclement weather. If storing outside, cover product(s) with an industrial-grade plastic bag, or equivalent.

# Warranty Information for Ledge Lounger®



Our warranty terms vary by product, material, and collection. All products are backed by a limited manufacturer's defect warranty.

## **Signature & Affinity Collection Products:**

Products shall be free from material defects, and shall not splinter, crack, chip, peel, or rot for two (2) years from the date of purchase for both commercial and residential use.

## **Mainstay, Legacy, Shift Daybed, and Games Collection Products:**

Products shall be free from material defects, and shall not splinter, crack, chip, peel, or rot for ten (10) years for residential use and two (2) years for commercial use from the date of purchase.

## **Mainstay, Legacy, Shift Daybed, and Games Collection Product Hardware:**

Warranted to perform as required for five (5) years for residential use and one (1) year for commercial use from the date of purchase.

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### **Umbrella, Cushion, and Pillow Fabric Products:**

Fabric warranties vary by fabric type and are covered under a limited prorated warranty provided directly from the fabric mill. This warranty covers the fabric becoming unserviceable because of loss of color or strength from normal exposure conditions including sunlight, mildew, rot, and atmospheric chemicals. Warranty does not cover ripped, torn, or frayed fabric or seams.

Marine grade solution dyed acrylic fabrics are warranted against light fastness for a period of ten (10) years.

Furniture grade solution dyed acrylic fabrics are warranted for a period of five (5) years.

Sling grade solution dyed acrylic fabrics are warranted for a period of five (5) years.

Ledge Lounger does not warranty provided Customer's Own Materials.

### **Umbrella Poles and Hardware:**

Umbrellas are warranted for five (5) years for residential and commercial use, from the date of purchase, against defects in materials and workmanship.

For warranty to apply, all umbrellas must be secured in a properly weighted base.

Warranty does not cover the umbrella pole.

The customer is responsible for taking the umbrella down when winds reach unsafe conditions.

### **Cabana Structures:**

Cabana structures are warranted for two (2) years for residential and commercial use, from the date of purchase, against defects in workmanship.

For warranty to apply, all cabanas must be secured per the instructions provided.

The customer is responsible for taking the fabrics off the cabana when winds reach unsafe conditions.

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**The following items are specifically excluded  
from the Ledge Lounger products limited warranty.**

Ledge Lounger shall not be liable for any failure, defect, or damage resulting from or connected with the following:

- Assembly, disassembly, or mishandling of products after they leave our facility, including any labor or installation by Ledge Lounger, a dealer, or an assembler. Any modifications made to the product after production including structural alterations or the application of any coating on a product not approved by Ledge Lounger (including paint, chemicals, varnish, etc.).
- Exposing Ledge Lounger products to heat from an external source (including grills, firepits, and reflections from windows and doors).
- Ordinary wear and tear, abuse, or neglect, mishandling or otherwise abnormal use, including combined use of an incompatible product or accessory not manufactured by Ledge Lounger.
- Lack of regular/suggested maintenance (please see cleaning/maintenance information for details on how to maintain Ledge Lounger products).
- Fading – Ledge Lounger products are made to be UV resistant to reduce fading, but when exposed to the sun, color will fade to a degree (to protect against fading: reduce direct sunlight by storing or covering the products).
- Deviances in color, pattern, or variations in products purchased at a later date or replacement parts, compared to originals.
- Rust or corrosion of stainless steel or zinc coated steel hardware including corrosion due to exposure to salt-water conditions.
- For in water use, improper balance of chemicals in water in which Ledge Lounger products are used.
- Damage caused by acts of God, air pollution or other environmental conditions, corrosive atmospheres, intentional acts, unreasonable use, vandalism, or civil disorder.

**Warranty does not apply to:**

- Transportation, labor, or assembly costs
- Incidental or consequential damages resulting from the use of products
- Any parties or individuals other than the original owner





### Submitting A Warranty Claim

Please have proof of purchase ready when submitting a warranty claim.

To submit a warranty claim:

Contact our customer service team at **1-888-749-5336**, or by emailing **info@ledgeloungers.com**.

Please include your name, invoice number, contact information, pictures, and a description of the defect.

Ledge Lounger will review the claim and repair or replace, at our discretion, any product determined by Ledge Lounger to be a manufacturer's defect.

# Contact Us

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