

A close-up photograph of a wooden chair leg, likely made of oak, resting on a wooden floor. The leg is positioned diagonally, showing its smooth finish and natural wood grain. A small, clear plastic foot is visible at the end of the leg. The floor consists of wide wooden planks with a similar grain pattern. In the upper right corner, a portion of a white, textured fabric seat is visible. The lighting is warm and directional, creating soft shadows and highlighting the textures of the wood and fabric.

Care & Maintenance

HARBOUR

Teak Natural

NATURAL TEAK IS RAW AND UNTREATED. NOT SEALED, NOT STAINED.

- Natural oils are found in teak and are a property of the teaks ability to not rot or decay.

WOOD GRADE

- Grade A / B + used on all of our teak natural products

CARE INSTRUCTIONS

- Wash with water and gentle soap to keep it clean
- Light sanding is recommended if you'd like to keep the golden teak color

RECOMMENDED PRODUCTS

- Harbour teak cleaner
- Harbour weather covers
- Simple green – used for cleaning dirt and mold

FAQ'S

IS YOUR TEAK TREATED?

- No it is not treated, but all teak is kiln dried to the proper moisture content for optimal strength

I DAMAGED A SLAT ON MY TABLE, AM I ABLE TO REPLACE?

- Depending on the table it may be possible. Keep in mind, if there is weathering to your table or client has had in home for some time, there will be a difference in color between the new and older slats on table.

CAN I USE A SEALANT ON MY TEAK FURNITURE?

- Yes, please be aware this voids warranty. There are many different colors of sealants. Harbour cannot provide insight nor recommendations on color, process or products.

MY TEAK IS LEAKING OIL, IS IT DEFECTIVE?

- No, this normal for teak. Please see steps for care.
- We suggest washing your teak frames with water or soapy water before placing cushions on or putting on sensitive flooring or rugs. This helps reduce oil leakage.

WHY IS MY TEAK LEAKING OIL?

- Teak has natural oils and is very porous material. Under extreme humidity / moisture in the air, oils in teak will rise to the surface and can happen immediately or over time.

WHAT DO I DO IF MY TEAK IS BLEEDING ONTO MY FABRIC / BATYLINE?

- Use mild soap and water with light agitation to remove stains. Do not use abrasive cleaners or applicants. Use soapy water on frames / tables and underside prior to use. This will help with oil leaking onto fabric / batyline.

WHY DOES MY TEAK HAVE MOLD?

- Black spots or mold are a product of being exposed to the outdoor elements as a result of humidity build up in the wood. Clients will need to make sure they are 1. Using weather covers to avoid mold / black spots 2. Clean off all debris 3. Lightly sand 4. Clean with teak cleaner regularly (depending on climate / location)

MY TEAK IS TURNING A GREY COLOR, IS IT DEFECTIVE?

- Teak will begin to weather over time if normal maintenance is not performed. Lightly sanding and cleaning with teak cleaner will bring back the golden brown color of teak.

Powder Coated Aluminum

WE USE POWDER COATED ALUMINUM ON OUR OUTDOOR PRODUCTS FOR MANY REASONS:

- Aluminum (unlike Steel or Iron) cannot rust and is a lightweight material
- To avoid corrosion in the elements, top of the line powder coat (from Azko-Knobel) is used to coat the Aluminum frame

CARE INSTRUCTIONS

To maintain your powder coat and product from degrading:

- Wash with water and gentle soap to keep it clean
- Please use weather covers when not in use to protect against the elements

RECOMMENDED PRODUCTS

- Harbour Weather Covers
- Mild Soap & Water
- Clear Automobile wax can be used (useful Seaside)
- NOT Recommended:
- No Abrasive cleaners or coatings

FAQ'S

DOES IT GET HOT?

- Yes, aluminum is a conductor of heat and will absorb heat.

WHAT SHOULD I DO IF MY PRODUCT FEELS HOT TO THE TOUCH?

- If your product is in areas with extreme heat, we suggest placing in a cooler place for you to enjoy (under shade) and cover with weather covers.

WHEN NOT IN USE. HOW DO I CLEAN IT?

- Use mild soap and water, no abrasive cleaners or applicants. Automobile wax can be used for seaside locations.

WHAT HAPPENS IF I SCUFF MY FRAMES?

- If you scuff your frame, it can be touched up with our touch up pens. If you scratch or dent your frame causing the powder coat to lift, touch up pens will help with the appearance but will not fix the aluminum frame. Are there touch up pens for purchase?
- Yes, we have touch up pens for purchase – aluminum white and aluminum asteroid are only pens available for purchase. Is it contract grade?
- Yes, our aluminum is contract grade.

IS IT LIGHTWEIGHT?

- Each of our products will vary in weight depending on the item. We suggest not dragging your furniture in the case you need to move it. We do not suggest sitting on the back of the frame or arms of any of our furniture, seating should only be on seat portions of frame.

Finished Teak

CARE INSTRUCTIONS

- Wash with water and gentle soap to keep it clean
- No abrasive cleaners or applicants

RECOMMENDED PRODUCTS

- Harbour teak cleaner
- Harbour weather covers
- Simple green – used for cleaning dirt and mold

FAQ'S

ARE THERE ADVANTAGES TO PAINTED TEAK?

- Painted teak has slightly lower maintenance than natural teak since it does not grey out or leak in the same way. It still requires maintenance and can be chipped with heavy use.

HOW DO I CLEAN / MAINTAIN MY PAINTED TEAK?

- Remove all debris / dirt with soft bristle brush / cloth, use a clean cloth to wipe clean any problem areas. For thorough cleaning, mild soap (such as dawn), apply with gentle applicant (no abrasive materials), wipe clean and let dry.

CAN I TOUCH UP THE FINISH AT MY HOME?

- Yes, we have teak touch up pens for purchase on our site.

WHAT HAPPENS IF I DO NOT USE WEATHER COVERS AND MY FURNITURE IS LOCATED IN DIRECT SUNLIGHT?

- With all product, it must be protected from the elements. If charcoal teak is left in sunlight without covering, will begin to fade in color. Please make sure to remove all debris / dirt before covering. If you'd like to bring back the original painted finish, we suggest hiring a technician you to help with applying correctly. Harbour cannot suggest nor recommend technicians or products.

WHAT MATERIALS SHOULD I USE TO WIPE CLEAN STAINS?

- Mild soap and water, no abrasive cleaners or applicants

Marble

MARBLE IS A POROUS STONE - VARIATIONS IN COLOR AND VEINING FORMED BY DEPOSITS MAKE EACH PIECE UNIQUE

OUR MARBLE IS SEALED. 2 STEP SEALANT PROCESS:

- Anti-fleck sealant and stain repellent
- Stone sealer

CARE INSTRUCTIONS

- Wash with water and gentle soap to keep it clean
- No abrasive cleaners or applicators

RECOMMENDED PRODUCTS

- Harbour weather covers
- Coasters, runners and mats

FAQ'S

HOW DO I CLEAN MY MARBLE?

- Use a clean dry cloth to wipe surfaces of debris. Use mild soap and water to clean the surface with a soft bristle brush allowing the soapy water to soak the surface. Use a damp cloth to remove the soapy water. Allow to dry completely before use.
- A surface protective applicator can be used to prolong the life of the surface.
- Blot clean spills immediately. Acidic foods / drinks should be cleaned immediately (citrus, lemons, wine, etc.)

THERE ARE DEEP SCRATCHES ON MY TABLE AFTER USE, HOW DO I AVOID?

- You may notice scratches after use, this can be normal depending on regular use.
- To prevent scratches, avoid sharp objects and do not place hot items directly on the surface. To avoid "ring marks" and scratches: coasters, mats or runners are highly suggested.
- Do not drag your table with a marble top, marble can be heavy and if dropped you risk cracking and breaking. Do not use chemical cleaners or dusting sprays on marble.

SHOULD I SEAL MY MARBLE?

- Yes, we suggest sealing your marble as a part of regular maintenance and care to help prolong the life. Harbour cannot suggest or recommend brands or products as we cannot stand behind product that is not our own.

MY MARBLE IS TURNING YELLOW, IS THIS NORMAL?

- Marble turning yellow in color is due to prolonged exposure to moisture. Long exposure to moisture causes the stone to oxidize causing discoloration to the stone. Weather covers will be needed with extreme rain or humidity, please keep the stone dry and do not allow to sit consistently with water on the surface.



Granite Black

OUR GRANITE IS SEALED. 2 STEP SEALANT PROCESS

- Anti-fleck sealant and stain repellent
- Stone sealer

CARE INSTRUCTIONS

- Wash with water and gentle soap to keep it clean
- No abrasive cleaners or applicants

RECOMMENDED PRODUCTS

- Harbour weather covers
- Coasters, runners and mats

FAQ'S

HOW DO I CLEAN MY GRANITE?

- Use clean dry cloth to wipe down surface of debris. Use mild soap and water to clean the surface with a soft bristle brush, please allow the soapy water to soak the surface.
- Use a dry clean cloth to wipe clean. A surface protective applicant can be used to prolong life of surface.

MY GRANITE IS STAINING, WHY IS THAT?

- Granite is porous, liquids can penetrate the surface if not cleaned immediately.
- Keep surface clear of liquids or oils and blot clean. Water stains can occur and leave stains if not cleaned immediately.
- To avoid "ring marks" and scratches; coasters, mats and runners are highly suggested.

SHOULD I SEAL MY GRANITE?

- Yes, we suggest sealing your granite as a part of normal maintenance and care to help prolong the life. Harbour cannot suggest nor recommend brands or products as we cannot stand behind product that is not our own.

Laminam

SPECIFICATIONS

- Man made material
- Porcelain ceramic, fused with glass underneath
- Strong and highly resistant to scratching and abrasion
- This is a great option for clients who are needing a low maintenance and highly durable pieces

OUR LAMINAM IS SEALED. 2 STEP SEALANT PROCESS

- Anti-fleck sealant and stain repellent
- Stone sealer

FAQ'S

HOW DO I CLEAN MY LAMINAM?

- Use clean dry cloth to wipe down surface of debris. Use mild soap and water to clean the surface with a soft bristle brush, please allow the soapy water to soak the surface.
- Allow to dry completely before use.

CAN MY LAMINAM TOP BECOME STAINED?

- Laminam is non-porous and stain resistant.

WHY IS LAMINAM FUSED WITH GLASS?

- This method increases the strength of the ceramic. It is most durable infused with glass.

WHAT IS THE ADVANTAGE TO LAMINAM VS STONE?

- Laminam is non-porous, stain, and scratch resistant. The surface can handle acidic spill properties (wine, lemons, etc).

WHAT SHOULD I KNOW IF I NEED TO MOVE MY STONE TABLE

- Handle with care- moving laminam tops can be very challenging due to weight. Do not attempt to move with less than two people.

Travertine

SPECIFICATIONS

- Travertine is a form of limestone deposited by mineral springs
- It is extremely porous and requires constant care

CARE INSTRUCTIONS

- Wash with water and gentle soap to keep it clean
- No abrasive cleaners or applicants

RECOMMENDED PRODUCTS

- Harbour weather covers
- Coasters, runners and mats

FAQ'S

HOW DO I CLEAN MY TRAVERTINE?

- Use clean dry cloth to wipe down surface of debris. Use mild soap and water to clean the surface with a soft bristle brush, allowing the soapy water. Allow to dry completely before use.
- A surface protective applicant can be used to prolong the life of the surface.

THERE ARE DEEP SCRATCHES ON MY TABLE AFTER USE. HOW DO I AVOID?

- You may notice scratches after use, this can be normal depending on regular use.
- To prevent scratches, avoid sharp objects and do not place hot items directly on the surface. To avoid "ring marks" and scratches: coasters, mats or runners are highly suggested.
- Do not drag your table with a marble top, marble can be heavy and if dropped you risk cracking and breaking. Do not use chemical cleaners or dusting sprays on marble.

SHOULD I SEAL MY TRAVERTINE?

- Yes, we suggest sealing your travertine as a part of normal maintenance and care to help prolong the life. Harbour cannot suggest nor recommend brands or products as we cannot stand behind product that is not our own.

MY TRAVERTINE IS TURNING YELLOW, IS THIS NORMAL?

- Travertine turning yellow in color is due to prolonged exposure to moisture. Long exposure to moisture causes the stone to oxidize causing discoloration to the stone. Weather covers will be needed with extreme rain or humidity, please keep the stone dry and do not allow to sit consistently with water on the surface.

MY TRAVERTINE LOOKS DIFFERENT THAN WHAT IS ADVERTISED

- Travertine is porous and a natural stone, because of this we cannot guarantee color, variations in "holes" and texture.



Batyline

SPECIFICATIONS

- Polyester fiber covered by a PVC coating
- Batyline is a material used for slings and under cushions. It is known for its durability and weather resistance.
- Mold resistant
- Lightweight
- Resistant to the elements

CARE INSTRUCTIONS

- Wash with water and gentle soap to keep it clean
- Light agitation on problem areas to lift stains
- No abrasive cleaners or applicants

RECOMMENDED PRODUCTS

- Harbour weather covers
- Simple green – used for cleaning dirt and mold

FAQ'S

WHY HAS MY BATYLINE BEGAN TO LOOSEN?

- Batyline is applied taut to our frames. Over time, your batyline will begin to give to a more comfortable feel.

IS BATYLINE SAFE TO SIT ON?

- Yes, batyline is very safe and used in contract / hospitality locations.

HOW DO I CLEAN BATYLINE?

- Mild soap and water can be used to clean. Use light agitation for spot cleaning.

IS BATYLINE CONTRACT GRADE?

- Yes, batyline is contract grade and used for many commercial spaces: wineries, hotels, resorts, etc.

WHAT HAPPENS IF I ACCIDENTALLY CUT MY BATYLINE? CAN IT BE FIXED?

- Depending on the product, clients may order a batyline sling to replace and will be easy to install. For more difficult items, CS + Sales will advise how to apply.

WHAT IS THE BATYLINE TOOL?

- Our batyline tool can be for purchase. It may be needed with certain items to safely install to product.

Olefin Rope

SPECIFICATIONS

- Olephin rope is made of synthetic fiber from polyfin
- Olephin is known best for its strength, colorfastness and resistance to staining, mildew and abrasion and sunlight.

CARE INSTRUCTIONS

- Wash with water and gentle soap to keep it clean
- No abrasive cleaners or applicants

RECOMMENDED PRODUCTS

- Harbour weather covers

FAQ'S

HOW DO I CLEAN MY ROPE?

- Use a dry, clean cotton cloth to wipe down (we suggest once a week).
- Water can be used to spot clean, allow to air dry completely before use.

WHAT HAPPENS IF I CUT MY ROPE? CAN IT BE FIXED?

- Unfortunately, if your rope is cut and removed from frame, we suggest purchasing a new item.
- We do not suggest nor recommend repair techs. In the case your rope is cut, we also do not suggest using in case of injury.

WHAT PRODUCTS SHOULD I NOT USE?

- Do not use alcohol or thinner based products. Products that contain bleach should also be avoided.

Twisted Resin Rope

SPECIFICATIONS

- 100% recyclable. Made of high density polyethylene
- Contains non-toxic compound, also non-toxic gas produces in case of fire
- Will not fade or discolor

CARE INSTRUCTIONS

- Wash with water and gentle soap to keep it clean
- No abrasive cleaners or applicants

RECOMMENDED PRODUCTS

- Harbour weather covers

FAQ'S

WILL THE ROPE BEGIN TO SHED?

- Our rope is maintenance free, will not remold, rot or shed with use.

I'VE SPILLED ON MY ROPE, HOW DO I CLEAN?

- Blot clean the spill. Mild soap and water can be used with light agitation.



Weave

H

SPECIFICATIONS

- Synthetic material – polyethylene
- Wicker is the style of weaving made out of rattan material
- It is light yet sturdy, making it easily movable furniture

CARE INSTRUCTIONS

- Wash with water and gentle soap to keep it clean
- No abrasive cleaners or applicants

RECOMMENDED PRODUCTS

- Harbour weather covers

FAQ'S

HOW DO I CLEAN?

- Remove all debris / dirt from the surface.
- Use mild soap and water to clean with a soft brush or soft cotton fabric to wipe clean
- Use clean water to wash and allow to air dry before using

WHAT HAPPENS IF I CUT MY WICKER? CAN IT BE FIXED?

- Depending on the severity, you may ask a repair tech if it can be fixed.
- Harbour cannot recommend products or repair techs, once an item is altered it also voids the warranty on your piece.

IS WICKER WEATHERPROOF?

- No it is not, it is a synthetic material that will need to be covered with weather covers if there is rain, if exposed to rain without covering or storing, this may compromise the frame.

WHAT IS AN IDEAL LOCATION?

- Depending on the item, rattan can be light in nature and used in most locations / areas.
- If you have on a rooftop in windy location, please make sure that the weight will hold up against the wind.

Strapping

SPECIFICATIONS

- Inner material: Polyester
- Outer material: Polyvinyl chloride
- Stretch durability is high making it great material for seating
- Our strapping is equivalent to a seatbelt when it comes to strength

CARE INSTRUCTIONS

- Wash with water and gentle soap to keep it clean
- No abrasive cleaners or applicants

RECOMMENDED PRODUCTS

- Harbour weather covers

FAQ'S

HOW DO I CLEAN?

- Mild soap and water can be used on strapping to clean. Use light agitation for spot cleaning. A soft bristle brush can be used, make sure to clean in one direction. Allow to dry completely before using.

WHAT PRODUCTS SHOULD I STAY AWAY FROM?

- Acidic or alkaline cleaners.

IT SAFE FOR MY CUSHIONS TO SIT DIRECTLY ON TOP OF THE STRAPPING?

- Yes, strapping is very safe and used in contract / hospitality locations.



Brass

SPECIFICATIONS

- Alloy of copper and zinc

CARE INSTRUCTIONS

- Polishing if brass has changed in color due to the elements

RECOMMENDED PRODUCTS

- Harbour weather covers
- Brasso

FAQ'S

CAN I CHANGE OUT THE BRASS GLIDES / FEET FOR BLACK NYLON GLIDES?

- Yes, you can switch these out. Please reach out to Buying team in regard to pricing and availability.

I WOULD LIKE TO CHANGE OUT MY BRASS FOOTREST, IS THIS POSSIBLE?

- Unfortunately, it is not, the way the footrest is assembled/ applied into the wood frame makes it impossible to be removed.



Glass

CARE INSTRUCTIONS

- High quality glass cleaners
- No abrasive cleaners or applicants

RECOMMENDED PRODUCTS

- Harbour weather covers

FAQ'S

HOW DO I CLEAN MY GLASS?

- Use a high-quality non-streaking window / glass cleaner. Lightly wipe clean with a towel – terry preferred as it is lint free.
- Paper towels can be used, however will leave fine particles that can be felt and seen.

WHAT PRODUCTS SHOULD I STAY AWAY FROM?

- Chemicals and sealant should be avoided as well as bleach related products.

HOW CAN I HELP PREVENT MARKS AND MAINTAIN MY GLASS?

- To prevent scratches, avoid sharp objects on surface and do not place hot items directly onto the surface.
- To avoid “ring marks” and scratches, coasters, mats or runners are highly suggested.
- Spills and water spots should be cleaned immediately to avoid staining.

HPCL

SPECIFICATIONS

- High pressure compact laminate
- Phenolphthalein resin

CARE INSTRUCTIONS

- Wash with water and gentle soap to keep it clean
- No abrasive cleaners or applicants

RECOMMENDED PRODUCTS

- Harbour weather covers

FAQ'S**HOW DO I CLEAN MY HPCL?**

- Remove all direct and dust with a clean dry cloth.
- Mild soap and water is best for cleaning the surface. Use a dry cloth to wipe clean. Allow to dry completely before use.

WHAT PRODUCTS SHOULD I STAY AWAY FROM?

- Chemicals and sealants should be avoided.

WHAT PRODUCTS ARE BEST TO USE?

- Mild soap and water, multi-purpose cleaner (no harsh chemicals).
- Clean up stains and spills immediately.

Synteak

SPECIFICATIONS

- Polystyrene

CARE INSTRUCTIONS

- Wash with water and gentle soap to keep it clean
- No abrasive cleaners or applicants

RECOMMENDED PRODUCTS

- Harbour weather covers

FAQ'S

HOW DO I CLEAN MY SYNTEAK?

- Use clean dry cloth to wipe surface of debris. Mild soap and water to clean the surface with soft brush or cloth, allow the soapy water to cover entire top. Use a damp cloth to remove soap. Please allow to dry completely before use.

WHAT PRODUCTS SHOULD I STAY AWAY FROM?

- Chemicals and sealants should be avoided. Bleach based products should also be avoided.

WHAT IS THE DIFFERENCE BETWEEN TEAK AND SYNTEAK?

- Synteak gives the look of grains but is not of wood material.
- Is it easier to maintain than our teak products.

WHAT SHOULD BE AVOIDED WHILE USING SYNTEAK?

- Extreme heat should be avoided, please use under shaded area so you are able to prolong the life of your furniture.
- Glass materials may act as a magnifying glass against the tabletop, because of this, please do not expose glass on table under extreme heat.

AM I ABLE TO REPLACE A SLAT I HAVE DAMAGED?

- Yes, you are able to replace. Please reach out to buying for a quote that includes air freight. Your order will include a PDF instruction guide on how to remove current slat and install new slat.

Weather Covers

SPECIFICATIONS

- Weather covers are essential for maintaining the appearance and performance of your outdoor furniture
- Marine fabric
- High resistance to water, UV ray, mold and mildew
- Excellent tear and abrasion resistance
- Protective material
- Heat sealed

CARE INSTRUCTIONS

- Wash with water and gentle soap to keep it clean

FITTING YOUR COVER

- Our covers come with buckles that attach under the product – this keeps it in place so they do not blow away or move from item
- The female end signifies – located in front of cover
- The male counterpart is the buckle – located on the back of the cover

FAQ'S

IS IT WATERPROOF / WHY IS WATER COMING THROUGH?

- No, not 100% waterproof. Our covers are water resistant.

WHY ARE COVERS SO EXPENSIVE?

- The fabric we use is one of the best for the function and is the primary driver over the cost.

HARBOUR OUTDOOR IS A LUXURY FURNITURE BRAND, WHY DO I NEED WEATHER COVERS?

- Like all furniture, indoor or outdoor, our products are made from materials that need care and maintenance for long term use.
- Weather covers help prolong the life of your furniture and keep maintenance to a minimum. Because some locations may experience extreme weather (heat, snow, etc.) we highly suggest using weather covers to help protect against the elements.

I RIPPED MY WEATHER COVER, CAN THIS BE EASILY FIXED?

- Depending on the severity, you may contact a technician who may help with patching for your or using an adhesive seam sealer.
-
- Harbour can help facilitate with our Miami vendor – the cost to repair (which will vary on damage) plus freight (to and from vendor) will need to be covered by client.

DO YOU OFFER CUSTOM WEATHER COVERS?

- We do not offer custom weather covers.

Н