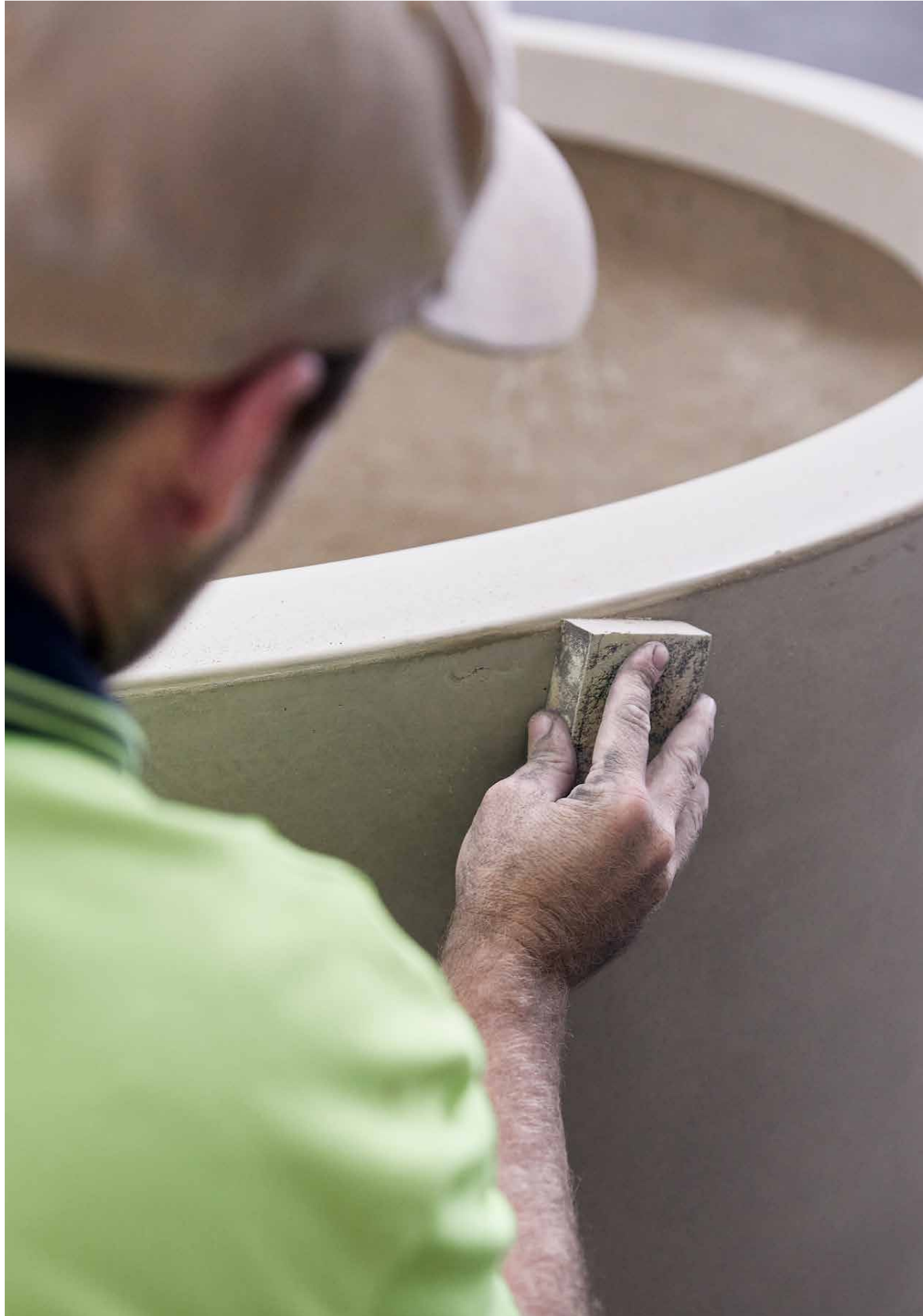




QUATRO
DESIGN®



ORDER,
INSTALLATION
& CARE



ABOUT

We stand at the intersection of landscape and architecture, our work is founded in balance — between people and place — enhancing the Australian built environment through quality, design detail and durability that surpasses time and trends.



AUSTRALIAN MANUFACTURING

Quatro Design is synonymous with quality. To achieve consistent high quality and durability, our products are manufactured using modern and specialized GRC equipment.

The manufacture of GRC production requires a high degree of hands-on specialized labour coupled with close attention to detail.

Many of our employees are long standing and valued members of our team who understand GRC production and what is required to deliver consistent quality. These highly valued personal skills coupled with modern specialised GRC equipment is an important part of our manufacturing philosophy.

Each piece is checked during the manufacturing process to ensure compliance with our strict standards and to ensure that our products deliver on customer expectations.

We believe in the value of hand finishing all our products, with attention to detail that has been acquired over years of manufacturing and in supporting the development of our team.



AUSTRALIAN MADE

We're proud of the support that we are able to give our local community and the role that we continue to play in enhancing the Australian built environment.



PLACING YOUR ORDER



Our products are made to order, which means that each individual unit can be modified to suit your site and installations requirements.

Consider the following when you place your order:

WEIGHT & DIMENSIONS

- GRC products are lightweight and thin-walled when compared to cast concrete, but are still made with concrete. Ensure that you have taken product weights and dimensions into consideration, as additional forklift and crane lifting will be required.

LICENSED CONTRACTORS

- We recommend the use licensed and experienced contractors for all planter and street furniture installations.

LEVEL SURFACE

- Products must be installed on a flat and even surface to minimise tension and stress on the product base, walls and joints. Consider the site surface prior to ordering, as installation on an uneven surface will void the warranty.

CERTIFIED ENGINEERED LIFTING

- If crane lifting is required on site we can include certified engineered lifting lugs during manufacturing for easy movement and installation on site. (Our products do not come standard with this).

CRANE LIFT AVAILABILITY

- Consider crane hire duration to ensure that your products arrive in time for placement via crane.

USE A FORKLIFT

- Most of our products are palletised (unless being delivered by a removalist) to assist with easy movement and placement via a forklift on site.

PALLET JACK

- When a forklift is not available to you, consider the use of a pallet jack or trolley to move products into place.

IRRIGATION AND DRAINAGE

- If planters are being connected to an irrigation system, please specify the location and quantity of drainage holes, conduit holes and whether the planters should be manufactured with raised feet to accommodate all pipework and drainage.

DRAINAGE AIDS

- Our smaller planters come with DrainEZE drainage aids and larger planters with drainage cell to prevent drainage holes from blocking, please indicate if different or no drainage aids are required.

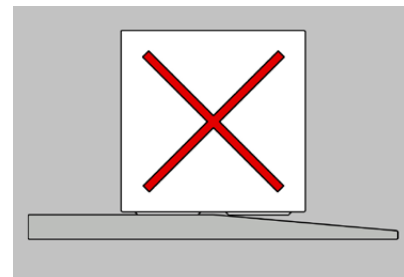
FERRULES AND FIXING

- Some of our seating collections have downward facing ferrules that allows for the seat to be permanently secured on site, but can be also added to our other product ranges. Please indicate ferrule quantity and their location required for consideration during our quotation and manufacturing stages. Please indicate if a specific ferrule type or size is required..

INSTALLATION



PLACEMENT

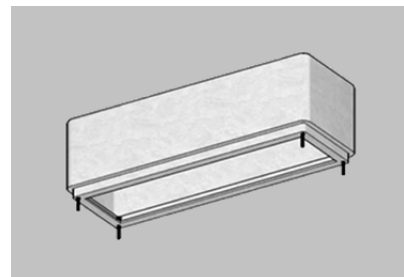


Our products should be installed on a level surface to ensure that the product base is evenly supported.

Uneven installation will cause tension stress that can lead to cracks and fractures. Uneven surface installation voids our product warranty.

For more information download our Placement and Leveling Guide from the Resources page on our website to ensure that products aren't damaged and the warranty voided.

FIXING



Some of our seating collections have downward facing ferrules that allows for the seat to be permanently secured with threaded rod on the underside.

Polyurethane adhesives can also be used for less permanent fixing. This ensures that the seats are stable and safe to use but can also be removed or repositioned with greater ease than using threaded rod.

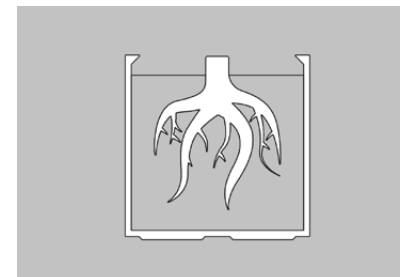
(Threaded rods and adhesives are not supplied by Quatro Design and should be provided by the installations contractor.)

Seats with embedded ferrules:

- Pod
- Deco
- Pebble
- Flinders
- Flex
- Boulder
- Segment
- Twig
- Bikki

For more information download our Seat Fixing Guide from the Resources page on our website to ensure that products aren't damaged and the warranty voided.

PLANTING

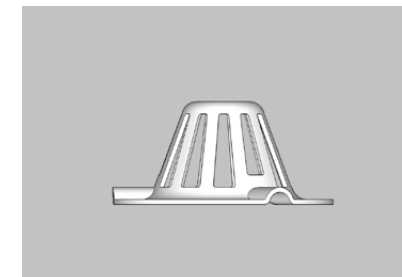


Ensure that your landscape contractor has considered the mature root ball size of the plants being installed into our planters and seat planters.

Very large and aggressive root systems can cause structural damage and we recommend using plants well suited to container gardening.

For more information download our Drainage & Planting Guide from the Resources page on our website to ensure that products aren't damaged and the warranty voided.

DRAINAGE

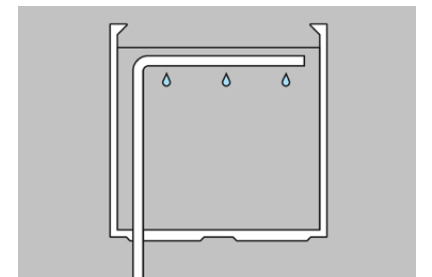


Our planters come standard with clear acrylic internal water-proofing and with drainage holes and aids already installed.

The location, size and number of drainage holes relate to the planter size and soil volume. Please specify if additional drainage holes are required or if they need a specific location prior to manufacture.

For more information on after-sales drainage hole installations methods download our Drainage Guide from the Resources page on our website to ensure that products aren't damaged and the warranty voided.

IRRIGATION



Plant variety, planter size, position (sun vs shade), climate and season all affect irrigation requirements and run-times. We recommend the use of a licensed and experienced installer as over-watering can cause root rot and eventual planter damage.

Please specify if additional drainage holes, conduit and pipe access, raised planter feet etc is required prior to manufacture.

For more information on after-sales irrigation hole installations methods download our Drainage Guide from the Resources page on our website to ensure that products aren't damaged and the warranty voided.

MAINTENANCE

GRC



Our GRC (Glassfibre Reinforced Concrete) products can be cleaned with a damp cloth or fine scouring pad and mild soap-based cleaning products such as diluted sugar soap.

Avoid the use of abrasive cleaning products and strong chemicals.

All GRC products have SureSeal EZY AS 123 penetrating sealer applied to protect the surface against oil and water-based stains. Additionally, all seating units have SureSeal Graffiti Shield applied.

TIMBER



We use native Australian hardwood, known as Spotted Gum, for all timber seating units (unless specified differently).

Where timber elements are incorporated into standard products the timber is primed with Teknos Aqua Primer Oak Stain and sealed with Intergrain Universal Timber Oil (unless specified differently).

Timber will naturally weather over time. This includes weathering, colour fading and minor splintering and leaching.

To maintain the highest quality finish, the following maintenance is required:

- We recommend reapplying with the same or similar oil every 6 months. If tint from the oil should leach onto the surface of the product, use a fine scourer pad and gentle / mild soap to remove.
- For minor splintering and cracking:
 - We recommend using 120 Grit sandpaper to clean and prepare the timber for priming and oiling.
 - Apply one coat of primer, leave minimum of 24 hours to dry.
 - Apply minimum two coats of Timber Oil.
 - If tint from the oil should leach onto the surface of the product, use a fine scourer pad and gentle / mild soap to remove.

UPHOLSTERY



Most upholstery elements are custom manufactured and we recommend reaching out to our team for project specific feedback on how the upholstery should be maintained.

Where seats are covered with vinyl upholstery we recommend using a mild dish soap and cloth to gently scrub and clean all seating units.

PAINTED



When products have a painted finish we recommend using a soft sponge, gentle wiping motions and ammonia-free cleaning products.

Never scrub the surface and ensure that it is rinsed well after cleaning.

If products have a specialist effect such as rust or aged copper please contact us to discuss the paint supplier's maintenance guidelines.



WATERPROOFING

Our products come standard with Sealit Multipurpose Acrylic Clear waterproofing. Painted products and some selected ranges come standard with bitumen waterproofing and we use SikaTite BE Bitumen Emulsion.

Where products are used as ponds or water features we use Crommelin Pond Sealer.

Additional Painted Product Maintenance Guidelines:

- Paint can take up to 4 weeks to completely cure, avoid cleaning painted surfaces until fully cured.
- Exterior painted surfaces benefit from an annual clean to remove surface contaminants and chalking. Chalking is the natural break-down of the paint film, once chalking has been removed the paint appears brighter and cleaner.
- Exterior coatings in high traffic areas may require more regular cleaning.

After-sale Paint Application Guidelines:

We do not recommend painting seats and seat planters. The paint will scratch and develop marks easily compared to a robust, sealed GRC surface that can withstand regular use.

To apply paint to bowls, pots and planter boxes:

- Sand the product surface to remove dirt and sealants.
- Clean the surface before applying an under-coat according to the paint instructions.
- We recommend using acrylic water-based exterior paint for concrete and masonry products, and recommend using paint by Resene and Dulux.

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