

ARK



Care and Maintenance

Architectural Response Kollection, Inc.

2918 Halladay Street  
Santa Ana  
California 92705

Please review the following pages of information carefully to ensure your new furniture always looks well maintained and stays in good working condition.

---

## **Welcome**

Your choice of Architectural Response Kollection's wood furniture and benchmark service will always be a decision that will make you proud. Our fine wood furniture will give you lasting utility and pleasure and we urge you to protect and value this quality investment. The care and maintenance information inside this booklet will help ensure the lasting beauty and performance of your furniture.

---

## **ARK: Who We Are**

Ark's strength in defining workspaces with esthetic and functional solutions is one of the ways we distinguish ourselves from the competition. Our family of artisans and vendors work diligently to ensure that the quality of materials and workmanship that are a part of each piece of furniture is unparalleled.

ARK's products are designed with a focus on manufacturing excellence. Our passion for the details and how they are executed is of paramount importance to our finished product. We care about our reputation as a top tier manufacturer of well designed high quality office furniture. ARK uses only the finest materials and latest technology to accomplish those goals within the framework of Corporate Social Responsibility.

Ark's strength in defining workspaces with esthetic and functional solutions is one of the ways we distinguish ourselves from the competition. Our family of artisans and vendors work diligently to ensure that the quality of materials and workmanship that are a part of each piece of furniture is unparalleled.

ARK's products are designed with a focus on manufacturing excellence. Our passion for the details and how they are executed is of paramount importance to our finished product. We care about our reputation so we never take our eye off the ball.

---

## **Finish Color Matching**

Different wood species offer unique texture and grain. Minor variations in finish color and density or shade may occur due to the natural characteristics of wood.

---

### **Proper Care of Wood Surfaces**

With proper care of the wood surfaces and finishes, your office furniture will provide elegance and convenience for years. Please reference these easy-to-follow guidelines whenever you have a question.

- Clean all surfaces frequently with a water dampened soft cloth, moving the cloth with the grain.
- Immediately remove any liquids that come in contact with wood surfaces with a blotting action.
- Lift objects to move them, never pull them across the finished surface.
- Avoid exposure of furniture to extremes of heat and cold, or to wide humidity variances.
- For an additional safeguard, use a protective desk pad. This single item could ensure a lasting finish by protecting your furniture from possible damage caused by pens and sharp objects.
- Do not leave plastic, vinyl or rubber items on finished wood surfaces. Sustained contact may cause deterioration of the finish due to possible chemical reaction between the plastic, vinyl or rubber and the catalyzed lacquer finish. Telephones are a common example of office equipment that may have rubberized pads. It is recommended that felt be placed under these items to protect the wood surface.
- If using a protective glass top, place spacer pads under the glass top to allow the wood to breathe.
- Avoid exposure of furniture to strong sunlight. The wood underneath the finish may change color from prolonged exposure to sunlight.
- Avoid exposure of furniture to harsh solvents (nail polish remover, acetates, etc.) as it will cause finish deterioration.

---

### **Proper Care of Laminate Surfaces**

- Clean with a mild soap solution.
- Wipe the entire surface, moving with the grain, and follow up with a clean, dry soft cloth.

---

### **Filing Systems**

All file drawers include filing hardware that is adjustable (front-to-back) to handle any filing requirement.

To remove the file bar grasp bar near one end and pull file bar toward the nearest side of the drawer, then pull upward to dislodge end clip from channel. Caution: do not pull straight up in the center of file bar as damage may occur.

---

### **Lock Cylinder Installation**

1. Insert the change key into lock cylinder.
2. Insert the change key and the lock cylinder into the furniture. A small amount of pressure should be applied to the cylinder while removing the change key to ensure that it engages properly
3. Remove the change key.

---

### **Lock Cylinder Replacement**

A change key (ordered separately) is required for lock cylinder replacement.

1. Insert the Change Key into the lock cylinder. Note: Unit must be unlocked to remove the cylinder with the change key.
2. Remove the key slowly, taking the cylinder with it.
3. Remove the change key from the cylinder.
4. Insert the change key into the replacement cylinder, and insert the key and the cylinder into the furniture. A small amount of pressure should be applied to the cylinder while removing the change key to ensure that it engages properly.
5. Remove the change key.

---

### **Box and File Drawer System**

1. To remove drawer:
2. Pull drawer to fully open position.
3. Depress tabs at both sides of drawer.
4. Simultaneously pull the drawer outward.

To Replace Drawer:

1. Push drawer slide back inside pedestal box.
2. Move silver metal carrier fully forward in slide.
3. Align slides on drawer box to slides in pedestal.
4. Gently push drawer into drawer slide member.

---

### **Proper Maintenance of Mechanical Parts**

Performing proper maintenance on the mechanical parts of your office furniture helps enhance the durability and operation of each ARK office product.

- To maintain the smooth and quiet operation of the drawer suspension, lubricate the area housing the ball bearings every 3 to 6 months with a high quality jelly-like petroleum based lubricant.
- To ensure correct drawer alignment, your desk and credenza must be leveled. Check the level and adjust the leveling guides if necessary. The level should be checked again after loading the drawers and if the furniture is moved.
- All mechanical parts are inspected and precisely adjusted prior to shipment; however, mechanisms such as drawer slides and locks can jar out of alignment during transit. Should any of these items not operate properly, contact your dealer for appropriate service work.

---

## Warranty

Architectural Response Kollection, (ARK), warrants that its products are free from defects in materials and workmanship given normal use and care for ten years from the date of shipment. At its option, Architectural Response Kollection, (ARK), will repair or replace with comparable product, free of charge to the customer, any product, part or component which fails under normal use as a result of such defect. This warranty is made by Architectural Response Kollection (ARK) to the original customer for as long as the original customer owns and uses the product. Please follow the procedures described below to process warranty issues:

- Contact Customer Care and provide them with the information on the product in question and the purchase order number or acknowledgement number and a detailed description of the warranty issue. This information is mandatory before the claim can be processed.
- Customer Care will determine and pre-approve all resolutions to the claim such as replacement units, service parts, labor and repair charges. Upon approval, resolutions will be assigned an authorization number.
- The authorization number must be included on all invoices for reimbursement. Any unauthorized charges will not be the responsibility of Architectural Response Kollection, (ARK).

Architectural Response Kollection, (ARK), warrants all Custom products to be free from defects in workmanship given normal use and care for three years from the date of shipment.

---

This warranty does not cover:

- Wood furniture is made of naturally variable raw materials. Differences in grain character and color between wood species are naturally occurring variations and not within the control of the manufacturer nor considered defects under this warranty.
- Natural variations in marble and leather are not considered defects under this warranty.
- Damage caused by a freight carrier.
- C.O.M. (Customer's Own Material) or any other non-standard Architectural Response Kollection, (ARK), material specified by the customer is not warranted. This includes attributes such as appearance, durability, quality, colorfastness, etc.
- Alterations to the product not expressly authorized by ARK or products considered to be of consumable nature, such as bulbs, light ballast, and certain electronic products.

Architectural Response Kollection's warranty is only valid if the products are given normal and proper use, and installed properly by experienced professional installers versed in working on high end casegoods. Architectural Response Kollection assumes no responsibility for repairs to products sustaining damages resulting from user modification, attachments to a product, misuse, abuse, alteration, or negligent use of our products.

---

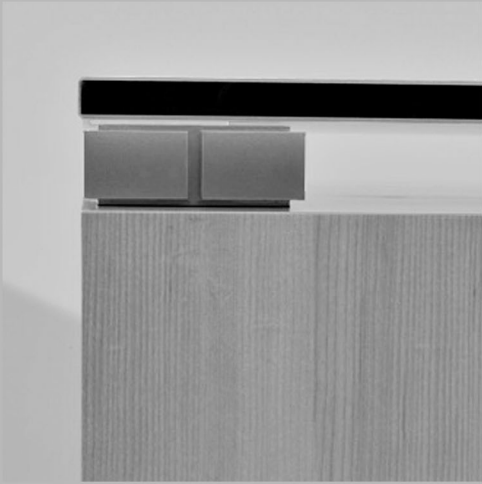
Facilities Managers and users are urged to make periodic inspections to look for damages or signs of structural fatigue incurred in daily handling and use. Examinations must include the drawer slides, hanging file bars, screws or fasteners, and any other points of stress. If any problems are found, the product should be taken out of service until properly repaired.

**Except as expressly set forth above, there are no other warranties either express or implied, including any warranty of merchantability or fitness for any particular purpose. We exclude and will not pay consequential or incidental damages under this warranty.**

As the manufacturer of your furniture, we stand behind our craftsmanship and pledge to do everything we can to resolve any problems you have within the terms of this warranty as quickly as possible. If you have followed the procedures described in the warranty and your problem has not been resolved to your satisfaction, you can write or call us directly. Please relate all the pertinent facts and send your letter to:

Architectural Response Kollection, (ARK).  
ATTN: Customer Care  
2918 Halladay Street  
Santa Ana, California 92705  
888.241.7100

Thank you for reviewing the Care and Maintenance manual. If you follow these instructions your ARK furniture will remain in beautiful and serviceable condition for many years to come.



ARK

Architectural Response  
Kollection, Inc.  
2918 Halladay Street  
Santa Ana, California 92705

Tel. 714 241.7100  
Fax. 714 241.7600  
Toll Free 888 241.7100  
Email [info@ark-inc.com](mailto:info@ark-inc.com)  
[www.ark-inc.com](http://www.ark-inc.com)