

LION'S WOOD USER GUIDE

LION'S WOOD | USER GUIDE 2025



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Warranty Information

Lion's Wood 1-Year Limited Warranty

Lion's Wood Banquet Furniture ("LW") hereby warrants to the original buyer ("You") that its goods are free from manufacturing defects (workmanship and/or material) and will either repair or replace defective product(s), at LW's sole option, for a period of one(1) year from the date of delivery to You in accordance with the terms and conditions set forth below.

ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED AND EXCLUDED, AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

Not Covered by Warranty

1. Damage or defects arising from or related to ordinary wear and tear.
2. Damage or defects arising from or related to lack of routine maintenance, improper maintenance, improper storage, or improper use. You must care for and maintain the product(s) in strict accordance with the most current care and maintenance procedures found at www.lwbanquetfurniture.com.
3. Any modification(s) to the product(s), unless such modification(s) are expressly authorized by LW in writing and performed in strict accordance with the instructions, procedures, techniques, or directions which may be provided by LW.
4. Damage or defects arising from or related to shipping or transportation. You are responsible for thoroughly inspecting the product(s) immediately upon taking delivery of the product(s). In the event of shipping damage, You must describe such damage on the bill of lading, take multiple date and time-stamped photos of the damage, and immediately notify LW. In such case, You must also initiate a claim with the shipper, who shall be solely responsible for such damage.
5. Damage or defects arising from or related to final assembly or maintenance.
6. Damage or defects arising from or related to accidents, abuse, neglect, or misuse.
7. Stone tops are warranted for defects in material only, provided that those defects are not the result of naturally occurring variations or irregularities. Damage or defects arising from or related to impacts, aggressive use, staining, scratching, heat, water, or neglect, are not covered by this Warranty
8. Consequential, incidental, minor or indirect damages are expressly excluded from this Warranty.
9. Your costs to remove, reassemble, or reinstall the product are expressly excluded from this Warranty.

If the original buyer of the product is not the end-user of the product, this Warranty shall be transferable to such end-user and such end-user shall be referred to as "You" herein, however, this

Warranty shall commence on the date that the product is delivered to the original buyer.

If the product includes equipment or parts which are covered by a 3rd party manufacturer warranty, such warranty shall be transferred to You, and such equipment or parts are expressly excluded from this Warranty.

In the event of a Warranty claim, LW shall be entitled to inspect the product which is the subject of the claim as part of its determination of the validity of the Warranty claim. Refusal to allow LW to inspect the product shall result in the immediate denial of the Warranty claim. It is your responsibility to contact LW in the event of a claim and to provide LW with all information required by LW with respect to the claim. We advise all purchasers to retain invoices and shipping/delivery documentation for a minimum of one (1) year for Warranty purposes.



Shipping Information

INFORMATION & POLICIES

Once your project has been completed your products will be inspected and crated, palletized, or placed on skids for delivery. Photos will be sent to your attention with the accompanying shipping notification documenting the condition of your order as it is being loaded for shipment. We contract with reliable 3rd party shippers that are responsible for a safe delivery and guarantee delivery at your property.

We want to ensure that you are aware of our shipping policies and procedures. All delivery trucks are not equipped with pallet jacks or equipment to remove the product off the truck, so it important that you share this information with receiving as it will be your receiving team's responsibility to remove the crates off of the delivery truck. Some drivers may offer to place the crates on your loading dock, but this is not guaranteed, so please have the property's equipment ready in this situation. If you require a liftgate for delivery or white glove service from the shipper, you must notify Lion's Wood prior to the shipment so the proper arrangements can be made.

In the case of local deliveries where Lion's Wood Banquet Furniture is the shipper, the driver is not responsible for uncrating or assembling. Please advise your receiving personnel that they will be responsible for unloading items off the truck. If you prefer an inside delivery, this option is available at an additional charge. If you do not have a loading dock or forklift, a lift gate delivery will be required and is available at an additional charge.

Upon receipt of your purchase, it is your responsibility to inspect the shipment for visible crate/pallet/skid damage. If damage to the crate or carton is apparent or if there are shortages, you must note this on the delivery ticket and have the driver of the truck sign the delivery ticket or BOL acknowledging the shortage or damage prior to their departure. Freight claims cannot be filed without this documentation, and you would then be responsible for replacement costs of any damaged goods. A careful inspection is essential for your protection.

You must report any concealed damage within five (5) days after receiving the shipment or freight claims cannot be filed. All shipping cartons must be retained in order to qualify for a freight claim.



Care & Maintenance

Set-Up & Care of Portable Bars

Lion's Wood Front and Back bars are constructed using high quality components such as Stainless-Steel, High-Pressure Laminates, Finished Wood Veneers, Quartz and HDPE. It is important to identify the components of your bars below for care and maintenance to preserve their beauty. Before reviewing the care and maintenance, please review these topics on the operation of the bars.

Rectangular bars come standard with 4 swivel casters-two with brakes and two without brakes. The Elliptical bars may have five or more casters, two locking. The two locking casters are located on the operator side of the bar of all bars. When facing the operator side of the bar, and right before you set the bar for an event, it is important that you "pull" the bar about 1-2" towards the bartender's side, as this sets the casters in the most stable position for serving customers. It is recommended that when moving the bar, use two people to properly stabilize the bar.

Set-Up & Care of Service Carts

All Service Carts come with casters-two with brakes and two without brakes. Some casters are equipped with two swivel-casters and two rigid-casters, some with swivel-casters, at least two of which are locking. The two locking casters are located on the side of the cart with the handles, if applicable. It is advised to lock the locking casters whenever the cart is not actually being moved.

Surface Materials Care & Maintenance

Stainless Steel Counters, Surfaces and Foot Rails - All front bars feature an operator side that is constructed with 304 series Stainless Steel. This is a quality series of stainless steel that is made for food service and commercial applications. The Stainless Steel features a directional finish and is very easy to clean. We recommend "Magic" brand Stainless Steel Magic cleaner. These products are used to polish, clean, and brighten the appearance of the stainless steel. When applying these cleaners, ONLY use a soft cloth or microfiber towel. NEVER use steel wool or scour pads such as 3M Scotch Briteas these will destroy the finish. We also encourage you to keep your bars and back bar under cover when not in use. (Lion's Wood offers custom covers for your bars).

Care & Maintenance

Surface Materials Care & Maintenance (continued)

Laminate - High-Pressure Laminates are applied vertically on the customer sides of the bars. Laminates require very little maintenance to maintain their appearance. DO NOT use ammonia, degreasers, silicone, bleach, or abrasive cleaners; mild cleaners such as soapy water are adequate and should be used with a soft cloth or microfiber towel. Spills of ANY liquid must be wiped dry immediately. A non-wax build-up polish may be used for added protection. Excessive, prolonged exposure to direct sunlight, high temperatures, and/or high humidity may cause damage to the finish or the wood itself.

Finished Wood Veneers – Our Wood Bars feature finished wood veneer fronts with a conversion varnish coating. Like laminates, these are featured in vertical applications on the customer sides of the bars. Use our recommended wood cleaners such as “Cabinet Magic” or “Scott’s Liquid Gold” with a soft cloth or microfiber towel. We also recommend a non-wax furniture polish such as “Guardsman Wood Polish,” or “Cabinet Magic” for added shine and beauty. Scratches may be repaired by using a colored wax repair stick (contact Lion’s Wood for more information or consult your local hardware store).

HDPE Top and Countertop (Design Board) – Design Board, an engineered product made of High-Density PolyEthylene material also does not need to be sealed. It is made to endure the harsh marine environment and is resistant to scratching and most chemicals, solvents and acids. It cannot be painted. Tops should be cleaned with water or hot soapy water solution, using a soft cloth or microfiber towel. Brilliance is also a great cleaner and also provides an anti-static property that eliminates the tendency of dust to sometimes cling to the surface electrostatically. For dried spills use a non-abrasive cleaner and then rinse thoroughly to remove residue. Do not mark with pencils, pens or magic markers. It will melt if exposed to extreme temperatures. Heat sources such as electric hot plates, pans hot from cooking, cigarettes etc., can mar the finish or damage the structural stability.

Care & Maintenance

Surface Materials Care & Maintenance (continued)

Brass Foot Rails – Our brass foot rails require maintenance to preserve their beauty. The brass foot rails have a protective finished coating, however frequent polishing is required to preserve its shine. If left untreated, the brass will tarnish. If the protective finish wears away over time and parts of the brass tarnish, Brasso Cleaner will remove tarnish from un-protected brass.

Quartz Bar Top and Countertop – Quartz, an engineered product made of natural and synthetic materials, does not need to be sealed like granite or other natural stones. The polished surface on our quartz tops acts as a protective barrier. Tops should be cleaned with a mild vinegar and water or hot soapy water solution, using a soft cloth or microfiber towel. For dried spills use a non-abrasive cleaner and then rinse thoroughly to remove residue.

Lion's Stone - A porcelain based product that consists of raw materials that react to high temperatures to obtain a finished products with unique technical characteristics. Porcelain based products are required for concealed induction technology for a variety of reasons. Induction is activated when a magnetic metal product engages with the induction unit. This includes all ferrous based metal products and ferrous clad vessels. Some of the Technical Properties include: High resistance to abrupt temperature changes, High resistance to freezing, High resistance to abrasion and wear and tear, Flexural strength, Extreme resistance to compression, Resistance to contact with hot objects, Resistance to UV ray exposure, Resistance to chemical products and almost entire PH range, Non-combustible, and Optimal thermal insulation. Due to its very low porosity, the porcelain is a surface highly resistant to stains such as chemicals, making it ideal for use as a worksurface. For daily cleaning, the use of water and neutral soap is recommended. It is important to rinse with a clean, damp cloth (preferably microfiber) in a good condition. For polished finishes, it is recommended to dry the surface with a paper or clean cloth after cleaning. For matte finishes, they are not affected by any common household product, making it practically impossible to stain.

Powder Coated Metal – Clean it regularly with a mild soap and water solution using a soft cloth or sponge. Avoid harsh chemicals, abrasives like steel wool, and solvents which can damage the coating. Always rinse thoroughly and dry with a soft cloth; for stubborn dirt, use a soft brush with the soap solution.