



site pieces

**Company Profile
& Material Guide**

Site Pieces is a designer and manufacturer.

We create high-quality site furnishings that enrich outdoor environments and allow you to enjoy the space you're in. Our team brings nearly 40 years of manufacturing experience to the table with skilled craftsmen and state-of-the-art equipment to create exceptional products with precision. Our goal is to do things the right way and, in the process, bring good design to the spaces and places we love.

We believe site furnishings make a difference.

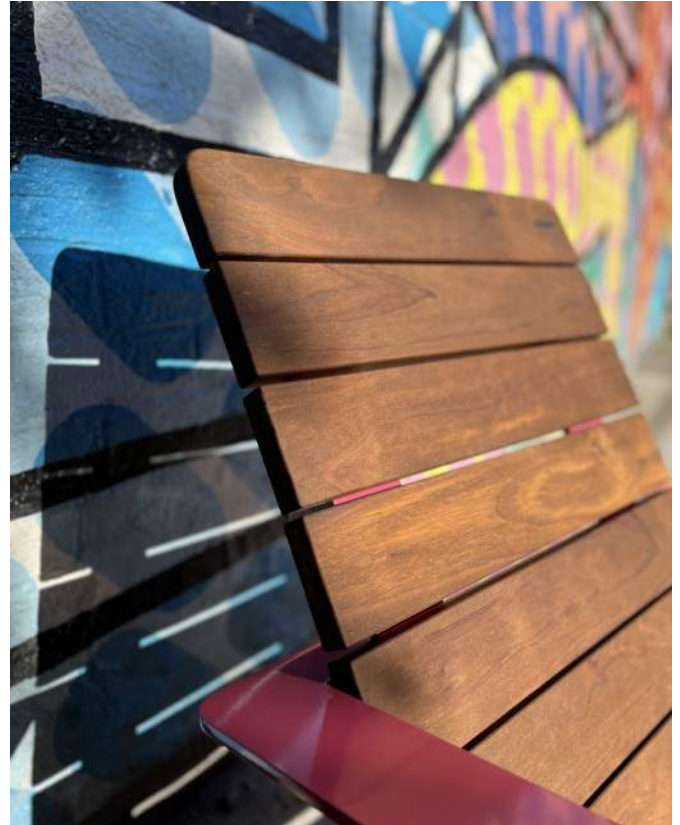
Site Pieces started with a passion for design and desire to help projects reach their full potential. We strive to provide solutions that help our clients and each unique project reach their full potential and, by doing so, contribute to a better built environment.

We are a design-focused company.

From concept to production we work through every detail to provide the best possible product. Whether it's technical drawings, engineering, or prototypes - our team understands the importance of our craft and is committed to excellence. Everything we do, down to the smallest of details, is purposeful, thoughtful, and carefully crafted.

We care about our environment.

As designers and collaborators, we care deeply about the relationships we build and the footprint we leave behind. That's why we're proud promoters of an eco-driven 'buy less, but better' mindset.



Materials & Finishes

We design our products to last a lifetime.

We believe in being fully transparent in everything we do and our choice in materials reflects the passion we have for not only creating long-lasting outdoor furniture but being conscious about our footprint. That's why we work with the best in the industry to bring you products you can feel good about.

All of our furnishings are made with Aluminum and Kebony Clear or Thermally Modified Ash lumber for their durable, long-lasting, and sustainable properties. Aluminum provides a greater resistance to corrosion as well as a higher recycled content than other metals. The aluminum parts are then finished with either a standard powder coat color, a custom RAL color, an anti-graffiti powder coat, or our designer aluminum options. Before any finish is applied, the aluminum parts go through a comprehensive pre-treatment process that involves shot blasting as well as multiple stages of cleaning to ensure a durable long-lasting finish.

We work exclusively with Kebony® and Thermory® to source the lumber used on our products because they have set the industry standard for quality and performance. Both have received the highest possible, Class 1 Rating for durability and decay resistance, for a time period of 25+ years.

Kebony Clear is a Dually Modified™ FSC®-Certified Radiata Pine that undergoes a modification process which alters the cellular structure of the wood without the use of harsh additives or glues. This process makes for a lumber that is dimensionally stable and rich in color while providing tremendous versatility compared to tropical hardwoods.

Thermory Benchmark Ash utilizes heat and steam in the thermal modification process to increase the dimensional stability, durability, and natural beauty of the lumber. This process removes the organic material and sugars from the wood that would otherwise make it susceptible to rot.



Photograph by Kebony



Collaboration is at the core of what we do.

Site Pieces provides custom design services to assist in the development of creative and cost-effective design solutions. Collaborating with other designers is truly the most enjoyable part of what we do. With a full team of industrial designers, we are well equipped to bring your idea to life.

Everything begins with a big idea.

To start, landscape architects and designers can bring us their big idea whether that be detailed drawings, a rendering, or a scribble. Our team can then evaluate the design and determine the overall project feasibility while ensuring it aligns with our own capabilities.

Communication is key.

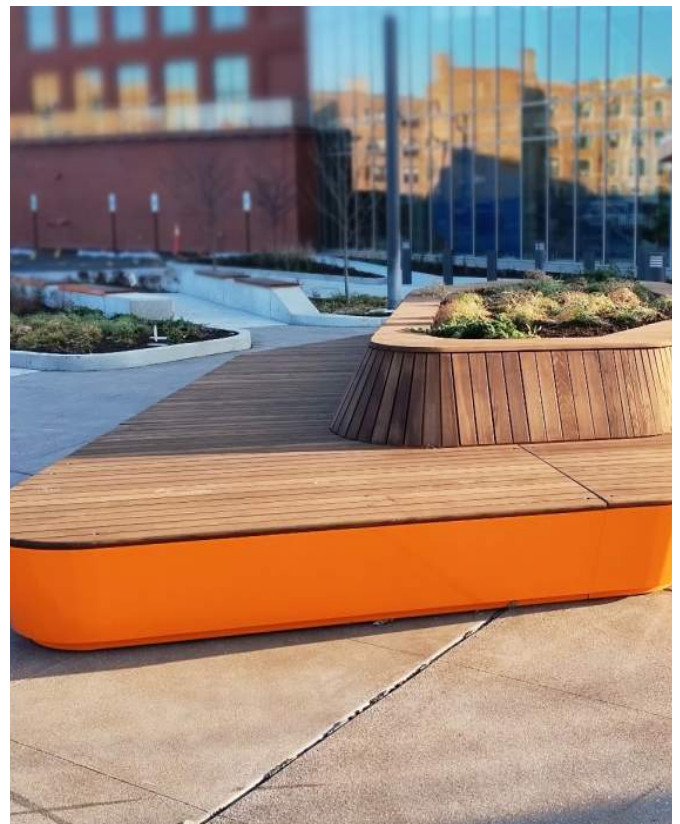
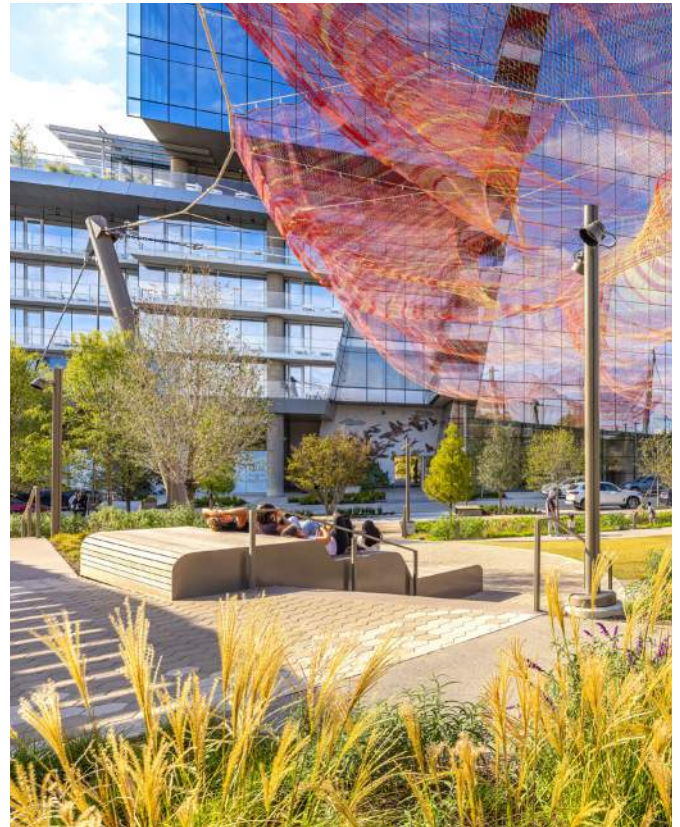
As designers, we love to collaborate with other creative minds and help make the design a reality. Our collaborative process takes the headache out of the design as we share each step of the process, making sure to effectively communicate design intent through technical drawings, renderings, samples, mock-ups, and/or prototypes.

Ideas and budgeting go hand-in-hand.

We're happy to look at projects in the early phases of the design process to help with budgeting. We've found this helps to alleviate future value-engineering and manage expectations throughout the project.

Site Pieces Guarantee.

We are dedicated to delivering successful projects and ensuring that our clients are happy. With that, our custom products come with a 1-year limited warranty. If at any time, you are ever unhappy with one of our products, please reach out so that we can make things right.



Product Care & Maintenance

Site Pieces designs and manufactures its products to last a lifetime and with every choice we make, we have our clients and their satisfaction at the top of mind. Unfortunately, there are certain things that are simply out of our control such as vandalism, improper installation, or abuse that can happen. We've provided this guide with recommendations on how to maintain and care for our products, as well as recommendations to help bring products back to their original condition, should they become damaged. We are always here to help should you have any questions so please feel free to reach out.

General Product Care

We suggest inspecting all products every 6 months or less to identify any loose or missing hardware. Missing hardware and glides should be replaced or tightened immediately. If any product should become damaged or broken, it is recommended that the product be taken out of service until the appropriate repairs are made. Contact Site Pieces for additional hardware or replacement parts.

Kebony® & Thermory® Lumber

Our Kebony and Thermory lumber are a natural material, and as such, have natural characteristics that make them such a beautiful material. They will naturally weather to a silver-grey color over a period of 6-12 months depending on the UV exposure.

Site Pieces applies Cutek Extreme's Advanced Wood Protection Oil to all of our Kebony and Thermory which deeply penetrates the wood. This provides lasting protection from within the wood, even after it has weathered to a silver-grey color. While regular maintenance is not required, you can help maintain the original color for a longer time or restore the wood to near original color by applying Cutek Extreme oil. We do not recommend using other stains or varnishes as those finishes encapsulate the lumber which prevents it from breathe naturally and can hold moisture in the lumber.

In general, it's important to keep the surface of the wood clean and free of debris such as large amounts of leaves or pine needles which can hold moisture. When using water and mild soap to clean, we suggest using a gentle nozzle setting and stiff bristle deck brush to help agitate any dirt on the surface. We advise against power washing the wood slats as that can result in damage to the wood fibers, the water jet of high pressure washers should never be applied directly on the wood surface. If you prefer power washing, use the lowest setting and the widest fan. If the wood has become significantly weathered and you are planning to restore the material to its original color, we suggest following the manufacturers' guidelines for the application of Cutek QuickClean. We recommend rinsing all surfaces with clean water after all surface deposits have been removed. Otherwise, Kebony and Thermory require no maintenance and, with time, will naturally age to a beautiful silver-grey color. See our wood maintenance guide for detailed instructions.

Aluminum

Site Pieces products are constructed with aluminum which is a very sustainable, durable, and long-lasting material. All of our products are designed to be suitable for exterior conditions and are powder coated for increased durability. Also, aluminum will never rust so you never have to worry about that becoming a point of failure. See Powder Coat section for care and maintenance suggestions.

Product Care & Maintenance

Stainless Steel

Upon request Site Pieces uses stainless steel for certain products and custom installations. No maintenance is required for stainless steel, except for cleaning periodically with a soft cloth and mild detergent. Stainless Steel cleaners may be used if necessary.

Powder Coat

We suggest cleaning our powder coated aluminum products periodically with a soft cloth and mild detergent. Avoid using abrasive cleaners on any powder coated aluminum product. Periodic inspection of powder coated products is recommended. Touch-up paint should be used to repair minor nicks, scratches, and gouges. The active ingredients found in deicers which includes, but is not limited to, Calcium Chloride, Sodium Chloride, Magnesium Chloride and Potassium Chloride are corrosive and should not be used near or left to sit on powder coat finishes.

Designer Aluminum

We suggest cleaning our powder coated aluminum products periodically with a soft cloth and mild detergent. Avoid using abrasive cleaners on any powder coated aluminum product. Periodic inspection of powder coated products is recommended. Replacement designer aluminum slats are available if the slats should become abused or vandalized.

Graffiti Removal:

Site Pieces recommends using SoSafe Graffiti Remover (www.sosafeusa.com/products/graffiti-remover). SoSafe incorporates an exclusive formula that is known as Surface Active Technology. It allows you to remove the graffiti without damaging the underlying surface. Please contact Site Pieces so we can ensure the correct type of graffiti remover is purchased for the type of surface it's being applied to. SoSafe's products are available for purchase on their website where they also provide additional information and instructions for use.

Warranty

Standard Product Warranty:

Site Pieces is passionate about building beautiful furniture that enriches our public spaces. We are committed to holding ourselves, our team, and our products to a very high standard. Your trust and satisfaction is at the forefront of what we do and it all starts with providing great service and standing behind our product. Site Pieces warrants all of our standard products against defects in components, standard finishes, and workmanship for three (3) years from the date of delivery and (1) year for custom products.

Terms + Exclusions

This warranty replaces all other warranties expressed and we do not assume nor authorize anyone to assume for us any obligation of liability in connection with our furniture. Immediate written notice is required from the client of the specific product defect. Products must be cared for in accordance with the care instructions supplied. Any repair work carried out without consultation with Site Pieces will void any warranty. Site Pieces will, at its discretion, either repair or replace products or components found to be defective upon inspection by an authorized Site Pieces employee. The above warranty terms are accepted by the customer and end-user upon order and delivery.

Note:

- The warranty does not cover damage from mishandling, abuse, accidental damage, or improper installation.
- The warranty does not cover fading or natural aging of wood, non structural defects, naturally occurring features, surface and end checking, or lack of proper care.
- The warranty does not cover products that the customer decides they do not like upon delivery - including color, fabric, wood or other opinions based on personal preference.
- The warranty does not cover freight costs for replacement parts, products, or labor cost for repair.
- Site Pieces shall not be liable for any claims caused directly or indirectly by any event or matter beyond its control.
- The warranty does not cover the use of alternate materials outside of Site Pieces standard product offerings.

For any product maintenance and warranty questions, please contact us:

Site Pieces
800.484.0797
hello@sitepieces.com

Receiving & Care Guide

1. Inspection Upon Delivery

- Upon receipt of shipment inspect each pallet or crate for visible damage that may have occurred during shipment. Photograph and document any potential damage with the freight carrier to submit a claim.
- Customers must unwrap all furnishings within 48 hours of delivery. To avoid potential damage, razor blades should not be used to cut through the protective wrapping.
- Inspect each piece for any visible damage to the powder coat, slats, or overall structure. Damage from mishandling could include, but is not limited to, scratches in the powder coat finish, dents, structural damage, or cracked/split wood slats.
- Report any issues such as scratches, dents, or defects within 48 hours of receipt to ensure they are covered under warranty.

2. Proper Storage After Delivery

- If the furnishings cannot be installed immediately, store them indoors in a cool, dry space.
- Products should not be store outside or left in the elements while they are wrapped. Weather and UV-exposure can cause the protective plastic wrap and cardboard to trap moisture that may result in blemishes to the powder coat finish or allow for the growth of mold and/or mildew.

3. Handling Guidelines

- Use proper equipment such as padded dollies or blankets when moving furnishings to avoid scratches or dents.
- Do not drag furnishings on hard surfaces to prevent scratching or structural damage.
- Do not stack products on top of each other.
- Do not apply unnecessary force to products even if they are covered with protective wrapping. Dropping, tipping, stacking, or application of unnecessary force can result in structural damage to the frame, powder coat, or slats.

4. Powder Coat and Finish Care

- Regular cleaning with a mild soap and water solution is recommended to maintain the finish.
- Avoid using harsh chemicals or abrasive materials that can damage the powder coat.

5. What to Do If Damage is Found

- In case of any damage during transit or fabrication defects, contact Site Pieces immediately to coordinate replacements or repairs. Document any noticeable damage to products, crates, or pallets, with the freight carrier at time of delivery.
- Photographs of the damage should be submitted with the report.

6. Warranty Information

- A copy of Site Pieces standard warranty is included on the following pages.

7. Contact Information

For questions or to report issues, please contact us at:
800.484.0797
hello@sitepieces.com