

# General Maintenance Guide

*Last updated November 2025*

Street Furniture Australia products require care to look their best and increase longevity. Create a clean and repair program for your furniture based on materials, finish, use and environment.

Please note that timber is a natural product so variations will occur. It particularly requires maintenance. Failure to maintain timber will void your warranty.

Our warranty policy is available at [streetfurniture.com/au/warranty](https://streetfurniture.com/au/warranty)

A maintenance guide for drinking fountains can be found at [streetfurniture.com/au/dfmaintenance](https://streetfurniture.com/au/dfmaintenance)

## 1. Oiled Finish Hardwood

Your hardwood furniture comes pre-oiled and ready for use. With proper maintenance, it can last for decades.

### Natural Weathering

Greying and surface checking are normal and don't affect structural integrity. To refresh appearance, lightly sand and reapply oil.

### Tannin Leaching

Leaching of tannins is natural and most prominent during the first 2–3 wettings (rain or hosing). To minimise future staining, we recommend controlled wetting by hosing the furniture down a few times shortly after installation.

If tannin stains appear on surrounding surfaces, they can usually be removed with:

- A water blaster
- Scrubbing with liquid chlorine, a baking soda paste, or an acid wash (e.g. oxalic acid or vinegar)
- Timber deck cleaners may also be effective once cleaned and dry, sealing concrete or pavers may help prevent future marks.

### Oil Options

- We recommend using a deeply penetrating, clear oil-based timber oil or similar. Follow product manufacturer's guidelines.
- **Tinted oils** slow fading. Dusty Oak is our standard tint colour.
- **Highly fluid oils** are quick to apply but may need more frequent reapplication.

- Be careful not to get oil on other surfaces like the frame or paving as it may stain.

### Outdoor Installations

- Re-oil every **3 months** (more often in harsh conditions).
- Oil in **warm weather**, using **protective gear**. Clean the surface first, let dry, then apply two coats of timber oil.
- Avoid contact with metal frames or paving, as oil may stain.

### Indoor Installations

- Clean with mild detergent in water and a soft cloth or sponge.
- Wipe with a clean damp cloth.
- Re-oil every 12 months for best results.

## 2. Painted Hardwood (2PAC)

Regular maintenance should be carried out at least every 6 months. Immediately repair any breaks in the coating.

Clean with a mild detergent in water using a cloth or sponge, rinse with clean water and check the coating integrity.

For damaged battens, replacements can be ordered through our spare parts department.

### 3. Aluminium Woodgrain

Unlike timber, aluminium woodgrain battens do not require re-oiling or painting. As with all powder-coated aluminium, regular cleaning helps maintain appearance and performance.

Every **6 months**, gently remove any loose deposits with a wet sponge, then clean the surface using a mild detergent in water and a soft cloth. Rinse thoroughly with clean water to remove any residue.

Avoid using harsh cleaners, especially those that recommend protective gloves, as they may damage the surface. In areas exposed to high levels of pollutants—such as coastal or industrial environments—more frequent cleaning, approximately **every 3 months**, is advised to prevent build-up of salt or grime.

### 4. Anodised Aluminium

Anodised aluminium should be washed with a mild detergent in water using a soft cloth, sponge, or natural bristle brush. After cleaning, be sure to rinse thoroughly to remove all residue.

While anodised aluminium offers excellent resistance to corrosion, discolouration, and wear, it can still be affected by harsh chemicals, rough treatment, or lack of maintenance.

Avoid using bore water, as its high mineral content can leave stains and may lead to long-term coating failure.

For minor scuff marks, a hard, abrasive eraser can often be used to gently remove them without damaging the finish.

### 5. Stainless Steel 304 and 316

To prevent stubborn stains and preserve the finish, both SS304 and SS316 stainless steel should be cleaned every **3 months**. Use mild detergent in water, applied with a soft cloth or sponge. Rinse thoroughly and wipe dry to prevent water marks.

For tougher stains or discolouration, use a stainless steel-compatible mild cleaner or a phosphoric acid-based solution. Apply with a soft-bristled brush, sponge, or cloth, working in the direction of the grain. Rinse well with clean water and dry completely.

### 6. Powder Coated Metals

Wash external surfaces regularly—including undersides and sheltered areas—especially in corrosive environments with salt or chemical exposure. This helps prevent build-up and prolongs the life of the finish. Dull powder-coated surfaces caused by prolonged sun exposure can often be revived with a non-cutting automotive polish.

Light scratches or abrasions may also be improved using polish. Touch-up paint is available for purchase through us.

For graffiti removal, please refer to point 10 below.

### 7. Polished Metals

Clean using a soft cloth or brush with a mild detergent. Avoid steam cleaning, abrasive cleansers, carbon steel brushes or wools, and cleaners containing chlorine.

A natural patina of minor scratches will occur on highly polished surfaces. If minor repolishing is required, use metal polishing liquids to clean and restore the surface. Follow product manufacturer's guidelines.

Deeper scratches and damage can sometimes be ground out and repolished; this should be done professionally.

## 8. Unpolished Metals

Unpolished and brushed metals will weather naturally outdoors and tend to collect grime in indoor settings. Clean with mild detergent in water, using a stiff brush, then rinse thoroughly with clean water.

Minor scratches or surface damage can usually be restored by hand using a scouring pad or a stiff, non-ferrous wire brush.

## 9. Fixings

Bolts should be periodically checked and tightened to “finger tight plus 45 degrees.”

Initial checks should be carried out at week 1, week 4, and month 3 after installation. Ongoing checks should then occur at least every **3 months**, or more frequently depending on usage and assessed risk.

Screwed-on battens and other fixed parts should also be visually and manually inspected every **3 months** to ensure ongoing integrity.

## 10. Graffiti, Tape, Gum or Poster Removal

For painted/metal surfaces, we recommend using a pH-neutral, solvent or water based graffiti remover product to safely remove markers and paint without damaging the surface. Follow product manufacturer's guidelines. For best results, clean or remove the graffiti, tape or gum within 24 hours of application.

Important: Immediately wash away any residual cleaning products with clean water to prevent degradation of the powder-coated surface.

For hardwood surfaces, sand with 80 grit, followed by 100 grit sandpaper to remove the paint, then apply oil or your desired finish. Avoid solvents or paint removers, as they can damage the wood or cause pigment absorption.

## 11. Replacement Parts

Spare parts are available to purchase by contacting: [spareparts@streetfurniture.com](mailto:spareparts@streetfurniture.com)