

OUTDOOR BY ASHLEY TOUCH UP AND REPAIR TIPS



QUALITY ASSURANCE OVERVIEW



We are a quality driven company and take all measures in ensuring we ship the best possible product which can be used right out of the box. However, sometimes damages or problems occur, due to unforeseen circumstances, and we want our customers and tech groups to be ready to fix any problems. This guide has been developed to address situations that may arise in the outdoor furniture category.



RESIN TOPS



Overview

- This section will show the process to repair scuffed areas and light scratches on the resin wood look plank tops of Outdoor by Ashley products.
- Approximate repair time is 5-10 minutes.



Materials Needed

- 80 grit sandpaper
- Clean rags
- Vegetable oil



Step 1

- Identify the area to be repaired
- **For scuffs** – lightly blend the edges of the scuff mark into the surrounding area of the plank using 80 grit sandpaper
- **For light scratches** – lightly sand the scratched areas using 80 grit sandpaper and blend it into the surrounding area



Step 2

- Wipe the sanded area using a clean dry rag to remove most of the sanding residue



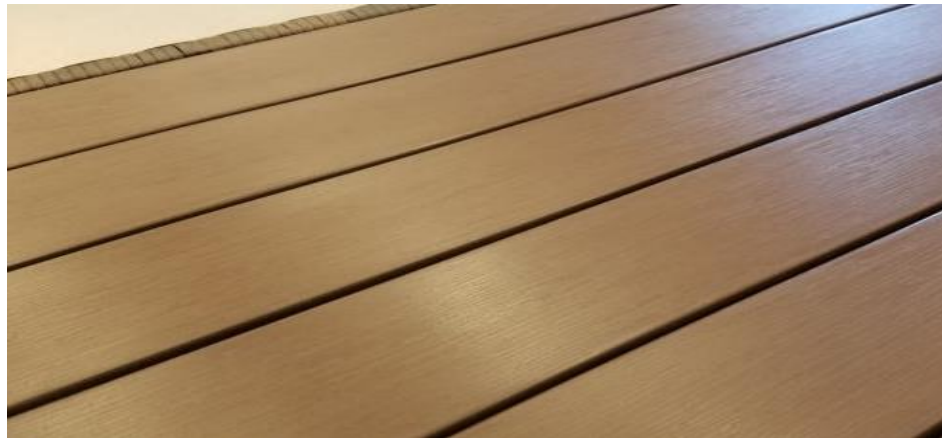
Step 3

- Saturate a clean rag with vegetable oil and starting at the sanded area rub it thoroughly into the repaired area. Gradually work outward from the affected area until the entire top has been covered.



Step 4

- Using a clean rag, buff the entire table top to remove any excess oil. This step will also even out the gloss over the entire surface and remove any remaining sanding residue.



POWDER COATED METAL



Overview

- This section will show the processes to repair chipped edges, scratches and scuff marks on powder coated metal components on any Outdoor by Ashley products.
- Approximate repair time is 5-10 minutes.

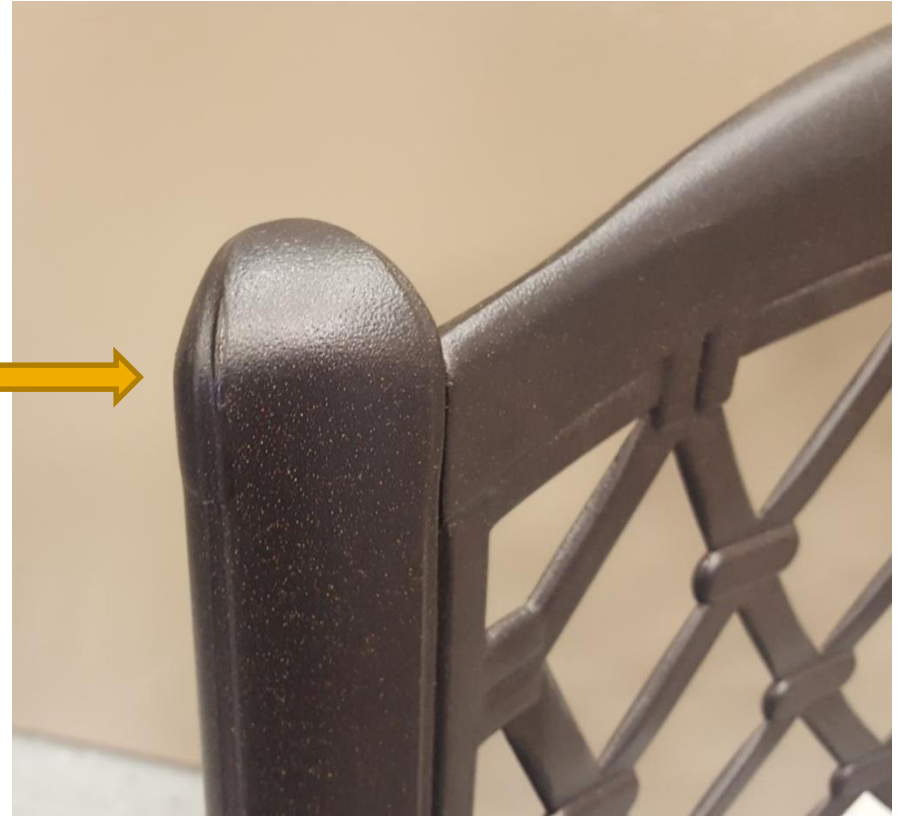


Materials Needed

- 220 grit sandpaper
- Medium grit Scotch Brite pad
- Mohawk Touch Up markers
- Mohawk Pre-Cat Satin Lacquer
- Mohawk Medium/Thin Instant Adhesive
- Mohawk Aerosol Activator
- 2" x 2" piece of plastic (a section of milk jug works well for this)



- Chipped Edges



Step 1 – Chipped Edges

- Identify the area to be repaired
- Lightly sand the area to be repaired to remove sharp edges
- Color the area to be repaired using the appropriate touch up marker, blend it in using your finger tip and allow to dry (several applications may be needed to completely cover the area)



Step 2 – Chipped Edges

- Using several light coats of lacquer, ensure that the area is fully sealed (ensure that the lacquer to completely dry between each coat)
- Using the Scotch Brite pad, gently rub it over the entire area to even out any gloss variation



- Scratches



Step 1 - Scratches

- Identify the area to be repaired
- Color the area to be repaired using the appropriate touch up marker, blend it in using your finger tip and allow to dry (several applications may be needed to completely cover the area)



Step 2 - Scratches

- Apply a thin bead of adhesive in the scratched area (it is best to use as little adhesive as possible as any excess will need to be sanded off later)
- Spray a liberal coating of activator on the 2" x 2" piece of plastic
- Firmly press the plastic (activator side down) over the adhesive for 5-10 seconds, remove the plastic and allow the activator to dry completely



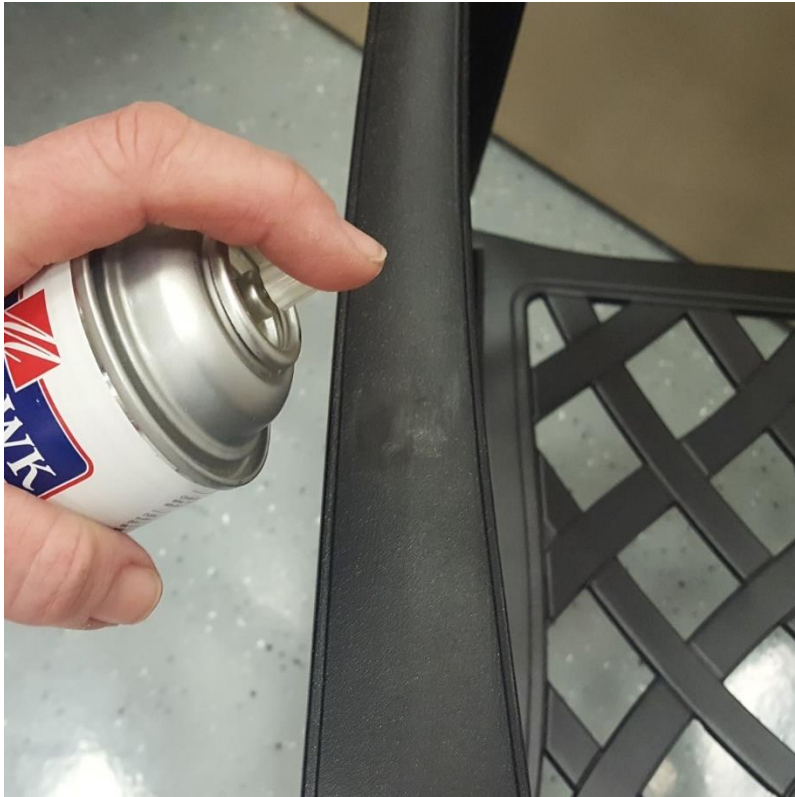
Step 3 - Scratches

- Lightly sand the repaired area to blend it into the surrounding area
- Color the area to be repaired using the appropriate touch up marker, blend it into the surrounding area using your finger tip and allow to dry (several applications may be needed to completely cover the area)



Step 4 - Scratches

- Using several light coats of lacquer, ensure that the area is fully sealed (ensure that the lacquer to completely dry between each coat)
- Using the Scotch Brite pad, gently rub it over the entire area to even out any gloss variation



- Scuff Marks



Step 1 – Scuff Marks

- Identify the area to be repaired
- Color the area(s) to be repaired using the appropriate touch up marker, blend it in using your finger tip and allow to dry (several applications may be needed to completely cover the area(s))



Step 2 – Scuff Marks

- Using several light coats of lacquer, ensure that the area is fully sealed (ensure that the lacquer to completely dry between each coat)
- Using the Scotch Brite pad, gently rub it over the entire area to even out any gloss variation



RESIN WICKER



Overview

- This section will show the process to repair scuffed areas and light scratches on the plastic wicker. Scuffs can occur that expose the base plastic color. This can be repaired.
- Approximate repair time: 15 minutes



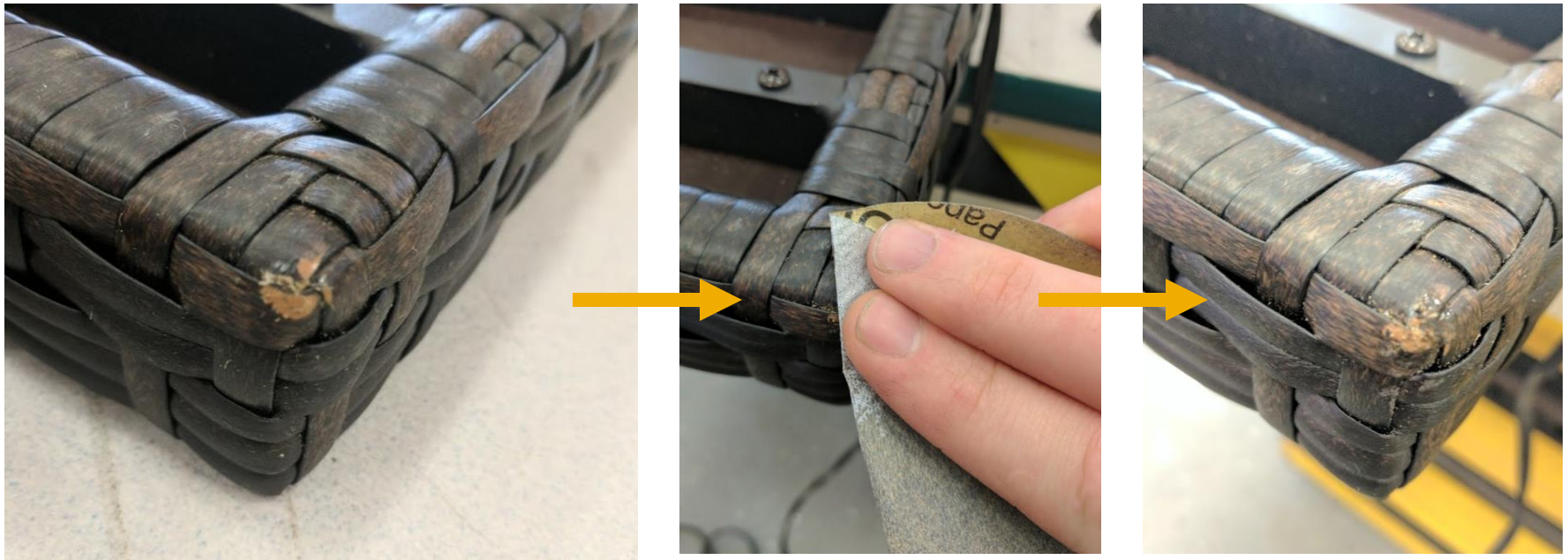
Materials Needed

- 150 grit sandpaper
- Color or Black Marker (appropriate for color of wicker)
- Burn Fill and Burn Fill Iron



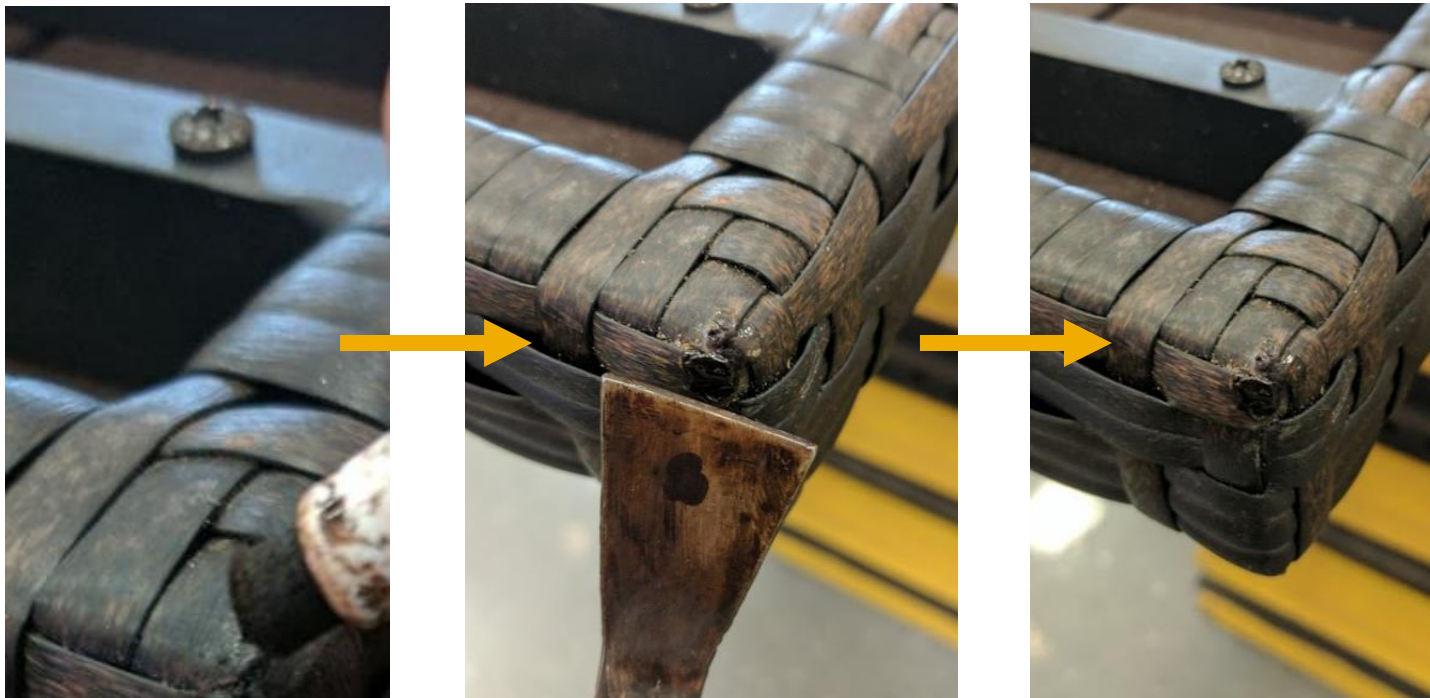
Step 1

- Identify the area to be repaired
- Lightly sand area of exposed outer skin to eliminate exposed edges



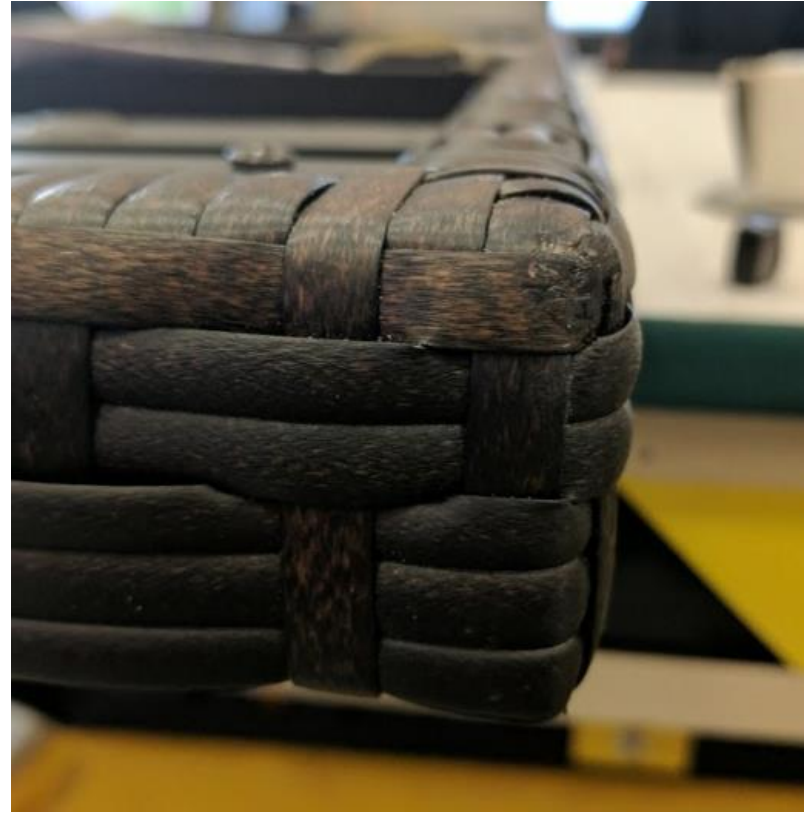
Step 2

- Apply a base layer of color with marker down that is similar in tone with outer plastic wicker layer
- On light scratches this may be enough to conceal
- Put layer of similar color burn fill over effected area and let dry. The burn fill should help shape the piece being repaired



Step 3

- Once the burn fill is dry, it can be sanded. 150 grit works well to give shape the burn fill patch and give it texture similar to the plastic wicker



Step 4

- Use marker to further touch up and finish



FIBERGLASS - RESIN



Overview

- This section will show the process to repair scuffed and chipped areas of fiberglass/resin materials. This can be repaired as instructed on following slides.
- Approximate repair time: 10 mins



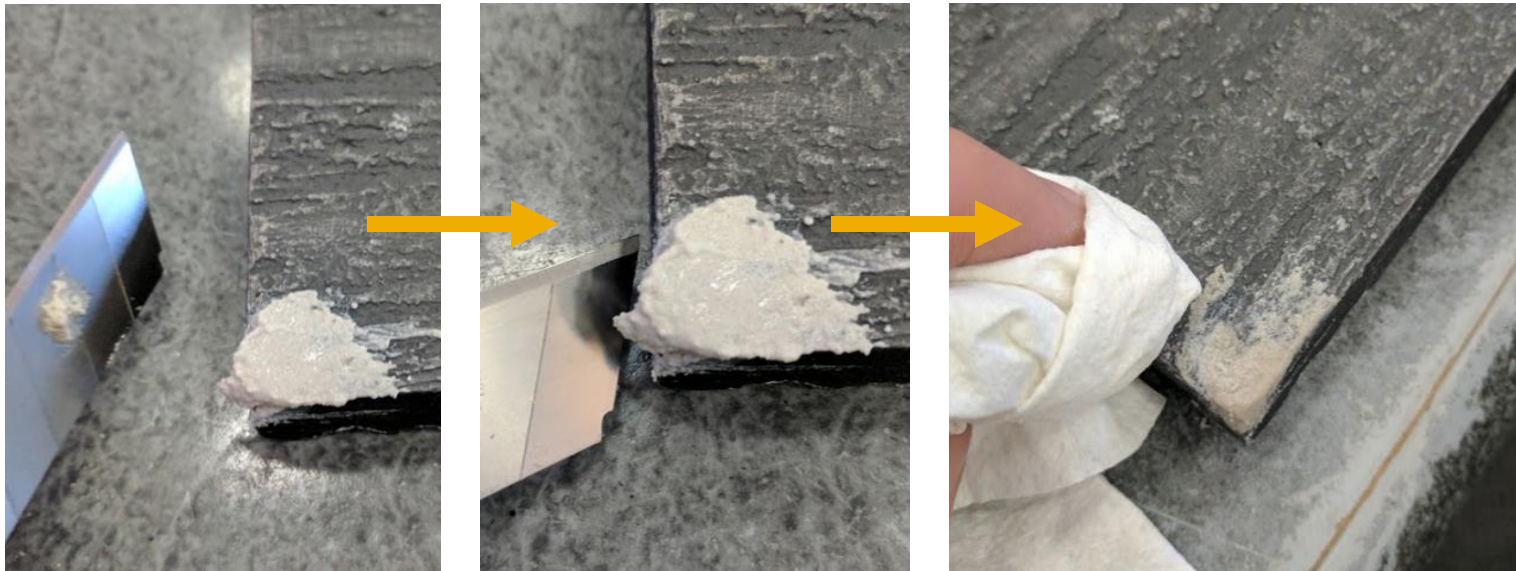
Materials Needed

- 150 grit sandpaper
- Color or Black Marker (appropriate for color match)
 - Fill sticks work well too
- Putty knife or blade (for shaping concrete patch)
- Rag for blotting color



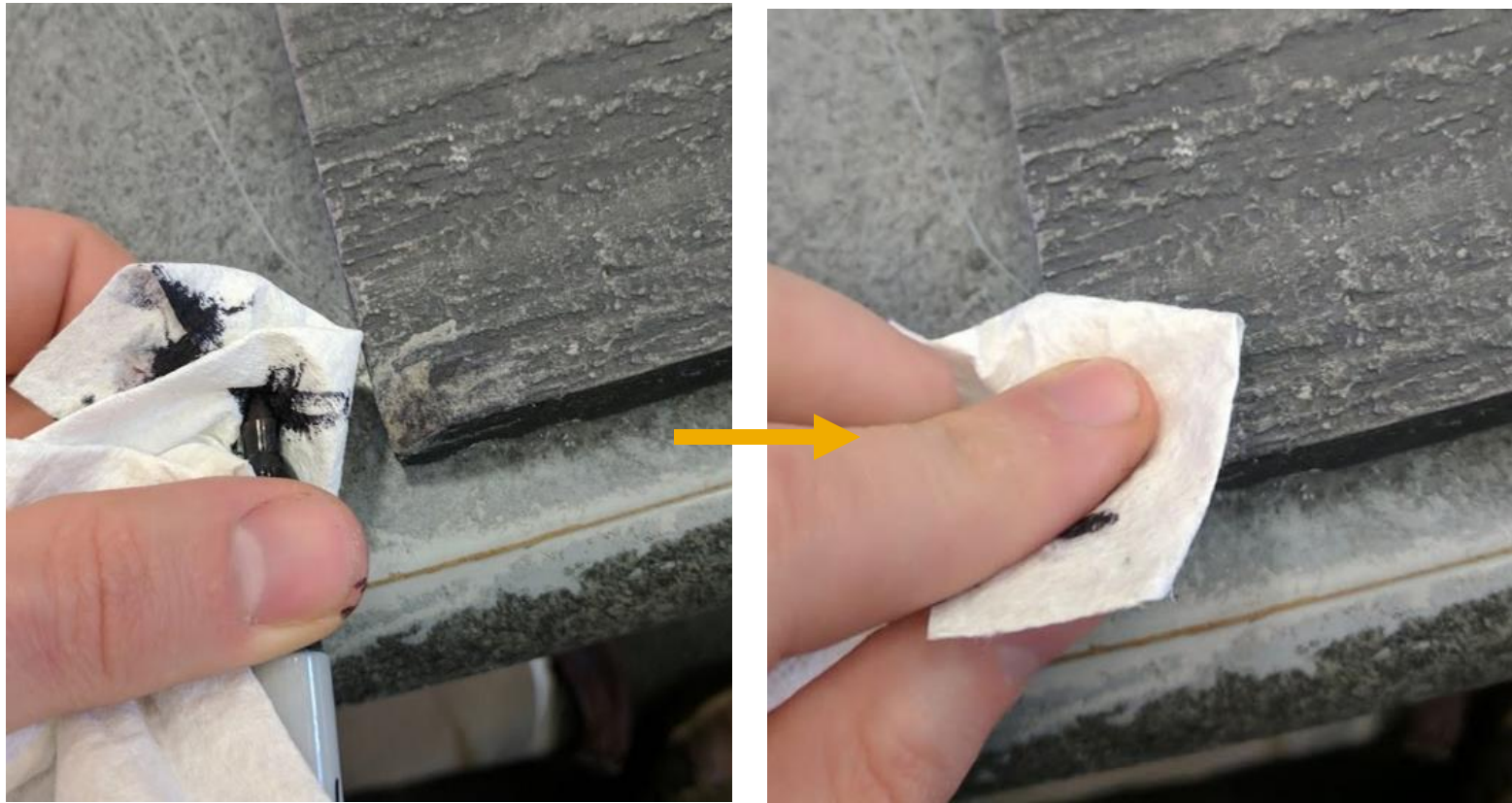
Step 1

- Identify the area to be repaired
- Make sure area is clean, wipe with dry rag
- Shape concrete patch on effected area
- Blend in with rag as concrete starts to set



Step 2

- Blot marking ink on rag and then blot on concrete patch
 - If using a fill stick directly apply



Step 3

- Apply marker to direct areas that need it to develop color
- To develop highlight product can be lightly sanded on high points



Step 4

- Continue marker and sanding to develop correct contrast
 - Thinner can also be used to blend or clean for highlights
- Tone and texture can be duplicated with process



Contact

Please feel free to reach out to the Quality Outdoor email group with any questions or comments.

