

Warranty conditions



Kameleon Pods come with a warranty of up to 2 years.* The warranty period starts on the next day after your pod has been delivered to you. The warranty is only effective when the pod's installation guidelines have been followed during installation, when the product has been used as intended and when your Kameleon pod has been maintained according to the maintenance guidelines.

What to do when something goes wrong?

To benefit from the warranty during the appropriate guarantee time frame, you want to inform ASKIA about the imperfections that have showed up inside about fourteen days after their development.

To do that, send a composed case to Silen, bringing up the following:

- the name of the absconded item or detail
- a definite depiction of the shortcoming/deformity
- a photograph and a video of the issue/deformity

You likewise need to add your deals receipt, conveyance note or whatever other archive that demonstrates that you bought the item.

The replaced and fixed products are subject to the same terms and conditions as the new products are. The warranty does not exclude or limit your right to use other remedies based on the law or on your contract.

Contact for warranty questions and customer support:

contact@askiafurniture.ro

Your warranty provider is: ASKIA

* The default warranty period is 2 years from the issuing of the product or from signing the installation act. As an additional option, you can also choose a 2+3 years warranty package. You can ask your distributor for more information.

Active warranty

In order to be covered by the warranty, you have to maintain your Kameleon pod at reasonable intervals, check the connections and tighten them when necessary. The warranty does not extend to the natural wear of the pod, or to the texture and shade differences in wooden surfaces when you have purchased your products or its details at different times (as an additional order). The warranty does not extend to the floor cover's permanent wear deformations.

The warranty becomes invalid

- when maintenance work has been undertaken on the Kameleon pod during the official warranty period by a service provider who is not licenced by ASKIA.
- when details have been added to the Kameleon pod which have not been approved by ASKIA.
- when the faults or defects have appeared due to wrongful maintenance, product's misuse, or during relocation of the assembled product.
- when the Kameleon pod has been subjected to mechanical damage.

How will it get fixed?

During the active warranty period, ASKIA will fix or replace all defective details or products as fast as possible, but not later than within 60 days after the written claim has been accepted by ASKIA. The delivery of replacement parts (that are covered by the warranty) is subject to similar conditions that were in effect during the original delivery of the product.

Instructions

Kameleon collection is a family of phone booths and acoustic pods that seats 1 - 8 people depending on the pod, and provides a quiet, private place for phone calls or important meetings. It helps you and your colleagues to work undisturbed. This product is ideal for open-space offices, where Kameleon can be installed without having to make structural changes to the space and can easily be moved if necessary. The standard equipment includes a built-in lighting and ventilation system, electrical socket, motion sensor (that turns the lights and ventilation on and off), USB port and Ethernet port.

A presence sensor inside the Kameleon activates the ventilation and lights.

The Kameleon has a powerful integrated ventilation system ensuring excellent airflow inside the unit. The temperature and air quality inside the Kameleon depend on the conditions in the room where it is located.

Kameleon is designed only for inside areas with climate-controlled conditions.

Sunlight also affects the temperature inside the Kameleon, so temperatures may rise when the sun shines hot. For this reason we do not recommend placing your Kameleon near an outside wall or in a room with insufficient airflow, high temperatures or large amounts of direct sunlight.

Do not smoke or make an open flame inside the Kameleon pod. Risk of fire.

In case of fire, use a powder fire extinguisher only. Kameleon is not a separate fire zone.

In the event of a firm alarm, quickly exit the Kameleon pod and follow the established fire rules.

If the Kameleon pod is equipped with a door closing mechanism, please take care when opening the door. The mechanism is designed primarily for limiting the angle for opening the door, not as a doorstop. Handling it roughly runs the risk of damage.

The Kameleon roof is not designed to be walked on. Do not step on the roof or otherwise put weight on it. Always use a stepladder or ladder during assembly. Overloading the roof can lead to serious damage to the loadbearing constructions of the Kameleon.

Never overtax the Kameleon, i.e. always keep to the maximum number of users for each Kameleon model.





Instructions for maintenance

UPHOLSTERY

Remove dust with a vacuum cleaner with a fabric or upholstery attachment. Absorb any liquid spills with a paper towel and then wipe with a damp cloth and let the fabric dry. Clean up spills immediately after they happen.






CLEANING MATRIX

Fabric type

	 Vacuum	 Extraction cleaning	 Dry clean (if loses cover)	 Washable up to 60°C
wool	x	x	x	
blends	x	x	x	
polyester	x	x	x	x
trevira CS	x	x	x	x

DISINFECTION MATRIX

Fabric type

	 Steam	 Dry clean (if loses cover)	 Alcohol based solution 70% / spray / wipes	 Washable up to 60°C	 Bleach – general disinfection: diluted 1:10 / spray and wipes
wool	x	x	x		x
blends	x	x	x		x
polyester	x	x	x	x	x
trevira CS	x	x	x	x	x

GLASS

This type of glass can be maintained using ordinary glass-cleaning products such as Okena or Clean. Apply the cleaning product directly to the glass and wipe with a clean, dry cloth. Never use cleaning products containing abrasives like Cif. Even one use leaves irreversible damage (scratches) on the glass.

SOLID OAK

Only use oil or wax-based cleaning products and only when damp. A damp cloth with catch the dust and create a silky smooth protective film to prevent further contamination and fluid intrusion. Do not leave mugs or glasses sitting on the desk and wipe up any spilled liquids immediately to prevent stains.

CARPET

Depending on how heavily the space is used, the carpet should be thoroughly and regularly cleaned with a high-power brush vacuum in order to remove dust and loose dirt. Dab wet stains dry with an absorbent cloth; do not wipe. Remove stains immediately if possible; do not leave them to dry. Use a special stain remover for synthetic fiber carpets. When removing stains, do not rub or get the carpet wet.

Instructions

Moss

Moss is a living plant that is preserved in a special process

The product should be placed into an indoor facility, avoiding direct sunlight or sources of heat otherwise their life span might be reduced at 2 or 3 years. It is best to avoid any touching, crushing, folding etc.

According to the B - S2 - d0 in European standards and FSI 0 / SDI 15 in North American standards, our product are not a big contributor to fire, however that does not make them fire proof and should avoid fire at all costs.

Their preservation allows them for a self sustainable maintenance and we do not recommend any additional watering other than keeping the air humidity in between 20–80% with a temperature of 18–25 °C