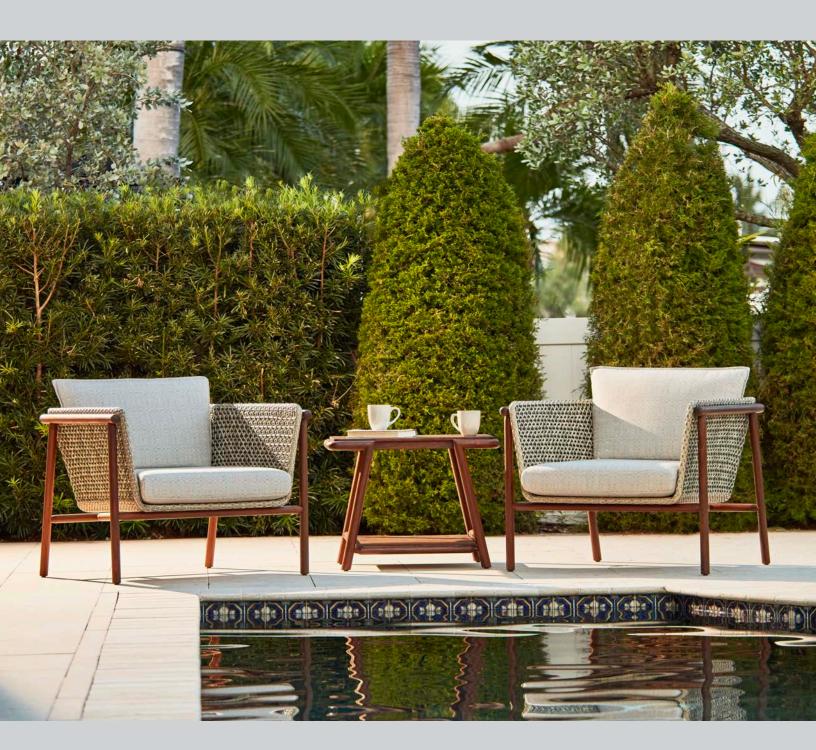


PRODUCT KNOWLEDGE HANDBOOK



SPRING 2020

TOPICS

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OUR STORY

Your invitation to the outdoors awaits with Jensen Leisure Furniture.

We bring the outdoors to classic and modern designs with superior materials. Wood is that material.

The Jensen story begins over twenty-five years ago with a vision for the future of sustainable timber sourcing and an opportunity to make it a reality. We started to wonder, could we make the casual furniture we love out of 100% (FSC®) certified lumber? Would we be able to sustain our supply chain and the natural world for generations? In partnership with the Forest Stewardship Council®, the answer was yes.

OUR DIFFERENCE

How Jensen creates heirloom-quality leisure furniture designed to connect you to nature:

SUPERIOR MATERIALS—Jensen manufactures with only the finest outdoor materials, whether it's our durable Ipe timber, woven Viro® Fiber, or Sunbrella® performance fabrics.

- Ipe hardwood (pronounced "EE-pay") is prized for durability and a deep natural beauty. Ipe invites you to 'feel
- the forest' with a smooth-as-glass hand finish from our unique fine grain sanding technique. Ipe furniture may easily be kept with an 'as new' finish over a lifetime of service or allowed to mature into a noble silver.
- Our Viro® Fiber woven collections are manufactured using environmentally friendly, recyclable fiber made from
- 100% high-density polyethylene. Viro® fiber is specially designed and engineered for outdoor use, making it ideal for patio furniture.
- Our cushions are covered in Sunbrella® performance fabrics, designed with robust performance characteristics that provide resistance to fading, degradation from sunlight, and are engineered to resist mold and mildew.

INSPIRED DESIGN—Jensen believes in refining the rare to fit your life. Our furniture is built to the highest standard for home, design, and contract environments with a broad selection of traditional to modern styles made to inspire. No matter the outdoor space, Jensen's award-winning designs cater to dining, lounging, and bar needs.

UNBEATABLE SERVICE—Our vertically-integrated supply chain manufactures and ships a continual supply of high-quality furniture to our USA warehouse where our goal is to provide the highest standard of service to our dealer network.

SUSTAINABLE SOURCING–100% of the timber Jensen harvests is Forest Stewardship Council (FSC®) certified to ensure the long-term well-being of wildlife, dry tropical forest and the people who depend on them. Our small-footprint harvesting techniques protect over two million acres of forest in Bolivia alone. We harvest only the stable heartwood portion of trees that have grown for more than a century, allowing for new forest growth.

WORKFORCE SUPPORT—The Jensen team consists of more than 400 members, with company-owned forestry operations in eastern Bolivia. Jensen factory locations are in Santa Cruz, Bolivia (Ipe) and Cebu, Philippines (Woven). Our corporate office, warehouse, and cushion manufacturing are located in Richmond, VA.

CORPORATE SHOWROOMS—Jensen has two company showrooms, one in the Chicago Merchandise Mart—Suite #1574 and the second in Atlanta AmericasMart Design Center—Building 2, Suite #10A20





WHAT IS FSC®?

The Forest Stewardship Council

The Forest Stewardship Council, FSC®, was formed in 1993 with the mission to promote environmentally sound, socially beneficial and economically prosperous management of the world's forests. Their vision is to meet current needs for forest products without compromising the health of those ecosystems for future generations. Today, more than 380 million acres of forest have been independently certified, carrying the FSC® label on their products.

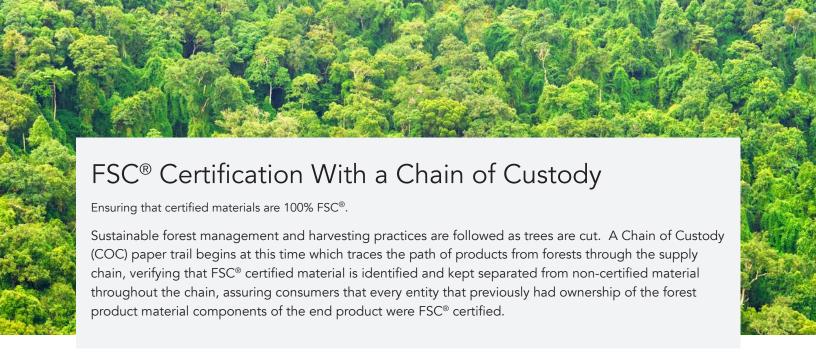
Nature Has a Human Benefit

Certification assures workers rights, allowing them to provide for the welfare of their families.

Programs include: providing housing, food, education and health care, while protecting forest lands and the wildlife which inhabit them.



The mark of responsible forestry





1. Tagged

FSC® approved tree species in FSC® certified forests are hand selected and geotagged according to FSC® management guidelines.



2. Harvested

Selected trees are harvested and tagged with a unique FSC® tracking number, beginning the chain of custody.



3. Processed

Harvested trees are transported to an FSC® certified saw mill where logs are processed into FSC® certified lumber.



4. Manufactured

FSC® certified manufacturers handcraft wood products using only FSC® certified lumber.



5. Transported

FSC® labeled products are transported to retail stores worldwide.



6. Purchased

Consumers purchase FSC® labeled products at which time the chain of custody ends.

IPE TIMBER

A Jensen North American exclusive, Ipe is the finest outdoor hardwood available in the market today.

Ipe (pronounced "EE-pay") has been known throughout Europe as a premium material used in outdoor furniture, decking, and flooring wood for hundreds of years. Ipe is among the strongest, densest timbers on the planet.

Ipe trees are at least 100 years old when they are harvested from the forests of Eastern Bolivia. The environment of tropical dry forests causes trees to grow slowly, which contributes to their strength, density and high wear durability. The advanced age and large diameter of the trees allows Jensen to manufacture its furniture with 100% solid heartwood. The heartwood portion of the tree is structurally stable and naturally resists swelling and contraction caused by seasonal changes in outdoor environments.

A strikingly beautiful chocolate brown timber when new, lpe ages gracefully to an elegant silver patina after six to twelve months outside in the sunshine and moisture. While all wood oxidizes to a silver patina if left to weather naturally, lpe is one of the rare timbers that can be restored to its original color at any time. To restore lpe's color simply clean and apply Penofin® Verde, a specialized oil finish available from Jensen Leisure.

Many notable buildings and bridges are made of Ipe timber, including the Paris Soferino Bridge (a single-span with no piers), the Atlantic City (NJ) Boardwalk, and many New York City park benches.

Twice as Dense as Teak– When compared to Teak, Ipe has twice the weight and nearly four times the hardness; it is so dense that it actually sinks in water. Concrete and steel have a class one fire rating...and so does Ipe.





Atlantic City Boardwalk



Paris Soferino Bridge



Woven Viro® Fiber Features:

- 100% high-density polyethylene
- High-tensile strength
- Weather resistant
- Non-fading
- Washable and durable
- Environmentally friendly
- Recyclable
- Non-toxic
- Easy maintenance

WOVEN FIBER

Nature safe Viro® Fiber is made from 100% high-density polyethylene for a lifetime of outdoor use.

Jensen's woven collections are made using Viro® Fiber; a superior quality, 100% high-density polyethylene material, characterized by outstanding durability and tensile strength. The unique process used to create this synthetic woven material ensures a fiber that is completely colored throughout, smudge-proof, and resistant to the effects of significant temperature variations.

How significant? Jensen fibers are specifically designed and engineered for outdoor use; insensitive to temperature differences ranging from -90 to +175 degrees Fahrenheit. Jensen fibers won't fade, even if exposed to extreme weather conditions during summer and winter. The fiber has been proven in laboratory tests to withstand continuous UV exposure for 3 years.

Viro® Fiber is environmentally-friendly, 100% recyclable, does not contain PVC, and is non-toxic... even when burned.

To clean this material, only a wet cloth is required for easy maintenance. An occasional deeper cleaning using mild, non-foaming soap is also recommended.



NEST SEATING





FORTE SIDE TABLE

WHAT'S NEW?

Our latest introductions-2019 & 2020

- FORTE
- LAGUNA
- VINTAGE
- NEST
- JETT
- UNICON
- HARMONY



FORTE-LOUNGE CHAIR 68400, LOVESEAT 68420 COFFEE TABLE 68710, SIDE TABLE 68720

FORTE

The Transitional Forte Dining and Lounge Collection–New for 2020

Jensen Leisure Furniture crafted Forte to act as a bridge between modern and traditional styles, a collection of deep seating and dining that showcases Jensen's superior manufacturing capabilities. The use of a rounded Ipe frame with a Viro® Fiber weave allows for a versatile design that works in multiple aesthetic environments. With clean and calming lines, the design invites while the cushioning welcomes you to a long stay.

Design: Seth Alguire, Senior Designer at HTK

- Arm Chair
- Lounge Chair
- Loveseat
- Ottoman
- Rectangular Coffee Table
- Rectangular Side Table
 Table Top Options: Ipe, Light or Dark Gray HPL



LAGUNA-LOVESEAT 66410, LOUNGE CHAIR 66400 TOPAZ-SIDE TABLE 66700, ROUND COFFEE TABLE 64700

LAGUNA

The Modern Laguna Dining and Lounge Collection–Introduced in 2019

The clean, timeless lines of Laguna offer a modern style with comfortable proportions. Laguna is a deep seating and dining collection that brings together craftsmanship, materials, and a forward-facing aesthetic that will bestow years of outdoor enjoyment. The frame is skillfully constructed of Ipe timber with deep seating cushions fitted with Sunbrella® fabric.

Design: Frederic Doughty, President at Premises Design

- Side Chair
- Stacking Arm Chair
- 41" Square Dining Table
- 84" Rectangular Dining Table
- Lounge Chair
- Loveseat
- Rectangular Coffee Table
- Square Side Table



VINTAGE-CHAISE 52450, SIDE TABLE 52700, ARM CHAIR 52000 TOPAZ-65"-87" OVAL EXTENSION TABLE 64220

VINTAGE

The Traditional Vintage Lounge and Dining Collection–Introduced in 2019

Vintage is designed to bring a classic, traditional style to make the outside of your house a home. Vintage is a deep seating and dining collection using a mixture of the finest materials. The deep-brown Viro® Fiber weave is attached to a strong-but-light powder-coated aluminum frame with Ipe accents in the chair arms, table top, and feet of the frame. All deep seating fabrics are offered in durable Sunbrella® fabric.

Design: Povl Eskildsen

- Arm Chair
- Side Chair
- 48" Round Dining Table
- 72" Rectangular Dining Table
- Chaise
- Lounge Chair
- Loveseat
- Sofa
- Swivel Rocker Lounge Chair
- Ottoman
- Rectangular Coffee Table
- Square Side Table
- Square Lamp Table



NEST-LOUNGE CHAIR 22401, LOVESEAT 22420 SQUARE SIDE TABLE 22700

NEST

The Retro Nest Lounge Collection– Introduced in 2019

Nest conveys 'comfort you can see' with a retro style in a contoured form fitting shape. Nest is a lounge collection brought to life in rich gray and blue Viro® Fiber weave wrapped around a commercial grade, powder-coated aluminum frame and featuring an all-lpe base. Each seat is cushioned in your choice of dazzling Sunbrella® fabrics.

Design: Edi & Paolo Ciani

- Lounge Chair
- Swivel Lounge Chair
- Loveseat (New for 2020)
- Ottoman
- Square Side Table



JETT-LOUNGE CHAIR 24400 LOVESEAT 24420, COFFEE TABLE 24700

JETT

The Contemporary Jett Lounge Collection–Introduced in 2019

The sleek, linear design of Jett offers a contemporary style in comfortable deep seating. Jett is a lounge collection combining Ipe timber on a black powder-coated aluminum frame with structurally supportive cushions offered in standard and Rain-coated Sunbrella® fabrics. Customize your look with insertable side and coffee table tops in Ipe, light or dark gray high pressure laminate (HPL).

Design: Seth Alguire, Senior Designer at HTK

- Lounge Chair
- Loveseat
- Rectangular Coffee Table
 Top Options: Ipe, Light or Dark Gray HPL



UNICON-ARM CHAIR 21000 RICHMOND-85" TABLE 65250, 24" EXTENSION 65260

UNICON

The Transitional Unicon Chair Collection– Introduced in 2019

The timeless design of Unicon offers flexibility in pairing these transitional dining and side chairs with the table of your choosing. Unicon marries a contoured brown and bronze Viro® Fiber weave seat to the handsome all-lpe frame.

Design: Dick Björk

- Arm Chair
- Side Chair



HARMONY-STACKING SLING ARM CHAIR 23001 86" RECTANGULAR DINING TABLE WITH IPE TOP 23250

HARMONY

The Contemporary Harmony Dining and Chaise Collection–Introduced in 2019

Materials and form come together masterfully in the contemporary style of Harmony. The dining and lounge frames begin with a commercial grade, powder-coated aluminum base that is then elegantly paired with the optimal material of choice for the top, accents, and seating. See the frame listing (at right) for color and material options.

Design: Edi & Paolo Ciani

Frames:

- Stacking Sling Arm Chair
- 29" Round Bistro Table
- 29" Square Bistro Table
 Bistro Top Options: Ipe, Light or Dark Gray HPL
 Frame Options: Gray or White Aluminum
- Sling Chaise
- 40" Square Dining Table
- 86" Rectangular Dining Table
 Table Top: Ipe

Frame: Gray Aluminum

CARE & MAINTENANCE

Ipe timber gives a natural appeal to outdoor furniture, able to be maintained to look 'as new' or aged to a noble silver patina.

Simple Care for New Ipe Furniture:

- 1. Apply Wood Shield to clean table top and chair arms to protect against water and food stains, then enjoy your furniture for the whole season.
- 2. For a light cleaning, wash your set with mild dish soap and rinse with water, then allow to dry.
- 3. To bring back the natural Ipe luster, repeat step two then use the Ipe Aftercare Kit's Penofin® Pro-Tech Brightener and allow to dry completely before applying Penofin® Verde Oil Finish as directed on the can, then allow to dry.
- 4. Reapply Wood Shield as mentioned in step one.
- 5. As Ipe appears to gray, repeat steps two four.

Weathering Notes:

Ipe hardwood is a natural material subject to environmental influences. The look and feel of all-natural lpe is part of the appeal of owning outdoor furniture made of wood.

Although Ipe is naturally stable, small checks in the surface (minuscule openings of the wood grain at the ends) may appear if the furniture is placed in a very dry or sunny environment. Superficial checking in no way affects the structural integrity and longevity of the furniture and will in fact disappear when the environment becomes moist. In full sun, Ipe will naturally weather to an elegant silver patina.



Ipe Aged to a Silver Patina



Ipe Care Step-by-Step Video: jensenleisurefurniture.com/maintenance-and-care/







Pictured From Left-Ipe Aftercare Kit 81000, Wood Shield 81040, Wood Cleaner 81030

CARE & MAINTENANCE

How to keep your woven fiber, sling, strap, and cushion fabric in top condition.



Harmony-Sling Chaise 23451



Eflex Arm Chair Bronze-Sunbrella® Elastic Strap



Fabric Cleaner 81060, Fabric Protector 81070

Woven Fiber

 Apply lukewarm water and mild, non-foaming soap with a soft cloth. Brush clean with a soft pad and rinse with clean water.
 Cleaning recommended at least once a year.

Sling

- Sponge using a solution of one cup mild detergent mixed with one cup household bleach in three gallons of water.
- Rinse thoroughly with clear water and air-dry completely. Treat any stains as soon as possible. Do not use abrasive household cleaners. For more information, visit www.twitchellcorp.com.

Sunbrella® Elastic Strap (Eflex Chairs)

- Lightly brush off dirt.
- Mix ¼ cup mild soap with warm water.
- Apply generously over strap and interlacing to soak.
- Scrub gently with soft bristle brush or sponge.
- Rinse thoroughly, removing all soap, allow strap to dry.

Sunbrella® Cushion Fabric

- Machine Wash-Remove covers, wash in cold water using mild laundry soap. If fabric is heavily soiled, add 1 cup bleach. Wash and allow fabric to air dry (do not machine dry).
- Hand Wash-Prepare solution of ¼ cup mild soap in gallon of water. Place solution in spray bottle. Spray entire surface and allow to soak 15 minutes.
 - Remove stain with sponge or towel. Do not scrub with brush.
 - Rinse thoroughly with water to remove any soap residue.
 - Allow fabric to air dry.
 - If heavy stain or severe mildew, bleach may be added as specified at www.sunbrella.com/cleaning.

FIVE YEAR LIMITED WARRANTY

Jensen Leisure Furniture, LLC, as the distributor of 100% (FSC®) certified Ipe furniture, undertakes to warrantee all products against both material and manufacturing faults and defects for a period of five (5) years for residential use and three (3) years for commercial use, from date of purchase. In each case a digital photo will be required to qualify a warranty decision. A no-charge replacement of any defective part covered by this warranty will be made available during this period.

The manufacturer accepts no responsibility for damage caused by misuse, negligence, alteration, abuse or accident, and such damage shall be construed as a breach of contract. Neither shall the manufacturer be liable for damage due to acts of nature, fading,

natural aging of the timber, greying, or non-structural, natural occurring timber features and surface checking. From exposure to the elements, especially in very dry climates, end grain checking may occur in Ipe. This in no way affects the stability of the furniture, is naturally occurring, and therefore is not covered under warranty.

Jensen Leisure shall not be liable for, and specifically excludes, any claims caused directly or indirectly by any event or matter beyond its control, including incidental, consequential or contingent damages suffered as a result of a breach of this written warranty or any implied warranty. This exclusion shall not in any way affect your statutory rights by law. No other warranty, either written or oral, shall be authorized by Jensen Leisure Furniture, LLC.





Required Request Elements:

- 1. Brief summary stating the issue
- Sales or invoice number of original transaction
- 3. Item number and name
- 4. Specific component part (refer to the assembly instruction packet in each product carton)
- 5. Digital photos (multiple images of varying distances and angles)

WARRANTY PROCEDURE

How to file claims of warranty and specific policies contained therein.

Using the Jensen Leisure Furniture Warranty Form, email warranty@jensenleisurefurniture.com with the details of your request or claim (required elements shown at left).

As many of the Jensen Leisure Ipe frames are manufactured with knockdown construction, it is common that specific replacement components will be shipped as opposed to a complete frame (depending upon the nature of the claim). Should it be determined that multiple components for a single product require replacement, Jensen Leisure, in its sole and absolute discretion, may decide to replace and ship the complete product at no charge.

SPARE PARTS

Since much of Jensen Leisure furniture is comprised of component parts, spare parts are available for replacement or purchase from our Customer Service Department.