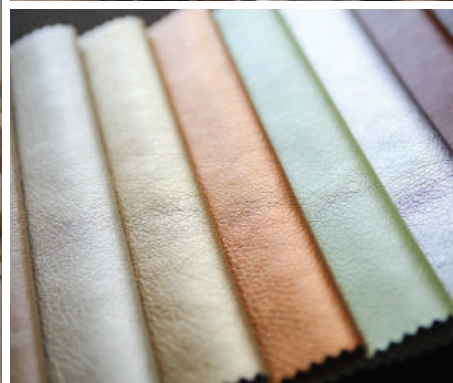


Furniture Quality Checklist

A practical checklist designed to help you get the best return on your organisation's furniture investment.



Australia's Custom Furniture Solutions Partner

Partnering with Australian businesses to provide end-to-end custom furniture solutions - from quality controlled design and manufacturing to ongoing after-sales care.



Quality **FURNITURE**

For most organizations, furniture is a long-term investment and for some industries, such as aged care or health care, furniture choice is determined by whether it is fit-for-purpose.

After all, furniture can greatly impact the quality of life for aged care or health care residents and staff. In the case of aged care, furniture design plays a role in the emotional and physical wellbeing of elderly residents. It should be designed to promote safety and mobility to help residents maintain their independence for as long as possible. It should also create a warm, non-clinical and residential feel.

How do you know if you are buying quality furniture that is fit-for-purpose?

Drawing on our 20 years in the furniture manufacturing industry, we have put together a checklist that will help you to get the best return on your investment.

How to get the
best return on
**your furniture
investment**

QUALITY FURNITURE CHECKLIST



The Timber: High-end, quality furniture is constructed out of solid timber but where budget is a consideration, it pays to understand the alternatives like wood veneer and laminate.

✔ Is the furniture made from solid timber?

Quality timber furniture will be constructed out of solid hard wood like Tasmanian Oak. It looks natural, is durable, and can be stained to any colour.

✔ Try lifting the furniture.

Not sure if the timber used is solid? Try lifting it. Solid wood is heavy.

You may also be able to see and feel a varying grain pattern with your fingertips.

✔ Check for knots. The less knots, the better.

Good quality pieces will have very few knots. Knots are visible imperfections in wood, typically circular and dark in colour. Knots are susceptible to cracking. Some timbers,

like Pine, have more knots than others.

✔ Check for scratch resistance.

Quality timber should be reasonably scratch resistant. If it dents easily the furniture will not stand up to much use.

To test this, try drawing a line on an unexposed area with your fingernail to see if it leaves a visible mark.

✔ Check the veneer quality – thick veneer, glued to solid plywood.

Timber veneer is real timber, sliced very finely and glued to panels of a less expensive material. Veneer furniture is still considered quality furniture.

Construction under the veneer should be either solid wood or a good plywood.

Timber veneer is cheaper than solid timber, not as heavy and more resistant to warping and cracking. It can also be sanded, painted, or stained to any colour.

For best quality, look for plywood covered with a thick layer of hardwood. The thicker the veneer, the more times the furniture can be refinished.

✔ Check the table tops are fit-for-purpose (depending on your budget).

Ask what the table tops are made from. Tops will either be made from solid timber

or laminate. Laminate is made of composite wood, covered with a synthetic material that's printed to look like wood grain. Laminate is an affordable option and is functional and easy to care for. However, it is not as beautiful, or customizable as solid wood or wood veneer furniture.



The Frames: Quality frames will be solidly constructed and not wobble or creak.

✔ **Look for wobbles or creaks by lifting the furniture and press the corners.**

Quality furniture frames will sit level with the floor without wobbling, twisting, or creaking.

Try lifting the piece at one corner; it should not twist or squeak. You could also try pressing on the corners to see if the furniture rocks or wobbles.

✔ **Are the frames covered by upholstery? Ask to see the furniture construction.**

It can be difficult to tell quality framing when it comes to upholstered furniture because

the frame is often concealed by fabric.

However, your furniture manufacturer should be able to answer any questions you have about the furniture's construction. Quality furniture manufacturers should be happy to provide you with a behind-the-scenes look at the furniture construction.



Quality Construction: There are many facets to quality construction but the main one to look for is the joints and interlocking pieces of wood rather than glue or staples is an indicator of quality furniture.

✔ **Check the joints, looking for interlocking timber rather than staples or glue.**

Look to the joints to get an idea of the furniture construction quality. Quality furniture will have joints that are screwed, or doweled (wooden pegs inserted into holes).

The best joints are dovetailed (interlocking square teeth) or mortise-and-tenon (a rectangular piece of wood fitted into a same-

size slot). Joined corners are sturdier and hold more weight.

A re-enforcing block attached at an angle should be used on corners.

Check the quality of the drawers including joinery and how easy they slide.

Furniture with drawers should have thin sheets of wood (often known as dust panels) between drawers. These panels protect contents as well as improving the strength of the unit.

Quality pieces will have drawers that open and close easily on metal glide rails and have stops to prevent them from being pulled out too far.

Wood on wood sliding drawers are usually an indication of poor quality.

Has antimicrobial lacquer been applied?

These days, infection control can be considered an important part of quality furniture construction.

Stopping the spread of infection has never been so important and in some furniture, the timber parts of a chair are major touch point areas where germs accumulate, increasing the risk of infection.

Quality furniture manufacturers now protect all timber products by applying an antimicrobial lacquer which is a

polyurethane coating containing an antimicrobial additive. This coating inhibits the growth of bacteria and reduces the level of cross contamination, adding another tool to the aged care cleaning arsenal.

Is the design of the furniture fit-for-purpose?

Furniture design should be fit-for-purpose. For example, furniture manufacturers who specialize in aged care and retirement living furniture are constantly researching new ways to construct furniture to make it easier to keep clean. Removable parts which are easier to clean on their own are an example of this.

Is the furniture handmade?

If someone has the skill to make a piece of furniture by hand, then you can normally expect that the level of furniture quality will be high.

In our 20 years of experience in making furniture, we have observed that those who choose to learn the craft of making furniture are often passionate individuals and practice their craft with care and attention. Ask to see the workshop and speak with those who are making your furniture. They will likely be more than happy to share their craft with you.

Are the legs of the table strong enough to support the table top?

When choosing a table, the table tops should be proportionate to the legs. Flimsy legs can break, particularly if there is a heavy top.



The Upholstery: There's more to upholstery than just the fabric. It also includes padding, webbing, springs; anything that makes up the soft coverings of chairs and sofas.

✔ **Check the foam density.**

Find out what the foam density is fit-for-purpose. If the chair or sofa has removable seat cushions, unzip them and take a look inside. The foam block should be wrapped in fiber and very high-end ones will probably have a protective inner cover.

✔ **Is the foam fit-for-purpose (e.g. outdoors or fire retardant)?**

Ensure that the foam used is fit-for-purpose. If the chair is going to be used in the Australian outdoors, then outdoor foam should be used. Fire retardant foam is also a good option for indoor furniture.

✔ **Is the same upholstery fabric used throughout the furniture?**

Very high-end manufactures will self-deck their upholstered furniture. Self-decking occurs when the same fabric is used

throughout. For example, the same fabric used on the top of the seat cushion will be on underneath the part of the chair where the cushion sits.

✔ **Is the fabric easy to clean?**

Ensure your fabric is easy to clean. This is particularly important in aged care, health care settings where service environments are regularly audited.

Some tips for choosing easy to clean fabrics include:

Avoid fabrics that have a high pile, choose fabrics with a better pilling grade, choose waterproof fabrics and choose antimicrobial fabrics.

✔ **Is the fabric fit-for-purpose?**

Ensure the upholstery fabric is fit-for-purpose. Each fabric type has its own characteristics and price does not always reflect quality.

Look for information on a fabric's wearability (e.g. domestic, heavy domestic, commercial etc.), the weave (the tighter the weave, the more durable the fabric), the stain resistance, susceptibility to pilling and waterproofing (particularly important for aged care and health care settings).



Guarantee or Warranty: A quality furniture manufacturer will stand by their work and this will be reflected in the type of warranty offered.

 **Check the warranty.**

Quality furniture manufacturers will offer 10 years structural warranty on their furniture.

You can also look for the warranty on upholstery fabric which will be separate from the structural warranty and will be offered by the fabric supplier independently.



About FHG

We are an Australian owned manufacturer of commercial furniture based in Brisbane. We are committed to partnering with Australian businesses to provide end-to-end custom furniture solutions, supplying the Health, Aged Care and Retirement Living market, along with Hotel and Accommodation facilities.

What We Do

Not only do we distribute quality cost-effective furniture solutions, we are also a research and development company, making every endeavour to develop and source functional furniture and specialised seating solutions.

We specialise in servicing both small independent organisations and larger corporate groups who are looking for a personalised delivery of a complete fit-out, all the way down to small one-off jobs.



Skilled Design and Cost-Effective Solutions

To extend our direct line of services to our clients, we partner with skilled interior designers to design functional and creative spaces that are unique, meeting the individual needs and budget of our clients.

Space planning and creative solutions are important when looking to provide a holistic service to our clients.

We have found that each client brings to the table their own set of special needs and boundaries that they require us to work within.

We are skilled in presenting affordable solutions which are both aesthetically pleasing and meet cost-effective criteria for individual needs.

OUR GUARANTEE TO YOU

- ✔ We will deliver your furniture project on time, defect free and within budget.
- ✔ Our workmanship is of the highest standards carried out by our very own skilled craftspeople.
- ✔ 10 year structural warranty on all furniture pieces manufactured by us.
- ✔ Open communication with you to ensure that you are an integral part of the furniture solutions process.
- ✔ Fixed priced contracts with no hidden surprises ensures your project is delivered within your budget.



WHY CHOOSE US?



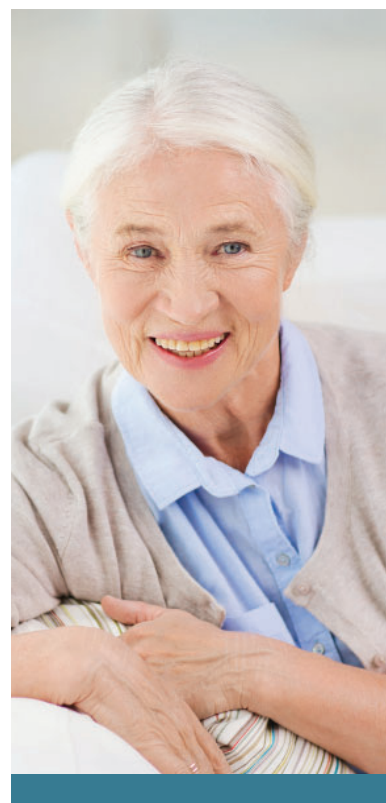
Passion for Quality Furniture: Our team have a passion to achieve stunning custom furniture solutions. We have a strong commitment towards attention to detail using only the highest quality materials and workmanship to deliver the most superbly finished furniture. This passion ensures we satisfy the most discerning customers.



Customer Care: We are enthusiastic about fully satisfying our customers. It is the relationships that we build that sets us apart from other companies. Our clients are people who value the importance of flexibility, approachability and professionalism and are looking to partner with a furniture and equipment supplier with the same attributes.



Boutique Manufacturing: Our focus is on the customer experience and we are mindful of only accepting a limited number of projects per calendar year, freeing up our time to concentrate on giving our clients quality customer care and delivering highest quality furniture solutions on time and always in accordance with your budget.





Partnering with you to
deliver your furniture project
**...from quality controlled
design and manufacturing
to ongoing after-sales care**









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**Call us now to discuss your
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