



## FAQ

### General

**Q: What is HW®?**

A: HW® is Heart Warming.

**Q: What is the Concept of HW® CuteDesign?**

A: Mimic the natural beauty of Marble Onyx with 100% Recyclable PE-Material, Sustainability with Illumination.

Mimic the natural beauty of Marble Onyx with 100% Recyclable PE-Material:  
Practically impossible to tell the difference between Natural Marble Onyx and HW®-PE-Marble Onyx,  
No repetition in patterns →  
each piece is a unique pattern.

**Q: Who are you?**

A: We are HW® CuteDesign, we design & produce the ORIGINAL & Unique products that match our concept.

Sustainability  
No damage to mountains, forests, and the natural environment to produce our HW® PE-Marble Onyx Products.  
Minimal environmental footprint for people, the planet, and our company.

**Q: Who designs HW® CuteDesign products?**

A: We do, we also work with outside designers from time to time

**Q: What is your products range?**

A: A Luxury lifestyle Illuminated Furniture / Fountain & Lighting, a way of being THE Original & Unique always in our field.

**Q: Are your products unique?**

A: Yes, these are First & Unique of its kind in the World.

**Q: Where are HW® CuteDesign products made?**

A: All of our products are designed and manufactured in house at our factory in Istanbul TURKEY. We are proud to offer Japanese Technology, Turkey made products.

HW® CuteDesign has always created culture and invested in the innovation, becoming a pioneer in the field. The first, unique and only in World to develop & introduce illuminated Furniture, Fountain & Lighting Made of HW® PE Marble Onyx & HW® Led Mix  
**Choosing HW® CuteDesign** means being able to recognize and appreciate **originality & Unique**

**Q: Do you have standard products?**

A: Yes. Please check Product Catalogue and/or contact us for more information.

**Q: Do you have possibility to produce custom design products?**

A: Yes. Flexibility in Production, we can produce Custom Shapes & sizes with almost zero waste. Please contact us for more detail information.

**Q: Do you offer trade discounts?**

A: Yes. We offer discounts to qualified "trade professionals" & "stocking agents". Please contact us for more information.



**Q: Why should I Choose & Buy HW® CuteDesign products**

A: Unique & Original:

Unique concept & products, others do not have it.

Design:

*HW® CuteDesign*: Combined the Durability of Polyethylene & Esthetic beauty of Marble Onyx & Illumination.

Our innovation:

*HW® CuteDesign* has always created culture and invested in the innovation, becoming a pioneer in the field.

The first, unique and only in World to develop & introduce illuminated Furniture, Fountain & Lighting Made of *HW® PE Marble Onyx* technology.

Choosing *HW® CuteDesign* means being able to recognize and appreciate originality.

Mimic the natural beauty of Marble Onyx with 100% Recyclable PE-Material, Practically impossible to tell the difference between Natural Marble Onyx and *HW®-PE-Marble Onyx*, No repetition in patterns; each piece is an unique pattern.

Sustainability:

No damage to mountains, forests, and the natural environment to produce our *HW® PE-Marble Onyx* Products.

Green/ Sustainable Concept: 100% Recyclable Material

Minimal environmental footprint for people, the planet, and our company.

Designed the Sustainable products to create the perfect Ambience

Atmosphere for Luxury Life

Eye Catching *HW® CuteDesign* products are Visible Day & Night.

**Design, Innovation & Sustainability**

**Those are the key to our success. This is what pushes us to create new Ideas, collections that give spaces a new dimension. We create dialogue between environment and form. Our design furniture & Lighting pieces transform the simplest space into an ambience filled with glamour, both unique and extraordinary. This is what it's about, creating atmospheres where we can take hold of life and feel that we are here to live it, enjoy it and surround ourselves with beauty.**



**Q: How about the price of HW® CuteDesign products?**

A: We are pretty sure, it is fair price.

Because of:

Elegant ambience

Sustainable

Durability

(Unbreakable / Water moisture resistance / All Weather Resistance / UV

Colour fading Resistance etc...)

Safe

Hygienic

No-Rust

Easy Cleaning

Ultra low maintenance

Easy Handling (Light Weight)

No-Rot

No-Termite attack

Outdoor use

Innovated Pioneer -> Original & Unique

*HW® CuteDesign* fulfill all your needs.



## **Material**

**Q: What made of HW® CuteDesign illuminated Furniture-Fountain & Lighting products?**

A: Our Products made of HW® PE Marble Onyx & HW® LedMix.

**Q: What is HW® PE Marble Onyx?**

A: HW® PE Marble Onyx is Mimic the natural beauty of Marble Onyx with 100% Recyclable PE(Polyethylene)-Material, Practically impossible to tell the difference between Natural Marble Onyx and HW®-PE-Marble Onyx, No repetition in patterns; each piece is an unique pattern.

**Q: HW® CuteDesign Products color made from?**

A: The color in HW® CuteDesign built with HW® PE Marble Onyx.

It is special Marble Onyx Color painted technology on the surface of the Polyethylene product, not runs all the way through like conventional Polyethylene

**Until now  
Polyethylene  
Plastic has suffered  
from the  
disadvantage that  
Color Painting &  
Decorating was  
impossible, we  
solved this issue.**

**Q: What is HW® LedMix Lighting System?**

A: 2700K Lighting with Dimmable system  
CE Compliance  
Suitable for Outdoor (IP-67 Grade)  
All system is 5V or 24V included fountain.

**Q: Is HW® CuteDesign recyclable Material?**

A: Yes, 100% Recyclable PE(Polyethylene)-Material,

**Q: What is Polyethylene?**

A: Minimum environmental impact, maximum resistance  
The polyethylene is one of the most versatile plastics in existence, with multiple advantages over other materials.  
It is strong & non-toxic  
Environmental friendly & Renewable source. Green/ Sustainable Concept:  
100% Recyclable Resin Material.

**Q: Can we use HW® CuteDesign products at outdoor?**

A: Yes, you can.

**Q: Is it UV protected?**

A: Yes, HW® CuteDesign is using UV-inhibited paint systems that reduce fading on the HW® PE Marble Onyx.



**Q: What about placing HW® CuteDesign in sea-side environments?**

A: It is high resistance itself in sea-side environments. We do not use metal hardware as possible we can to avoid Rusting & Corrosions.

**Q: Can HW® CuteDesign be exposed to chlorine?**

A: Yes, it will withstand chlorine.

**Q: HW® CuteDesign Products use Metal hardware?**

A: No, we do not use Metal hardware for Furniture as possible as we can to avoid Rusting & Corrosions.  
Our Furniture is designed to build single pieces without assembly.

**Q: Does it contain wood or natural fibers?**

A: No, HW® CuteDesign Products built using HW® PE Marble Onyx is made from 100% Polyethylene and does not contain wood or any natural fibers.

**Q: How durable is your products?**

A: Unbreakable with high Impact resistance.  
Water & Moisture resistance.  
All-Weather Resistance with Ultra Low Maintenance.  
UV Color fading resistance  
Corrosion & Rust Free  
Fungal ,Rot free  
Will not chip  
No De-lamination  
Termite & Bug resistance

**Q: What is the Finishing your products?**

A: Translucent finishing combined with luxury lighting.  
You can choose "Super Glossy" & "Matte" Quality Finishing

**Q: Can we use HW® CuteDesign Furniture cushions at outdoor?**

A: Yes, you can.

**Q: Does the color fluctuate between products?**

A: Yes. Because our products are Mimic the natural beauty of Marble Onyx.

*HW® CuteDesign* Furniture cushions are made from high quality fabrics. The fabric, is the best available in the outdoor market, and is fabricated to be stain, mildew, and fade resistant While the fabric does contain a finish that is water repellent, for better longevity, we do recommend covering or storing your product during heavy rain or through the winter months. The fabrics can, however, withstand seaside conditions and chlorine environments. The cushions are easy to clean, and we recommend simply spot cleaning with a mild soap and water



**Q: What is the different between HW®PE-Marble Onyx and Real Marble Onyx?**

A: We added so many benefits on our innovative products compared to Real Marble Onyx. like:

Sustainability:

No damage to mountains, forests, and the natural environment to produce our HW®PE-Marble Onyx Products.

Minimal environmental footprint for people, the planet, and our company.

Environmentally friendly & Renewable source

Green Concept: 100% Recyclable PE Resin

Durability:

Unbreakable with high Impact resistance.

Water & Moisture resistant.

All-Weather Resistance with Ultra Low Maintenance.

UV Color fading resistant.

Lightweight:

Lightweight, easily moved & carried as compared to real Marble Stone.

Hygienic

Hygienic Non-Porous surfaces:

Anti-bacterial (Not promote the growth of mold, mildew or bacteria)

Easy to clean: No accumulation of dust and dirt on its surface.

Toxic free and food contact friendly.

**Q: Will the color of my product change over time?**

A: In most applications, probably not. Just same as car paint.

The sun is very hard on materials that have constant direct exposure, and we cannot guarantee the material color will not change over time. However, Paint on the Polyethylene material that we uses has a UV stabilizer and is very resistant to fading rather pigment embedded in the PE material throughout.



## **Safe**

**Q: Is it cancerogenic Product?**

A: No.

**Q: Is it match with RoSH?**

A: Yes, it is.

**Q: Are there it Food contact friendly products?**

A: Yes, there are.

**Q: Is HW® CuteDesign Products Safe?**

A: Yes: It is food contact safe products. Also, it is just same as syringe (medical use) material.

People often consider plastic is unsafe and cancerogenic because of the myths surrounding this material, but the truth is, they are only myths.

There are many kinds of Plastics like PVC (Dioxin gas), Polyurethane(isocyanate) and other Plastics May be not safe.

**Polyethylene plastic is extremely safe**, which is the reason, it's used for food containers, Water tanks, Hygienic & Medical products (like syringe), Food packing, beauty and many of other products.

Be sure that it's free of formaldehyde, lead, and cadmium traces.

Polyethylene is Toxic free and food & Water contact friendly.

Our Paint is which we use for decorating on the Polyethylene is also food and Water contact Friendly. It matches with RoHS standard, and we have Food contact test report available. Toxic free.



## **Handling, Care & Maintenance**

### **Q: Can I move HW® CuteDesign Products without special equipment?**

A: Yes, you can. HW® CuteDesign Products are Lightweight between 1Kg and 40Kg. These are easily moved & carried as compared to real Marble Stone.

### **Q: Should I keep away from fire, flame & heat?**

A: Yes. Just keep it away from fire/flame and heat or don't throw it in the fire. Do not put smoke fire on the surface. The melting point of our material is up to 80°C (around 180 °F)

### **Q: How do I clean HW® CuteDesign Products?**

A: It is very Easy. For regular clean up, simply wipe clean the product with wet or dry soft cloth. No accumulation of dust and dirt on the surface. (Please do not use Solvent and Solvent base Cleaners).

### **Q: Can it be painted?**

A: Yes. Final Coating is high quality paint finishing on the HW® CuteDesign products, it can paint again and again any time if need it.

### **Q: Can it be sanded HW® CuteDesign Products for cleaning?**

A: No, we strongly do not recommend using sandpaper or mechanically damage the surfaces for cleaning. It can be paint or lacquered on the surfaces if need it.

### **Q: Can HW® CuteDesign products be power washed?**

A: Yes. A high-pressure power washer may be used for cleaning time to time. Pressure should be less than 1,500 psi, which is the equivalent of a car wash.