

## Do's and Don'ts

As expected, a degree of common sense is required when utilising your item in order to avoid unnecessary damage which may not only ruin the look and comfort of your item but may also render it unsuitable for use and could invalidate your warranty. Things to remember:

- **Only approved cleaning solutions should be used on our products, as any damages to the fabric/leather that may occur as a result of using unapproved solutions or detergents may void your warranty.**
- Do not jump on the sofa/chair.
- Do not sit on the arm or back.
- Do not lean your full body weight on the arms when you stand up.
- Do not grip or pull on the arms when you stand up.
- Do not sit on the very edge of the sofa/chair. This may cause the edge of the cushion interior to become permanently misshapen.
- Do not move the sofa/chair by pushing/pulling it – the correct way to move the sofa/chair is by lifting it from the base with two people.
- Do not lean or tilt the sofa/chair, this may cause irreparable damage to the legs and their holdings.
- Keep the products away from all heat sources – including radiators and electric heaters as this is not only a fire risk but could also damage the sofa coverings.
- Do not place hot objects on the item (cups of tea/coffee, plates of hot food, laptops etc) as this may damage the surface of the leather/fabric.
- Sofas should be kept in a dry, well aired environment.
- Ensure you have a thick, durable blanket/covering on the sofa to protect it from animal scratches and oils which are contained within animal fur.
- The effects of certain oral and topical medications, body lotions, hair products and other similar products, in addition to sweat can have a damaging effect on the covering of your sofa. Therefore you must ensure you have a protective covering on the seat, arms and back of the item if you, or those using the item, are prone to using these products.
- Ensure that the cables of your electric recliner are not left blocking the movements of the chair and/or its mechanisms, and where possible tie safely out of the way.

# Welcome to Your Sofa

Congratulations! You are now the proud owner of a new sofa which we are confident will provide you with enjoyment, comfort and relaxation.

We would like to thank you for choosing to purchase one of our products and urge all our customers to take the time to carefully read through this care guide in order to maintain the condition of your item to the highest standard and maximise your sofa's life, enabling you to get the very best out of your purchase.

It is very important that you pay particular attention to the Do's and Don'ts section of this guide and the instructions for cleaning your item, as incorrect use or cleaning could invalidate your warranty.

## Protecting Your Purchase

One of the best ways to get the most out of your item is to purchase an extended warranty. We currently offer a heavily discounted **5 Year Extended Warranty**. This extended warranty offers insurance against accidental stains, spills and damages (exclusions apply; please see our website for full details). It also provides extra cover against manufacturing issues that did not become apparent within the 12 month manufacturer's warranty.

We also have **Leather and Fabric Care Kits** available to purchase on our website. These care kits are the only approved cleaning solutions for our products. Purchasing one of these kits not only helps with the general maintenance and up keep of your sofa, but can also be used to spot clean should an accident occur, making a care kit a valuable accessory to your new suite.

**IF YOU HAVE ANY QUERIES RELATING TO CARE OF YOUR ITEM THAT ARE NOT COVERED IN THIS GUIDE, PLEASE CONTACT OUR CUSTOMER SERVICE TEAM FOR ADVICE.**

### Caring For Your Item

**Only approved cleaning solutions should be used on our products, as any damages to the fabric/leather that may occur as a result of using unapproved chemical or alcohol based solutions or detergents may void your warranty.**

**We do also sell approved cleaning products; please contact our Customer Service team for further information.**

For specific information regarding cleaning your purchase, you can contact our Customer Service team who will be happy to discuss this.

Spillages any liquids or foods onto your item/s should be avoided where-ever possible, as they can cause long term damage to the product. However spillages do occur the following instructions will help avoid further damage to your purchase;

- Cleaning of your item should be carried out periodically in order to maintain the appearance of your purchase for as long as possible.
- Dusting of the item should be done regularly with a soft, dry, non-abrasive cloth.
- The item should also be thoroughly cleaned at least once a year under light usage, or at 6 monthly intervals under normal family usage.
- For dry dirt brush delicately using a brush with soft bristles or use a vacuum cleaner at the medium suction power setting, using the proper accessory supplied with the cleaner and taking care to avoid rubbing the accessory directly against the leather/fabric.
- For stains caused by substances soluble in water (soft drinks, coffee, tea, milk, marmalade) rapidly remove the liquid from the surface using a non-abrasive cloth (or absorbent paper). Then rub delicately working from the outside of the stain towards the centre, using a clean lightly dampened cloth. Do not soak the surface, and dry immediately using a dry cloth. Do not dry in direct sunlight or with a hair dryer.
- For stains caused by greasy substances (oil, ketchup, mayonnaise, chocolate etc) remove the substance delicately from the surface using absorbent paper, taking care not exert pressure to prevent the dirt from penetrating the leather/fabric. Use a clean damp cloth, rubbing delicately working from the outside towards the centre of the stain. Dry immediately using a clean cloth.
- No product should be placed in direct or close contact with a heat source (heater, radiator, fire etc). The item should be positioned at a 50cm distance from these. Care should also be taken to avoid over exposure to sunlight or hi-powered lamps.
- Failure to comply with this may irreparably damage the leather/fabric covering, causing cracks and changes in colour.

### Other Usage Information:

**Sofas with loose cushions:** Cushions should be plumped and rotated daily to maintain even wear.

**Sofas with fixed cushions:** Cushions should be plumped daily to prolong their shape and comfort.

**Sofabeds:** Ensure feet are secured in place before attempting to test the mechanism. The mechanism will not operate without the correct amount of clearance from the floor. Please note that sofabeds are designed for occasional sleeping and should not be used in place of a bed.

**Recliners:** If you have purchased a recliner that is supplied in sections it is imperative that you ensure the suite is correctly assembled and secure prior to use. Reclining armchairs are not designed to be slept in for long periods of time. Overuse of the mechanism can lead to premature wearing.

**Electric recliners:** The power cable and control panel cables underneath the recliners are left free, to allow you to place the chair in your desired location. However once the preferred position is found, you must ensure that the cables are not left blocking the movements of the chair and/or its mechanisms. This should be checked regularly

**Tub Chairs:** Are often a good alternative to dining chairs, however care should still be taken not to drag the items in and out from a table (or from any position) as the created friction can irreparably damage the legs and their holdings. You should never rock back on chairs or put unnecessary pressure on the legs.

**Swivel Chairs:** Are supplied in a self assembly form, it is imperative that you ensure the suite is correctly assembled and secure prior to use. Bolts and screws should be checked regularly to ensure they are kept tight.

**All Sofa/Chair Cushions:** May soften or sink with use. This is normal, however, should you feel that your item is losing more density than it ought to please allow a time period of 3 months, as this should then settle with normal usage.