



(Arm)stoelen Paspoort
Möbelpass (Armlehn)stühle
Passeport de chaise
Chairs (and armchairs) Passport

Alles wat u moet weten over uw nieuw gekochte (arm)stoel
Alles, was Sie über Ihren neuen (Armlehn)stuhl wissen müssen
Tout ce que vous devez savoir sur votre nouvelle chaise
All that you need to know about your new (arm)chair

Chairs (and armchairs) passport

All that you need to know about your new (arm)chair!

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1 General information

Congratulations on your new purchase! Please read this information carefully before make use of your piece of furniture and sitting down comfortably. We will tell you everything you need to know to ensure that you get the maximum benefit out of your new (arm)chair.

Each (arm)chair has its own specific characteristics, features, look and level of comfort. The upholstery on each (arm)chair meets the standards of the Dutch foundation for the quality of upholstery fabric - KIM (kwaliteitsinformatie meubelstoffen). Day-to-day use can have a different effect on each (arm)chair, depending on the type of fabric used to upholster the chair. Hence, it is important that you, as the user, are aware of the characteristics and features of the fabric when purchasing the product. As such, the features and characteristics may vary depending on the model.

1.1 Warranty

Your (arm)chair has been designed, manufactured and produced with the utmost care. That's why you have a two-year warranty for normal use.

2 Seating comfort

2.1 Comfort factors

The comfort of your (arm)chair is determined by several factors: the springs, the padding and the upholstery. Please keep in mind that the original firmness decreases by about 15 to 20% during the first few months of use.

2.1.1 The upholstery

The upholstery of a new (arm)chair is rigid and firm. No matter how elastic the material is, it will soften with use. This softening effect will improve the comfort of the chair. As the upholstery softens, some creases may form; this is normal. Creases vary depending on the upholstery material (whether fabric or leather), the surface and the width of the seat. Daily use can wear out fabric upholstery. This wear and tear is affected by the level of care for the material and the frequency of use. Please carefully read the instructions and recommendations for use. In the event of a complaint, failure to comply or partial compliance with the instructions and recommendations for use will invalidate the warranty.

2.1.2 The padding

The firmness of the padding will decrease regardless of the type of foam used, the frequency and duration of use, which may result in the formation of creases. We recommend that you use your (arm)chairs proportionately; i.e., change them around regularly so that they each maintain the same level of comfort. The polyether foam used for the upholstery is sustainably manufactured and can be reused.



2.1.3 The springs

If your (arm)chair is equipped with pocket springs, you will enjoy a higher level of seating comfort than a chair with polyether foam padding. In a pocket spring seat, each spring is individually wrapped and interconnected. This improves comfort levels and provides optimal support.



2.1.4 Features

The "pull-up" effect gives your leather or faux leather upholstered chair a durable and authentic appearance. This effect is characterised by the lighter colour of the material where it has been folded. New furniture may fade over time due to the effects of light. The colour of your furniture may vary slightly from the display model.

2.2 The breaking-in period

The optimal level of comfort is achieved after this first period of use. This is the level of comfort that your chair will provide over the next few years. When you first start to use your chair, it is important to sit on each chair and move them around. For all chairs, it takes a several months of use before you reach optimal comfort. The padding actually adapts to your body weight and shape. For normal use, your chair can support a weight of 120 kg. The more often you use a chair, the more the chair padding will soften. The chair may lose its firmness. However, this is a completely normal and a natural process. Rest assured, it is not a product defect.

2.3 The different reasons for a dissimilarity in seating comfort

A chair is composed of different elements. Seating comfort may vary from one (arm)chair to another. Shape and/or size can also affect comfort. Therefore, do not always sit on the same chair; it is advisable to move your chairs around. The tolerated variation in seat height is 2 to 10 mm. If your chair is made of plywood, the maximum variation is 15 mm in height. These differences in manufacturing and seating comfort are normal. If these variations are within an acceptable level, they cannot be the subject of a complaint.

3

How to keep your (arm) chair for a long time

3.1 Advice

- Use each chair for an equal period of time. To ensure this, simply move the chairs around on a regular basis.
- Only sit on the parts designed for this purpose. The armrests and backrests are not designed for sitting. Do not stand or place a high level of pressure on the seat with your knees.
- Avoid contact with sharp items and objects. Your (arm)chair is not designed to withstand such contact.
- The maximum weight per (arm)chair is 120 kg. More than one person should not sit on the same chair. Do not place more than the recommended weight on a chair. Also, avoid placing too much weight on the chair suddenly, for example by jumping on the chair.
- Heat emitted from a radiator and cold emitted from an air conditioner will affect the elasticity of the upholstery. In addition, extreme heat and cold may cause discolouration. Therefore, do not place your seat directly next to radiator or air conditioner.
- Light may affect the colour of the upholstery. Avoid exposure to direct sunlight.
- Pets have sharp claws and the grease from their fur can damage the upholstery. In order to avoid any damage, make sure your pets do not jump, sit or rest on the chair.
- When moving the furniture, do not drag it across the floor, lift it. This will prevent any damage to the furniture and the floor.
- Plastic caps can be placed under the (arm)chair legs to protect the floor. The caps are produced with the utmost care, however the attachment may accidentally protrude from the leg and cause damage to the floor. Check the chair legs beforehand. Examine the caps on a regular basis for any wear and tear. If you have any doubts, please contact your salesperson.
- To avoid damaging the floor, we recommend that you place felt glides or plastic caps on the underside of the chair legs.
- The handles on the chair should be used to move the chair.
- Make sure to place your (arm)chair on a flat and level surface in order to avoid any unnecessary pressure.
- The use of cleaning and maintenance products can also result in stubborn stains. We recommend that you always ask your salesperson for advice before you use any cleaning product.
- Certain medicines may result in perspiration which may contain elements that can damage the upholstery.
- The upholstery may be greasy in areas where the hands are placed and the head is rested.
- To avoid marks and/or discolouration of the backrest and/or armrests of your chair, we recommend that you DO NOT place the chair directly against a table, please leave some space between the chair and table.
- If your chair is equipped with a stainless steel part, you can remove any dirt on the stainless steel with a sponge by rubbing in the same direction as the polishing which is visible on the metal.
- If the metal is cleaned with water and not dried afterwards, traces of rust may appear. These marks can be removed with a sponge.
- If your chair is equipped with a black metal part, you can remove any dirt on the metal with a touch-up pen. Contact your salesperson to find out the different options.
- If you have a chair with a flexible backrest and this part is blocked, it is possible to adjust the gas spring, which is located under the chair, by using the adjustment screw on the cable.
- Please note, our furniture is designed, developed and tested for domestic use. It is not designed for commercial use.

3.2 Protecting your chair

The diagrams below explain what you should not do with your new piece of furniture. We decline any responsibility in case of damage resulting from improper use.



4 Upholstery fabric

4.1 The different types of fabrics

There are four main types of upholstery fabrics: flat woven, microfibre, velvet and faux leather.



Bouclé

Bouclé is French for curl or loop. It is a woven fabric with a surface of pronounced loop effect. It is known for the special structures, the loosely woven patterns with several colors or shades combined and threads and loops of different types of fabrics. The bouclé fabric is nice and soft, has a warm feeling and is comfortable. In addition, this fabric is sturdy, dirt-repellent and durable.



Chenille

Chenille fabric is not actually a fabric, but a yarn that is made into fabric. The fine fibers protrude in all directions and give a fabric a beautiful shine and provides a soft feeling. Special characteristics of chenille yarns include an optical color difference due to incidence of light, hardly any visible tufts and fibers that come loose due to friction, which is also called pilling (also read chapter 4.9 Pilling).



Flat woven fabric

This is a fabric woven on a “flat” loom with a horizontal warp. This fabric is characterised by its pattern and comfortable appearance, as well as by its fabric “pilling” which occurs when fibres (for example, from your clothing and/or dust) come loose and come together during use. This does not diminish the quality and durability of the upholstery. Fabric pilling can be removed with a specially designed shaver. Please contact your salesperson to find out where you can purchase this product.



Microfibre fabric

This fabric is composed by assembling microscopic fibres (an entanglement of fibres). Microfibre is characterised by its pleasant touch, its beauty, its ease of maintenance and its reliable resistance to light. A minor degree of fabric “pilling” may occur; fibres from clothing fibres and/or dust become detached and are gathered together. This does not diminish the quality and durability of the upholstery. Fabric pilling can be removed with a specially designed shaver. Please contact your salesperson to find out where you can purchase this product.



Velvet

This fabric is covered with tightly packed, upright tufts held together by the fabric’s thread. The quality of velvet is determined, among other factors, by the maintenance and density of the fabric. Velvet is always smooth.



Faux leather

Faux leather is a synthetic material glued to a textile base. It has a special design and a natural appearance. Faux leather is extremely strong, flexible, microporous and is designed to imitate leather.

4.2 Testing

Our fabrics meet the specifications which apply to upholstery fabric for intensive domestic use. These fabrics have been tested for the following conditions:

- Resistance to wear & tear and pilling
- Resistance to light
- Resistance to rubbing
- Resistance of the seams
- Resistance to tearing
- Resistance to deformation



4.2.1 Static charge of fabrics

The exterior of the fabric may affect the fibre's capacity to store static electricity. Static electricity is often caused by humidity levels in the home. When the air in your home is dry it will generate more static electricity. Your salesperson can provide you with sprays to solve this problem, such as an antistatic spray.

4.3 The influence of light

Certain types of fabrics (velvet and microfibres) will "shine" depending on the angle of light and the viewing angle. Place your chair in different positions in front of your window. You will see that the fabric changes colour depending on the level of light.

4.4 The formation of creases

The upholstery of a new piece of furniture is tight and firm. The material will soften with use and the loss of elasticity can cause creases to appear. The formation of creases depends on the type of fabric or leather; it is a natural phenomenon that is not a manufacturing defect.

4.5 The resistance to light

Generally speaking, every type of fabric will, sooner or later, fade to a greater or lesser degree when exposed to direct light. Synthetic fibres are more resistant to light than natural fibres, meaning that they fade less quickly. Sustainability is becoming a more and more important issue and, as such, the materials used tend to be natural products. Natural materials such as cotton are more sensitive to (direct) light than synthetic materials. To avoid fading as much as possible, keep your furniture out of direct light. The parts of a chair which are not exposed to light will always be darker than the parts that are exposed to light. Hence, a difference in colour may appear.

4.6 The colours and patterns

For furniture covered with lined or patterned fabrics, the pattern may not extend uniformly on the different sides. Moreover, a slight difference in colour may appear on these fabrics. The upholstered fabric (plain or patterned) can also cause differences in colour.

4.7 Sagging

When the seat is subject to pressure, heat or moisture, it may cause sagging. This can lead to pressure points in the fibres of the upholstery. To alleviate this effect slightly, spray a little warm water on the fabric and brush lightly with a clothes brush; the fibres will straighten up.

4.8 Shading

Shading can appear due to the exposure to light and shade and different angles of light on the fabric fibres or "tufts". These tufts can create an optical effect that gives the impression that the fabric shades are different depending on the viewing angles and light. This is a feature of some types of fabric and is also a mark of quality. It is possible that the colour of the display models and the furniture delivered is slightly different. This does not constitute grounds for a complaint.



4.8.1 Transfer of colour

When choosing a light-coloured upholstery (such as white or beige), you should pay special attention when wearing jeans or other dark-coloured natural fibres. Natural fibres never fully absorb colour, so clothing made of natural fibres may be transferred to your chairs. Make sure that you wash your new clothes before you sit on your chair. Please keep in mind that denim can pass onto other surfaces even after several washes. Once a dark garment comes in contact with a light upholstery fabric, the colour transfer will be visible quickly. Dark cushions, for example, can also transfer colour to light-coloured upholstery.

4.9 Pilling

Over time, chairs with a fabric upholstery may shed fibres that will gather and cause pilling. Pilling is caused by friction of the fabric; it is also caused by static electricity. Dry air in the home will increase pilling. We advise you to keep the humidity levels in your home at a high level (between 60 and 65%). You can achieve this level of humidity by adding more plants in your house, placing a container of water next to the radiator or airing your home regularly. Some types of fabric will pile faster than others. Vacuuming or brushing the fabric intensively increases the risk of pilling. Therefore, we recommend vacuuming your chair at low power with the correct attachment. An anti-pilling shaver can help you clear away any pilling. Two shaves will remedy the pilling.

4.10 Colour variations

If you reorder an item in the same colour and of the same quality, after a period of time, the colour of your new chair may not match your current chair. This is caused by colour differences in the fibre and texture. The daily use of your existing furniture and exposure to light may also lead to colour variations. Colour variations between a piece of furniture you already own and the same piece of furniture ordered at a later date are, in normal circumstances, considered acceptable.

4.11 Wear and tear

Wear and tear affect each type of fabric. A piece of furniture that does not wear has not, as yet, been invented! Please note, a chair with a fabric upholstery will wear out according to the level of use.

4.12 Maintenance and cleaning fabric upholstery

Like all materials that are used daily, chair upholstery must be cleaned and maintained on a regular basis. This means getting rid of stains and other dirt as quickly as possible so that they do not become embedded in the fabric. Proper cleaning and maintenance will increase the usability of your chair.

It is important to differentiate between maintenance and cleaning:

- Maintenance applies to all types of upholstery. It is comparable to the care you give your body. This means that you should remove the dirt caused by daily use by regularly vacuuming the upholstery with a low power vacuum cleaner and the correct attachment. Then you can brush the upholstery with a soft brush in the direction of the fabric (bristles).
- Check the end of your vacuum cleaner beforehand. Make sure to remove any protruding elements that might get caught in the fabric. Always use the vacuum attachment designed for furniture. Vacuuming prevents dirt such as sand from damaging and discolouring the fabric.
- Occasionally wipe the upholstery with a damp (but not wet) chamois cloth, because the humidity in the air is often too low in rooms with central heating. Moisture maintains the elasticity of the fibres and has a positive effect on the durability of the upholstery. In addition, this treatment prevents sticky dirt, such as perspiration or grease, from adhering deep into the surface.
- Cleaning is only necessary in case of dirt that does not result from daily use, such as minor "accidents" that can happen (spilled food or drink, blood stains, etc.).



A cleaning kit has been specially designed for the fabric: CARE+ Textile. CARE+ kits for other types of upholstery are also available. Contact your salesperson for more information on the characteristics and use of these products.

Lack of maintenance does not only lead to the furniture getting dirty, it also affects wear and tear. With regard to major maintenance, always ask your salesperson for advice.

4.13 Removing stains

Getting rid of stubborn stains is a chore in itself. However, you can do it yourself in certain circumstances. When in doubt, we always recommend that you to contact a professional. The first rule is to remove the stain as quickly as possible before it becomes deeply embedded in the fabric. To do this, use a spoon, a white cloth or a white tissue. Work from the edge of the stain and move inwards. Do not rub the stain, gently dab it.

For major stains, such as food stains, a spoon or knife handle is perfect. Try never to scrape dried stains with your fingernail, as this can damage the fabric fibres. For liquid stains, it is recommended to use a paper towel and gently dab the stain; do not rub it. Finally, clean the upholstery with warm water (about 30°C) and pH neutral soap or fabric softener (see table below). Never use household cleaners as they will cause damage to the fabric fibres. To prevent the stain from getting bigger and creating rings, it is important to work from the edge of the stain towards the middle.

If you use a cleaning product, always test it first on a non-visible part of your chair to make sure it doesn't damage the upholstery or the colour. To do this, use a soft, white cloth and apply a small amount of the cleaning product. There are specific cleaning recommendations that you should keep in mind during the cleaning process. As a general rule, cleaning is straightforward and does not require too much effort.

After removing the stains, it is necessary to clean the whole upholstered surface with a damp cloth to ensure rings do not appear. Then, wipe off the used cleaning product with a dry cloth and straighten the tufts of fabric with a soft brush. Make sure the chair is completely dry before using it again. When dry, vacuum the piles (threads of fabric) and gently brush it again.

If the stain is still visible after this treatment, we recommend that you to contact your salesperson. He will be able to recommend various products to remove stubborn stains. If you are covered by our CARE+ warranty, please consult our first aid booklet. Do not attempt to clean your chair yourself, please contact our customer service centre.

4.13.1 Table of stains

Type of upholstery	Velvet	Flat woven fabric	Microfibre
Type of stain	Cleaning recommendation (see A - G)		
Alcohol	C	C	C
Ballpoint pen	B	B	B
Beer	C	C	C
(coagulated) Blood	G	G	G
Blood	A	A	A
Butter	D	D	D
Charcoal	D	D	D
Chewing gum	F	F	F
Coffee with milk	B	B	B
Drink/fruit juice	C	C	C
Egg (white/yolk)	A	A	A
Excrement/urine	A	A	A
Felt-tip pen	D	D	D
Food	B	B	B
Grease	D	D	D

Type of upholstery	Velvet	Flat woven fabric	Microfibre
Type of stain	Reinigingsaanbeveling (zie A-G)		
Ink	B	B	B
Lipstick	B	B	B
Milk / chocolate milk	B	B	B
Nail varnish	D	D	D
Oil-based paint	D	D	D
Paint	D	D	D
Perfume	B	B	B
Polish	B	B	B
Rust	G	G	G
Salad dressing	B	B	B
Soot	B	B	B
Tea	C	C	C
Vomit	B	B	B
Wax	E	E	E



4.13.2 Stains that you can remove with water

- A Treat with cold water and possibly a solution of pH neutral soap and water. Never use boiling water, as this will cause the proteins to coagulate.
- B Treat with a solution of warm water and shampoo. If the stains do not disappear after this treatment, treat the stains with a cleaning fluid or stain remover after drying.
- C Do not leave the stains to dry out. Treat immediately with a solution of warm water and pH neutral soap.



4.13.3 Stains that you cannot remove with water

- D Treat with a solvent such as cleaning fluid, alcohol or another type of stain remover.
- E Never use an iron! Remove as much as possible from the fabric and clean carefully. Then treat several times with cleaning fluid.
Warning: there is a risk of causing damage to the velvet surface.
- F Ask a professional.
- G Moisten with a white cloth and citric acid (1 level tablespoon for 100 ml of cold water) and then treat the stain starting at the edges of the stain and moving towards the middle.

5 Leather upholstery



5.1 Natural product

By choosing leather upholstery, you have opted for an excellent natural product. It is durable, stylish and generally easy to maintain. Leather upholstery is made from the finest hides. Leather has a unique character, a rich appearance which varies from hide to hide, similar to human skin. You may find natural marks on your (arm)chair such as insect bites, thorn or barbed wire abrasions, horn wounds, scratches, growth or neck folds, rubbing areas, pigmentation spots, different skin structures or other marks. Each skin (or hide) is made up of several parts and is distinctive in character; the folds on the neck of the animal, the softer parts on the belly and firmer parts on the back. These are specific characteristics of a genuine leather; it is what makes it different from the synthetic imitations. These characteristics vary from one hide to another and contribute to the individuality of your chair. Natural marks appear throughout the life of the animal and will remain visible after tanning. Natural marks are even more visible on leather that is not covered with an additional layer of dye (aniline leather). All qualities are harmonised to ensure ease of use and durability. When using this material, please take into account that leather will always form folds and wrinkles, "it will live". Leather is sensitive to moisture from perspiration. Also, it is best to avoid direct exposure to light. Colour variations between hides are inevitable because each hide absorbs the dye differently. Colour variations are more pronounced on aniline leather than on pigmented leather types. This is mainly due to the fact that pigmented leather is already covered with dye while aniline leather will absorb the dye. Pigmented leather will also use more dye than aniline leather. Pigmented leather is therefore better covered and protected, thus providing a superior colour stability. However, colour variations are inevitable.



Image 1 illustrates a drop of water on pigmented cowhide. The water is not absorbed by the leather.
Images 2 to 4 represent the same experiment with a leather with open pores (aniline or semi-aniline leather).

5.2 Types of leather

For our products, we use three types of leather and a micro-suede:

• Aniline leather

Aniline leather is a natural, breathable and unprotected leather. This type of leather is of superior quality and, in certain cases, has a transparent final layer. This additional layer gives aniline leather its natural beauty and appearance; it soft to the touch and supple. This leather is characterised by natural markings such as hide structure, insect bites, thorn or barbed wire abrasions, horn wounds, scratches, neck and growth folds, rubbing marks or pigmentation stains and scratches, which contribute to its natural charm. For this type of leather, colour variations are inevitable; it further enhances its unique character. Aniline leather is particularly sensitive to dirt, grease and moisture. The longer the leather has aged, the more it will take on a worn, vintage look. The CARE+ Nubuck kit is perfect for cleaning and maintaining aniline leather. Please ask your salesperson about its characteristics and recommendations for use.

- **Semi-aniline leather**

This type of leather is covered with a thin pigmented protective layer that gives the leather a smooth look as well as comfort of use. Hide structure, insect bites, thorn or barbed wire abrasions, horn wounds, scratches, neck and growth folds, rubbing marks and pigmentation stains and scratches are less visible. After a period of use, this leather will acquire a shine. The ideal way to clean and maintain semi-aniline leather is with the CARE+ Leather care kit. Please ask your salesperson about its characteristics and recommendations for use.

- **Pigmented leather**

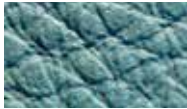
This type of leather is covered with a pigmented layer that almost completely covers natural imperfections. This layer also gives the leather extra protection against external factors such as light. The CARE+ Leather care kit is perfect for cleaning and maintaining pigmented leather. Please ask your salesperson about its characteristics and recommendations for use.



Pure aniline leather: the pores are clearly visible; no additional layer of colour has been added to the leather.



Semi-aniline leather: the pores are clearly visible; the leather is covered with a thin layer of colour.



Pigmented shiny leather: the pores are barely visible; the leather is covered with a thick layer of colour.



Pigmented shiny leather: the pores are no longer visible; the leather is covered with a thick layer of colour.

- **Micro-suede**

It is a type of leather that consists of a microfibre fabric (polyester fabric) glued to a recycled leather base. Despite the fact that the base is made of leather, microleather must be treated like fabric. Microleather is soft and supple like fabric and as strong as leather. With its microfibre finish, it looks like nubuck leather without displaying the visible wear and tear of nubuck leather. The CARE+ Textile kit is perfect for cleaning micro-suede. Please ask your salesperson about its characteristics and recommendations for use.

5.3 Colour variations

If you reorder an item in the same colour and of the same quality, after a period of time, the colour may not match your current piece of furniture. This is due to the fact that each hide type has its own particular characteristics. Some areas such as the back, neck and stomach retain the dye more easily than others. Depending on the different textures of the hide, the dye may appear darker on some areas while other areas will be lighter. The natural environment and the feed used to nourish the cattle can also have an effect on the hide as these factors influence the structure of the hide. Variations in colour between a showroom model or colour sample and the delivered piece of furniture are always possible and do not constitute a ground for a claim.

5.4 The formation of creases

Leather is a natural product. It is the hide of an animal that undergoes a series of treatments (called tanning) to produce its final appearance. The hide is made up of fibres that are tightly bound together, which contributes to the strength and durability of the leather. The structure of the fibres depends on the country of origin of the animal, the climate in the region where it lived as well as its breed, age, sex and diet.

When you use your chair, the structure of the fibres can also result in the formation of folds in the leather.

The determining factors are as follows:



- The pressure applied and body heat
- The duration of use
- The weight of the body
- Insufficient maintenance

The combination of these abovementioned factors and the natural characteristics of leather (leather is breathable) means that creases are likely to form in the leather. This is an inherent phenomenon witnessed in the processing and use of leather furniture. Please note, it has no impact on the quality of your chair.

5.5 Maintaining and cleaning the leather upholstery

In order to maintain the colour and suppleness of the leather upholstery, we recommend that you do not place your chair in direct light or too close to a radiator. This will ensure that the leather does not fade or dry out. With little effort, you can savour the beautiful leather upholstery for many years to come! Normal daily maintenance is limited to cleaning with a damp (natural) chamois leather. For cleaning, we recommend that you use a chamois leather only. We also recommend that you use distilled water. Be careful with sharp objects such as belts, buckles or zips as they can easily damage the leather.

5.5.1 Perspiration and medication

Each person is different. It is normal for the body to secrete a certain amount of moisture in the form of perspiration or vapour. Perspiration itself is healthy but it contains certain chemicals that can gradually, over time, damage the protective layer and the actual leather itself. Certain medications can also produce chemical reactions through perspiration. One of these reactions may damage the protective layer of the leather. This is not covered by the warranty.

5.6 Removing stains

The best way to remove stains is to clean from the edge of the stain inwards. Then dab the stain with a clean cotton cloth or tissue and remove it with a chamois leather. Most of the time, a little pH-neutral soap in warm water should be enough to treat the stain. If the leather has become dirty, you can remove the dirt with a damp cloth. It is best to use distilled water or cooled boiled water. Do not treat stains with liquid solvents such as cleaning fluid, thinner or other cleaning products.

6. Technique

6.1 Rotation mechanism

It is possible that you will notice a slight forward or backward "movement" when you sit down. This movement in the tube in relation to the seat is necessary in order to allow the (arm)chair to rotate smoothly. If you tighten the tube on the swivel foot, it will be more difficult to rotate.

6.2 Gas spring

The gas spring is intended to provide more comfort when seated. Furthermore, the chair swivels 360°. In some of our (arm)chair collections, the system also allows it to return to its original position. To ensure that the system rotates smoothly, there must be some tolerance in the movement, otherwise it would stop during rotation. This tolerance is approximately 0.5 mm but it allows the tube to move 2 cm forwards or backwards. However, this tolerance can vary from chair to chair, as the flexibility of the system is ensured by different components. This difference in structure and seating comfort is normal and cannot be a ground for complaint.

6.3 Casters

The casters we use for our chairs offer smooth and effortless movement. In addition, they are equipped with a soft, plastic-free rubber strip. This decision was made after extensive testing on several different surfaces. These tests demonstrated that the formation of scratches and marks on the surface is minimal. The rubber strip is prone to wear and tear due to daily use which can also be affected by the type and roughness of your flooring.

Check the strip on a regular basis and replace the casters when necessary, to avoid scratches and marks. Where appropriate, you can order new casters from your salesperson. As it is impossible to assess the precise state and type of flooring in your home, the appearance of stains, scratches and marks is possible. Therefore, we recommend that you initially check that the casters on your flooring before using them on a daily basis.

We cannot be held liable for any unexpected marks or scratches which cannot be removed on your flooring. Standard maintenance consists of removing the dust and/or stains with a damp cloth.

Do not under any circumstances clean the casters with a household cleaning product. If you use a household cleaning product that contains chemicals, the warranty will be null and void. Furthermore, there is a chance that the casters will scratch your floor. It is not recommended to coat the casters with oil or grease.

Certain phenomena and changes are typical of certain types of fabric or leather. It helps to know whether this is common or not. Here are some questions from our customers and our answers.

Question 1: 'There are unusual stains on our chair. Is this normal?'

Answer: *This is called shading. They look like stains. In fact, some of these stains look like water stains on the fabric. On some areas, the tufts are not all in the same direction. Depending on how you look at the fabric (in the direction of the pile or in the opposite direction), the fabric may look discoloured. The shading has nothing to do with fading. It is an optical effect that changes depending on the position of the person who is looking at the fabric. This is not considered a manufacturing defect by the furniture industry worldwide.*

Question 2: 'The upholstery on my (arm)chair is flattening out already. Is this possible?'

Answer: *Depending on your weight, the heat and humidity produced by your body, the tufts in the fabric can flatten very quickly. If this is the case, you can treat the affected areas with steam or cover them with a damp cloth for half an hour. Then gently brush the velvet in the direction of the tuft with a soft brush. This treatment does not apply to synthetic velvets. Then leave to dry for at least six hours. Warning: avoid exposing Chenille, polyacrylic and polyamide fibres to high temperatures.*

Question 3: 'The comfort does not match that of the showroom model. Why?'

Answer: *The elasticity of the seat of your chair will decrease over time, depending on the type of upholstery material. It will decrease quicker if you sit in the same chair or armchair for a long period of time and regularly: the upholstery will stretch and the seat will sag. This is a normal reaction and is not a cause for complaint. In fact, the upholstery on a new chair is firmer than the one you sat on in the showroom. This feeling rapidly disappears with normal use and the comfort of the seat will soon match your expectations.*

Question 4: 'Two of our new leather chairs have creases in them. The other chairs do not have creases. How is this possible?'

Answer: *The appearance of creases is a normal phenomenon and has nothing to do with the quality of your (leather) chair. If two chairs have creases and the others do not, it is probably due to the fact that you frequently sit on these two chairs and rarely use the other chairs. We recommend that you sit on the other chairs on a regular basis.*

Question 5: 'There is fluff on my chairs, can I exchange them?'

Answer: *No, because almost all fabrics in mixed fibre upholstery are subject to pilling. Also, the little balls of fibre (which you refer to as "fluff") can be removed. This is a normal phenomenon that does not affect the quality. The best thing to do is to remove these fibre piles with a fabric shaver or anti-pilling shaver (available in homeware shops).*

Question 6: 'There is a difference in height between my gas-spring chairs. How is this possible?'

Answer: *It is possible that chairs of the same model with a gas spring without a spinning function may differ in height upon delivery. One reason for this difference is that the chairs are height-adjustable; they are not set to the same height when initially assembled. However, you can easily adjust the height yourself using the gas spring.*