

Meubel Paspoort  
Möbelpass  
Passeport de meuble  
Furniture Passport



Een handige **gebruiksaanwijzing** voor uw nieuw gekochte **meubel**  
Eine praktische **Gebrauchsanweisung** für Ihr neu erworbenes **Möbelstück**  
**Instructions d'utilisation** pratiques pour votre nouveau **meuble**  
A handy **user's guide** for your recent **furniture** purchase

# Furniture passport

A handy user manual for your newly purchased armchair or sofa

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# 1 General information

Congratulations on your new addition! Read this manual before you remove your new piece of furniture from its packaging and sit on it. It tells you everything you need to know in order to get the best out of your new piece of furniture.

Each piece of furniture has a number of specific features and characteristics which determine its look and comfort. These features and characteristics may differ for each model. Daily use of the piece of furniture has a different effect on each feature of your armchair or sofa. As a user, it is important for you to be well informed about these features and characteristics, so that you know what to expect from your piece of furniture.

## 1.1 Packaging pressure marks

While it is being transported from the factory to your house, your armchair or sofa needs to be well packaged in order to protect it. After the packaging is removed, we recommend that you shake and bang the cushions in order to get the filling and upholstery into the right shape. The packaging may make pressure marks on some parts of the armchair or sofa. This will right itself after you unpack it. In order to avoid damaging your armchair or sofa, don't use a knife or other sharp item when unpacking it.

## 1.2 Guarantee

Your piece of furniture is built and produced with the greatest of care. You are entitled to a five-year guarantee on the wooden structure for normal home use.

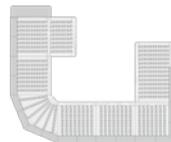
# 2 Sitting comfort

## 2.1 Sitting comfort factors

The sitting comfort of your armchair or sofa is determined by a number of factors, including the springs, the cushion filling and the upholstery.

### 2.1.1 Springs

An armchair or sofa fitted with webbing (elastics) sags deeper and provides softer comfort than spiral springs (known as No-Sag springs). The location and direction of webbing and No-Sag springs may differ in each piece of a suite for technical reasons. This means that sitting comfort can vary between the different pieces.



**There are 2 types of springs:**

#### A. Bonell springs

Bonell springs consists out of conical shaped springs which are usually supported by Nosag springs. Bonell springs are durable, provides a comfortable seating comfort and gives the correct support.

#### B. Pocket springs

With pocket springs all springs are individual wrapped and attached to each other, making the seating comfort even better.

### 2.1.2 Filling

There are two types of filling: foam filling and feather filling.

#### Foam filling

A seat cushion made with the new generation of top-quality cold foam guarantees long-term sitting comfort without excessive sagging under normal use. The cold foam used in your armchair or sofa is produced CFC-free and can be reused.

**There are three types of foam filling:**

#### A. Cold foam

Cold foam or High Resilience (HR) foam is made of polyurethane. The name 'cold foam' is derived from the term 'cold cure moulding': foam shaped in moulds that are not heated. By nature it has a slightly irregular open cell structure which means that the material is highly breathable, very resistant and eliminates moisture well.

#### B. Polyether foam

Polyether foam is made of polyurethane. Polyether foam is cheaper but less durable, less elastic and of lower quality than cold foam or memory foam. A large or small amount of air can be added to the foam, this is indicated with the density: SG 20 = foam weight: 20 kg/m<sup>3</sup>. Polyether foam can be made in rigid and supple varieties, regardless of the density.

#### C. Silicones/crushed foam

Silicone crushed foam fillings are fillings that always need to be fluffed up in order to prevent pit formation.

Depending on the foam type, the duration and intensity of use, it will become less firm, meaning that the formation of creases is inevitable on every couch.

#### Feather filling

If your armchair or sofa has a 'feather' label, your piece of furniture has cushions filled with top-quality goose and duck feathers combined with a top-quality cold foam base layer. It's important to beat or pat these cushions both before and during use, so that the feathers are well spread throughout the cushions. This increases sitting comfort. In the first few months, it can still be possible that some loose feathers will be coming through the fabric; this is no reason for complaint. This is due to the filling of the seat cushions, where possibly loose feathers come between the ticking and upholstery.

### 2.1.3 Upholstery

The upholstery also has an influence on sitting comfort. On a new model the upholstery is firm and tough. Depending on the elasticity of the material, it becomes suppler through use, which softens it and makes it more comfortable. This elasticity will also lead to the formation of creases, giving a casual look. These creases vary depending on the type of material (fabric or leather), and even on the type of leather hide and seat width. These creases will occur more often with softer fillings than for harder fillings. An important feature of the filling, springs and upholstery is that the initial hardness will drop by around 10% to 20% in the first months of use.

### 2.2 Break-in period

After this first period of use, also known as the break-in period, the optimum comfort level is reached. This is the sitting comfort that you can expect for the coming years. In order to create softer comfort immediately after purchasing your polyurethane foam or cold foam cushions, you can gently push the seat cushions a few times with your knee. During this break-in period, it is important that you use all the seats equally, in order to maintain your one-year guarantee on the fillings. All armchairs and sofas must be used for a few months in order to experience optimum sitting comfort. Cushions adapt to body weight and they can shape themselves to this weight. The seat support becomes suppler as the armchair or sofa is used more often, which can make it less firm. This is a normal and natural process and is not a defect in the product.

### 2.3 Possible reasons for differences in sitting comfort

When a suite is made up of different pieces, the construction of a different piece such as a corner piece or an ottoman may differ to the construction of normal seating pieces. This is because it's a different shape and/or size, which means that the support will also be different. Consequently you may experience a difference in sitting comfort. This difference in construction and sitting comfort is a normal phenomenon and cannot be used as justification for a complaint.

### 2.4 Support leg

With several banks, additional support-legs are provided for extra support. It is not intended that they touch the ground but that it stays just above the ground, in order to overcome the pressure during sitting. Therefore it will always be shorter and floating above the ground and is therefore not a valid reason for complaint.

## 3 A long life for your armchair or sofa

### 3.1 Tips

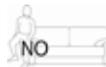
This piece of furniture is designed for use indoors. In order to keep it in good condition for many years to come, it's important to bear in mind a number of points during use:



- Shake cushions with loose fillings (flake, down or feather filling) on a very regular basis.



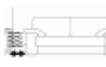
- Use all seats evenly and/or use loose seat and back cushions in different places on the armchair or sofa. This prevents sagging in the places that are sat in more often.



- Only use the parts that are designed to be sat on as place to sit. The armrest, backrest and headrest of an armchair or sofa are not designed for sitting on.



- The maximum weight per seat cushion is 120kg. Do not use the armchair or sofa for more people or a heavier weight than it was designed for, and prevent excessive pressure, for example caused by jumping on the furniture.



- Heat from a radiator and cold air from an air conditioner can affect the elasticity of the upholstery material. Excessive heat and cold can also cause a change in colour. For this reason, do not place your armchair or sofa too close to a radiator and/or air conditioner.



- Light affects the colour fastness of the upholstery material. Do not expose it directly to sunlight or lights.



- Pets generally have sharp nails and body oils that damage furniture. Do not allow pets to jump, sit and/or lie on your furniture in order to prevent damage.



- When moving your armchair or sofa, lift it up and do not drag it. This will prevent damage to both the piece of furniture and the floor.

- In order to prevent damage to floors, we recommend that you fit the bottom of the legs with felt or plastic covers.
- Make sure your sofa is levelled, so the (electrical) functions are working properly.

## 3.2 Protecting your armchair or sofa

Below we show you how to treat your armchair or sofa. We can't accept any liability for this treatment.



# 4 Upholstery fabrics

## 4.1 Fabric types

Upholstery fabrics can be divided into four types of fabric: Flat weaves, Microfibres, Velvet and Leather look.



### 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 weave

This is a woven fabric where the yarns are at a right angle to each other. The special feature of this fabric is the attractive appearance and the pleasant feel. A characteristic of a flat weave is 'pilling', which occurs when small bits of fibre are released and loose fibres stick together (for example on your clothing and/or house dust) during use. This is not a sign of reduced quality or durability. The pilling can be shaved off with a shaver specially designed for this purpose. Ask your retailer where you can buy one.



### Microfibre

This fabric consists of a structure of microscopic small fibres (a jumble of fibres). The characteristics of a microfibre are a pleasant feel, an attractive appearance, easy maintenance and good light fastness. A light form of 'pilling' is possible when small bits of fibre are released and loose fibres stick together (for example on your clothing and/or house dust). This is not a sign of reduced quality or durability. This pilling can be shaved off with a shaver specially designed for this purpose. Ask your retailer where you can buy one.



### Velvet

Fabric in which lots of thick pile fluff (fibre tips) is anchored to a base weave. The quality of velvet is determined by the thickness and density of the weave. Velvet is always shaved



### Leather look

Leather look is a synthetic material attached on a textile base, with a very beautiful and natural look. Leather look is extremely strong, flexible and micro-porous and is seen as imitation leather. Maintenance; leather look does not need maintenance. If the material is dirty, it can be cleaned with a lightly damp cloth. Best to use distilled or boiled water. If the stains are a bit more persistent, the solution is the use of the leatherette set, which is available at the dealer

## 4.2 Tests

Our fabrics comply with the specifications for furniture textiles for intensive home use. They are tested for:

- Resistance to wear and tear and pilling
- Seam resistance
- Colour fastness to rubbing
- Light fastness
- Tear strength
- Tensile strength



### 4.2.1 Static loaded fabrics

Fabric can get static by external influences. Static charge often has to do with the humidity in the house. The drier the air, the faster that static charge will arise in the home. You are able to purchase sprays at our dealers that can resolve this (anti-static spray).



### 4.3 Light angle

Certain types of fabric (velvet and micro fabrics) will shine, this is due to the specific angle of the light and how the armchair or sofa is placed in the light. Hold the cushion up in front of a window in different positions. You will see that the fabric reveals different colours depending on how the light falls on it. This is inherent to this fabric.

## 4.4 Formation of creases

Reasons why creases are formed:

- Because the seat is available in different firmnesses (Soft, Medium, Hard), creasing may occur in softer seats after use, this is a natural phenomenon and is not a fault or production defect.
- A characteristic of a softer filling is that the upholstery material has a more 'lived in' look, there is a great difference compared to a seat filled with a firmer material, for example Bonell springs. Fewer creases will form in this material.

## 4.5 Light fastness

In general we can say that any sort of upholstery will become discoloured to a greater or lesser extent in direct sunlight. However, synthetic fibres have a higher light fastness than natural fibres, which means that they discolour less quickly. Keep in mind that at a time when sustainability plays an increasingly large role, processed materials are also increasingly derived from natural fibres, which means that the upholstery may be more sensitive to the influence of direct sunlight. Parts of a sofa or chair that are not directly in sunlight will always discolor less than parts that are in direct sunlight. Therefore color difference can occur. (think of extending-relax parts or the sliding seats etc.) Extendable parts that are used less will often therefore be always different in color than the original furniture.

## 4.6 Colours and patterns

For furniture upholstered with a striped or patterned fabric, the pattern might not run fully over the different surfaces. In addition, there may be small differences in colour between pieces of furniture. The upholstery design of the fabric (plain or pattern) may lead to different shades of colour (e.g. in the corner piece).



## 4.7 Seat sheen

A seat sheen occurs under the influence of pressure, heat and moisture and can thus cause pressure points in the fibres of the upholstery fabric. The fibres can be put right again by spraying the fabric with a fine layer of lukewarm water (using a plant sprayer), then brushing it gently with a clothes brush.

## 4.8 Shading

Shading arises through influences of light and shade and the different directions of the fibers by fabrics. The so called "shading". Because of this shading the fabric can show optical color differences when exposed to different angles of light. This is a characteristic of certain fabrics and is therefore no quality failure. Color differences between showroom models or swatches and the delivered furniture are possible and are no reason for complaints.

### 4.8.1 Color issue

Natural fibers never absorb fully the pigment. Clothes are often made of natural fibers and therefore these colors can leave marks on your couch or chair. Best to wash your new clothes before you go sit on your furniture. As soon as dark clothes get in contact with lighter colored furniture fabrics the dark color will be quicker visible. Therefore be careful with contrasting colors.

## 4.9 Pilling

When you use an armchair or sofa with woven fabric upholstery, small fibres can become loose and form little balls. This process, known as pilling, can also be caused by friction from a piece of clothing. Certain fabrics will be "pilling" faster than other ones. For example woolen clothes. Vacuuming and brushing too intensively will considerably increase the chance of pilling. This is why we advise you to vacuum your armchair or sofa at a low suction setting, using the brush attachment.

Pilling is caused by static electricity. The drier it is in the house, the more chance of pilling. We therefore advise you to make sure the humidity in your house is high enough (between 60 and 65%) For example; place enough plants in your house, hang a basin with water on the radiator and ventilate your house enough.

A pilling device can help to solve the pilling. Normally the pilling does not return once you used the pilling device twice.

## 4.10 Color migration

Color migration means that color transfer takes place by means of molecules. Molecules then move from dark color to lighter colors. Therefore, over a period of time, a dark appearance may appear over the lighter color. Color migration can occur as soon as lighter shades (such as white or grey) come in contact with darker shades (such as black, blue, red). It can occur, for example when you place a red cushion on a white sofa that there will be a red glow on the white sofa. This is not something that can be prevented and can't be cleaned anymore. It is therefore always better to limit the contrast between the colors of 2 upholstery fabrics/PU/leather.

## 4.11 Wear and tear

Every fabric is subject to wear and tear. A furniture fabric that does not wear down has not yet been invented. It's important to bear in mind that an armchair or sofa with upholstery will wear more or less depending on how intensively it is used.

## 4.12 Maintenance and cleaning of upholstery

Just like all materials that must be used on a daily basis, the upholstery of armchairs and sofas must also be regularly cleaned and maintained. This means that stains and other dirt must be removed as quickly as possible, so that it can't be absorbed by the upholstery.

Good cleaning and maintenance will increase the practical value of your armchair or sofa. The following instructions, requirements and tips refer to armchairs and sofas with fabric upholstery.

There is an important difference between maintenance and cleaning:

- Maintenance is applicable to all kinds of upholstery. It can be compared to everyday care of the body for people. This means that soiling which occurs in everyday use (dust, soiling due to contact, etc.) must be removed through regular light vacuuming (low suction power) followed by brushing with a soft brush in the direction of the nap. What's more, you should wipe down the upholstery from time to time with a damp - not too wet - chamois cloth, because the humidity is often much too low in rooms with central heating. The humidity keeps the fibres elastic and has a positive effect on the durability of the upholstery.
- Cleaning is only required for exceptional soiling, for example for small 'accidents' that can occur in a home environment (drinks falling over, food, blood, etc.).

For fabrics a special textile set has been developed, called the Textile care set. Ask your dealer about the characteristics and manual of the products in this set.

### 4.13 Stain removal

In principle, stain removal is a job for specialised companies. But if you keep in mind a number of conditions, you can remove stains yourself. If in doubt we recommend that you contact a professional. It's best to remove large patches of soiling, for example food scraps, using a spoon or the back of a knife. Under no circumstances should you try to scratch away dried on stains with your fingernails, as this may damage the fibres in the fabric.

It's best to remove liquids using an absorbent cloth, but you should only blot, not rub. Next it is advisable to try cleaning the upholstery with lukewarm water (around 30°C) using a PH-neutral shampoo or fabric conditioner (see the stain table for times). In all cases, do not clean with a household cleaner, because the acids will damage the fibres in the fabric. It's important to work from the edge to the centre, in order not to make the stain bigger and to prevent circles from forming. If you do want to use a cleaning product, it's a good idea not to treat the stain directly.

First try out the product on a hidden area in order to see whether the colour stays fast. Use a soft white cloth dipped in the cleaning product. If special cleaning instructions are indicated (for example if stain protection has been added to the fabric) then this must be taken into account during cleaning. As a rule, cleaning should be easy to carry out without applying too much pressure.

After removing the stains, you can treat the entire upholstery, from seam to seam, with a damp cloth, in order to prevent circles from forming in the fabric. Next you need to remove the cleaning product applied using a dry cloth and brush the pile up again. The armchair or sofa must be completely dry before it can be used again. After drying you can vacuum the pile with a Hoover and brush it again with a soft brush.

#### 4.13.1 Stain table

Type of fabric	Velour	Basket weave	Micro fibre	Type of fabric	Velour	Basket weave	Micro fibre
<b>Type of stain</b>	<b>Cleaning recommendations (see A-G)</b>			<b>Type of stain</b>	<b>Cleaning recommendations (see A-G)</b>		
Ballpoint	B	B	B	Lipstick	B	B	B
Beer	C	C	C	Liquor	C	C	C
Blood (dry)	G	G	G	Nail polish	D	D	D
Blood	A	A	A	Paint	D	D	D
Butter	D	D	D	Paint (oil based)	D	D	D
Chewing gum	F	F	F	Perfume	B	B	B
Chocolate milk/milk	B	B	B	Rust	G	G	G
Coal	D	D	D	Salad dressing	B	B	B
Coffe with cream	B	B	B	Shoe polish	B	B	B
Drinks/juice	C	C	C	Soot	B	B	B
Eggwhites/yolk	A	A	A	Tea	C	C	C
Faeces/urine	A	A	A	Marker	D	D	D
Food	B	B	B	Vomit	B	B	B
Grease	D	D	D	Wax	E	E	E
Ink	B	B	B				



### 4.13.2 Stains which you can't remove with water

- A With cold water, where necessary follow up with a shampoo and water solution. Never use hot water, because proteins will solidify.
- B Treat with a lukewarm water and shampoo solution. If the stains do not disappear after this treatment, you can treat them with cleaning fluid or a stain remover after drying.
- C Don't let stains dry! Immediately treat with a lukewarm water and shampoo solution.



### 4.13.3 Stains that can't be removed with water

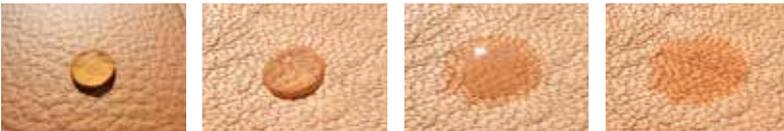
- D Treat with a solvent such as cleaning fluid, white spirit or another common stain remover.
- E Don't use an iron! Crumble off as much as possible and carefully remove. Then treat with cleaning fluid several times. Warning: with velvet there is a danger that surface damage may occur.
- F Consult a professional.
- G Dampen a white cloth with citric acid solution (1 level table spoon in 100 ml cold water) and use it to treat the stain. Treat the stain from the edge to the centre

## 5 Upholstery leather

### 5.1 Natural product

By choosing leather for your upholstery you choose a beautiful natural product. Its durable, has style and is often easy to maintain. The most beautiful/perfect hides are used for furniture leather. Leather has a character and a rich appearance and varies from hide to hide just like people. As a result of this, natural features such as insect bites, thorn or barbed wire scratches, horn bumping, scratches, neck creases, scuff marks, pigmentation

stains, irregular hide structures and stretch marks can be found in your seating furniture. Each piece of hide consists out of different parts with a slightly different character; creases in the neck of the animal, some softer parts on the belly side and some harder parts on the back. These are specific characteristics of genuine leather which distinguishes itself from synthetic imitations. These specific characteristics vary from hide to hide and provide a unique character. The natural features often arise during the life of the animal and remain visible after the tanning of the leather. Especially with leather that is not provided with an extra layer of paint (the so-called aniline leather) the natural features are clearly visible. All qualities are aligned for a long and easy use. In use, the leather will always stretch a little bit, creating creases and wrinkles. Leather is sensitive to grease and perspiration and you should avoid direct sunlight. Color differences between hides are inevitable because every hide absorbs the dyes differently. With full aniline leather the mutual color differences are much bigger than with pigmented leathers. This is primarily because pigmented leather is covered with dye while with aniline leather the dye is absorbed by the hide. Pigmented leather also uses more dye than aniline leather. Pigmented leather is therefore more covered, making it better protected and easier to guarantee color fastness. Color difference remains unavoidable.



Picture 1 shows a drop of water on pigmented cowhide. The water doesn't penetrate the leather.

Pictures 2-4 show the same experiment with a leather with open pores (semi or full aniline leather).

### 5.2 Types of leather

There are 3 types of leather that we use for our products:

- **Aniline leather**

Aniline leather is an unprotected, breathable wild leather. This type of leather is exclusively of barrel-dyed quality and sometimes has a light transparent finish. Because of this, it gives aniline leather a beautiful natural look and is very smooth and soft. Irregular hide structures, insect bites, thorn or barbed wire scratches, horn bumping, scratches, (neck) creases, scuff marks, pigmentation stains and stretch marks form the natural and characteristic charm of this leather. Color differences with this type of leather are unavoidable and provide a unique character. Aniline leather is particularly sensitive to dirt, grease and moisture. The more it's used, the more it gets a weathered look. Aniline leather is best cleaned/maintained with the Nubuck set. Ask your dealer about the characteristics and for the instruction for use.

- **Semi-Aniline leather**

This leather type is provided with a lightly pigmented protective layer after barrel dyeing. This gives this type of leather a tranquil appearance and is very user-friendly. Irregular hide structures, insect bites, thorn or barbed wire scratches, horn bumping, scratches, neck creases, scuff marks, pigmentation stains and stretch marks will be less visible. Through use, this leather will shine more. Semi-Aniline leather is best cleaned/maintained with the Leather care set. Ask your dealer about the characteristics and for the instruction for use.

- **Dyed leather**

This leather type is provided with a covering, pigmented finish layer so that the natural unevenness is hardly visible. The applied layer ensures that

the leather receives an extra protection against external influences. Dyed leather is best cleaned/maintained with the Leather care set. Ask your dealer about the characteristics and for the instruction for use.



*Pure aniline leather: the pores are clearly visible, there is no color coating applied to the leather.*



*Semi-aniline leather: the pores are clearly visible, but a thin layer of dye has been applied to the leather.*



*Pigmented smooth leather: the pores are hardly visible, a thick layer of dye has been applied to the leather.*



*Pigmented smooth leather: the pores are no longer recognizable, a thick layer of dye has been applied to the leather.*

#### • Micro suede

This is a leather type in which a microfiber cloth (polyester fabric) is glued to a recycled leather surface. Although the surface is partly leather, the micro leather needs to be treated as textile. Micro leather feels just as soft and supple as fabric, but is just as strong as leather. Because of the microfiber finish it has an appearance that is similar to nubuck leather without the usage marks becoming visible like with nubuck leather. Micro suede can be best cleaned with the Textile care set. Ask your dealer about the characteristics and for the instruction for use.

### 5.3 Colour difference

When you decide later on to order a new item in the same color and/or quality, there is a possibility that color difference will occur with your current furniture. This is because each type of hide has its own special characteristics. The dye can take differently in certain parts of the hide (back, neck, stomach). Due to differences in the texture of the hide, the dye can turn out darker in some parts, while the color can be lighter in other areas. The natural environment and nutrition of the cattle also play a role in this and can influence the structure of the hide. Color differences between showroom models or swatches and the delivered furniture are always possible and are no reason for complaints.

### 5.4 Formation of creases

Leather is a natural product, it is the hide of an animal that gets its final appearance through a series of processes (tanning). The hide consists out of fibers that are very tightly intertwined, this determines the strength and durability of the leather. This fiber structure depends on the country of origin, climate, breed, age, gender and nutrition of the animal. The fiber structure also determines the formation of the creases when using your seating furniture; additional factors are:



- Body pressure
- Body heat
- Duration of use
- Body weight
- Maintenance ( insufficient maintenance will dry out the leather, which will make it stiffer and may show heavier creases)

The previously mentioned factors combined with the natural character of the leather (leather breathes), ensure that creasing of your sofa is inevitable. This is a phenomenon inherent in the processing and use of furniture leather. Of course this should not affect the quality of your seating furniture.

### 5.5 Maintenance and cleaning of upholstery leather

To protect the color and flexibility of the leather upholstery, we advise you not to place your seating furniture in direct sunlight and not too close to a radiator. This way you prevent damage to the color and dehydration of the leather. With only a little bit of effort you can enjoy years of a beautiful leather upholstery. The normal daily maintenance is actually limited to wiping down with a damp (natural) shammy. We advise you to reserve a separate shammy, free of soap residues or residues of other cleaning products. We also recommend that you use distilled water. Watch out with sharp objects such as belts, buckles and zippers. These can damage the leather.

#### 5.5.1 Perspiration and medication

Every person and each body is different. It's normal for a body to release a certain amount of fluid through perspiration. Perspiration is of course healthy, but it also contains a number of chemical substances that can very slowly but surely affect the protective layer of the leather and the leather itself. Certain medications can cause chemical reactions through perspiration. There are few known cases in which those reactions strongly affected the protective layer of the leather. In such a case the warranty doesn't apply.

### 5.6 Removing stains

Spilled substances are best to be removed by working inwards from the outside of the stain. Afterwards dab the stain with a tissue or cotton cloth then wipe it off with a shammy. Usually a soapy water of lukewarm water with alkaline-free soap is sufficient to treat the stain.

# 6. Technique



## 6.1 Battery

If you have seating furniture including a battery, then this battery is specifically for the electric relax adjustment. The battery provides sufficient power to perform approximately 150 to 200 movements with an average use, whereby up and down count as two movements. The battery indicates through a beep sound that it needs to be charged. Use the plug and connect the battery via the transformer directly to a 220 Volt socket to recharge it. You can also read the specific battery manual provided with the product.

## 6.2 Swivel chairs

You may experience a small 'movement' when you sit forwards or backwards. This space between the tubing and the seat is required in order for the chair to swivel easily. If you were to mount the tubing more tightly on the swivel base, the swivel function would be too stiff.

## 6.3 Tilt mechanism

The tilt mechanism provides extra comfort with a simple sliding rail system. You tilt your armchair by opening the adjusting screw under your seat and turning it off on the armrests. The synchronized adjustment of the seat and backrest ensure a perfect sit/fit. You fix the armchair in the desired tilted position by tightening the adjusting screw again under your seat.

## 6.4 Relax recliners – manual

The back of recliners is adjustable using a gas spring. The gas spring operates the back adjustment of recliners. The gas spring works when you push yourself backwards and this ensures that the backrest will move smoothly backwards. To return the backrest to the upright position, you will have to activate the gas spring with the handle next to the seat.

## 6.5 Relax recliners - electrical

We use different motor-techniques in our seating furniture at which each motor has its own specific characteristics. If you have seating furniture in which a motor has been produced, you will see that a separate manual about the use of the motor is included with your piece of furniture.

## 6.6 Stand-up assist chair / Power lift

A stand-up assist chair is a comfortable chair that offers assistance when getting up through an electric motor. The chair rises and tilts forward slightly when activating the mechanism, making it easy to get up. The stand-up mechanism is produced with a longer rail system for the footrest and a click mechanism for the headrest. To open the footrest you activate a motor. The back is independently adjustable through a second motor. The third motor provides the lift function with automatically blocking of the swivel motion. So make sure that the chair is always in the upright position before using the assist aid. If the chair is turned, the stand-up assist aid won't work. If it seems that the swivel motion isn't working anymore, check that the chair is in the lowest position. If the chair is still slightly in the "lifted position" than the swivel movement is blocked for your safety. If desired, you can purchase a remote control for this function. The remote control is connected directly to the chair with a cable.

## 6.7 Zero Gravity

The term Zero Gravity comes from the aerospace industry and describes the body posture and position in which astronauts find themselves during takeoff. The seating furniture with this function will take care that your body is placed in the same position, so that any form of muscle tension and pressure is, in for example removed in the back. The mechanism used for the zero gravity system is set up with a longer rail system for the footrest, and a click mechanism for the headrest. By activating a motor on sofas, you open the footrest, after which the backrest and headrests automatically move in the relax position in one movement. With recliners, the back is independently adjustable through a second motor. The third motor provides for a complete tilt of the recliner (in closed or open position) so that the feet can be positioned at the same height or higher than the hart.

## 6.8 Adjustment options Top Swing

Seating furniture with headrests incorporated into the piece of furniture can be adjusted in various ways. We will briefly explain how the headrest can be adjusted.

### • Manual friction system

This system is mainly used in recliners. The manual friction system works simply by pulling or pushing the end of the seating furniture (top where your head rests against the couch). You will notice that the adjustable part changes position. It's not possible with this system to have it locked in a particular position.

### • Manual click system

This system is used in our couches and in our armchairs. You move the head part by pulling it, during this movement you will hear the system click and the head rest is locked in the last click position. If you want to go all the way back up again, you will first have to move the headrest completely forward before you can go back up again.

### • Electric adjustment

The electrically adjustable headrests are easy to operate through the corresponding button on the side of your seat. The headrest remains fixed in the desired position. You can move the headrest forwards and backwards by using the button.

## 6.9 Sofa-beds & Sleep Systems

The sofa beds in our collection offer you a piece of furniture with optimum comfort for sitting during the day and transforming it into a sleeping place with a feel-good factor in just a few steps in the evening. The sofa beds are equipped with pull-out parts and a mechanism of metal and/

or wooden parts. These sleeping systems are intended for a normal/standard weight and use and a so-called sofa bed is not a full-fledged bed replacement. The seating area can be used per seat with a maximum permissible weight per seat, see paragraph 3.1. Always make sure that the pullout parts of the sofa beds are best touched and operated in the middle – or right and left at the same time. In this way the folding mechanism can't be deformed or damaged by one-sided operation. The maximum permissible weight per mattress and per system can vary, depending on the purchased composition. Maximum weight indication mattresses: Promotional mattress up to 80 kg per lying area, Luxury mattress up to 120 kg per lying area, Premium mattress up to 120 kg per lying area

The maximum user weight of the sleeping system and the associated construction can be difficult to determine because of the static and dynamic stress on a mechanism. Statistical and dynamic stress refers to the movement and weight. In particular, the dynamic tension is not or very difficult to measure. For example: A person with more body weight, who is in the static status on the mechanism, gives (to the extent of realistic) no or hardly any problems, but if the same person moves a lot, this can put a completely different weight and stress on the mechanism, which can ultimately may cause the parts not to withstand this. This unpredictable dynamic weight load can lead to an overload of the mechanics even with a lighter person. As a result, broken slats is not covered by the warranty.

Some phenomena and changes are typical for a specific fabric or for leather. It's good to know whether something is normal or abnormal. Below you will find a few questions from our customers, along with our answer.

## 7 Frequently asked questions

### Question 1:

'The fabric on our sofa has random patches on it. Is that normal?'

#### Answer:

*We call that shading or pile crush. Shiny patches appear. These are random patches that look as if water has been spilled on the fabric. In some places the pile fibres do not lie in the same direction. Depending on how you look at the surface of the fabric, with the nap or in the nap, the fabric looks discoloured. Shading doesn't have anything to do with discolouration. This is an optical effect that changes with the position of the viewer with respect to the fabric. Internationally, this is not seen by the furniture sector as a manufacturing defect.*

### Question 2:

'The upholstery on my armchair is already flattened. Is that normal?'

#### Answer:

*As a consequence of your body heat, weight and moisture, pile fabrics can quickly become flat. If this happens, you can treat the desired area(s) with steam or cover them for half an hour with a damp cloth, after which you should brush the velvet with a soft brush, with the nap. Do not apply this method on synthetic velvet! Then allow it to dry for at least six hours. Be careful with chenille, polyacrylic and polyamide yarns at high temperatures.*

### Question 3:

'Our seat cushions aren't as comfortable as the ones in the showroom. Why is this?'

#### Answer:

*Depending on the material you chose for the filling, the resistance of the seats in your armchair or sofa will reduce over time, particularly if you often sit for a long time in the same place on the sofa or armchair. At a certain point, the upholstery will stretch and the seats will sag. This is a normal reaction from an armchair or sofa and is not cause for concern. A new sofa or armchair may initially feel a little harder than the model which you tested in our showroom. With normal use, this feeling disappears within a short time, and you will sit just as comfortably as before.*

### Question 4:

'Two of our new leather armchairs have developed creases. The other chairs haven't. How is this possible?'

#### Answer:

*The formation of creases is a normal phenomenon that doesn't have anything to do with the quality of your (leather) furniture. The fact that the two armchairs have creased and the others haven't is probably due to the fact that you often sit on the two armchairs in question, and not on the others. We advise you to regularly swap chairs.*

### Question 5:

'There is fluff on my loveseat. Can I exchange it?'

#### Answer:

*No, because almost all upholstery fabrics with mixed fibres will 'pile' to a greater or lesser extent. This means that balls of fibre (or fluff as you call it) will come loose. This is a normal phenomenon that does not have a negative effect on the quality. It is best to remove the balls with a clothes shaver (available in shops selling household items).*

### Question 6:

'My sofa makes creaking and squeaking noises. Is this normal?'

#### Answer:

*Yes, creaks and squeaks are normal to some extent, for example when you sit down you can already hear sounds. This can be caused for example by friction of the upholstery of for example the seat and the armrest. Fabric or leather touch each other and causes noise. To reduce this you can rub the leather with a leather grease, such as peox grease and fabrics you can treat with talcum powder. Other causes of creaking and squeaking noises can be the moving parts of mechanisms in your seating furniture, such as an (electric) adjustment option of wooden construction parts that touch each briefly while sitting down. These kinds of harmless creaks and squeaks are normal and unavoidable.*

