

QUALITY CERTIFICATE FURNITURE

Instructions for use and care

Nr. 118



Congratulations on
purchasing your new
upholstered furniture.

We hope you enjoy it!

Finally arriving home after a long day and letting yourself sink in ... a sofa is more than just a piece of furniture – it's a feeling! Our bed is where we spend most of our time, but the best times are spent on our sofa! As the hub of our living room it reflects our personality in a way that hardly any other furniture does.

Its style characterises our living room, the room where we entertain friends, spend precious time together or simply relax and enjoy life. W.SCHILLIG brings this sense of wellbeing to your home!

Quality, comfort and design make sofas full of a vitality that you can see and feel. For generations now our families have personally seen to it that this standard is met every single day.

For more than 70 years we have stood for first-class furniture, manufactured by our employees with many years of experience and German know-how. What does sofa mean for you? Feeling good, relaxing and enjoying life? So sit back and let us inspire you...


Yours, Erik Stammberger
Executive partner/CEO

Upholstered Furniture is Our Passion

This passion has resulted in creating special, high quality pieces of furniture for more than 70 years. Sofas that combine elegant and contemporary design with first class comfort. That is why we consistently use the best materials for our furniture. Every piece is unique. At W.SCHILLIG, people design furniture for people and for our trained staff, first class workmanship is top priority.

The most important thing for us is the incomparable comfort that distinguishes every piece of W.SCHILLIG furniture. That is what we value most.

To help you to enjoy your furniture for years to come, we ask that you read this brochure before first use so that you can find out everything about the product's characteristic properties, including changes caused by sun, light and everyday use, as well as important care and cleaning instructions.



[QUALITY & ENVIRONMENT]

Perfection is our yardstick

Quality is our first commandment. This begins with the frame of your furniture, the main parts of which are produced using solid hardwood or metal.

It is also equipped with nosag springs to support the upholstery. The seat consists of a high quality core material, soft or hard, wrapped in RAL according foams depending on the seat comfort. The cushions partly consist of ergoPUR foam or of a high quality mixture of polyester fibres and foam rods. To do justice to the varying international requirements, we deliver to our trade partners in accordance with their specific needs. Despite highly-mechanized manufacturing methods, the craftsman's experience is a factor crucial to the quality of W.SCHILLIG products. Every production phase is subject to a quality check. Each upholsterer is responsible for his complete individual W.SCHILLIG order. We can safely say that:

**Your sofa is in
good hands with us!**



Europe's greatest honour



EMAS is the highest European award for systematic environmental management. We are one of the few upholstery manufacturers allowed to carry this label.

The award is only granted to those companies who have decided on the optimal solution in the field of environmental management systems. State surveyors check that legislations is adhered to by which time environmental agencies have already participated in the registration process. EMAS informs the public by environmental declarations about the participating

company, which commits itself total transparency. We as EMAS participant are pioneer in corporate environmental protection measures and a reliable partner for customers and for our environment. Along with the EMAS, we also fulfil all the requirements set down by Norm EN ISO 14001.



[COMPLAINTS]

Not covered by complaints:

- Normal and natural signs of wear
- Wear caused by excessive or inappropriate use
- Damage that occurs because of normal and natural wear once purchased
- Improper work/changes by unauthorised persons
- Unusual use, e.g. commercial use, outside of the private living area
- Incorrect handling of heat, moisture, liquids and care products
- Damage caused by pointed, sharp-edged, hot or damp objects
- Environmental influences such as extreme dryness, moisture, light or temperature
- Intentional destruction, misuse, overloading and accidental damage
- Damage and soiling caused by pets, sources of heat and atmospheric conditions
- Staining such as perspiration and beauty and hair care products
- Discolouration caused by the ingredients of medication (toxic reaction)
- Discolouration caused by non-colour-fast clothing
- All changes caused by substances containing acid, solvents or alcohol
- Unsuitable cleaning products or attempts at repairs or subsequent improvement
- Subsequent treatment with stain proofers etc.
- Moisture damage caused by standing water or condensation that has not been removed
- Product characteristics and tolerances typical for such products that do not represent material defects.

[GOOD TO KNOW...]

The little "ABC". What you should know about your suite.

Upholstered furniture is often purchased based on its appearance. Along with the design, comfort and modern comfort functions are important decision-making criteria. No matter what materials are used, construction and processing are important product characteristics to consider when evaluating the quality of furniture, because these characteristics do not constitute material defects in the event of later changes from normal, natural use.

Characteristic properties

Result from specific material qualities (e.g. natural features of leather such as scarring from horns, scratches, brands, scars, veins and differences in colour and structure)



Scratches



Brands

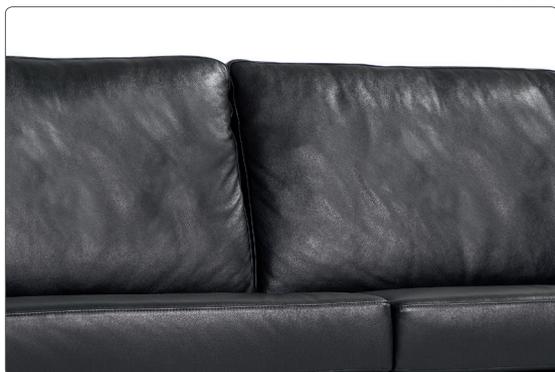


Scars

Model-related properties

Describe the visual appearance of a model (e.g. firm, loose or very loose upholstery).

The formation of ripples is not a quality defect but a model-related characteristic which provides optimum seating comfort.



loose



very loose

Performance characteristics

Are changes caused by use that do not reflect upon workmanship and quality (e.g. "favourite spot" on upholstered furniture).

Air humidity, heating, room climate

Materials made from wood are natural materials and are therefore constantly exposed to the moisture content of the air in the room. Wood therefore works and changes constantly.

Furniture made from solid wood, for example, should not be subjected to extremely high or extremely low humidity. Furniture made from solid wood is unsuitable for underfloor heating, or must be provided with special protection. Otherwise the wood starts to work, contracts, shrinks, and glued joints may open or cracks may occur. According to medicine and science, the room climate which is best for people and plants should be an annual average relative humidity of 45–55% and a temperature of 18–23 degrees Centigrade. Short-term deviations from these recommended values are not damaging immediately, but long periods with values that are too extreme must be avoided. It is therefore advisable to install a thermometer and a hygrometer in the room. With upholstered furniture and textiles, carpet etc., if the air is too dry sensitive electrostatic charging can occur (see electrostatic charging). If the walls are continuously damp, mould and material damage can occur.



Body weight

According to RAL 430/4 the strength test is carried out with a fall weight of 75 kg, which corresponds to a body weight of 120 kg. In the event of a body weight of more than 120 kg, the manufacturer must be contacted with regard to the strength and durability of an upholstered furniture item before concluding the purchase agreement. Exceptions can be found in the respective product enclosure.

Care instructions

Guiding principle: Please always pay careful attention to the detailed product information, usage, cleaning and care instructions and also the manufacturer's instructions on the product! We would like you to enjoy our furniture for a long time. No warranty is given for damage caused by incorrect handling or the use of the wrong care materials. **This also applies to subsequent stain proofing of fabrics or leather using external products, and extends to the private living area.** Do not put hot, heavy, sharp-edged or damp objects onto high-quality furniture surfaces, since this will cause pressure points or marks. Spilled acidic liquids such as fruit juice and alcohol must be dabbed off immediately and are not allowed to penetrate. Never rub the affected area using a great deal of pressure. Tobacco smoke, kitchen fumes and the effects of the environment leave their traces. In order to keep furniture in good condition for as long as possible, it must be cleaned at regular intervals.

Chemical cleaning agents

Care must be taken with chemical cleaning agents such as acetone, acetic acid, cellulose thinner, sal ammoniac etc. These substances do not just damage the sensitive surface, but can also be a health hazard. Please always read the product description and the manufacturer's specification carefully.

Chemical reactions

Chemical reactions or discolouration may occur with many furniture surfaces that have long periods of contact with different materials, particularly plastics. Sweat or grease from the skin, or from the skin of the head via the hair can "migrate" into leather in the event of frequent contact.

This grease then oxidises and cancels out the effect of the tanning agents from the leather after long periods of use, which can make the leather lose its structure. The pH value of sweat can also contribute to this effect.

Typical areas on upholstered furniture are the armrests, headrests and also other areas which are subjected to intensive skin contact. Prompt and regular cleaning and care and covering the leather with cushions and throws can slow down these negative changes. Sweating as a result of taking medication is also suspected of having a special effect on leather in isolated cases, although it cannot be assumed that leather is generally at risk from people who take medication. This has not been scientifically investigated to date. Sunscreen and cosmetics such as creams should not come into contact with the leather of furniture via the skin.



Colour deviations / colour patterns

Minor deviations between the showroom product and the delivered product in accordance with sample palettes or when re-ordering are unavoidable because of industrial manufacturing tolerances. The colour, texture, structure and pattern can only be approximately achieved, i.e. not 100%. The structure of wood etc. also differs considerably from delivery to delivery. This applies to all natural materials, textiles and leather. Deliveries in accordance with colour samples are therefore usually excluded from complaints and replacement. We attempt to achieve the best possible match. It is always advisable to order in accordance with special coloured patterns in order to avoid colour and structure differences.

Colour migration / textiles which are non-colour-fast

With light material or leather coverings, colour migration may occur (marking or colour migration) in combination with dark or intensive colour shades, particularly with dark red, blue, black etc. The clothing industry is also aware of this phenomenon. This has been proven to be a defect in the clothing material. This has nothing to do with the quality of the furniture covering. Complaints of this nature can therefore not be accepted.

Marking caused by items of clothing on light upholstered furniture is particularly known from jeans, and on velours leather or microfibres this may also be due to small quantities of abrasive dust residue. This can be rectified by means of careful vacuuming or wiping with a damp cloth. Slight colour changes are typical with the product.

Colour and structure differences in solid wood and real wood veneer

Different natural and growth features make every furniture item in which real wood is used "one of a kind" with a unique appearance. Wood changes under the effect of sunlight and daylight, and the more untreated it is, the faster this occurs. Therefore there is no guarantee that the material will have an identical colour and structure, e.g. between a planning sample and the delivered item or between the horizontal and vertical structure of the wood, since this is typical of the product. The structure and colour of wood and veneer from different logs or areas of a log do not match, and colour deviations occur during the usage period of the furniture. When subsequent additions are made therefore it is advisable to have customised furniture manufactured in accordance with appropriate samples. However, these can also change in different ways again over the course of time due to the effects of sunlight and daylight.

Special model-related processing methods such as vertically and horizontally running veneer, "fallen" veneer cutting for visual formatting, veneer and solid wood combinations, end grain and side grain combinations, "re-glued" or parquet gluing in order to achieve shape stability also lead to light and dark colour and structure highlights depending on the type of wood, the location and the light incidence. These colour variations are typical characteristics of the material and are an essential unmistakable authenticity feature.

Cushions / chair covers / removable covers

Particular attention must be paid to several things when using removable furniture covers. It is essential to pay attention to the composition of the material and the cleaning information. Can they be cleaned with chemicals? Are they washable, and how? Usually only up to 30 °C. They can easily shrink a little, and if they are not handled properly they may then be impossible or difficult to fit.

Electrical devices and electrical components

For all electrical devices and electronic components, special attention must be paid to the usage instructions. Only the replacement devices recommended by the manufacturer may be used. Failure to comply with this will lead to consequential damage, failure, overheating etc.! In the event of failures or problems, a competent customer service company must be consulted.

Electrostatic charging

Furniture materials and other mainly synthetic materials have natural conductivity. Electrostatic charging can occur with furniture materials due to friction with clothing textiles in combination with floor coverings. Electrostatic charging is primarily associated with air that is too dry in living rooms, particularly in the winter months due to long periods of heating and in combination with synthetic materials such as carpets, textiles, textile upholstery, and occasionally with special types of painted surface. The dry air can lead to “drying out” of the covering. A quick solution can be achieved by increasing the humidity in the room by thoroughly moistening the carpet and wiping down the upholstery (but not making it soaking wet!).

Fillings

The delineation of the chambers, quilting and/or filing material is a material and model-related characteristic in quilted mats, chamber cushions and cushions with loose filler material.

Friction resistance

Colours of upholstery fabrics are referred to as rub fastness if they meet certain requirements. This determines the extent to which the upholstery may rub off or rub off. Light colours usually have better friction resistance than darker colours.

Only distilled water and neutral soap should be used for cleaning, and you should rub carefully with a damp, lint-free cotton cloth, always over a large area from seam to seam, gently and without pressure and never on the same spot (colour rub-off and marks)! Under no circumstances use a microfibre cloth! Please **do not use microfibre cloths** or steam cleaners. A test in a non-visible location would be advisable. Caution: Always pay attention to the detailed manufacturer’s information on the product! The warranty/guarantee does not cover damage caused by external products such as steam cleaners, impregnation and cleaning material that is not recommended by the manufacturer, marking caused by jeans and other textiles which are not colour-fast, Velcro tape on leisure clothing and other stuck-on substances containing sugar, acid, plasticiser, bleach or solvent, alcohol residue, adhesive tape of any kind (e.g. Sellotape).

Furniture polishing

Unless they are special polishes you are more likely to damage your furniture. Silicone marks are difficult to remove afterwards.

Installation instructions / enclosures

Must be followed.

Leg and floor protection

Pay attention to the leg connections of the furniture when making your purchase. Industrial mass production determines the model-specific standard thereof. In order to protect the different floors from scratches or damage, separate protective underlays such as felt, plastic, rubber or other glides must be placed beneath the manufacturer’s leg variants if necessary.

Light fastness in accordance

Light fastness is the resistance of a covering material to the effect of light (particularly sunlight, daylight, halogen lighting etc.). Light sources such as this (particularly sunlight) change surfaces, particularly wood surfaces, natural materials (e.g. cotton) and leather. This type of "sunburn" leads to colour changes due to chemical build-up. The discolouration of the material under the influence of light cannot be prevented in furniture coverings. Natural wood can go darker or yellow, and stained wood can fade. Valuable furniture must be protected from extreme light effects, since "absolute" light fastness cannot be achieved. The elemental power of the sun changes any material! Particular care therefore must be taken in bright south-facing rooms with a large proportion of light and glass. Particularly in sunlight, curtains or blinds should be closed, since otherwise the colour or brightness of the covering materials and surfaces may change in the affected locations after just a few weeks. "Colour changes" such as this have no influence on the usage or service life of the furniture.

Location

Upholstered furniture, furniture items, tables, functional furniture etc. must be horizontally aligned and straight when it is set up or installed. Small height differences due to uneven floors or unevenness during installation can lead to consequential damage to the subframe after weeks or months, e.g. cracking or squeaking noises. In order to protect your floor from scratches, the respective floor covering must be protected with an additional underlay (e.g. felt glides).

Maintenance

In this case, the manufacturer's instructions on the product must always be followed! Daily use leaves traces behind. It is important for spilled liquids or contamination (e.g. fruit juice, alcohol etc.) to be dabbed off immediately with an absorbent kitchen towel or clean cloth / dishcloth – not rubbed, so that the liquid cannot penetrate the surface. Do not use microfibre cloths. Do not rub on the spot, and do not use furniture cleaner containing silicone. Never remove damaged areas using solvents (e.g. stain remover, turpentine, petrol, and certainly not a steam cleaner).

Measurement, installation and alignment

The measuring and planning of furniture is one of the most important tasks during furnishing and installation. The purchaser is responsible for ensuring that the furniture will actually fit in the house or apartment!

Furniture should not be placed flush against the wall or too close to radiators or light sources. Sufficient air circulation must be provided. It is mandatory that the furniture parts are straight before first use. The support feet should be mounted according to the instructions and everything should be aligned! Failure to do this will quickly result in consequential damage (e.g. tilting, trapping, squeaking, tearing, scratching and distortion) and even material breaches!

Metal parts and finishes

Structural and colour deviations cannot be avoided. Painted, brushed, polished, powder-coated and chrome-plated materials: A weak solution of washing-up liquid can be used for cleaning these metals. Alcohol and cleaning agent must not be used under any circumstances. Always wipe dry. For painted metals, anodised, polished or brushed aluminium, chromium, gold-plated surfaces, stainless steel, high-gloss polishing etc. the cleaning and care instructions must be adhered to.

Microfibre cloths

Not everything that is available for chrome, stainless steel, metal, mirrors and glass is good for furniture as well. Therefore: Just to be safe, do not use microfibre cloths for furniture surfaces, upholstered furniture coverings such as leather, artificial leather or fabrics of any kind. Soft, clean cloths such as dishcloths or chamois leathers are more suitable, particularly in combination with the right cleaning agents.

New buildings

The floors and walls of new buildings are sometimes extremely damp after moving in. Excessive building moisture and relative humidity of more than 65% are often unavoidable in the first few months. In this condition, furniture items must not be fitted or placed directly next to or with extensive areas of the furniture touching the wall until all floors and walls have dried properly. Otherwise moisture damage could quickly occur, materials could swell or unhealthy mould formation or mould stains could occur. The north side of the building is particularly critical. In these cases, sufficient air circulation behind the furniture items must be provided. This is extremely important.

Air which is too dry is just as damaging to persons and material as air that is moist. The correct annual averages are a temperature of 18–23 degrees Centigrade and relative humidity of 45–55 %. (See also measurement, installation, alignment and air humidity for more information).

Odour

It is well known that new things have an odour. This can last for several weeks or months, depending on the material and the composition. Frequent ventilation or wiping with a damp cloth can help with this. Certain products such as leather or solid wood have a certain odour which is permanently present.

Oil-treated and waxed surfaces

Long-term care includes appropriate special oil and wax. The oil or wax should be refreshed before or after the heating period, but no more than once or twice per year is recommended. During glass and mirror cleaning, grease-dissolving glass cleaning agent must not come into contact with oiled surfaces. Clean the surfaces before re-oiling / waxing.

Pets

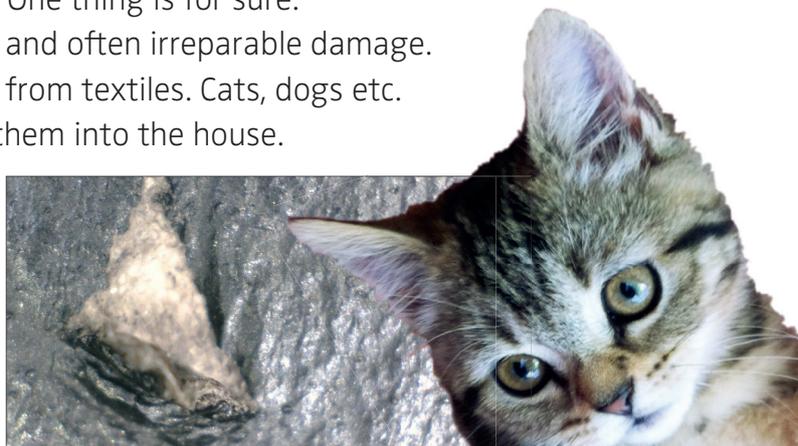
Extreme caution must be taken in this case. With pets it is the same as with all beings or objects that you are fond of – tolerance and understanding is required. Pets cannot be monitored 24 hours per day. It is up to the pet owners, house or apartment owners to supervise pets. A great deal of information is available from specialist magazines and media such as Stiftung Warentest (German consumer safety group), "Ein Herz für Tiere" („A Heart for Animals“ magazine) etc. One thing is for sure:

Claws and animals with beaks can cause considerable and often irreparable damage.

Animal hair, particularly cat hair, is difficult to remove from textiles. Cats, dogs etc. are free-roaming and bring everything possible with them into the house.

There should not be any contact between animals and the coverings of furniture in order to protect small children and babies.

Effective protection would be to protect the furniture that is at risk with suitable materials (covers, throws, etc., which can be washed or dry cleaned) from damage by animals.



Damage caused by pets

Pilling formation

To begin with, small knots appear on some covering materials (mainly flat and mixed fabric) like the ones on woollen pullovers. These are usually caused by contact with external textiles which the user is wearing when sitting on the upholstered furniture. External pilling is a characteristic that is typical of the product, not a material defect. Special fluff removers are available with which the pills can be removed without problems in accordance with the manufacturer's instructions without damaging the covering fabric. Or they are loose particles of the yarn that has been used, usually mixed with clothing fluff. Pills frequently occur after a short period of use. Pilling formation and the removal of pills do not affect the durability of the furniture fabric.

Planning materials and delivery

A prerequisite for defect-free delivery and installation is exact determination of requirements, including room sizes, dimensions, wall composition and free access to the installation location (including door, stairway and corridor widths, lift, floor etc., these details come from the purchaser). The following must be clarified: Have the sockets and light switches been correctly routed? It must also be taken into consideration that the floor, walls and ceilings are not quite straight and must therefore be adapted and compensated for during installation. If changes are made to the rooms at short notice, the vendor and the installer must be notified thereof in good time. The relevant room must be accessible. The furniture must be arranged in such a way that it is horizontally aligned.

Pressure points

Pressure points on furniture and furnishing items can occur extremely quick and in a variety of ways. With carpets this results in pile displacement (pressure point caused by the leg of a sofa, for example), which manifests itself to varying degrees depending on the light incidence and the observation angle. So-called „wear lustre“ can appear in velour materials. These are “product-typical characteristics”. If pressure points occur due to external influences on furniture during use, e.g. on leg of the furniture caused by collisions with the vacuum cleaner, these are known as “wear marks”.

Sensitivities

It is well known that light and single-colour coverings or materials are generally more sensitive than dark, patterned materials or muted colours. This also applies to any stain protector impregnation which may be present and “natural products” in general. The more natural a product, the less sensitively it reacts to external influences.

Sheen / Wear lustre

This effect occurs in all velvety materials such as velours, chenille materials and possibly microfibres or velours-like surfaces such as carpets or textiles. The deeper the pile (cosy, soft) the flatter it will be made by body pressure, body moisture, heat and sitting position. Depending on the light incidence and the observation angle, it can then have a light/dark or matt/glossy effect. This is not a material defect but a characteristic that is typical of the product. It has no effect on the use, benefit, functionality or service life of the covering.



Solid wood

Solid wood is a phenomenon “it is always working”. Solid wood is one of the most versatile, sophisticated and most beautiful natural products that is used for furniture and interior furnishings. It is literally a “natural one of a kind”. This is where nature shows man that it is difficult to tame. It is not the solid wood which adapts itself to people and their dwellings, but the other way round. Man must adapt his living climate to nature and its characteristics. The wood that is sourced for worldwide furniture manufacturing now mainly originates from controlled forestry.

The product information about the different types of special wood such as maple, oak, beech heart, willow etc. is a useful aid to finding out more about the properties of the wood. Note: Tolerances in solid wood, e.g. dimensional, colour or structural dimensions, can be present when the furniture is new, i.e. upon delivery.



Staining

Caution is required with textiles that are not colour-fast, particularly dyed cotton materials such as jeans and T-shirts in intensive colour shades (red, black, dark blue etc.), which can cause marking because of body heat, moisture etc. This frequently happens with light covers on upholstered parts. This is usually caused by the textiles, not the upholstered furniture. The same applies to full-grain or velours leather. Please read the product information from the textile and leather manufacturers.

Steam cleaners

Steam cleaners are not suitable for furniture, even if certain advertising promises otherwise. The steam pressure can destroy surfaces relatively quickly.

Tolerances

Tolerances cannot be avoided in furniture during industrial mass production and for technical manufacturing reasons. If the deviations (tolerances) are in the insignificant range with regard to colour, dimensions and structure as far as the national and international standard is concerned, no defect is present. These are "product-specific characteristics". These are acceptable production and manufacturing deviations – almost always minor visual deviations which have no effect on usage, benefit, functionality, safety and service life.

Tools

Only use the fittings, tools and materials prescribed by the manufacturer. Failure to do this usually invalidates the warranty. In case of doubt, consult an expert.

Underfloor heating

Particular care should be taken when putting solid wood furniture onto underfloor heating. This may cause additional drying of the wood and result in shrinkage, distortion or crack formation. We therefore recommend additional moistening.

Upholstered furniture in general

Upholstered furniture is soft and malleable. It should not be purchased on the basis of attractiveness alone, but also in accordance with the respective requirements. That which is often underestimated is the fact that upholstered furniture is used for about 3–5 hours per day, usually in a favourite location. Visual changes are then unavoidable, and normal wear will occur. This has very little effect on usage, benefit or service life. Upholstered furniture must be horizontally aligned and be straight. If the floor is uneven or made uneven because of carpets, this must be compensated for or something placed beneath the furniture (please pay attention to product information).

Use for correct purpose

Furniture that has been manufactured for the private living area may also only be used for general living requirements. It is not suitable for commercial or external areas. This applies to commercially used holiday apartments, offices, hotels etc. In the case of orders for the commercial area or the project area and public institutions, the applicable standards, safety regulations and basic rules must be followed.

Weight-bearing capacity

The load-bearing capability of upholstered furniture, functional items and complementary items in general, be it made from glass, wood, metal or plastic, is extremely variable and limited. For this reason, attention must be paid to the maximum load-bearing capability limits in the manufacturer's specifications. Proper and sufficient support and stability is required. The individual values and notes can be found in the respective model enclosures.

Wood materials

The quality of a product does not necessarily depend on whether a piece of furniture is made of derived timber products or solid wood, but rather on the quality of the material used and the processing.

The well-tried material boards (chipboard), medium-density fibreboard (MDF), construction timber, three-layer boards and blockboards are of very high quality. Whether with veneer, foil or a lacquered surface, they are extremely stable, little susceptible to temperature fluctuations and versatile. The materials from which they are made are sustainably tested and certified for health safety. Wood-based materials conserve our natural resources to a considerable extent.

[GENERAL INFORMATION ON USE]

Your sofa has been checked by our quality team and approved for delivery. The stability of the upholstered furniture has been designed so that it can withstand the loads for which it is intended. It is important that you follow the instructions below in order to maintain this stability and to avoid possible sagging of the seams:

- Do not let children play, jump around or do gymnastics on the sofa without supervision.
- Do not »flop« onto the sofa.
- Do not slide or pull your upholstered furniture over the floor, but lift it up completely to move it. This avoids distorting the frame and scratching the floor. The sofa must also not be lifted/pulled by its moving parts such as adjustable headrests and backrests.
- When positioning or moving the sofa, make sure that the feet are never squint. The feet should always be straight otherwise they could bend or snap off.

Plumping upholstery

Transport and intermediate storage with the retailer may leave marks on your sofa, for example the upholstered elements may be dented or the seams may be slightly uneven. You can quickly restore your sofa to the desired shape and appearance by plumping and gently pulling it.

Some suites in our collection have high quality, chambered cushions in the seat and / or back. These cushions may be filled with a mix of polyester fibres or foam rods, depending on the model. The filling is kept in compartments within the cushion so that it does not move. Depending on the type and thickness of the cover fabric, the compartments and the filling may show through to a lesser or greater extent. To stop the filling from compressing, these seat and back cushions should be shaken, just like the pillows in your bed. Also some lay-on cushions of our chaises can be taken off through a zipper and can be plumped.



[REGULAR UPHOLSTERY PLUMPING]

Suites with chambered cushions must be plumped regularly

BEFORE



This sofa has been through several hours of cosy living. To bring it up to its original elegance and attractiveness, proceed as follows:

AFTER



Hold the back cushion with one hand at the back and plump it up with the other hand.



Plump up the back cushions with both hands together, whereby the filling is distributed evenly.



Hold a corner of the cushion with one hand and plump it up with the other. Plump up the arm cushion in the same way.



Our exclusive models will thank you with a long useful life, if you **plump up the cushions regularly** in the manner described. With this you will also achieve that the special characteristics such as softness, elasticity and smoothness will be long-lasting.

Please observe this note on care, so that complaints in this direction are excluded from the start.

[FUNCTIONAL UPHOLSTERED FURNITURE]

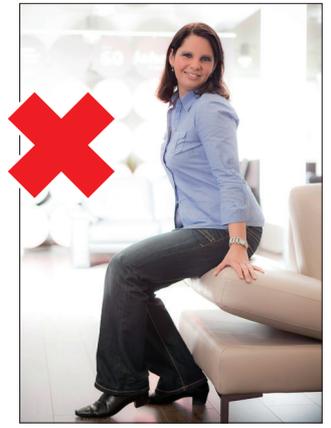
Depending on their purpose, all pieces of functional upholstered furniture (e.g. sofa beds, reclining armchairs or sofas with folding arm rests or height adjustable headrests) have various hinges with an often complicated adjustment mechanism. Careful handling is very important for each mechanism to function in the long term, depending on intensity of use.

Please take note of the following:

- In the case of functional furniture, such as sofa beds with pull-out lying surfaces or reclining sofas, do not activate the relevant part from one side, but always use both hands in the centre. This makes it easy to pull in and out. The hinge may be damaged or torn out of the support fabric by one-sided handling.
- Do not allow children to play unsupervised with upholstered furniture or adjustable parts!



- Never sit on the extended footrest or on adjustable armrests or headrests! The weight-bearing capacity of these functions is not intended to take the weight of a person.
- In the case of upholstered furniture with a bed function, good ventilation of the bed upholstery will contribute to prevention of mould. Please also ensure that the furniture is not used as a bed replacement on a daily basis.
- Check the hinge joints for cleanliness from time to time. We recommend that you clean the joints. Metal abrasion can occur underneath the furniture, because functional furniture undergoes regular movements. Please remove regularly by vacuuming or wiping.
- Only operate the functions when you are sitting correctly in the upholstered furniture and return all of the functions to their starting position when getting up from the sofa.
- All of the functioning parts require a certain clearance. Please note that, depending on the type and thickness of the cover, spaces can result for reasons related to manufacture and that slight changes in size are unavoidable.
- Please keep in mind the information on weight-bearing capacity, which can be found in the product information.



[UPHOLSTERY STRUCTURE]

A top quality mixture of polyester fibres and pieces of foam, packed into compartments

Flexible rubber belts as support for the back for soft, permanently elastic support for the body.

Timber side sections (model-related)

All load-bearing panel cuts (e.g. side sections) are made from timber and therefore provide the same stability as solid hardwood.

The permanently elastic Nosag support is the best option for achieving permanent ergonomic support.

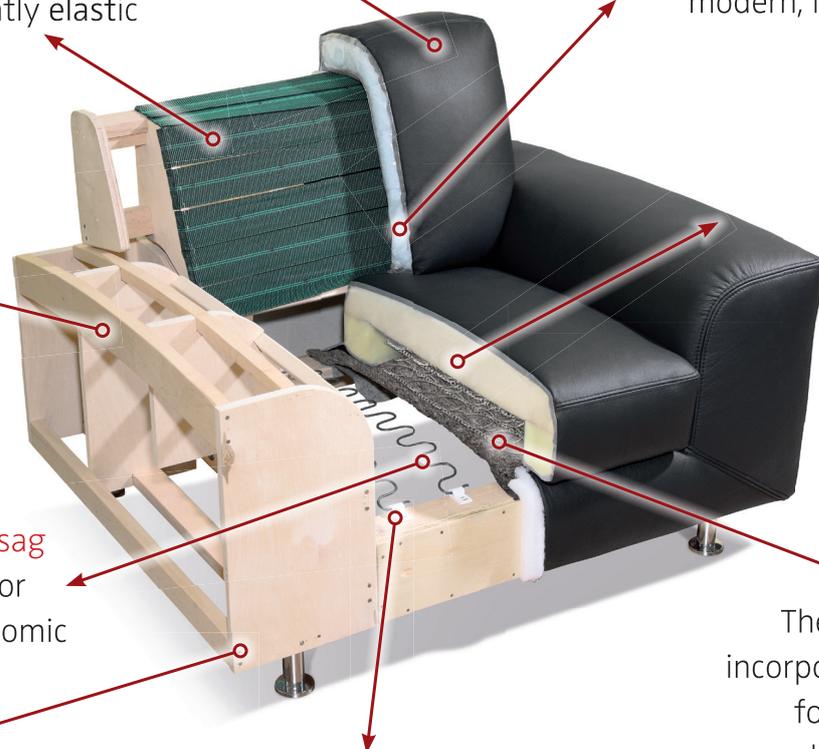
Skilled connections with proven durability! Side sections and frames are dowelled and given additional reinforcement at the connections.

Fleece
Top quality fleece made from synthetic material provides a cosy and soft backrest and seating comfort, and gives the upholstered furniture a modern, laid-back appearance.

Padding foam
A high unit weight (from 33 kg/m³ in the seat) guarantees optimum seating comfort, even after many years of intensive use!

The Bonell spring core is incorporated in high-quality foam and covered with diolen. Seating comfort
Boxspring with additional Bonell spring core supporting springs for the standard spring core.

Frame – frames and supporting connecting parts consist of beech hardwood.



[UPHOLSTERY]

Differences in seat firmness

Seat comfort can differ within an upholstered suite. Construction and shape often mean that it is not possible to give each element used the same suspension (e.g. in the case of corner and linking elements, ottomen, different basic geometric shapes and end elements etc). It is also possible for seat firmnesses to appear different, although the upholstery is the same. (Foam may have technical tolerances of +/-15 % within its unit weight). For this reason it is essential to carry out an intensive "sitting test" prior to making the purchase. For manufacturing reasons, the tolerances in the foam material may be larger if it is new. The seat cushion and the backrest cushion are generally only uniform in sections of the upholstery with the same shape and size.

There are two different types of seat firmness in upholstery

1. Design-related seat firmness

is the result of different upholstery constructions. That means that the seat comfort of individual elements in an upholstered suite may differ, depending on which construction has been chosen for suspension, upholstery and for individual upholstered parts.

A) Upholstery

The upholstery forms the upper part of the seat construction and, depending on the design, it is crucial for the firmness or softness of the seat.

B) Suspension

The suspension is the lowest part of the seat construction. It creates the seat firmness, depending on the design and the coordination with the upholstery. If a piece of upholstered furniture has different geometric shapes, the same suspension is not built into every seat element for construction reasons.

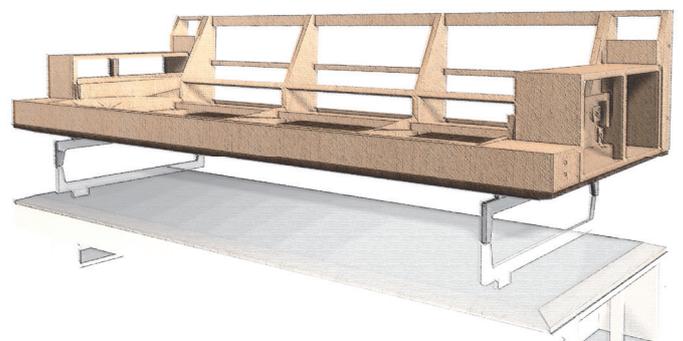
This can result in differences in seat firmness within an upholstered suite. In particular, this concerns corner elements, linking elements, footstools or end elements. The elements mentioned above may also be softer or firmer than the other elements with a straight construction, despite them having the same upholstery. The most common types of suspension are: steel shaft suspension, elasticated straps and wooden slat suspension.

2. Usage-related firmness differences

In this case, your upholstered furniture has undergone a change over the course of time which is referred to as compression. Here the entire upholstery changes during use in accordance with your body weight – and depending on the duration of use. This procedure is clearest to see in situations where only one side of the upholstered furniture is used for the first few months. This is a completely normal process which all upholstery goes through. Once the upholstery has compressed, it subsequently changes very little. In order to achieve even seat firmness, it is important to change seating position from time to time. These seat firmness changes are normal, and are not a reason for complaint.

Solid wood frames / exposed frames

Because veined wood is glued, visual colour fluctuations can occur. Significant colour differences may occur in stained or natural wood. Please remember that wood is a naturally grown material and therefore has a living effect. Small knots which do not affect durability may be processed in frames.



The upholstery

A distinction must be made between **"firm"**, i.e. essentially smooth upholstery and **"loose"** or **"very loose"** upholstery.

With all upholstery, a reduction in seat firmness is unavoidable depending on the duration of use and the body weight of the persons using the furniture.

It is also relevant whether **"chamber cushions"** have been processed. This can lead to impairment of the individual chambers. This is a characteristic which is typical of the product and is not a reason for complaint. In order to flatten the surfaces after use, depending on the type of upholstery the seat cushion and the back cushion should be plumped at **regular** intervals.



Evenly smoothing out cushions

"Firm" upholstery

With this type of upholstery, the covering is pulled tight over the padding and joined. This avoids excessive crease formation during use. In the majority of cases, the creases that are formed during sitting even themselves out again.

However, permanent crease formation may occur as the amount of use increases, minor though it may be. This is not a quality defect but a characteristic that is typical of the product, and is not attributable to deterioration of the upholstery but the expansion of the covering material. A typical recognition feature is its straight-lined appearance.

The seating comfort differs from other types of upholstery in that you do not sink very deep into the padding but sit firmly on top of the padding. Lines, e.g. at curves or gatherings are design, model or structure-related.



"Loose" upholstery

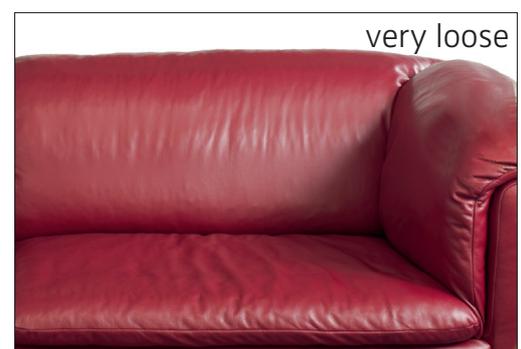
The "loose upholstery" that we prefer is recognisable by its suppleness. With this type of upholstery, the covering is not continuously attached to the padding. The padding is softer and the cover is looser, meaning that you sit "in the sofa" and not "on the sofa". A visually rippled surface of the coverings and wear lustre are not a quality defect, but are model-related or desirable from a design point of view, for providing optimum sitting comfort. It can be assumed that the upholstery is soft if gathers or rippling are present in some locations. It can be assumed that the coverings will stretch during use and the formation of ripples may increase. However,



this change does not affect usability.

"Very loose" upholstery

"Very loose upholstery" is characterised by the extremely soft surface. The coverings can have a distinct ripple pattern when the furniture is new, which is desirable from a design, model and construction related point of view. It can be assumed that the coverings will stretch during use and the formation of ripples may increase. However, this change does not affect usability (see also "Ripple and hollow formation").



Upholstery with chamber cushions

Some of the suites in our collection are equipped with high-quality chamber cushions (inlets) in the seat and / or the back cushion. Depending on the model, the filling of these cushions can consist of pieces of foam or flakes in a mixture of polyester fibres.

The filling material is contained within the cushion in chambers so that it does not shift. Both the chambers and the material are more or less apparent depending on the type and thickness of the covering material. In order to minimise usage-related ripple / crease formation, depending on the amount of use the coverings of the seat cushion and the back cushion must be plumped at **regular** intervals.



Ripple and hollow formation (crease formation)

“A ripple is a deformation that deviates from the original upholstery surface. A crease is a ripple with a kink”. With so-called “sitting in” or “lying in” the seat firmness and the appearance usually change after even a short period of use. The seat firmness reduces depending on the type and duration of use. The body weight of the person(s) using the furniture also plays a part.

This is a normal process which all upholstery goes through. In order to achieve even seat firmness for as long as possible, it is important to switch your favourite places on upholstered furniture. Otherwise one-sided ripple or hollow formation may occur. This development is supported by the fact that the covering materials stretch more or less under the influence of body weight and heat and cause “ripples” to form.

These visual changes have little influence on usage, functionality and service life, and are not a defect. **Regular** plumping of the coverings and cushions are a part of normal duty of care. The “ripples or creases” can be measured by specialists or experts exactly and in accordance with regulations.

Exception: This procedure for determining the ripple may not be carried out on **“very loose”** models, since for design reasons the cut of the covering has been kept somewhat bigger or the upholstery structure contains softer materials (e.g. down coverings, extremely delicate padding, mat coverings, belt spring base etc.). The guideline values cannot be used in this case. The ripple formation may be more pronounced here, without being a cause for complaint. We recommend using the seats as evenly as possible so that the appearance can adapt to seating habits. If you do not like or even reject this soft appearance, you should choose sitting and lying furniture with **“firm”** padding.

[LEATHER]

Leather is the most valuable and the most hardwearing natural cover material available for upholstered furniture. As with any natural product, leather is unique, with different colours, scarring and other living features. These natural features and colour deviations are no reasons for complaint!

Because no two pieces of leather are alike, each piece of furniture is unique. It has so far never been possible to make an exact copy of real leather with all its features. Using the photographs on the left, we would like to illustrate and explain some of the most common natural features.



Surface cracking in covered leather due to insufficient care



Colour abrasion caused by use

At the same time, we would like to define what normal features may be used and show what features have to be recognised as a complaint if they are accidentally used.

The location of the natural feature is also crucial in the evaluation. Specialists differentiate between seat, back, arms and body and it also depends on the leather (for example, brands may be used in rustic leather). If the following examples are "conditional", it means that, depending on the size and location of the natural feature in individual cases, only an expert can decide whether it is a permitted natural feature or not. In particularly difficult cases, only a recognised expert from a chamber of commerce and industry can make the decision. Please be sure to pay attention to the manufacturer's care instructions with regard to leather! The colour, appearance and feel of leather can change under the effect of light, spotlights etc., and particularly sunlight. Long-term use in the vicinity of radiators can dry out the leather and make it porous and brittle (see room climate and light fastness). Depending on the type and quality of real leather and the amount of use, regular cleaning and care is essential. A specialist should be consulted in the event of persistent problems.



Operation scars may be used (conditional)



Veins, mostly in natural leathers, may be processed.



Pigment faults may be used



Tick bites may be used



Colour difference slightly too strong

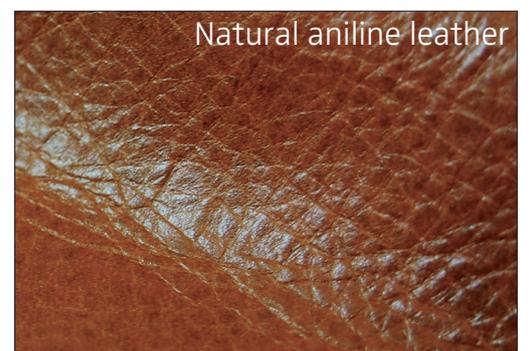


Fattening folds may be used

[TYPES OF LEATHER]

Natural aniline leather is the highest quality leather, but also the most sensitive to soiling and light. Since it does not have any pigmentation whatsoever, all natural features and structural differences are visible. It remains naturally soft, warm and cosy and provides a pleasant seat climate. It is breathing, absorbs moisture and then gives it off again. The colours have a natural attractiveness, and the leather has a velvety, sophisticated sheen.

Refined aniline leather has an extremely fine superficial colour application in comparison to natural aniline leather, which reduces the colour differences in the leather without affecting the warmth, cosiness and breathing activity thereof. The characteristics of natural leather are retained.



Natural aniline leather



Refined aniline leather

Slightly pigmented semi-aniline leather is a good compromise between naturalness and ease of care. The leather is only superficially pigmented and therefore retains its natural softness. However, the Longlife protection from W.SCHILLIG makes it significantly less sensitive to soiling. Colour differences are minimised, and natural features are less visible than with natural leather. The light fastness is increased. The leather is warm and kind to the skin.

Pigmented leather is extremely family friendly, robust and hard-wearing. Because of its stronger colour application, it has fewer natural characteristics but still has a pleasant feel. It is extremely easy to look after and is insensitive to normal household soiling. The colour is even and the light fastness is outstanding.



[LEATHER INFORMATION]

Care

Basically, all leathers require regular care and cleaning. Maintenance care is roughly equivalent to the daily body care of humans. Regular maintenance care removes dirt caused by daily use (house dust, crumbs, lint, etc.). This means that all leather must be carefully cleaned from time to time. Upholstered furniture must not be treated with cleaners containing silicones & waxes. In addition, the leather should be treated with an appropriate care set. It is best to always remove stains immediately after they occur. It is important that the spilled liquid is dabbed off immediately with an absorbent kitchen paper or cloth - not rubbed - so that it cannot be absorbed in the first place. Clean only with a damp, lint-free cotton cloth - **never use a microfibre cloth!** All leather should be protected from sunlight, otherwise it will irrevocably lose its colour (fade) and dry out.

Mopping up liquids: Dab immediately with paper towels, but do not rub, then treat with distilled water and allow to dry. You may need to repeat the process, adding alkali-free soap. Always clean from seam to seam and do not just clean the affected part.

Removal of food, fat or ointments: Carefully remove all leftovers from the leather with the blunt edge of a knife blade. Clean with paper towels and then treat with distilled water. The remaining fat in the leather cannot be completely removed.

Important: Removal of tough stains (such as blood and ballpoint pen etc.) or refreshing the colour of bleached areas should only be done by a specialist, if possible.

The range of available textile covering material is increasing all the time. You should not make your decision on the basis of appearance alone, but also in terms of usage, cleaning and care etc. Your individual requirements and the size of your household are also decisive. Attention must be paid to the different qualities and product information from the manufacturers. Do you have any pets? Please remember: there is no such thing as cat or claw-proof covering material!



[FABRIC]

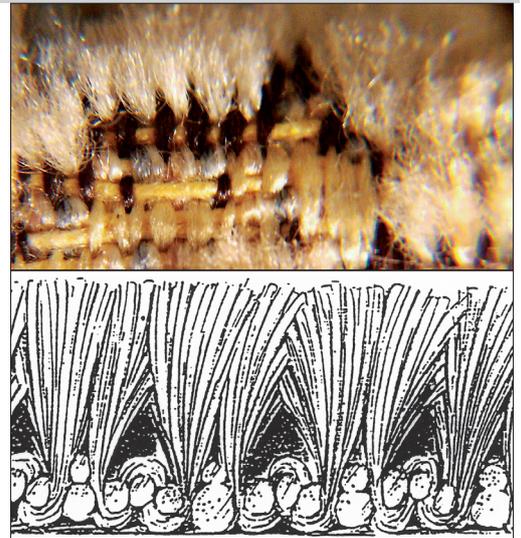
High standards for upholstery fabrics are defined in a wide variety of procedures, such as the strict Martindale abrasion test, for example, the fabrics are tested for their durability and discolouration on textiles, etc. As a rule, the price says little about the longevity and robustness of a fabric. It can be an expression of other quality criteria, e.g. Exclusivity of the (natural) materials used, refinement, printing and weaving processes, high aesthetic value, extreme fineness or lustre (e.g. silk (e.g. silk: very expensive, but unsuitable for very heavily used furniture).

Caution: If the user's textiles are not colourfast, it is colourfast textiles of the user can lead to visible colour visible colour removal may occur, especially with light-coloured covers. It looks „as if the cover has discoloured“. The same effect can also be caused by blankets.

[TYPES OF FABRIC]

Pile fabric / Velour

Velour is a collective name for all fabrics where the yarns (whether they are natural fibres that come from plants or chemical fibres that are produced synthetically or made from cellulose) – known as pile – are woven into the base fabric. This production method makes the fabric very hardwearing. This type of cover is well suited to furniture that will be subject to heavy use. Due to the influence of pressure and body heat, slight changes may occur (see wear lustre). The reason for this change is that the velours material is generally processed in one nap direction on the upholstered furniture, therefore the light is reflected differently depending on the location of the individual padding parts, e.g. a corner group. This is not a defect and is also independent of the price of the product, but is exclusively dependent on the fabric itself (product-typical characteristic). If you would like to check whether colour differences are actually present, turn the upholstery in different directions in front of the window. If you discover different shading according the light incidence, you can be sure that no defect is present.



Flat woven fabric

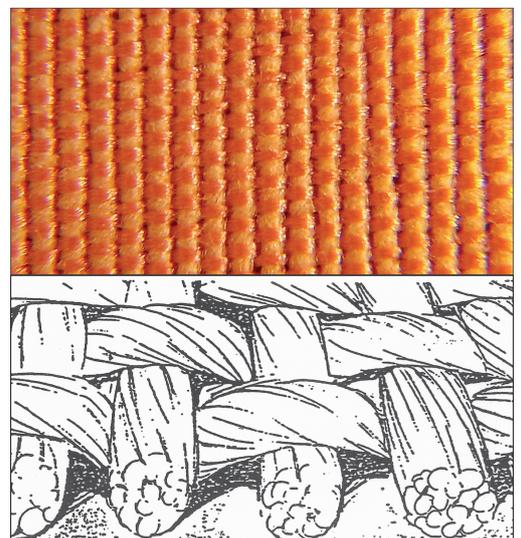
Flat woven fabric describes fabrics where two groups of threads cross each other at right angles. Pills can form on the surface just as a result of normal use. The technical term for this is "pilling".

Pilling can be caused by:

1. Loose bits of the fibres used in the weave balling up.
2. Other fibres (e.g. from clothes) that get onto the cover. This is known as "external pilling". Pilling is easy to remove, without damaging the fabric fibres, by using a pilling comb. This does not have a negative effect on the durability of the fabric.

In printed flat woven fabrics, the intensity of the printed colours may decrease, i.e. become paler, as a result of use or the effects of light. Flat woven fabrics with a high natural fibre content should not

be exposed to direct sunlight, because sunlight can quickly bleach the cover fabric.



Chenille flat woven fabric

Chenille flat woven fabric is a special flat woven fabric, where, unlike other flat weaves, chenille yarn is woven into the fabric. This gives the chenille a soft appearance. The softer chenille is, the more loosely the fibres are twisted together and the less hardwearing they are. Because of this special weaving technique, the price does not reflect the durability of the fabric. A higher price can relate to the exclusivity of the yarns used or the weaving technique. As with velour, shading or sheen is considered to be a normal sign of use. A slight loss of pile fibres in the areas used is also characteristic of the fabric.



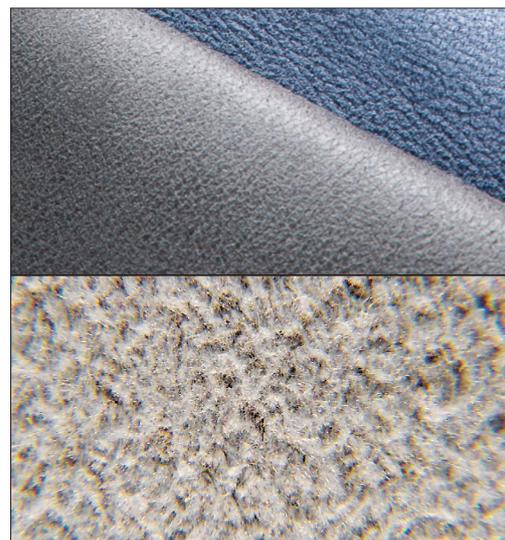
Multi-coloured flat weave / chenille

Although the warp and weft of this fabric are colour-coordinated, visible colour changes may occur at the seams, particularly with contrasting colours/stripes. However, this does not affect the durability and usability of the fabric, but must be regarded as a product-typical characteristic of this covering material.



Microfibre

This cover fabric is made from a compound of microscopically fine fibres, arranged at random. 10,000 metres weigh between 0.8 and 1.2 grams. Woven or machine knitted fabrics, as well as synthetic fleece, can be made from these purely synthetic fibres. The manufacturing technique produces very hard wearing materials. One of the most popular and high quality materials is Alcantara. Pilling can also occur with use of woven or knitted microfibre fabrics. However, the pills are normally made from external fibres (clothes) and can be removed with a pilling comb. Patina formation may also occur with use – comparable with Nubuck leather. However, this will not affect the fabric's durability and suitability for use, because it is a characteristic property of this cover fabric. We recommend that you gently vacuum new microfibre covers shortly after delivery, in order to remove any production residue from the cover. This should avoid discolouration of clothing textiles.



Some brief observations about fabric structure and basic materials used:

Nowadays, only materials that are low in harmful substances and therefore not harmful to health are used to manufacture upholstery fabrics. Nevertheless, allergic reactions cannot be absolutely ruled out with any material.



[FABRIC INFORMATION]

Cleaning and care of the fabrics described above

Like all fabrics that are used every day, upholstery coverings need regular care, because they are exposed to constant dust and contact contamination. Generally speaking, you should not allow soiling to become too intense, so as not to make the cleaning process more difficult and to prevent the dirt from settling into the cover fabric. The right cleaning and care will preserve the utility value of your upholstered furniture.

There is a difference between routine care and cleaning!

Routine care (applies to all cover types).

Routine care can be compared with your daily beauty or grooming regime, i.e. the dirt that occurs in daily use (house dust and contact contamination etc.) is removed by regular vacuuming with an upholstery nozzle (low suction) and then brushing with a soft brush in the direction of the pile. The cover should also be wiped with a damp, but not too wet, leather cloth from time to time, because air humidity is often insufficient, especially in central heated rooms. Moisture keeps the fibres stretchy and therefore has a positive effect on the longevity of the fabric. However, you should make sure that the leather cloth has been thoroughly rinsed out with clean water first and that it does not contain residue of any household cleaners.

Cleaning is only necessary for out of the ordinary soiling, e.g. after the little "accidents" that can happen in a home (spilt food or drinks or blood etc.).

Stain removal

Essentially, stain removal should be done by an upholstery cleaner. If you do want to try it yourself, you should consider the following – large stains, e.g. spilt food, should be removed with a spoon or the back of a knife. Never scratch off dried in stains with your fingernail, as this may damage the fabric's fibres. Remove liquids with an absorbent cloth, but dab, not rub. Now you can try cleaning the stain with lukewarm water (30°C) and a pH neutral shampoo or mild detergent. Never use household detergents because they are acidic and attack the fabric's fibres.

It is important that you always work from edge to centre so that you do not make the stain any bigger and to prevent edges from forming. If you want to use a cleaning agent, never directly treat the affected area. Check colour-fastness first on an inconspicuous part of the upholstery cover using a white, soft, clean cloth soaked in a cleaning or stain removal product.

If there are special cleaning instructions (e.g. for fabrics with stain protection) then you must follow them. Cleaning should generally be done gently and with little pressure. After stain removal, the entire surface – from seam to seam – should be wiped with a damp cloth to prevent edges from forming. Finally, you should brush the pile. The furniture must be completely dry before it can be used again. Once dry, the pile can be vacuumed and then brushed again with a soft brush.



[REMOVING STAINS FROM TEXTILE COVERS]

Water soluble stains:

A = With cold water, possibly treat with a solution of pH neutral shampoo and water. Never use hot water because protein congeals.

B = Treat with a lukewarm solution of pH neutral shampoo and water. If this does not remove the stains, you can treat the areas with petrol-based cleaning fluid or stain remover once dry.

C = Do not allow the stain to dry! Treat immediately with a lukewarm solution of pH neutral shampoo and water.

Water resistant stains:

D = Treat with solvents such as petrol-based cleaning fluid, ethyl alcohol or commercially available stain remover.

E = Do not iron! Crumble as much as possible and carefully lift off. Caution: Risk of surface damage in velour.

F = Consult a specialist.

G = Soak a white cloth in citric acid (1 level tablespoon to 100 ml cold water) and apply. Absorb the stain from the edge to the middle.

Never use **solvents** because they can **destroy** the cover! Never scratch off stuck or hardened areas with your fingernail or rub them with a brush, whether they are wet or dry, because this could damage the pile. All stains should be removed **with distilled water and soap** using light pressure and circular movements.

Stain	Velour	Flat woven fabric	Microfibre
Alcohol	C	C	C
Ball point pen	B	B	B
Beer	C	C	C
Blood	A	A	A
Blood (old)	G	G	G
Butter	D	D	D
Chewing gum	F	F	F
Coal	D	D	D
Cocoa / Milk	B	B	B
Coffee with Milk	B	B	B
Drinks / Fruit juice	C	C	C
Egg white / Egg yolk	A	A	A
Excrement / Urine	A	A	A
Fat	D	D	D
Felt tipped pen	D	D	D
Ink	B	B	B
Lipstick	B	B	B
Meals	B	B	B
Nail varnish	D	D	D
Paint (emulsion)	D	D	D
Paint (oil)	D	D	D
Perfume	B	B	B
Rust	G	G	G
Salad cream	B	B	B
Shoe polish	B	B	B
Soot	B	B	B
Tea	C	C	C
Vomit	B	B	B
Wax	E	E	E
Wine	B/C	B/C	B/C