



Product care guide

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Please read and familiarise yourself with the following guide. This will help you keep furniture looking good and safeguard from damage. Our guide must be followed in order for any warranty claims to be accepted.

1. GENERAL CARE / MAINTENANCE

- 1.1 Prevent exposure to direct sunlight as this causes premature fading, rotting and deterioration to both fabric and leather. Do not place furniture near a radiator or heat source.
- 1.2 Furniture must never be dragged, always lift it gently to move as you risk damaging the legs.
- 1.3 Please never stand or jump on furniture. Our furniture is designed to be sat on only.
- 1.4 Avoid sitting or standing on the back of the sofa or the arms. Arms are intended as arm rests only.
- 1.5 Body oils from pets and their sharp teeth/nails can be damaging to furniture. Damages caused by pets will not be covered under warranty.
- 1.6 Exposed metal on furniture/legs should be dusted or wiped down as dust attracts moisture and can cause damage to the finish.
- 1.7 Please contact your store of purchase as soon as an issue arises, as continued use of a damaged suite will void warranty.

2. FABRIC

- 2.1 Refer to the fabric care label attached to your furniture for care instructions.
- 2.2 Vacuum weekly, as dust is abrasive and causes premature wear. Take special care to reach between folds, seams, under and behind cushions etc, as grit and dust readily collect in these areas.
- 2.3 Soak up spills immediately. Dab don't rub as this can damage the fabric fibres.
- 2.4 Fabric cleaning is best undertaken by certified fabric cleaning specialists. Request reassurance that their chemicals will not affect the fabric. If you do decide to clean the furniture yourself, this must be cleaned in accordance with the fabric care label attached to your suite or the warranty will be voided.
- 2.5 Fabrics treated with a fabric protector will help to resist staining, making cleaning easier. If applying fabric protection, ensure that it does not affect the fabric warranties.
- 2.6 To extend the life of your fabric we recommend arm covers.

- 2.7 Trim loose threads with scissors, do not pull the threads. If a fabric loop appears, push this back in carefully with a needle.
- 2.8 Fabric and covers are not machine washable unless specified.
- 2.9 Some dyes from clothing materials may cause stains on light coloured fabrics (in particular stains from jeans which could bleed into upholstery fibres).

3. LEATHER

- 3.1 Refer to the leather care label attached to your furniture for care instructions.
- 3.2 Leather is a natural product. Each hide is different in its structure and grain appearance. Variations to the grain, heal marks, stretch or growth lines give leather its unique qualities and distinguishes it from imitations.
- 3.3 All leather will stretch and form comfort creases as a result of use. This effect is called puddling. Puddling occurs from the initial use period and generally does not continue beyond this, as the amount of stretch is directly related to the amount of compression.
- 3.4 Dust is very abrasive and causes premature wearing. Wipe leather surfaces down weekly with a damp cloth using water only. Special care should be taken to clean between folds, as grit and dust collect in these areas.
- 3.5 Accumulation of body oils, skin and hair products, perspiration, sun screen, chemicals from medical treatment and general grime in key contact areas (such as head rests, arms and seating) are extremely detrimental to the leather's outer protective topcoats. Dyes from clothing materials may be transferred to leathers, in particular jeans, causing permanent stains. General stains can usually be removed by regular wiping with a damp cloth using water only. When cleaning, avoid using generic household cleaning products as these may cause permanent damage to the leather. Only use specialist leather care cleaning products.
- 3.6 Seat and back cushions are not reversible when covered in leather. The underside of seat cushions and the back side of back cushions are covered in fabric which allows the air to dissipate more quickly making cushions more comfortable.

4. SEAT AND BACK CUSHION

- 4.1 We recommend that upon delivery of furniture cushions are fluffed and plumped back into their original shape as they may have been compressed during transportation.
- 4.2 Our cushions contain high quality fillings carefully designed to give the correct loft for each style.
- 4.3 Foams will soften 10-15% in the first six months of use. This is called 'settling' and is a normal process of foam.
- 4.4 New cushions may appear domed, causing slight lifting of the back cushions. This will ease after some use as the fibres settle.
- 4.5 The feel of the seat will vary dependent on the fabric and size chosen; fabric compositions differ from fabric to fabric which can give a more relaxed or firmer feel to the seat when in use.
- 4.6 All fabrics and leathers will stretch during use. To achieve the best comfort, covers cannot fit too tightly. Therefore, some creasing may occur.
- 4.7 The appearance and performance of your cushions can be restored and preserved by regular maintenance. Fillings which are not maintained correctly from the outset will bind and become difficult to restore, losing comfort and shape.
- 4.8 Follow these simple steps as soon as your furniture is in use:
 - **Weekly:** Plump cushions and pads firmly on the edges to restore air between the fibres. This will maintain their look and comfort and prevent fibres binding.

To increase the loft of back cushions, open the zip, flip the cushion over so the zip is at the bottom and shake cushions from side to side vigorously.

Take care not to catch the cushion inner in the zip when closing.
 - **Occasionally:** Remove the cushion interiors from their covers to plump them.
 - Swap reversible cushions around and turn where possible to ensure equal wear.
 - Non-reversible cushions should have the cushion removed from the cover and turned over regularly.

5. SOFABEDS

- 5.1 Sofabeds are designed and intended for occasional use only. Continuous use may cause premature wear to the mattress and mechanism. Although the sofa bed action is manufactured to a stringent specification please follow the recommendations to prolong its life and avert damage.
- 5.2 Always follow the opening and closing instructions supplied.
- 5.3 Avoid placing direct weight on individual slats. Slats are designed to hold a balanced load.
- 5.4 Always remove bedding before closing the mechanism.
- 5.5 Never jump on, place excessive weight on, or move a sofabed whilst open.

6. CUSTOMER CARE AND MAKING A CLAIM

To make a claim, simply contact the company you purchased your suite from and speak to their customer care team. They will be able to step you through the claims process or assist you with any other queries or questions you may have relating to your suite.

Email commercial@ejp.co.nz Call **+64 9 570-6670**
Visit **7-9 Alfred Street, Onehunga, Auckland, New Zealand**