

Product information

Dear Customer, congratulations on your new furniture purchase!

Please read carefully the product information sheet to use and maintain the product according to our recommendations. In this way you ensure a permanently beautiful appearance and a long service life for your furniture. Ermatiko is not responsible for defects that have appeared due to incorrect or unintended installation, use and/or maintenance of the product.

Unwrapping

- Before opening the package, make sure that the package is undamaged.
- Do not use sharp objects when opening the package, it may damage the product.
- Avoid pulling the furniture from the sewn upholstery, as this may cause the fabric to tear.

The odour of “novelty”

Most of newly produced products have specific odour. Depending on materials used for products, its emission can last from days to weeks. This is normal and will disappear or decrease significantly over time. Good ventilation helps to speed up the disappearance of the odour.

The dimensions of the products may differ from the description by +/- 2 cm as they are handmade products.

Tone difference - If you want to order more furniture of the same material later, there may be color difference.

Foam Softness – Foam softness may vary +/- by 15% depending on the batch. Therefore, the soft furniture in the store and your newly purchased one can differ in softness by up to 30 %. Note that the foam will soften over time.

Transportation and setting up your new furniture

- For transport, use a vehicle where the product cannot fall, be crushed, etc. We don't accept reclamations caused during transport, if client has transported furniture by themselves.
- After opening the package, the product may have pressure marks, but its shape will recover over time. Furniture cushions can be shaken and patted to restore their proper shape.
- The furniture must be installed on a straight floor so that it does not start to wobble. A wobbly sofa can cause wear and tear and loss of structural integrity for both the couch and floor it sits on. In addition, a sofa on an uneven surface can create unpleasant and disturbing sounds.

- Place the furniture so that it has enough space. Do not place the upholstered furniture directly against the wall or near the opening doors.
- Carry your upholstered furniture only with two or more people. An item should only be lifted with both arms by the lower frame. Do not lift upholstered furniture by the sides or by the head or foot elements.
- Do not push or pull the upholstered furniture, rather lift it carefully to avoid furniture or floor damage. We recommend using suitable protection pads (felt gliders, etc.) in order to avoid scratching.
- All **feet** must be properly attached – tightly fixed to their designed position. If there is more than 1 attachment point for feet, always prefer the attachment points under the armrests.
- Use only the legs recommended by the manufacturer. If the customer has purchased legs elsewhere or outside the product range, damage caused by the legs is not covered by the warranty.
- The **support leg** must support the sofa firmly, but it should not be a load-bearing leg. The support leg must be attached so that it only gently touches the ground.
- Sofas and chairs with opening parts that move along the floor need a straight floor surface to ensure smooth movement. In addition, it must be ensured that the furniture has enough space so that air can circulate even when it is open.
- Make sure that the carpet on the floor does not prevent the movement of the unfolding parts and the mechanism stays in the correct position.
- Furniture equipped with electrical device- make sure that the equipment is in working order. In order to avoid the power cable damage it should not be twisted, broken, pulled or smashed. Keep electrical devices away from moisture. Do not use a cord with visible damage! Only manufacturer-authorized adapters, cables, connectors or plugs are to be applied.
- Place the furniture elements properly in the clamps. There are no steps or height gaps between correctly connected parts. Once the sofa parts are connected, they should not be moved in any directions as it may cause the legs, floor and furniture damage.

Instructions for use

- Do not sit on the furniture edges, backrests and armrests, which are not designed for this purpose. Do not jump, step on it or place extra weight on sofa. Acting otherwise may lead to upholstery deformations, creases formation and interior mechanical damage. One person on one seat!
- It is recommended not to stick to the, so called, „favourite seat“ but rather regularly sit on all the upholstered areas. If your sofa has loose back and seats, you can also change their position.
- Upholstery becomes softer over time, which means that wrinkles are inevitable on any sofa.

- Shake/pat the loose-fill pillows regularly. The slightly sloppy shape is a natural feature of feather pillows, not a defect.
- Do not allow pets on soft furniture! Animals can scratch and stain the sofa cover. Animal saliva and other secretions can also have a corrosive effect on the material.
- Do not lubricate mechanisms with silicone grease! If necessary, use Vaseline aerosol.
- Keep the furniture at normal room temperature. Moisture and cold can damage the product. Don't leave wet items on the couch. Using a sofa with a damp cover may cause folds in the fabric, which cannot be removed later.
- Do not place furniture closer than 30 cm to the heater and protect it from strong sunlight. The heat radiating from the radiator and the cold air coming from the air conditioner may affect the elasticity of the covering and cause discolouration. Leather coverings may dry out, become brittle and hard, and crack when exposed to a heat source.
- Protect furniture from direct sunlight and other strong artificial light to avoid fading of the fabric/leather/wood.
- Furniture, like all consumer goods, wears and tears. Over time, soft furniture will develop dents due to elongation of the upholstery and fatigue of the upholstery. This is not considered as defect.
- Check from time to time that the legs of the sofa are properly tightened. Retighten them once a year.
- Denim and other dyed clothing can stain fabric and leather over time. Be careful with metal or other sharp objects attached to clothing - buckles, clasps, pins, chains, etc.
- If you have an electric or mechanical recliner, make sure that the equipment is in working order. Use its functions only when seated. Do not place fingers or other objects between moving parts! Be careful when using the functions near children and pets. Children should not be allowed to use the functions of electric furniture without adult supervision. Allowed are only adapters, cables or plugs licensed by the manufacturer. In the case of a malfunction of the mechanism, contact the dealer!

Care and maintenance

- Regular care and maintenance of all sorts of covering materials prevent the furniture from wearing and enables the users to enjoy its good condition over years. Avoid whitening detergents, abrasive cleaning and excessive water use.
Only certified agents or PH-neutral soap should be applied for cleaning upholstery materials.
- All kinds of dirt and stains must be handled urgently. Covering materials should be vacuumed off regularly with the furniture nozzle, at the lowest setting. Vigorous vacuuming may damage the covering material.

- Upholstery should be wiped occasionally with a damp (not too wet) e.g. chamois cloth, especially during the heating season when humidity is low. Moisture keeps the covering elastic and reduces static electricity. Static electricity promotes ageing or pilling. Knots and fluffs are not created by the fabric itself but by other items of clothing sitting on the furniture (blankets, plaids), dirt, dust, etc. Pilling can be easily removed with special fluff razorz (pilling removers) without damaging the fabric itself. Pilling does not affect the durability or quality of the fabric.
- We recommend hiring a professionals to remove difficult stains. If you still want to remove the stains by yourself, here are some suggestions for you:
Do not try to scrape off dried stains with your fingernails, as this may damage the covering material. Large dirty spots, such as food stains, can be removed with spoon or the blunt edge of a knife. It is important to move from the edge to the center when cleaning, then the stain wont get bigger. If you still want to use the cleaner, don't apply it directly to the stain. Test the cleaner, according to the instructions, on an inconspicuous area of the product to see if the color stays. Use a clean, soft white cloth. When cleaning, avoid strong rubbing, rather dab the fabric. Fluids must be absorbed in a paper towel.
Do not use a hair dryer for drying (heat damages the covering material), let the furniture air dry!
- **Leather furniture** require regular care. It is highly recommended to apply certified long-term impregnate agents on the whole surface of the leather furniture right after the purchase is completed; such a procedure will prevent it from soiling and will make ground for future care and maintenance. Leather upholstered furniture should be vacuumed with the furniture nozzle and wiped off with a plain clean damp cloth on the regular basis. Beware not to soak your furniture.
- **It is not allowed to use the following products on leather products:** alcohol-based, solvent, bleach or gasoline substances.

Only use products specifically designed for leather care!

Claim Guidance

When you receive the goods, check carefully package for damages (dirt, holes, scratches). When you sign the receiving document, be sure to indicate if the packaging was damaged (location and a small description). Also take a photo as proof. When you open the package later and discover the damage (broken parts, stains) of the product, you will have evidence to make a claim to the carrier or the seller.

Defects

Defects are defined as damage to the fabric, springs, frame and mechanism which has occurred exclusively during the warranty period and which is due to defective material and/or manufacturing defects. Defects caused by improper use of the product (including, for example, adding abnormal weight on the furniture, incorrect installation or moisture damage) are not covered by the warranty. Damage caused during transport is also excluded.

Notification of a defect

If you notice a defect on the product, immediately send a brief description and photos/video, together with proof of purchase, to the dealer. Using defected product may cause more damage to it and damages caused like that are not covered by the warranty. If the claim is sent correctly, with as much detail as possible, we can resolve it quickly. Once the claim has reached the factory, it may take several weeks to resolve, depending on its complexity. For example, the delivery of fabric or some other material or the response from the supplier may take time and therefore the solution may be delayed.

Here are some tips on what kind of photo and/or video material we expect.

1. **Photo from a distance** - the photo should be taken so that the entire length/width of the furniture and its position in the room can be seen.
2. **Photo/photographs of the claimed/damaged spot or area** - can be taken from different angles, close up and from a distance.
3. **Photo from under the sofa** - if sofa seats are uneven, it is necessary to check that everything under the sofa looks undamaged (e.g. bottom cloth).
4. **A photo of the sofa bed closed and open** - if there seems to be something wrong with the mechanism, we can use the photo to identify the problem. A photo of the mechanism can also be included.
5. **Video** - no sound can be captured on the photo, so a short video is helpful to identify the problem.

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