



*Furniture care guide*

# *On delivery / When new...*



FURNITURE CARE GUIDE

Thank you for choosing this upholstered product which has been handmade in the UK to British Standards, using carefully selected materials.

Its performance will depend on the use and ongoing maintenance it receives. This booklet will provide you with important advice to help you care for the product and maintain its appearance.

We take every effort to ensure the specification of the product and swatch books accurately reflect the products we supply. Please be aware that a tolerance in dimensions of +/- 3cm is expected on our handmade upholstery.

Fabrics are controlled by strict continuity records; however, we cannot guarantee exact fabric matches between swatches supplied, or products ordered at different times.

Where a fabric has pile direction, pattern or stripe, digital online imagery may differ from the finished product and seam placement can vary dependent on the size of unit ordered.

We recommend that your furniture is inspected thoroughly on delivery and any concerns reported to your retailer straight away.

- On first unpacking, you may notice some indentations from the wrapping and transportation, which will disperse with time and use. The cushions may also have compressed and these can be plumped to reinvigorate the fillings. Please note there may be gaps in your cushions which will allow the seats to spread slightly as they are sat on and prevent any bagginess of the covers in ongoing use.
- You may notice a new smell to your upholstery similar to a new car or carpet – Please do not worry, this is normal and will naturally fade with time. Any odour may be exacerbated by central heating on high and a lack of ventilation in the room, so ensure heating is low & where possible keep the room well aired.
- The furniture should be fitted with the feet provided and where supplied, retaining screws should be filled to secure using the filling instructions provided. During use of the product, check all feet periodically and re-tighten where necessary.



# On delivery / When new...



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■ Your furniture should be positioned in your room of choice for your comfort and practicality; however, as with any upholstered product, exposure to heat, damp and sunlight should be avoided. Furniture placed close to a heat source such as radiator or fire, in a conservatory or a room with poor ventilation, can subject the furniture to extremes of temperature and moisture. This will cause the frame to expand and contract, dry out joints or warp timber which weakens the structure and may invalidate any guarantee offered. Prolonged exposure to sunlight will fade upholstery and cause premature wear, we recommend using the appropriate window dressings to minimise the effects.

Note, failure to fit feet correctly or apply the retaining screws will invalidate the frame guarantee.

Felt pads are supplied in the foot pack to help protect wooden floors and castor cups can be purchased in any DIY store, which can be useful in preventing indentations on carpets and soft flooring.

- When moving or re-positioning the furniture in your home, please use 2 people to lift the product by the base - Do not pull or drag by the arms or back, as this will weaken the frame.
- Your furniture should be used in comfort; Do not allow anyone to sit or perch on the arms or back as the structure may be compromised. In addition, you should not let anyone stand or jump on the seats as this can displace springs and supportive webbing.
- Standalone footstools are designed for resting your feet; we do not recommend they are sat on or used as an aid to gain height.

- Care should be taken to ensure that objects such as buckles, jewellery and watches don't snag or mark the upholstery.

We recommend that throws and fluffy soft furnishings are avoided to prevent fabrics pilling from fibre contamination.

You should not sit in a feet-up position whilst wearing shoes or slippers as this can cause the covers to wear in the area of occupation. Non colourfast clothing such as denims and dark fabrics can stain light coloured upholstery; care should be taken when occupying the furniture as accumulation of colour transfer can be permanent.

The placement of hot drinks, laptops and other heated objects can cause dark marks on the surface of the upholstery which cannot be removed.

- Please be aware that allowing pets to occupy the product will impact the performance of your furniture; Claws can snag, scratch or puncture the covers and oils from their coats and fur can cause a change in upholstery appearance.





# Fabrics

## Velvet & chenille

All pile fabrics have movement and are prone to crushing and flattening with pressure, this can manifest in areas looking shaded; this effect should be expected from the point of delivery and throughout the life of the furniture. Regular maintenance and soft brushing will help reinvigorate the surface pile to restore the appearance. Shading and crushing may be exaggerated on longer pile fabrics.

## Woven

These fabrics are made using a warp and a well to create a criss-cross plain or pattern cloth. You may find raised slubs, knots or imperfections which are part of the weaving process and will not affect the performance of the product.

If you have chosen different, complementary fabrics on products of the same range, you may notice a difference in sit, as the handle of a fabric can affect the feel and performance of a product. Thick fabrics will hold upholstery firmer than softer ones and vice-versa.

Take care not to snag the surface of any fabric, as this may cause a pull or hole. If this occurs, tuck or push the pull in, do not cut it as it will cause the weave to fray.

Hair care and oils, skincare products, creams and certain medications can react with fabrics causing noticeable surface changes where contact is made. We suggest care is taken to cover the upholstery in these areas if this is unavoidable.

Over time, cushions may naturally puddle, stretch or wrinkle. This should be smoothed out as the cushions are rotated and re-dressed in line with the interior maintenance recommended.

We recommend ordering furniture in the same fabric at the same time. Whilst we maintain good colour continuity between individual fabric batches, we cannot guarantee a match between products ordered at different times, as use can also affect appearance between older and new items.

## Stripe & patterns

Whilst every effort is taken to match stripe or pattern fabrics, this is not always possible due to the shape of upholstery. Please be aware that any online imagery or digital rendering may show a pattern match which is not achievable on the finished product. Where stripes or patterns are asymmetrical, or coupled with a pile, you may notice a difference when rotating cushions, to minimise the effect, rotate at the same time so the borders match evenly.

## Seams

You can expect there to be more, or less sewing seams between units in the same range. This is governed by the width of the fabric used where a pattern match is made, or a pile direction dictates, particularly on the front border or outside back of a piece.



**We offer a wide selection of upholstery fabrics in both synthetic and natural fibres, each tested in accordance with British Standards. It is important that you have chosen the right one, not only for its feel and appearance, but for the suitability in the environment it is to be used in.**



Upholstered furniture needs regular maintenance to avoid dust and dirt settling, which could cause colours to dull and accelerate wear.

We recommend vacuuming the furniture weekly using the soft brush or upholstery attachment, to remove any dust, crumbs, hair and general day-to-day dirt from the upholstery.

A soft brush can be used on pile fabrics to lift any dirt to the surface prior to vacuuming.

Do not machine wash any furniture or cushion covers - They are filled with zip to aid dressing only.

Machine washing will cause a breakdown of the fabric fibres, shrinkage and cause seams to split. It may also damage the Fire-Retardant treatment of the fabric. Your furniture should be cleaned before it looks dirty - Contact a professional to do this - We suggest: [www.servicemasterclean.co.uk](http://www.servicemasterclean.co.uk)

## Accidents & spills

In the unfortunate event that something is spilt on your upholstery...

### Act quickly!

1. Soak up as much of the spillage with kitchen roll or a clean absorbent, chemical/bleach free cloth or tea-towel.
2. With a solid spillage, use a blunt knife or edge to lift the stain from the fabric first.
3. Do not rub, as this will push the spillage further into the fibres of the fabric.
4. Using water, blot the area with another clean cloth and repeat until the stain is removed.
5. Work towards the centre of the stain, dabbing gently and do not over wet the area as this may cause a watermark.
6. Allow to dry naturally.
7. Gently brush to restore the pile of the fabric where necessary.

### Please note:

Dependent on the type of spillage, it may not always be possible to remove the evidence, if the liquid has soaked through or stained the fabric or if the stain is oil or grease-based, please contact a specialist for advice.

We do not recommend the use of any abrasive cleaners, detergents, washing up liquid, bleach or solvents, as these can damage the fabric.

If you choose to use a proprietary upholstery cleaner at your own risk; we would recommend spot-testing an inconspicuous or hidden area first to check for suitability.



It is important that you have chosen a product with the correct fillings for your needs and the environment your furniture is to be used in. Please be aware that all cushions require regular, ongoing care to maintain comfort and appearance. The occupants use of the furniture will determine the long-term durability of any fillings supplied in your upholstery.

## **Foam**

Offers a structured shape and supportive sit with minimal maintenance, requires turning and switching positions, naturally loses density in use.

## **Fibre wrapped foam**

Durable, whilst offering a softer lived-in look and requires regular maintenance by turning cushions, re-dressing and switching positions, naturally loses density in use.

## **Fibre**

Providing a sink-into seat, this cushion is full of loft when new and fibres will naturally compress. It requires regular plumping, turning and switch positions to maintain comfort and improve loft.

## **Feather**

Provides a soft, luxurious sit. The cushion will mould to the occupant and requires daily care by plumping, re-dressing and turning to maintain shape, feel and evenness of the filling.

- All cushions will naturally lose firmness in use and will soften in the first few weeks, this is normal and should be expected.
- Turn all reversible cushions and switch their positions to help give balanced wear, this prevents favoured seating positions becoming noticeable.
- A maintenance routine is important to prevent permanent creases in the covers being formed over time.
- Shake, plump and re-dress any fibre/feather filled interiors to reinvigorate fillings and restore loft in the fibres/feathers.
- Do not sit on the front edges of the cushions as this will distort their shape over time. Equally, avoid prolonged side sitting as this can create an uneven feel, despite regular rotation of the cushion.



# Guarantees & warranty



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We're proud of our quality and we trust that with regular care, you can expect the furniture is built to last. For your peace of mind, the product is supported by a manufacturing warranty and structural guarantee.

## From the date of delivery into your home, we offer:

- 2 year manufacturer's warranty including, but not limited to Upholstery cover (fabric/leather), Stitching, Zips, Interiors and Fillings, Springs and Webbing, Feet and Castors, Actions, Hinges and Mechanisms.
- 15 Year frame guarantee against structural defects in design, materials and workmanship, which includes loose joints and timber breakages for everything except sofa beds and stools, which are 2 years.

Both the warranty and guarantee are subject to the following conditions and exclude use in a non-domestic or commercial environment, damage due to expected wear and tear, misuse or abuse.

- Use at the original delivery address.
- Non transferable and valid for the original purchaser only.
- Excludes ex display or clearance models.
- Retained in the original manufacturing specification (modifications unless authorised are not permitted).
- Adherence to the correct care and cleaning.
- Connecting brackets, feet and retaining screws provided are correctly fitted and maintained.

The terms of these in no way limit your consumer, legal and statutory rights.

**Habitat Furniture Care Line**  
**0345 601 2895**

