



Customer Care Manual

Overview of Care, Maintenance and Warranty

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Tag us @luontofurniture and hashtag #NotYourTypicalSofa

We'd love to see our furntiure in your space!

1 Commissioning of the Sofa

The packaging of the produce is intended only for the transport of the produce. Long-term storage of a piece of the furniture in the storage package may permanently damage the padding and surface materials.

The product should not be transported or stored for long periods in humid or cold conditions, as cold and humidity can cause damage to the surface material, including leather.

During the winter, the product package should be opened immediately at room temperature and allow the piece of furniture to warm for about 1 hour before subjecting it to any pressure (i.e., by sitting)

Avoid sharp objects when opening the product package, as they may damage the product.

Storage and transport may temporarily cause deflection of the cushions or surface material; however, the foam and surface material will resume to its original and proper form over time. Models with padded cushions often require manual fluffing when taken into use and also occasionally during use. Models with stuffed pads, we provide a separate guide for how to perform the fluffing. It is recommended to keep the guide with this manual.

Often, legs for the furniture are delivered separately so the legs should be mounted by the customer before the commissioning of the furniture. When mounting the legs, follow the pictogram supplied separately with the furniture.

2 The Use of the Sofa

- Never move the sofa by pushing it on the floor or the carpet, instead by lifting it from the bottom of the frame.
- Do not lift from the armrests or the upholstery.
- Never place the sofa in intense sunlight or too close to a heater (i.e., radiator, fireplace, furnace)
- Do not place the sofa in a room in a place obstructing the path of an opening or closing door.
- Pay attention, and understand the proper use of each function.

Videos on all of our functions are available for viewing on the Luonto® website (www.luontofurniture.com) or YouTube Channel (www.YouTube.com/LuontoFurniture)



Scan this code with your Smart Phone Camera to go right to our YouTube Channel to view Function Videos

Once each year, tighten the screws on the legs and in the frame of the sofa. These can be accessed by turning the piece over on the floor.

Check the protective pads under the legs of the sofa are suitable for use. Also check the condition and stability of the pads at regular intervals and replace them if necessary.

- Please use these Safety Precautions when using the Sofa:
- Do not jump or stand on the furniture. Sofas are meant for sitting.
- Do not sit on the armrest or the backrest.
- Do not overload the sofa. Each seat is designed for one person.
- Follow the manufacturer's special Instructions

3 Structure of the Sofa

3.1 Frame and Suspension System

The frame of the Luonto® sofas are made of solid spruce wood, birch plywood, and fiberboard. The frame is tested for stress according to the most demanding standards (ISO EN 7173 7.3-7.9 + 7.10, Seitek 159L961408). Luonto® offers a 10-year warranty on the wooden frame and spring suspension of all the furniture. The Seat Suspension System is durable and composed of fully hardened No Sag springs. There are a minimum of 4 springs per seat, to ensure excellent posture and a comfortable seat.

- The frame and suspension systems are maintenance-free.
- Seat frames are joined with durable finger-joints.
- Plywood is used for structural components requiring high stiffness. The properties of plywood are more favorable than that of solid wood for this use.
- Fiberboard (Hardboard) is used only in areas not subjected to

loading (i.e., armrest surfaces, backrest surfaces)

- Curved sections of the sofa frames, such as specific armrests, specially made fiberboard is used.
- Finger-joints in the frame are glued with PVAC glue to make permanently strong joint while not causing allergies.

At times, when exposed to warm places, natural wood resin can secrete from the wood. If this occurs, scrape off the resin and cover the area with tape.

NOTE: The branch traces and micro cracks in the surface of the frame are not product defects rather are properties of the wood.

3.2 Padding and Stuffing

All stuffing and padding use only first-rate Freon-free and meets international standards (i.e., OekoTex and REACH Regulation)

IMPORTANT! Due to the nature of use of upholstered furniture, it is normal and expected that there is some cushion fatigue and deflection. This is not a material or manufacturer defect. During the first three months of use, foam polyurethane pads lose part of their initial elasticity. After that period, the change will slow down and the resilience will remain perceivably the same for the years ahead. The change in elasticity is due to pressure on the cushion caused by sitting, whereby some of the microcells in the polyurethane are opened. This is a physiological property of the material not a manufacturing defect.

The softer the cushion (i.e., Soft foam), the larger its deflection and stretching of its upholstery material is when sitting.

Hard seat cushions retain their shape better due to their lower flexibility, and therefore the upholstery material is stretched less. These firmer seats are recommended for most people due to its superior quality.

- The unique features of the feather/foam rubber blend pads are that the filling flows and takes shape inside the upholstery material, and this is not a manufacturing defect.
- Soft wadding pads cushions made of siliconized polyester fiber, e.g., on the back/armrests, require manual fluffing/enhancement from time to time. Together with the models with the wadding pads, we provide a separate guide on how to perform the fluffing.
- Small waves or wrinkles may occur on the surface of the upholstery

material as a result of the depression of the cushioning. This is the physiological characteristic of the cushion, not a manufacturing defect.

- The stretching of the upholstery material is most clearly visible in large, uniform upholstered surfaces and in the seating areas where sitting occurs most often. There are also differences in stretching depending on the quality of leather or fabric.
- In the case of sofas equipped with bed mechanisms and loose cushions, the upholstery material of the seat cushions is stretched more strongly because the cushions are detachable and not fixed to the wooden frame.
- If your sofa has reversible cushions, it is advisable to turn them around regularly so that the surfaces of the cushions wear evenly and the cushions return to their shape better.
- In a fixed-upholstered sofa, you should vary the seating place in order to provide even load to the cushions.
- Avoid strong beating as it damages the fabrics, fibers, and padding of the sofa. Current furniture cushions are dust free.
- If the cushions get wet, they should be well dried because the foam can absorb fluid up to 90% by its volume.

All foam materials used by Luonto® have been tested in accordance with international standards for stress and wear tests (BS EN ISO 3385: 1995, ISO 845 and 1856, EVS-EN ISO 2439 A). Most of the foam meets fire safety standards (EVS-EN 1021-1 & 1021-2, CAL 117). In accordance with the above-mentioned standards and due to the manufacturing process of foams, it is entirely natural and permissible for polyurethane foam to have a maximum of +/- 15% hardness differences between different manufacturing batches. Maximum tolerance rarely occurs; normal tolerance is about +/- 10%, which one can already notice in the feeling of the seat. For the Superior molded cold-cure foam polyurethane, represented by Luonto®, their manufacturer grants a separate 10-year elasticity guarantee (= foam resets 95% to its original thickness during the above-mentioned period).

NOTE: When comparing seats, it should always be noted that the width and structural differences of the frames may cause differences in the feeling of the seat. This is normal, therefore there is no material or manufacturing

error. (i.e., the corner and chaise sections of the sofa often differ from the regular seating place by their structure and spring-length)

3.3 Bed and recliner mechanisms

Many of the bed mechanisms used by Luonto® are intended for temporary use, however Luonto® also manufactures models designed for regular sleeping. Products equipped with mechanisms always have different seating comfort (usually a bit harder) compared to products without a mechanism.

In addition, the seat depth and dimensions of the couch equipped with the mechanism may differ from the sofa without the mechanism.

- The bed mechanism is not intended for jumping or sitting when the bed mechanism is opened.
- There may be differences in the front panel of the furniture equipped with a bed mechanism, compared to armchairs and couches without a bed mechanism; a straight front panel is always installed in front of the mechanism.
- In the sofas equipped with a bed mechanism, the mechanism determines the height of the legs of the sofa.
- The individual invisible surfaces of the equipment (the underside of the seat and back cushion, the underside of the product, etc.) and the surfaces that are visible when the bed mechanism is opened (spring mattresses, other parts of the sofa beds) will be upholstered with a technical fabric. The appearance, quality or other characteristics of the technical fabric may change, and the manufacturer reserves the right to use other technical fabrics compared to the models displayed in the store.
- To ensure the usability of the mechanisms, small gaps or clearance are designed between all moving and solid parts. They belong to the product and are not material or manufacturing defects.
- The moving parts and joints of the mechanism are lubricated by their manufacturer at the time of manufacture to ensure their functionality and to prevent possible squeaking noises.

It is perfectly normal that during use of the mechanism, the lubricant will dry out or wear out and has to be added to allow the mechanism to function and make as little sound as possible. It is recommended to check the need for the lubrication of joints a few times a year and if

necessary, adding lubricant. Avoid using oil or other fluid lubricants; the best lubricants are the so-called Teflon based dry lubricants. They stay the best in the joints and do not flow to the cushion of the mechanism or to the upholstered parts. However, even the best lubricant does not entirely prevent the specific sound of specific mechanisms occurring due to the metal joints and springs therein. The above sounds characteristic of the mechanisms are thus not material or manufacturing defects.

- For some mechanisms, it is possible to select a motor controlled by a button, handle or touch sensors. When using these, always follow the manufacturer's instructions and make sure that the voltage and current supplied are correct and level and that there are no electrical power surges (can break the motor or switch). There is also a rechargeable battery available for certain powered recliner mechanisms. Despite the above recommendation, the battery manufacturer cannot monitor the correct use and maintenance of the battery, which is why it does not grant a warranty for the product. Luonto® grants a 6-month warranty for batteries explicitly used for its products.
- Be careful to keep fingers or other parts of the body away from the moving parts of the mechanism!

4 Upholstery and the Appearance

IMPORTANT!

- The color shades and the surface structures of the material samples (leather, fabric, wood) are indicative and may have variations in the manufactured batches. The resulting tonal differences are not considered quality defects.
- The shade of the wooden legs may differ slightly, i.e., from the tone of the decoration list or from the seller's color sample that is indicative. There may also be differences in wood grain pattern because wood is a unique natural material.
- The furniture becomes worn in use, like all consumer goods, so there is



Figure 1. Seat Indentations

always some indentation in the use of cushioned furniture due to the stretching of the upholstery and the fatigue of the padding (see Figure 1). These are not manufacturing or material defects.

- Products covered with fabric and leather may have a distinct odor due to normal product treatment and production technology. Generally, this characteristic will disappear within a few weeks. If necessary, Leather Master deodorizing products can be used to remove odor.

4.1 Use & Care Instructions for Upholstered Furniture

- Keep furniture at least 50 cm away from heat sources such as radiators and fireplaces. Long-term placement near them may be damaging to the upholstery material. Heat may cause, for example, drying, cracking or hardening of the leather.
- Avoid placing furniture in direct sunlight or close to bright lights so that their color does not fade over time.

Aniline leathers and certain semi-aniline leathers, as well as upholstery fabrics, are particularly sensitive to intense light.

- Furniture does not like rapid heat and moisture fluctuations. Observe and try to adjust the relative humidity of your apartment throughout the year as close as possible to the ideal moisture content of 40 to 60%.
- Do not allow pets to climb on top of furniture, as the sharp nails of the pets may scratch the upholstery. In addition, the saliva and other acidic secretions of the pets may corrode surface material, especially leather.
- Human sweat can also corrode leather and fabric upholstery. In particular, under specific medication (e.g., medication for atherosclerosis or diabetes), components may be formed in the sweat which damages surface materials.
- Do not place hot objects (iron, hot dishes, etc.) on the furniture.
- Do not dry wet clothes or objects on top of the furniture.
- Dark clothes that bleed color easily (e.g., jeans) can stain furniture upholstery. Removing stains afterward is very difficult.
- Never use corrosive chemical substances or paints near the

furniture. For example, nail polish, nail polish remover, bleach, hairspray, glue, cosmetic product, shoe wax and also general detergent should be kept away from the furniture upholstered with leather and fabric. When cleaning your furniture, you should avoid standard household cleaners and ALL solvent and oil based products as they may destroy the surface material. The old wisdom still applies when taking care of sofas: regular maintenance cleaning with neutral substances is better than shock therapy with strong, surface-consuming substances. We recommend water-based Leather Master and Textile Master products (www.leathermaster.fi) for furniture care and protection. Leather Master's product range includes its own care products for different leather types, fabrics, and wood.

For our new upholstered products, as a special order, is also available factory protection which is made with water-based Leather Master products already in the factory when manufacturing the product. This protective coating helps to repel dirt and to facilitate cleaning of the furniture. If you did not purchase the factory protection when ordering the product, it could also be done later with Leather Master products.

NOTE: Do not use protective coating products on AquaClean fabrics

4.2 Fabric Upholstery

Fabrics have been manufactured and tested for their use and strength properties in accordance with international EN ISO standards. For all our fabrics we also have performed a cigarette flammability test (EN 1021-1: 1993).

Natural fiber fabrics (cotton, wool, linen) have a pleasurable feel and are anti-static. When properly treated, natural fiber fabrics are long lasting, and with finishing treatments, their properties can be further improved.

In blended fabrics natural fibers are mixed with other natural fibers or synthetic fibers, or various synthetic fibers are mixed together. The fiber blends can be used to control the fabric's properties and have more impact on the appearance of the fabric.

Synthetic fiber fabrics are durable and easy to care for. Polyester, polypropylene, and polyamide fabrics are easy to use, as they are

often water washable. The synthetic fiber fabrics have excellent abrasion resistance, and the fabric retains its shape for a long time. Velvets and napped fabrics are characterized by their soft velvety surface. In velvet fabrics, the napped surface is carried out with a velvet weave. Other napped fabrics include, for example, micro plush, where the nap is attached to the surface of the fabric with an adhesive, and chenille fabrics in which the napped surface is generated by using a chenille or velvet yarn in the weft and/or warp. High-quality velvets and napped fabrics are generally quite durable as the nap adds to the fabric's thickness and acts as a protective bumper for the actual fabric structure.

IMPORTANT!

- Fabrics made from natural fibers, such as linen and cotton, often shrink actively during the washing process. They are also prone to wrinkling if the fabric is washed too tightly. Therefore, they should be washed very loosely in the washing machine or by hand. When washing by hand, you should also remember that moisture may cause natural fibers to darken permanently. Therefore, it is advisable to limit the area to be moistened/washed on a sufficiently large surface so that no darker spots emerge on the surface of the fabric.
- Depending on the fabric quality, lint can emerge on the use of the fabric when the short fibers disengage from the surface of the fabric and move to the edges of seating surfaces of the furniture. In addition, the lint easily attaches to fibers that are loose from the carpets or garments that appear like a bobble on the surface of the fabric. The lint and the loose fibers can easily be removed from the fabric surface with a lint shaver, which is sold, in furniture stores and department stores. At the beginning of the use of furniture, the lint is more likely to occur, but after shaving, the lint will be reduced, and ultimately its formation will cease altogether. The wear resistance of the fabric remains usual even after the shaving of the lint. The emergence of lint is entirely natural for many fabrics made from artificial fibers and is not a material or manufacturing defect.
- It is typical for fabrics with a napped surface that on the surfaces that are repeatedly under pressure (e.g., seats and armrests) may over time appear depression traces when the nap crashes/bends. The depressions are distinctly darker or lighter areas, due to the

folding of the light in differently bent fibers. This phenomenon is called shifting and is a normal feature of a fabric type, not a material or manufacturing defect.

- The synthetic fibers of the fabrics may cause static electricity. The lower the humidity of the air, the higher the likelihood of occurrence of static electricity. For preventing static electricity, you can use the Anti-Static Spray for micro and synthetic fibers of the Leather Master product range.

4.2.1 Treatment and protection of fabric surfaces

To keep the fabric upholstery clean and in good condition for a long time, it must be maintained, cleaned and regularly protected against the damaging effect of the environment. Weekly cleaning of fabric-covered furniture prevents impurities from absorbing into fabric fibers. Impurities enhance the abrasion properties of the fabric and thus speed up wear of the fabric.

- Remove dust and impurities from the surface of the fabric regularly with a soft brush or a vacuum cleaner set to medium power and fitted with a padded, furniture/textile nozzle designed for this purpose. Be careful not to use hard nozzles; they may break the fabric fibers. Do not rub the sofa heavily. In addition to vacuuming, we recommend the use of fabric protection product suitable for furniture upholstery 1-2 times a year. The fabric protection product helps to protect the fabric from dirt and facilitates stain removal.

Use of strong chemical substances is not recommended for fabric upholstery because they can damage fabric fibers and significantly shorten the life of the upholstery. We generally recommend water-based products from Leather Master's Textile Master product line (www.unifersusa.com) for fabric-coated products.

Note: When choosing care and cleaning products, always make sure the product is suitable for your furniture's upholstery material. The use of all cleaning, care and protection products is always the responsibility of the customer. Use of care products should follow the instructions that come with your product. Improper dosing and distribution of products together with the use of improper products may lead to damage to the surface material of the product.

If you are not sure what product should be used, or what should be

done, consult a specialist or ask your fabric importer or distributor for instructions on proper care and cleaning.

NOTE: Do not use protective coating products on AquaClean fabrics

4.2.2 General instructions for stain removal from the fabric surface

- Remove any generated stains as soon as possible so that they don't have time to be absorbed into the fabric.
- Only handle the stain.
- Carefully remove the solid dirt, e.g., by scrapping with a spoon. Avoid using sharp objects!
- Soak the stains without rubbing. Remove the stain with a circular motion, moving from the outer edge of the stain to its center.
- Use water and stain removing products sparingly, as the material below can be damaged or stain the cover.
- Absorb moisture into the kitchen towel.
- If you replace the stain removing product, let it dry first.
- Try the substances you are using first in an inconspicuous spot!

Beware of

- Cleaning products and treatment measures that are incompatible with the care instructions for the upholstery material
- Bleaching cleansers for colored fabrics
- Excessive abrasion and brushing of napping fabrics
- Sharp objects
- Abundant use of water and abundant moisture
- Beating.

4.3 Leather upholstery

Luonto® uses high-quality and the most homogeneous upholstery leathers in its sofa furniture. All upholstery leathers go through precise selection and quality management processes at various stages of production. All the leathers used are manufactured according to current laws, guidelines, and recommendations and meet all international standards (BS EN 13336, REACH Regulation and SVHC List).

- The furniture leathers have undergone surface treatment for dirt, moisture, and grease.
- Each leather hide is unique in its structure, appearance, color, and size. The leather hide shows the traces of nature, vegetation and animal care. The leather is a natural product, and the scars, blood vessels, insect bites, wrinkles, abrasions, etc., are not defects, but the signs of genuine leather (see Figures 2, 3, 4 and 5). These traces do not undermine the durability of leather.
- The shade strength of different leather furniture batches or different parts of the furniture may vary (see Figure 6). There may be differences in the strength of the grain pattern of the different parts of the genuine leather due to variations in the leather's thickness in the various parts of the hide and the hide stretching differences under treatment (see Figures 7 and 8). These tone and pattern differences are the natural properties of genuine leather, not material defects.



Figure 2. Healed scars



Figure 3. Blood vessels



Figure 4. Insect bites



Figure 5. Wrinkles



Figure 6. Differences in tone

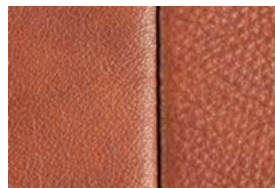


Figure 7. Grain differences



Figure 8. Smoothnesses



Figure 9. Stretching

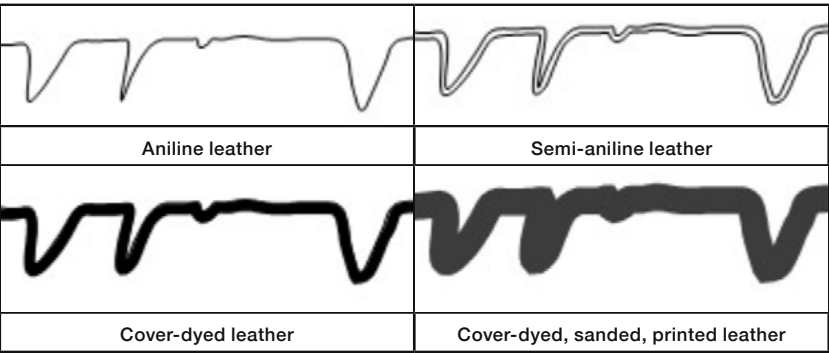


Figure 10. Real vs. Artificial

- Individual unobtrusive flaws in leather upholstery can be repaired, and no such repairs are defects.
- There are variations in the softness of the various parts of the leather. The difference in appearance between the sewing seams

and the wrinkles caused by the softness differences are not defects but the characteristics of the leather.

- During the use of the furniture, the leather ages, patinated and the color tone slightly fades. Small hairline cracks and abrasions may occur on the surface of the leather, especially at the full places such as the seat and the backrest. These changes are not covered by the warranty.
- All leathers age and patinate in use in a slightly different way depending on the history of leather and its daily use and care. Although leather furniture can withstand heavy wear, their appearance may change over time.
- The elasticity of the leather on the cushion surface is limited, and the leather cannot be permanently restored to its original shape. Therefore, for example, the leather-covered seat cushions may loosen over time (see Figure 9).
- Genuine leather and artificial leather are two entirely different materials that are made using different technologies. As a result, the color reproduction of the materials differs in different lighting conditions, and there may be differences in color between the artificial leather and the genuine leather (see Figure 10).



Aniline leather is the highest quality leather type. It is made using the most suitable bovine hides. Aniline leather is characterized by the appearance of natural irregularities, such as scars and color hues. The leather is cover-dyed and its surface is not sanded, repaired or pigmented. Due to its thin finish, the aniline leather is more sensitive to external wear than other types of leather and patinates in use.

Semi-Aniline leather (*Nature, Labrador*) differs from aniline leather with light sanding, but also on the surface of the semi-aniline you

can see the natural features of leather. Depending on the leather quality, the semi-aniline leather has a light finishing layer and a wax or varnish layer that protects the leather during use.

Cover-dyed leather (*Soft Antique, Natural Soft*) surface is sanded and repaired before its final staining. After dyeing, a protective lacquer finishing layer and mechanical graining (printing) are usually applied to the surface of the leather. This way a protective layer is created on the surface of the leather, which reduces the need for maintenance and protection of the leather during use and improves the wear resistance of the leather.

4.3.1 Treatment & Protection of Leather Surfaces

Leather is pleasant and long-lasting upholstery material and it just gets better with age. However, because it's a genuine natural material, it requires proper care to withstand a long life. We recommend Leather Master products (www.leathermaster.fi) for care and protection of leather furniture.

- All leather surfaces will last longer if they are pre-treated. You can apply Leather Protection Cream on an aniline or dyed leather surface to better repel stains and prevent accumulation of dirt. Particular care should be taken to protect the most heavily used areas such as seat cushions, armrests and backrests.
- Wipe the dust off the leather surface like any piece of furniture. Lightly moisten a white cloth (i.e., a cleaning cloth) with water and wipe the dust off the leather surfaces once a week. Dust particles can be removed from the leather surface entirely, no dust can penetrate through the leather. For this reason, leather furniture is ideal for allergy sufferers.
- To remove more severe dirt, use Leather Master products that are suitable for leather surfaces if necessary. Follow the user's instructions supplied with the product.
- Clean the leather furniture correctly with the Leather Master products that are suitable for leather surfaces at least 1-2 times a year to remove the accumulation of dirt, oils, and sweat. Aniline leathers are exceptionally absorbent so they should be cleaned more often (2-4 times per year) if they are in active use, such as in the living room. After cleaning, apply Leather Protection Cream to the leather to protect it again.

Beware of

- gasoline and solvent based cleaning products
- alkaline and acidic cleaning products
- abrasives
- hairspray and nail polish
- dry room air, radiator proximity, direct sunlight
- buttons and staples, e.g., in jeans; may scratch the leather
- dye-bleeding clothes on light leather; clothes may stain the leather
- stains from the oils of hair and hands
- rubbing the leather when wet
- drying the leather, i.e., with a hairdryer.

5 Tests

The Luonto® furniture has been tested for use and stress according to the most demanding standards (SFS-EN 1728, 1022 and 12520). All new models are tested in the laboratory according to the above mentioned international certifications before being approved for production.

5.1 Stress test

In the stress test, the test device sits on the sofa more than 100,000 times with an 80-kg weight. In addition, in the course of the test, separate stress is applied to the armrests and the sides and the back of the sofa. After that will be checked how much the frame structures, cushions and surface material are worn out in the test (ISO 7173 7.3-7.8 + 7.10, Seitek 159L961408). Luonto® sofa furniture has received the highest possible ratings from the test. The foam materials used by Luonto® have also been tested in accordance with international standards for stress and wear tests (BS EN ISO 3385: 1995, ISO 845 and 1856, EVS-EN ISO 2439 A).

5.2 Fire safety test

Increasingly more stringent requirements for fire safety are set for furniture. A specific heat resistance and the time the cushion must

withstand fire without igniting have been set for cushions. Most of the cushions Luonto® uses meet the fire safety requirements (EVS-EN 1021-1 & 1021-2, CAL 117). The wadding and cushions used by Luonto® have been tested at the Fire Engineering Department of VTT Technical Research Centre of Finland Ltd (BS 5852: Part 1). Surface materials must not ignite from a burning cigarette. The upholstery fabrics and leather used by Luonto® have been studied at the Testing Laboratory of Lahti University of Applied Sciences (EN 1021-1: 1993).

Note: Although our products are tested for fire safety, it does not guarantee that they will be completely non-combustible. Do not let your sofa furniture be exposed to fire or heat that could cause it to ignite.

6 Environmental Protection

Luonto® furniture is made as much as possible by saving the environment and our aim is to minimize the ecological footprint of our products throughout their life cycle. We are committed to complying with all environmental regulations for the furniture sector. More than 80% of the industrial waste generated at our factory is recycled or otherwise taken into use. For example, wood waste generated from production is utilized in heating of production spaces, and foam rubber, wadding and leather waste is either recycled back to the manufacturers or provided to craftsmen.

6.1 Recycling of packaging materials

Luonto® product packaging contains recycled plastic and cardboard, this packaging can be recycled. Some of the packaging contains Styrofoam and foam rubber, these plastics, protection components of the packaging are energy waste, these components can be delivered to a plastic recycling facility if available in your area.

If you are uncertain about sorting the packaging material, contact your local waste management organization. Waste sorting and recovery is implemented in different locations and regions in different ways. For detailed instructions and information, contact your local waste management authority, waste consultant or waste disposal company.

7 Product Warranty

The general warranty for our products is 2 years (unless otherwise agreed with your reseller, please check with your reseller). In addition, we grant a 10-year frame warranty for the wooden frames of our sofas and armchairs. The mechanisms and motors we use are covered by a 2-year warranty provided by their manufacturers, with the exception of our batteries used in our products, which have a six month warranty. For the Superior seat cushions made by molded cold cure foam, their manufacturer grants a separate 10-year elasticity guarantee (= foam rubber resets 95% to its original thickness during the above-mentioned period). The warranty does not cover defects caused by normal wear and tear, misuse of the product, or negligence of care. Also, normal wear and tear on the upholstery surfaces, as well as loosening and compression due to the use of cushions, are not covered by the warranty.

Note: The warranty is only valid for the original owner, it is not transferrable.. The original purchase receipt must be kept until the end of the warranty period and be presented in case of possible damage.

7.1 Warranty Terms

The warranty is valid when the consumer complies with the transportation, storage, installation, operation and care instructions of the furniture. Faults occurring during the warranty period are repaired without charge, except for defects that are due to reasons beyond the seller/manufacturer or of which the buyer has been warned/informed in advance, for example in this owner's manual. All other "defects" occurred are agreed on a case-by-case basis, as well as the cost arising from them to the buyer.

Installation, operating and maintenance instructions for furniture are neglected if it can reasonably be assumed that the furniture or its individual surfaces have been mechanically or thermally treated with water or vapor, corrosive, dyeing or other materials resulting in defects in the treated areas. The seller undertakes to repair/replace any faulty or defective parts of the furniture that became evident during the warranty period and covered by the warranty within a reasonable time after the fault has been detected.

In case of complaints, contact the furniture retailer. In addition, the

necessary identification information on the manufacturer's product label at the bottom of the product must be submitted to the reseller (the photo taken of the label is sufficient). In the case of warranty service and repair, the buyer must present a document that certifies that the furniture has been purchased from our reseller and that the product still has a warranty period remaining.

Note: Any complaints made on the model furniture having been displayed and in use in the store for a long time are always handled on a case-by-case basis.

The following products are not covered by warranty:

- whose warranty period has expired
- whose user's instructions have been neglected
- which have mechanical defects or defects and signs due to improper use, improper assembly, improper repair, or improper transportation
- the effective permissible loads of which have been exceeded
- which the consumer has deliberately or negligently damaged
- the defects which have been caused by external objects, liquids, animals, insects, etc. ended up inside the furniture.
- whose defects have been caused by structural changes
- which have not been used appropriately or,
- which have been stored for too long, in a wrong way or under wrong circumstances.

Frame Warranty for 10 Years

Warranty terms:

- The furniture is intended for people's normal sitting. Just one person can sit in the chair, two persons in a two-seater sofa, etc. The warranty does not replace the breakdown due to a higher weight.
- Do not stand or jump on top of the furniture. Back or armrests are not intended for sitting.
- Furniture must always be kept at average room temperature. Moisture or cold may damage the Product.
- The furniture should always be lifted from under the frame, not from the armrests or from the upholstery. Move the furniture by

lifting it, do not push it on the floor.

- Transportation damage is not covered by the warranty.
- The frame warranty applies only to the wooden frame, not to suspension system, upholstery, padding, stitches, bed mechanism, the metal frame or swing mechanism of TV chairs. They are granted a 2-year warranty, with the exception of batteries with a six-month warranty.
- Normal wear and the deformation of cushioning and surface materials during their use are not covered by the warranty.

Notes

[illegible]

This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, leaving small margins at the top and bottom. There are no vertical margin lines, text, or other markings on the page.



LUONTO
FINE FUNCTIONAL FURNITURE

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