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This Care Guide is part of the Furnishing Industry Association of Australia's Furnishing Quality Program

Congratulations on the purchase of your Contour Product. To enjoy the full features and benefits of our furniture please read and follow the instructions listed in this guide carefully.

The Furnishing Quality Program is a combination of the industry Code of practice, quality endorsements and consumer information. It is a national program developed with the Federal Bureau of Consumer Affairs, the ACCC, all sectors of the Furnishing industry, and consumers.

This booklet helps to ensure valuable furnishing purchases are suitably cared for, and in providing this important information, it compliments the Furnishing Quality Program.

## INTRODUCTION

*Selecting and buying furniture is one of the most significant home investments you will make, and a key element in preserving that investment will be the regular care you provide.*

*This care guide has been prepared by the Furniture Industry Association of Australia (FIAA) to help you, the buyer, maintain the feel, comfort and appearance of your furniture throughout its lifetime. Always remember to read the care labels and instructions that come with your furniture. If there are none, contact your retailer. Keep these instructions, along with any guarantees and brochures, in a safe place for future reference.*

*The information in this booklet is a guide only. For specific information or if you have any doubts you should seek professional advice quickly and early in order to minimise potential damages. In the case of upholstery maintenance, The Australian Carpet Cleaning Institute keeps details of certified upholstery cleaning technicians. They can be contacted for a professional in your area.*

### **CAUTION:**

**FAILURE TO FOLLOW THE INSTRUCTIONS ON THE PRODUCT CARE LABELS AND IN THIS SPECIALLY PREPARED BOOKLET MAY VOID YOUR WARRANTY.**

## FABRIC CARE

Various factors determine the life expectancy of your fabric: colour, weight, fibre content etc. Due to so many variables some fabrics may require specific cleaning solutions or procedures. For this reason it is impossible to provide a single cleaning code to cover all fabrics. By law, all furnishing fabrics must be provided with a Fabric Care Label to advise correct and suitable care instructions for your specific fabric. Your Care Label will be located on the furniture by hang tag or label sewn under the cushion or flounce or given to you by your furniture retailer.

Always refer to your Fabric Care Label before attempting ANY clean.

**The following information is relevant to ALL fabric covered furniture and is provided by CONTOUR FURNITURE to help you attain your fabrics's maximum life expectancy.**

### ***Vacuum regularly.***

At least once or more per week - all surfaces, cushions and decking. Dust accumulates daily on all fabrics and is abrasive. Accelerated wear is to be expected if regular vacuuming is not carried out. Always use an upholstery attachment. Use a high-filtrate vacuum for dust sensitive occupants and best vacuuming results.



***Rotate / reverse cushions regularly.***

At least once per month to minimise "favourite chair syndrome" -i.e. more obvious soil build up on the most frequently used seat/s.

***Prevent UV damage.***

Using sensible window treatments, cushion rotation and furniture rearrangement will all help minimise colour loss and/or fibre damage caused to most fabrics by UV exposure. Even short regular exposure can cause damage.

***Keep pets and sharp objects away from fabric.***

Fur is particularly oily and may cause permanent discolouration. Claws, belt buckles, heels, keys and knives etc. can cut and/or pull fibres causing permanent fabric damage.

***Pilling can be expected on some fabrics and this should not be considered a fabric fault.***

Fibre pills can be removed by using an electric pilling machine (available from haberdashery stores). Lightly rotate the head of the pilling machine over the affected area to rectify. This will not damage the fabric when done correctly.

***Do not sit on the edges of the cushions or arms.***

This can cause premature wear of fabric and cushion inners plus distortion to padding under the fabric.



## PROFESSIONAL FABRIC SERVICING

**Consider fabric protection.** For easy care and longer lasting fabrics "fluorochemical" type fabric protectors (such as DuPont Teflon®) applied by licenced applicators only **can** be useful. ("Silicon" type fabric protectors are not recommended)  
NOTE : FABRIC PROTECTION MAY VOID WARRANTY

First check your care label to see if a mill-applied protection was incorporated during the fabric manufacture. It is not necessary to apply an after-market protector over mill-applied protectors on new fabrics. **Fabric protectors do not eliminate the need for vacuuming, routine cleaning or proper care of fabrics.** It will, however, make spot cleaning and vacuuming quicker, easier and more efficient between professional cleans, to keep your fabric looking cleaner longer, extending the life of your fabric. Professionals applying fabric protector must always pre-test to qualify fabric suitability.

**Spot cleaning products** should be selected from furniture retail store ranges or professional upholstery cleaning technicians, having first considered your fabric manufacturer's care label information. Use of soap or detergent with water is never recommended since the rinsing required to remove soap residue usually results in overwetting, watermarking and possible wetting of substructure (this may create other stains or damage).

**Professional cleaning frequency** is determined by the furniture use, your own maintenance upkeep and environment conditions. **Overall cleaning is recommended every 12 months for most family room lounges as a good rule of thumb.** However, as soon as you notice any slight discolouration from soil build up (usually showing on arms and seats/back first) it is time for a professional restorative clean. Difficult stains should be attended to by a professional as soon as possible and not left until the next restorative clean.

For all-over cleaning (or if in doubt about spot cleaning) use only a trained professional upholstery cleaning technician.

### *Always*

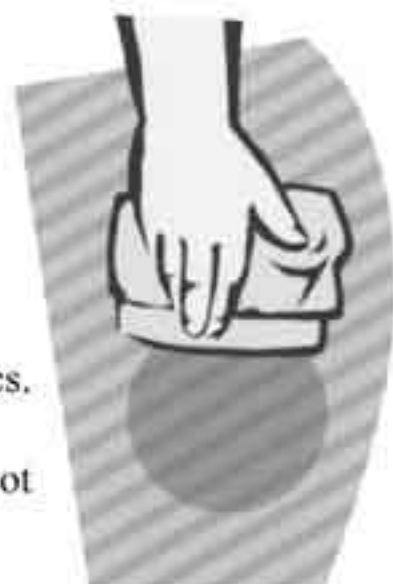
- ❖ Attend to spills or marks immediately, being careful not to push the stain into the fabric.
- ❖ Check and follow fabric manufacturer's care labels for information relevant to your fabric. Use the specified type of solution only.
- ❖ Most stains can be treated with dry cleaning fluid or upholstery shampoo. For older stains, vacuum before attempting removal. Always work inwards from the edge of the stain with a clean white absorbent cloth. Use small amounts of cleaning fluid at a time and blot between applications. Be gentle and use a dabbing motion with a clean section of cloth for each dab. If agitation is necessary use a soft brush.
- ❖ Where label advises spot cleaning as suitable, solution is usually categorised as "water" (wet clean) or "solvent" (dry clean - 'P' indicates perchlorethylene)
- ❖ Pre-test solution on an inconspicuous area of the fabric by pressing/wiping against fabric (at least 6-12 presses/wipes in one direction).
- ❖ Check fabric is colourfast to the solution by noting any traces of colour transferred to the cloth.
- ❖ If colour transfer is evident, your fabric is not colourfast. Do not attempt further spot cleaning. Contact a professional cleaning company.



- ❖ If pre-test shows no change to fabrics colour or look, continue as per instructions only.
- ❖ If stains persist, get expert advice from a professional cleaning company.

### *Never*

- ❖ Never use bleach, acid or hard surface cleaners on fabrics.
- ❖ Never overwet fabric - allow to dry between repeated spot cleaning procedure.
- ❖ Never use a radiator or any heat on a spot cleaned area.
- ❖ Never rub the fabric when cleaning a stain as this may damage fibers and/or finishes.



## REMOVABLE COVERS

If you have purchased furniture with removable covers, it is advisable to look after them according to the manufacturer's specific laundering instructions.

If your covers are recommended for Dry Cleaning, take them to, a reputable Dry Cleaner, such as a member of the Dry Cleaning, institute of Australia.

If your covers are Washable, you will find the washing instructions sewn into a seam inside the covers and you should follow these precisely. If covers are too bulky for your domestic washing machine many Dry Cleaners can offer you a professional laundering service.

Some fabrics are specially manufactured for removable covers and as such will be pre-washed and pre-shrunk. This pre-wash before cover manufacture helps covers retain the original shape and size.

***Washable Covers:***

Do not wring or squeeze fabric.  
Lay covers flat when drying.  
Keep out of direct sunlight.  
Light steam iron (if necessary only)  
Iron on reverse side only.

***Dry Cleanable:***

Do not launder in washing machine.

NB: Check at time of purchase whether your covers are considered removable covers. The presence of zips is NOT an automatic indication that covers are removable as some manufacturers use zips to simplify the manufacturing process.

**SPECIAL CARE OF PILE FABRICS**

Pile fabrics, such as velvet and flocked fabrics, can show shading.

Shading that appears most evident on seats, backs and arms is usually through wear. To keep pile fabrics looking their best and to help prevent crush becoming permanent, regular brushing of the pile in the right direction will help restore and maintain correct "pile direction". It is recommended that brushing be done on a regular basis such as after each (weekly) vacuum.

Shading can also be caused by handling the furniture. Simply brush the pile back to its correct "pile direction" to rectify shading from handling.

If your pile fabric is suitable for spot cleaning, do not over agitate when spotting (as this can cause permanent distortion) and always finish by brushing in the correct pile direction.

Always pre-test spot cleaning solution and method to ensure satisfactory visual appearance and pile set on drying.



## CARE OF FEATHER, FOAM OR FIBRE FILLED CUSHIONS

Feather and fibre filled cushions should be shaken and fluffed regularly. Regular fluffing will help to maintain the special look the soft fill cushions provide.

Failure to maintain plumpness of feather and/or fibre filled cushions can result in flattening of filling that may not be restorable except by replacing with new filling.

Some foams can lose initial firmness with use. All cushions should be turned and rotated regularly to even the wear.

If feather inners should ever require replacement or cleaning, it is recommended they be taken to professionals who specialise in the care of feather filled items, doonas and pillows. Some dry cleaning shops also specialise in feather filled items.

### *Never*

- ❖ Never machine wash feather filled cushions and inners.
- ❖ Never overwet feather filled cushions.



**ALWAYS CHECK CARE LABELS  
ATTACHED TO EACH PIECE OF YOUR  
NEW FURNITURE FOR OTHER  
RELEVANT INFORMATION SPECIFIC  
TO YOUR PURCHASE.**

### CAUTION:

**FAILURE TO FOLLOW THE INSTRUCTIONS ON THE  
PRODUCT CARE LABELS AND IN THIS SPECIALLY  
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# HOW TO CARE FOR YOUR FURNITURE



## TO EXTEND FOOTREST

Pull lever on the side of the chair. The lever or trigger will activate the mechanism and the footrest will extend freely - do not force the lever. If you have a 'push-back' recliner (with no trigger or handle) simply lean back while gently pushing back with your hands, you must keep your bottom on the seat & your feet on the floor for the mechanism to easily recline.



## TO RECLINE

With the footrest extended, lean back. The back is counter-balanced requiring only minimal body pressure to move smoothly to your desired recline position.



## TO SIT UP

To return from the fully reclined position to an upright seating position, simply sit up. The counter balanced mechanism makes this action effortless. At this stage the footrest will be extended. If you have a 'push-back' recliner, simply sit up applying slight pressure with the backs of your legs, this will return the footrest in one easy action.



## TO RETURN FOOTREST

Move your body weight forward and press down with your legs until the footrest returns to the closed position. At this position it will be locked closed. Use the backs of your legs only to close the footrest DO NOT use your feet.



## PUFF CUSHIONS

Polyester filled cushion, (backs, arm pads & pillow top seats) need regular plumping to avoid 'flattening'. When a new lounge is received the cushions could be a little compressed due to transportation. These areas have zips to remove fillings to plump them up to restore puffiness and fullness.



## KEEP LEATHER SOFT

Use the leather protector - conditioner from your leather care kit at least four times a year. Pay particular attention to contact areas such as headrests, seat cushions, foot-rests and arm-pads as the salts and oils carried in perspiration can damage leather if left uncleaned for lengthy periods. In between treatments, wipe skin contact areas regularly with a damp cloth (at least once a week in warm weather).



## VACUUM

Vacuum your lounge - a build up of dust & lint can cause fabrics to break down & show signs of wear, long before their time. Regular vacuuming will help extend the fresh appearance of your fabric. Most fabrics have a 12 month warranty.



## PERSPIRATION DAMAGES UPHOLSTERY

As perspiration can damage upholstery fabrics especially leather, it is advised that direct contact between upholstery and bare skin be avoided. Also some medications can create a residue which is present in perspiration. This can cause permanent damage to upholstery and void the warranty. Always wearing a shirt while seated in the lounge can prevent damage. Regular cleaning is recommended. See points on this care label for details.



## THE FOOTREST IS A FOOTREST

The footrest is designed as a 'rest' only for your legs & feet. It is not designed to withstand undue force. NEVER sit with your knees up and your feet on the footrest with your heels digging into the chaise fabric. Never close the footrest with your feet as this can cause serious damage & void the warranty. Light pressure using the backs of your legs only is required to close the foot rest.



## FOOTREST NOT A SEAT

Do not sit on extended footrest. The footrest is not designed to carry large weights. Sitting on the footrest will bend and damage the mechanism.



## CLOSE CHAIR FIRST

Do not get out of the recliner chair while the footrest is extended. This is dangerous and can damage the chair.



## ARMRESTS ARE NOT HANDLES

Never try to lift or drag furniture by soft arm pads, wings or fabric flaps that can rip. This can result in serious damage.



## AVOID HEAT

Do not place your furniture close to sunlight or direct heat sources. All materials will fade over time. To protect your leather or fabric do not expose it to any form of direct sunlight. Beware of dye transfer from clothing, especially new denim jeans, Indian cotton and similar cloths.



## ARMREST IS NOT A SEAT

Never sit on the arms of furniture. It flattens the fillings of arm pads, damages recliner mechanisms and can cause internal frame damage.



## NO PETS

Do not let pets sit on your furniture. Their claws and teeth can snag or tear the upholstery coverings and they have oily and acidic body secretions which will damage leather and fabric.

Warranties cover manufacturing faults, providing the product has been cared for in the recommended fashion. Normal wear & tear is not covered by warranty. Fabric 'pilling' is considered normal wear & tear and is not covered by warranty. Pilling can easily be removed with a 'de-piller' This furniture is built to Australian standards and is suitable for use by persons up to 110 kg. The warranty is voided if used by persons