

LAURA ASHLEY
HOME

fabric
upholstery
furniture

information and care guide

please read and retain for future reference

Afin d'obtenir ce guide en français, merci de vous rendre à cette adresse: http://www.lauraashley.com/page/care_guides

Hier finden Sie den Ratgeber in deutscher Sprache: http://www.lauraashley.com/page/care_guides

Made in the UK

UPHOLSTERED FURNITURE

Laura Ashley furniture is craftsman made with great care and attention to produce distinctive pieces constructed to high standards from carefully selected materials. Given the correct care and maintenance these will give you years of comfort and satisfaction, please familiarise yourself with the information below to ensure your complete satisfaction.

FABRIC SELECTION

- Composition and features of our wide range of beautifully designed fabrics can be found in our catalogue or at www.lauraashley.com. Take time to understand the properties and natural features of the fabric you have chosen to select a fabric perfect for you.
- Delicate fabrics such as velvets and chenilles have a raised pile and exhibit shading variations, crushing lines and bruising, which create unique features, pile may compress over time in high use areas. Protective coatings cannot be applied to such fabrics, so care with liquids should be taken as these may mark.
- Fabrics with a linen and/or cotton content can pill and have fine threads visible. Some display slub characteristic effects and may include occasional seeds and husks.
- Linen has a natural tendency to crease which enhances its textural appearance, creases will soften as the fabric relaxes in use. Pilling can occasionally occur in early stages of use, which is a feature of such fabrics.
- Upholstery fabrics are not matched at the seams unless marked by ↔ when they are partially matched across the piece, eg stripes may match vertically, however piping and hidden seams may not.
- Due to the methods of dyeing used with certain fabrics there may be variations in colour and shading, which can occur within the same batch and are quite normal.
- Swatches used in your fabric selection are illustrative of the design and colour. Upholstered products may adopt a slightly different texture and appearance from the swatch due to the fire resistant processing. The occasional odour from this will dissipate once the product is unwrapped and in use.
- Every effort is made to ensure that the products supplied correspond as closely as possible to samples in our stores, catalogue, swatches and our website, however, variations may occur during normal manufacturing between batches, and due to unique characteristics of natural materials.

ARM CAPS

- We recommend the use of arm caps to protect furniture for longer and provide extra durability in high wear areas.
- Arm caps have a loose fit and will not be pattern matched to the arm even on fabrics marked ↔.

LOOSE COVERS

- These create a more casual fit than fixed covers, and are ideal to offer versatility for cleaning and updating your look.
- Loose covers have an allowance for up to 3% shrinkage (which will vary from fabric to fabric) when cleaned, and may not fit tightly on arrival.
- Covers may move in transit and require some dressing on arrival by tucking in tightly around the platform edges. Regular redressing will be required to keep covers neat and tidy once in use.

SOFABEDS AND RECLINERS

- Ideal as an occasional bed for extra guests sofas contain a bed mechanism under the seat cushion; this will create a firmer seat than standard sofas, and raise the depth of the seat slightly.
- Follow the bed operating sheet enclosed on delivery carefully and manage the bed mechanism with care to prevent damage to the bed springs, frame or upholstery.
- Recliners require a firm body motion to operate. Take care when using the kickboard to avoid damage or premature wear of the material.
- There are many moving parts and it is normal for minor squeaks and creaks to emit from the recliners and sofas whilst in use.

CORNER UNITS

- Protect connecting brackets by maintaining stability especially on hard slippery surfaces.
- Some corner seats have by design to be a webbed construction so will feel softer than sprung sections on the main seat units.

VALANCES

Valances are taped up during transit to protect them; any creasing caused will drop out after a short period of time.

SEAT CUSHIONS, FILLINGS & SEAT COVERS

Cushions contain high quality fillings carefully calculated to give the correct loft for each range. All seat and back cushion fillings will compress when used, just like a pillow. The appearance and performance of your cushions can be preserved by regular maintenance. Follow these simple steps as soon as your furniture is in use:-

Foam with Fibre Wrap

- This is a firmer and more supportive filling than fibre which softens with use.
- Due to small tolerances in polyurethane foam manufacturing process, hardness of foam may vary from cushion to cushion within the same product or order; the variance may reduce with use over time.
- Plump cushions firmly on the outside borders occasionally to restore air between the fibres and maintain the shape.
- Seat covers should be rotated, and redressed regularly to realign the seat edges.

Fibre and Feather (selected ranges only)

- This is a soft and comfortable filling which requires frequent maintenance.
- After each days use plump cushions firmly on the outside borders to restore air between the fibres or feathers, this will maintain the look and comfort, and help prevent fibres binding.
- At least weekly complete the following maintenance; the more often this is carried out the better the filling will perform.
 1. Place the cushion on one of its outside edges and beat the opposite border of the cushion inwards with the flat of your hands. The more vigorously you do this, the better.
 2. Turn the cushion round a quarter turn onto the next side and repeat until all four sides have been beaten.
 3. Finally, give the cushion a shake and replace.
 4. Remove the filling interiors from their covers occasionally to plump them.

All Cushion Fillings

- Fillings which are not maintained correctly from the beginning will bind and become difficult to restore, losing comfort and shape.
- Swap reversible cushions around and turn where possible to ensure equal wear.
- Leather and selected upholstery ranges have cushion covers which are not fully reversible. Non-reversible fibre filled cushions should have the pad removed from the cover and turned over occasionally.
- Cushions are likely to have moved during transit and because they need time to settle may cause slight lifting of the back pads. Redressing may be required so they sit correctly, ensure the cushion pads are positioned well back, squarely and flat on the seating platform so backs sit flat to the seat.
- 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. Larger versions of a range have more cushion surface area for air to escape; so may compact more and feel different to smaller options in the same range.

Fixed Foam Seats & Backs

Fixed upholstered backs and seats without separate cushions are low maintenance. Contact is often focussed in specific areas which may result in body moulding as the fabrics relax and puddle or ripple as the foam interiors settle. Routine maintenance should include smoothing the rippled fabric to the outer edges of the furniture.

LEGS, FEET & LEVELLING

- Furniture must be positioned on a level solid surface to ensure the product does not rock and damage the frame, use felt pads on feet to assist if floor is not level as even the most modern property can experience minor variation in surfaces or levels.
- Protect wooden and delicate flooring from possible marking by feet or castors by using felt pads or castor cups.
- Removable legs which screw in may loosen with use, check monthly that they are secure by gently turning, be careful not to over tighten, those with castors should be tightened with a screwdriver on the end brass screw and firm hand grip on the wooden leg.
- Avoid dragging or dropping your upholstery onto corners or feet, or leaning back on two legs as this may cause damage, lift with two people and place down gently in place.

FIRE RETARDANCY

All foam is manufactured to meet stringent flammability regulations; additives used to comply with this standard may occasionally give rise to a slight odour which will dissipate over time once the product is unwrapped, aired and in use.

GUARANTEE

- Our robust and durable frames and springs are manufactured to comply with British Standards and are guaranteed for a reassuring five years of normal domestic use.
- The guarantee does not apply to the covering fabric or cushion fillings as we have no control over their use, care or local environment.
- Seconds and ex-display pieces are not covered by the five year guarantee.

SUNLIGHT AND ENVIRONMENT

- If upholstery is exposed to direct sunlight for long periods of time it will cause the colour and fabric to deteriorate. Use in hot and sunny conservatories is not recommended.
- At least a 30cm clearance from heat sources such as radiators is advised to prevent colour change or permanent marks occurring.
- Do not place hot items such as cups, laptops or hot water bottles on the fabric as this may mark.
- We do not recommend locating products in excessively high or low temperatures, or where the environment is often damp as this may cause product issues.

GENERAL MAINTENANCE INSTRUCTIONS

We recommend the purchase of a Guardsman Protection Plan* at time of ordering, to offer extra peace of mind in case of accidents. To help prolong the life of your upholstery we advise the following:

General Cleaning

- Regular cleaning with a soft brush and/or gently vacuuming helps keep your furniture looking its best as accumulated dust will accelerate the wear of covers.
- Some fabrics have a protective coating applied, however periodic cleaning of the entire piece is still essential to maintain appearance and prevent premature fading and wear as ground in dirt will damage the fabric.
- All upholstery products should be professionally cleaned in situ unless otherwise stated. We recommend using a reputable specialist upholstery care professional and requesting a colour fastness test is performed and is satisfactory on an inconspicuous area before cleaning commences as Laura Ashley cannot take responsibility for third party actions.
- Fixed covers professionally clean in situ - Safeclean by Guardsman* (0800 585693) are one of many companies who provide specialist cleaning services.
- Loose covers follow the label sewn into the covers or use a specialist upholstery cleaner.
- Do not dry clean or wash covers unless it is specifically stated that you can, as doing so could result in a loss of fire retardant properties and cause fabric durability issues.
- Remove all spills immediately. Blot liquid spills with a clean, dry, white cloth; work towards the centre of the spill. Do not rub or use abrasive cleaners as this may damage the furniture. Should the piece become stained or suffer other damage we recommend professional help is sought. If you have a Guardsman Protection Plan* contact them immediately for advice, alternatively a number of nationwide services are available including Safeclean* on 0800 585 693 or Guardsman Home Services* on 0845 6020789.
- Wooden components use a lightly damp cloth rinsed in warm water, do not use a detergent. Polish periodically with a natural wax.

General Care

- Avoid sitting on the arms or edges of furniture as this may cause distortion. Pushing feet against or placing them on the arms, may cause damage to the arm or frame.
- Please do not allow your furniture to be jumped on as this will damage the springs and frame and invalidate the guarantee.
- Take care to prevent sharp objects such as toys, buckles, garment studs and heels from coming into contact with your furniture as they may cause damage. We recommend you discourage domestic pets from climbing on or clawing upholstery. If snags do occur do not pull them, thread back in gently.
- Avoid contact with air pollution or chemicals such as household / baby wipes, hair and skin preparations, fake tans, insect repellents and other cosmetics, or household cleaning materials other than those recommended as these are likely to damage the surface or cause colour changes.
- Take great care when unzipping covers and replace them correctly, never force a zip, and avoid trapping fabric when fitting or lifting items by the zips.

Following the guidelines above will ensure product performance is maintained. Laura Ashley is not responsible for defects caused by the misuse of your product.

www.lauraashley.com

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* Available UK and ROI only