

UPHOLSTERY  
WARRANTY AND CARE

MEUBLES  
REMBOURRÉS  
GARANTIE ET ENTRETIEN

TAPICERIA  
GARANTIA Y CUIDADO

**EQ3**

## CARE FOR UPHOLSTERED FURNITURE

### MAINTAINING THE APPEARANCE OF UPHOLSTERED FURNITURE

Due to body warmth, moisture, and the physical strain applied to upholstery covering, the cover material will stretch, sometimes quickly. This is a normal process; however, there are steps that can be taken to help maintain the appearance of one's upholstery.

Avoid sitting in the same spot over and over – no matter how well made, if the same spot is used continuously, that area will stretch and wear faster.

Smooth the cover on the seat and back cushion – it is recommended that seats and backs are massaged to make sure that feathers, fibre, and Dacron be kept fluffed, therefore, keeping the material expanded throughout the cushions.

At EQ3 we use only high-quality materials suited for upholstery. Thus, stretching and a casual appearance do not represent a quality defect, but the characteristics typical for this furniture.

### SPECIAL FABRIC AND LEATHER CONSIDERATIONS FOR BENCH SEATING

Several of our seating styles have been designed with a single cushion seat, referred to as a bench seat. With bench seating, relaxation of the fabric or leather will more likely occur over time than with individual seat cushions. In general, the longer the seat cushion, the greater the tendency for the fabric or leather to relax. When selecting your fabric or leather, talk to an EQ3 sales associate about the options and their tendency to naturally stretch.

### SPECIAL FEATHER CUSHION CONSIDERATIONS

Some of EQ3's upholstery feature feather seat and back cushions, which make for a very comfortable and inviting seating experience and aesthetic. Feathers are contained in a down proof ticking to reduce migration of feathers. Please note that it is normal for some feathers to find their way through the casing.

### SPECIAL PATTERN FABRIC CONSIDERATIONS

As EQ3 handmakes all our upholstery, we cannot guarantee pattern matching on custom upholstery where a patterned fabric has been selected. We make every effort to match the pattern to the best of our ability, however, if some lines or patterns do not line up it is not considered a manufacturer's defect and cannot be claimed as a warrantable concern.

## FABRIC CARE

It is extremely important to PRE-TEST your cleaning method on a hidden area of the fabric to determine if the colours bleed or if the fabric will shrink. When in doubt, seek the help of a professional furniture cleaner. Always determine the best method of home cleaning for your furniture. Due to the various ways that furniture can be stained or damaged, and various fabric compositions, there is no guarantee that results will be completely successful. Use the suggested methods at your own discretion. To prevent overall soiling from dust and grime, light brushing is recommended. Use a professional cleaning service when an overall soiled condition has been reached. To obtain the most satisfaction from your furniture, give immediate attention to spots and establish a weekly routine for vacuuming of all your upholstered furniture. Clean up spills and stains right away. The longer stains stay on the fabric, the harder they are to remove.

Fabric manufacturers recommend regular dusting and vacuuming. Removable cushions should be fluffed regularly. Soiled areas should be cleaned based on the following cleaning code(s) found on your EQ3 product. If cleaning codes are not available, contact the retailer from where you purchased the product.

### d Dry Clean Only

#### w Water-Based Cleaner

Spot clean using the foam only from a water-based cleaning agent such as a mild detergent or non-solvent upholstery shampoo product. Apply foam with a soft brush in a circular motion. Vacuum when dry.

### s Solvent-Based Cleaner

Spot clean using mild water-free solvent or dry-cleaning product. Clean only in a well-ventilated room and avoid any product containing Carbon Tetrachloride or other toxic materials.

#### ws Water/Solvent Based Cleaner

Spot clean with a mild solvent, an upholstery shampoo, or the foam from a mild detergent. When using a solvent or dry-cleaning product, follow the instructions carefully and clean only in a well-ventilated room. Avoid any product that contains Carbon tetrachloride or any other toxic materials.

## LEATHER CARE

Use of any leather after-treatment products unless authorized or purchased at an EQ3 store will invalidate this warranty. Regular dusting with a damp, clean cloth is advised. Clean leather often, keeping in mind that frequent gentle cleaning is easier on leather than less frequent, more aggressive cleaning. Cleaning will remove built-up dirt, skin oils, and perspiration.

## PROTECTED (PIGMENTED) AND SEMI-ANILINE LEATHERS

Clean with a mild soap and water solution. Use a mild soap with a neutral pH. Rinse with a clean, damp cloth to remove any soap residue. Do not use a harsh soap product on your skin, as it will be harsh on the leather. Always test soap solution on a small, unseen area of the leather to ensure that the solution does not damage the leather (there should be no colour transfer onto your cloth).

## NATURAL ANILINE LEATHERS

Clean only with a lightly dampened cloth. Do not use any type of soap on natural (aniline) leathers.

## UPHOLSTERED FURNITURE WARRANTY

### COVER MATERIAL

The EQ3 warranty does not cover any damages due to abuse or improper use, excessive soiling, improper or unapproved cleaning methods (see Care for Upholstered Furniture for details), chemical treatments, exposure to direct sunlight, or colour fading. These instances will void the warranty.

EQ3 does not warrant fabric pilling, tearing, shrinkage, or fibre migration. Flattening of nap on chenille and microfiber are inherent characteristics of soft plush fabric and are not a manufacturer's defect.

EQ3 does not warrant the colorfastness or the matching of colours of textiles, including an exact match to cuttings, samples, or swatch cards.

EQ3 does not cover the cost of shipping if merchandise under warranty is in a different location than where it was originally purchased.

Leather is a natural material with an inherent scent, the scent or odour is not considered a manufacturer's defect and will dissipate over time.

### LEATHER: FIVE (5) YEARS

EQ3 leather products are warranted against tearing, splitting, and cracking under normal use and conditions for a period of five years. Leather is a natural material and, as such, each individual hide reflects its own characteristics. On average four to five hides are used on most EQ3 sofas and, as such, variation will occur. Shading variations, nicks, scratches, and wrinkles are characteristics of leather and are not considered defects.

Please note testing results and performance depend on the nature, construction, and finish of the specific leather. Leather is a natural product that will stretch over time with use. This is not considered a defect but a natural characteristic of leather-covered furniture. Regular maintenance and care will help minimize stretching of the leather.

#### FABRIC AND VINYL: ONE (1) YEAR

The EQ3 warranty covers against seam slippage, fraying, and dye transfers from the product for one year from date of purchase. The EQ3 warranty does not cover tearing, pilling, shrinking, or loosening of the fabric due to normal wear and tear. Flattening of nap on microfibre is an inherent characteristic of soft plush fabric, and is not considered a manufacturer's defect.

#### SWIVEL BASES: TWO (2) YEAR

Swivel-base mechanisms are covered with warranty for two (2) years. The electrical components are covered for one (1) year and the adjustable center support legs for the lift mechanism are covered for two (2) years.

#### FRAMES AND SPRINGS: LIFETIME WARRANTY ON PARTS

Wood frames and springs carry a lifetime warranty against breakage. Springs are covered for breakage due to metal fatigue or pulling loose from wood frames. The term "lifetime" as it is used in this warranty is defined as twenty-five (25) years.

#### EXCEPTIONS

Chairs featuring injection-moulded polystyrene foam internal frames as well as chairs with exposed wood frames carry a ten (10) year warranty against breakage. Except for the Arie and Suite collections, which carry a five (5) year warranty. Exposed wood frames are not covered for scratches induced by the end consumer.

#### RECLINING CHAIRS, SOFA BED MECHANISMS, AND SOFA BED MATTRESSES : TWO (2) YEAR WARRANTY ON PARTS

Reclining chairs, sofa bed mechanisms, and sofa bed mattresses are warranted against material and manufacturing defects. EQ3 will warrant the sewing of seams and buttons up to two years for both fabric and leather.

#### SEAT CUSHION FOAM, FIBRE, AND FEATHER-FILLED COMPONENTS: TWO (2) YEARS

Seat cushions are warranted against collapsing. All cushions will soften with use and conform to the user's shape. This softening is considered normal wear and is not considered a defect. This is inherent to the design of fibre-filled and fibre-wrapped products. Regular fluffing will prevent internal fibres from matting and help to prolong the vibrancy of these products.

## WARRANTY NOTES

The term “defect” as it is used in this warranty is defined as a flaw or deficiency that may affect the use for which the product is intended.

During the applicable warranty period, EQ3 Ltd, as its sole obligation, will repair or replace (at its option) any product, part, or component covered by this warranty. Also, any product sold after the effective date of this warranty that fails under normal use as a result of a defect in material or workmanship; EQ3 Ltd will repair or replace the product above, part, or component with a comparable product, part, or component.

This contractual warranty is only valid to the original purchaser. This warranty is valid only if the purchase is made from an authorized retailer for EQ3. For inquiries about EQ3 product, concerns with EQ3 product, or when making a claim under this warranty, please contact your authorized EQ3 retailer or contact EQ3 at EQ3.com. Always keep your receipt as proof of purchase. The original receipt is required for any warranty claim.

Under this warranty, EQ3 does not cover the cost of shipping if merchandise under warranty is in a different location than where it was originally purchased. When making a claim under this warranty, proof of purchase with the original bill of sale and the product serial number are required. In addition, EQ3 requires photo verification of the defect or quality concern. Should these not be available, EQ3 reserves the right to deny the claim.

This warranty applies only to standard household use conditions and does not cover defects or damage caused by the following circumstances:

- Retail, business, commercial, institutional, or other non-residential uses.
- Products purchased “as is” or second-hand.
- Products purchased from distressed or liquidation sales.
- Products deemed to have been misused, mishandled, altered, or abused.
- Any condition resulting from unusual usage.
- Inadequate maintenance, cleaning, or care that does not comply with the instructions in this booklet.
- Deliberate damage.
- Personal alterations.
- Accidents.
- Direct exposure to sunlight or heat.
- Pet damage or damage resulting from excessive soiling and improper use.

EQ3 has the right to discontinue or change our product line without notice. Availability of spare parts is subject to the availability of parts from original supplier. Warranty period starts from the date of delivery.

**EQ3 SHALL NOT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

## CAUTIONS FOR UPHOLSTERED FURNITURE

DO NOT move furniture in your home without carefully wrapping the furniture, including corners, feet, or the bottom of the furniture, with a protective covering. This will help avoid damage to the floors and/or wall surfaces, as well as prevent damage to the furniture itself.

Damage caused in this manner is not considered a defect and will not be covered under this contractual warranty.

DO NOT move furniture on bare hardwood floors. At all times, place furniture on a protective area rug or protective felt pads. This will protect your hardwood floors from potential scratches. Damage caused in this manner is not considered a defect and will not be covered under this contractual warranty.

DO NOT expose leather or fabric to ink, bleach, oily substances, fluids, body oils, strong detergents (including laundry detergents), chemicals, and sharp objects as this may cause potential damage. Damage caused in this manner is not considered a defect and will not be covered under this contractual warranty.

DO NOT expose leather or fabric to direct sun or extreme light sources as this will cause fading and potential damage. Damage caused in this manner is not considered a defect and will not be covered under this contractual warranty.

DO NOT remove cushion covers for dry cleaning or separate washing. Damage caused in this manner is not considered a defect and will not be covered under this contractual warranty.

DO NOT allow children to play on mechanized furniture or operate mechanisms. Before operating, ensure leg rests and other moving parts are clear of limbs and other obstructions. Always leave seating closed and in an upright position when not in use. Failure to follow these directions can result in injury and/or damage. Damage caused in this manner is not considered a defect and will not be covered under this contractual warranty.

DO NOT stand on chairs. Damage caused in this manner is not considered a defect and will not be covered under this contractual warranty.

DO NOT sit on product arms. Damage caused in this manner to non-upholstered designs and accessories is not considered a defect and will not be covered under this contractual warranty.