

# John Lewis Upholstery Care Guide

Your John Lewis upholstered product is crafted and built to the highest standards, with the correct care your upholstery will provide years of comfort. You can sit comfortably in the knowledge that all of our frames are guaranteed for 25 years.

Use this guide to help you keep your upholstery in the best possible condition for longer.

## Loose Cover

When your loose cover arrives it may have some creases which is normal for this product type. This can be resolved by leaving it in a room for a few days to allow the creases to naturally fall out. If the creases do not fall out, we would suggest that you apply some steam or heat directly to the covers.

## Cushions

Most cushion interiors will lose up to 25% of their volume in the first six months. In order to maintain their shape, shake, plump and dress your upholstery daily. Cushions should also be rotated weekly to ensure even wear on seats and back covers.

All fillings will compress when used, just like a pillow. Cushion maintenance is a really important routine that keeps your upholstery in good condition. At least weekly complete the following steps; the more often this is carried out the better the filling will perform.

1. Place the cushion on one of its edges and beat the opposite side edge of the cushion inwards with the flat of your hands. The more vigorously this is done, the better.
2. Turn the cushion round a quarter turn onto the next side and repeat until four sides have been beaten.
3. Finally, give the cushion a shake and replace. Dress the cover of the cushion.

## Natural Cotton and Linen Fabrics

Linens and linen blends have a casual lived-in look with natural creases that soften over time. Natural yarn blends can feature characteristic slub effects which enhances the textured look. Wool, high linen or cotton content fabrics contain fine natural yarns which can cause the surface to fuzz or 'pill' over time. This pilling is a natural characteristic which does not affect durability.

Our upholstered products are of the very highest level of craftsmanship, after a few weeks you may discover some creases and folds have formed in the fabric, particularly in the seating areas. This is known as a 'puddling' effect and should be exactly what you would expect from a high quality fabric as it matures with use.

When a repeat patterned fabric has been used for your furniture every effort has been made to match the design where possible. In some designs the mismatch of fabrics is intentional.

## Positioning your Upholstery

It's very important to position your upholstery in the best possible position to keep it looking good for longer. Direct sunlight will always cause covers to fade and will weaken the fibres over a period of time. Try to keep the sofa out of direct sunlight and if not possible close curtains and blinds. Direct heat from radiators, heaters or fires can also cause materials to change colour or fade so position your furniture away from possible sources of heat.

We strongly recommend that wooden and delicate flooring is protected from possible marking by feet or castors by attaching the felt pads supplied with your product. Please ensure that your product sits on a level floor to avoid rocking or damage to the frame. Avoid dragging your upholstery and place furniture gently when moving it, as dropping or dragging may cause damage.



With our 25 year frame guarantee you can rest assured that the product has gone through the most rigorous tests and all wooden components have been carefully selected to ensure you have peace of mind that your John Lewis upholstery is made to the highest standards.

### CARELESSNESS CAUSES FIRE



To Comply with the Furniture and Furnishings (Fire) (Safety) Regulations including all subsequent amendments: This item includes a Schedule 3 Interliner.

All foams, fillings and composites have been tested to ensure compliance with the relevant ignitability test. All covers and fillings have been tested to ensure that they are cigarette resistant. Covers are not match resistant.

## Maintenance and Cleaning

Please follow these points to keep your upholstery looking great for years to come

- Dust will cause wear on a fabric, we recommend gently vacuuming (without brush attachments) your upholstery at least once a week. Include the gaps between the seats and arms, and under and behind the cushions.
- Upholstery with fixed covers are designed to be cleaned whilst on the upholstery frame. We recommend that a professional cleaning company be used to clean your sofa. This should be cleaned every 12-18 months. Remember to clean colour co-ordinated items at the same time!
- Always follow the specific care instructions provided on our loose covered upholstery, these have a 3% allowance for shrinkage after the first clean.
- Always attend to spills immediately, we do not recommend the use of chemical cleaners, if you choose to use stain removing products always follow the manufacturers' guidelines as they can cause a ring or fading - try plain water first.
- Do not place hot items such as hot water bottles, cups, laptops on your upholstery as they may mark leather or more delicate fabrics.
- Ensure chemicals don't come into contact with your fabric e.g. hair products, sunscreen, body lotions etc.
- Take extra care to prevent sharp objects like studs and belt buckles as these can snag the toughest of fabrics. Also avoid placing objects such as pens, keys and footwear onto covers.
- We don't recommend that pets use your upholstery, doing so could result in premature wear and damage.
- Recliners have many moving parts and it is normal for minor squeaks and creaks to emit from the recliner whilst in use, this isn't a cause for concern. Take care when using the kickboard of recliners as you could damage or cause premature wear if you choose to wear shoes on your upholstery.
- Pilling will occur on many fabrics including those with natural and synthetic fibres. Pilling will be more prevalent on most used areas like seats and arms. If desired, pilling can be removed with handheld de-fuzzing machines now widely available. Pilling can be minimised with regular brushing and gentle vacuum cleaning to remove excess fibres which gather together to form the 'pills'.

## Guarantee

Your John Lewis & Partners upholstery is crafted and built to the highest quality. Our upholstery is sourced from long established manufacturers. With regular care, you can expect your upholstery frames to provide comfort and support for 25 years, and your mechanisms for 5 years.

Your guarantee covers you against:

Frame:

- Loose Joints
- Timber Breakage
- Spring Rails Breakage


Mechanism:

- Weld Breakage
- Rivet Breakage
- Spring Breakage or spring become loose  
(which is integral to the working of the mechanism)

Your guarantee is subject to terms and conditions, for more details go to [johnlewis.com](http://johnlewis.com).

The terms of this guarantee in no way limit your consumer legal and statutory rights.

## Washing

For the best results and ensuring your sofa looks great for longer John Lewis & Partners would always recommend that all covers are removed and cleaned by a professional dry cleaning company. These covers can be washed in a domestic washing machine, however only on a cold wash. It is worth noting that the covers are big, and using a domestic washing machine can damage your covers. John Lewis & Partners will not take any responsibility for any damages caused by washing the covers in a domestic washing machine. DO NOT place the covers in a tumble drier. 

## Covers

Please take care when removing and refitting of the covers, apply pressure to the interiors when removing the covers to take the strain off the zips. If you do attempt to wash these covers at home, we would always suggest that the covers are attached to the product just before they are completely dry. When dry cleaned, a small amount of colour change can be expected, especially on darker coloured fabrics. We recommend that all covers are dry cleaned at the same time to prevent colour variation from occurring.

## Association of Master Upholsterers & Soft Furnishings

We have teamed up with the Association to ensure that each of our trusted suppliers are verified. Each one of our suppliers have gone through a rigorous assessment to ensure they meet John Lewis high standards of workmanship and finish.

