

*La-Z-boy*<sup>®</sup>



dfs 

**Warranty & General Tips**



## Warranty

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With every La-Z-Boy product, you receive the famous La-Z-Boy warranty, one of the best in the industry.

To receive service on your La-Z-Boy product, please contact the authorised La-Z-Boy retailer from whom you purchased it. Proof of purchase will be required.

La-Z-Boy warrants this product to the original consumer purchaser as follows:

### **FRAME / MECHANISM**

The frame comprises the wooden frame, seat springs and rocker springs, where applicable. This does not include pocket springs encased within a foam seat interior.

Metal reclining/inclining mechanisms, frame parts and springs have a limited warranty against manufacturing faults and defects in materials used for 10 years from the delivery date to DFS.

Reasonable repair or replacement of defective parts will be made within 10 years at no cost to you.

### **ELECTRICAL COMPONENTS**

Electrical motors, electrical components and electronically operated lifting and rolling mechanisms have a limited warranty against manufacturing faults and defects in materials used for 2 years from the delivery date to DFS.

Reasonable repair or replacement of defective parts will be made within 2 years at no cost to you.

### **FILLING**

Padding and foam have a limited warranty against defects under normal domestic use for 24 months from the delivery date to you.

### **UPHOLSTERY**

Fabric and leather have a limited warranty against defects under normal domestic use for 24 months from the delivery date to you.

Covers must be cleaned as outlined in General Tips. Please note, the warranty does not cover defects arising from negligence or misuse such as soiling, fading, wrinkling, creasing, accidents or imprudent cleaning.

Please refer to the General Tips overleaf for recommended covering care treatments. Application of upholstery protection will invalidate this warranty.

Warranty coverage applies only to defects in products that are used exclusively for personal, family or household purposes by the original purchaser. It does not cover rental, business, commercial, medical aid or institutional uses. The warranty does not extend to damage resulting from accident, misuse, abuse, or abnormal use.

This limited warranty gives you specific legal rights which are in addition to those granted by law and under consumer legislation.

Any questions relating to the terms of, or obtaining to the performance under this limited warranty should be directed to your supplier.

La-Z-Boy reserves the right to discontinue or change parts, models and products or to make substitutions.

The exclusive remedy and limited warranty offered by the company and its entire undertaking and obligation with respect to the product are stated above and may not be changed or enlarged by any person, retailer or company without express written authorisation of La-Z-Boy.

Please note, warranty claims are per item of furniture not per order.

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## General tips

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### **CORRECT USAGE**

Never sit on the leg rest when raised. DO NOT force the handle forward without first pulling it back to the lock position.

Furniture with decorative trims will require special care.

Remember, fringing and valances are prone to snagging by heels, vacuums, pets, etc. Furniture will suffer with harsh treatment.

Please DO take care with heels, etc and DO NOT allow children to use your furniture as a climbing frame.

Much of our upholstery features gathering along certain sewing seams known as 'comfort wrinkles'. This is a random process and will vary from one part of the chair to another. This is perfectly normal.

Your reclining furniture needs mechanical tolerance in order to work, therefore, a certain amount of side movement can be expected, especially when no one is seated on the chair.

Your sofa/chair should be well clear of all obstructions before use. Sofas which feature reclining options need mechanical tolerance in order to work correctly and therefore cannot always line up perfectly after use. Use both ends of your sofa to ensure even wear.

### **UPHOLSTERY CARE**

Zips are fitted on many cushions to aid manufacture only; covers are not designed to be removed. Be careful with rings, buckles, bracelets, etc, which can all catch on your upholstery.

Your recliner has been designed to be sat on in comfort, so please use it correctly. Sitting on the edge of the seat cushion and arms will cause premature wearing and distortion of the fillings. The arms in particular come in for a good deal of wear over the years.

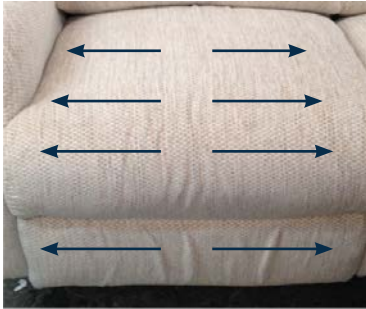
Head pillows can also suffer from soiling by hair, oil or grease, so please use a headrest cover if necessary.

## CARE AND DRESSING FOR YOUR FURNITURE

For all models, it is necessary to dress the seat pad periodically to maintain the look of the furniture and prevent creasing that may be difficult to remove if regular dressing is not carried out.

After sitting on the furniture, you may find that the fabric on the seats and kickboard/front border has become wrinkled. This is expected with regular use and should not cause concern.

To remove these wrinkles simply dress the fabric as shown below.



**Picture of a seat that is wrinkled after it has been sat in.** To dress the fabric, simply smooth the wrinkles out with your hands, from the centre to the edges of the seat and kickboard/front border.



**The same seat after it has been dressed.** The seat will now look like this. Regular dressing will enhance the appearance of your furniture and prolong its lifespan.

## **GENUINE LEATHER**

If you have chosen genuine leather furniture, it is essential to realise that the natural characteristics of leather mean that no two hides are ever alike.

Although great care is taken to select the hides, it would be impossible and undesirable to obscure all the natural markings. Remember these are the living proof of genuine leather.

## **CREASING AND STRETCHING**

Leather is inclined to stretch and this will show as creasing to cushion tops. On deep-buttoned furniture this can lead to opening of pleats, which is not a fault but is normal for this type of upholstery.

## **SUNLIGHT**

Avoid exposing upholstered furniture to direct sunlight, otherwise fading of the fabric and leather can occur.

## **REGULAR CLEANING**

Even light dust and dirt will increase wear on the fabric and can dull the colours, giving a faded appearance. Occasionally vacuum your upholstery and go over it with a soft brush. NEVER use a stiff fibre or metal brush as this will damage the fabric.

## **CARE OF THE LEATHER**

Remove surface dust with a soft duster. If soiled, use a damp cloth and dry immediately with a soft cloth.

Regular cleaning and conditioning of the leather will prolong the life of your furniture. Care kits are available from your retailer.

## **CONDITIONING**

If your furniture is in an exceptionally dry place, for example against a radiator, you may wish to condition the leather with a proprietary hide food. Once per year should suffice.

Do not use spray polish or other chemically based products, avoid saddle soap or abrasive cleaners of any description.

## **WET CLEANING**

Wet cleaning is not recommended unless otherwise specified. Do not attempt to wash your La-Z-Boy. This can cause colours to bleed and if padding becomes damp, staining and interior damage can result.

For small stains use a proprietary stain remover. In furniture of a 'soft loose modern design' a regular dressing programme should be practiced. This involves 'plumping up' of all back, seat and arm cushions. This will help your cushions retain their shape and appearance, giving balanced wear.

Acrylic (Dralon and similar) velvets will crease and crush during normal use, creating random shading. These are not wear marks but simply pile displacement. This is an inherent characteristic of this type of fabric.

Unfortunately, nothing can last forever, and even your La-Z-Boy product will wear over time. However, with care, this time will be prolonged making your

La-Z-Boy upholstery a continual source of pride and satisfaction.

We cannot accept liability for damage or defects resulting from failure to comply with the care and usage advice given above.

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For more information visit  
**[www.la-z-boy.co.uk](http://www.la-z-boy.co.uk)**