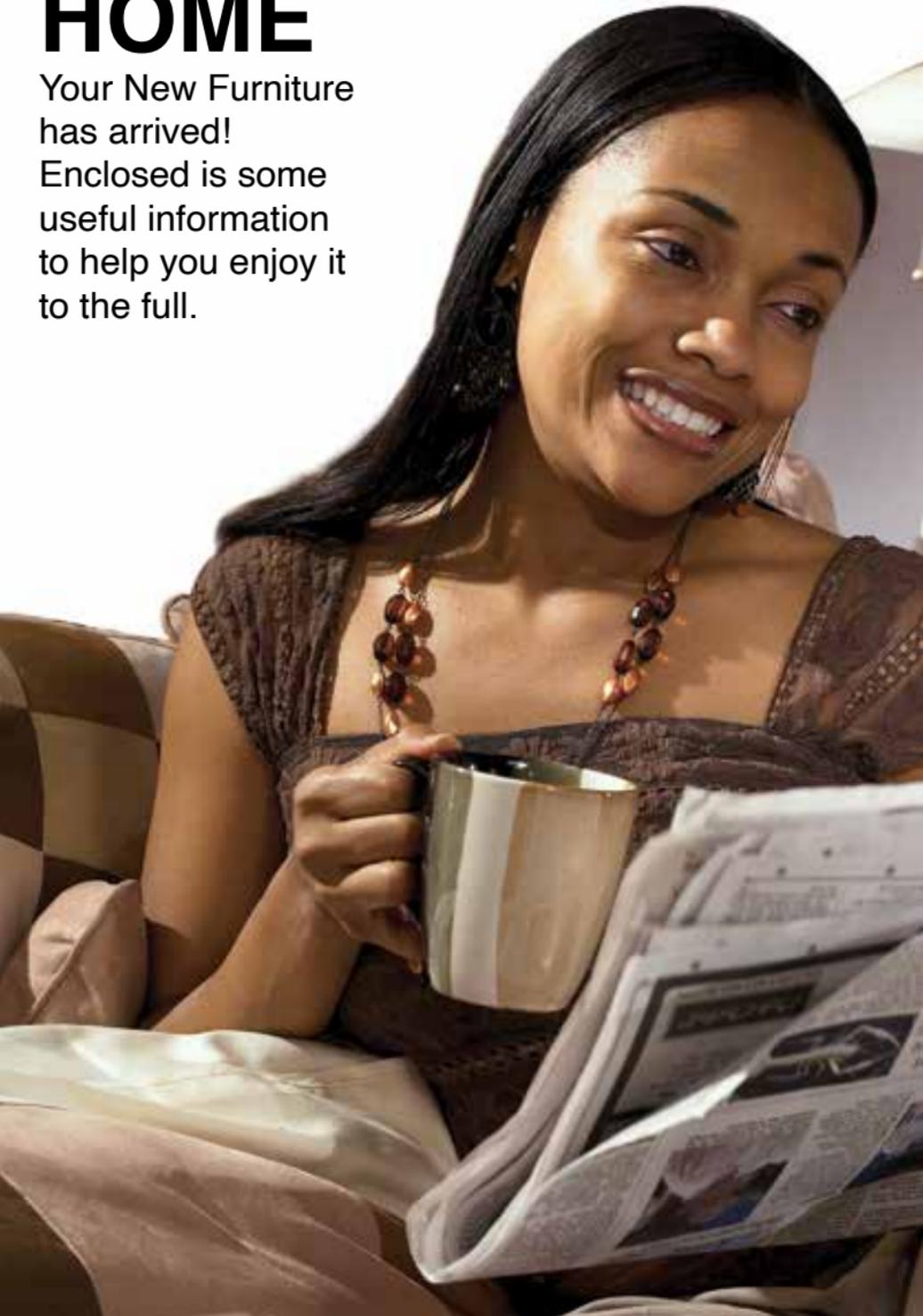


WELCOME HOME

Your New Furniture has arrived!
Enclosed is some useful information to help you enjoy it to the full.



Customer Care

0733 501502

If you have any product concerns after delivery of your order, please call or email customercare@furniturepalace.co.ke



The No.1 Furniture Store in Kenya

HOW TO CARE FOR YOUR FURNITURE

Thank you for choosing to purchase your new furniture from Furniture Palace. This guide will help you care for your investment and prolong its life.



FABRIC UPHOLSTERY CARE

Upholstery furniture always starts with the frame which generally dictates the final look of the furniture, frames can be constructed using various timbers and particle board the more durable being hardwood frames that are screwed glued and dowelled.

The sit and feel of upholstery furniture can depend on the type of suspension units that can come in the form of highly resilient elasticated webbing, zig zag springs, or coil springs. Interiors also affect the sit and maintenance of furniture, the main types of interiors available are feather filled, polyester fibre filled and foam core interiors or a combination of these fillings. Foam core interiors generally offer maximum resistance to settlement whereas feather and fibre interiors offer less resilience and require greater maintenance.

The final part of upholstery make up is the chosen fabric, this not only affects the aesthetic look of the furniture but also has a bearing on the durability of the furniture.

TYPES OF FABRICS

Calico - A tightly woven cotton type fabric, either plain or with an all over print.

Chenille - A thick soft tufty yarn susceptible to pile crushing and shading.

Damask - A glossy jacquard fabric, usually made from linen, cotton, rayon, silk or blends. The patterns are flat and reversible and the fabric tends to be heavy.

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Microfibre - Ultra-fine manufactured fibres using microfibre technology producing a gentle fabric with superior softness.

Nap - A fuzzy, fur like feel created when fibre ends extend from the basic fabric structure to the fabric surface.

Pill - A tangled ball of fibres that appear on the surface of a fabric as a result of wear or friction on the surface of the fabric, some fabrics are more prone to 'pilling' and is a natural feature.

Velour/Velvet - Velvet and velour are luxurious fabrics, but as they have a raised surface texture they can be prone to shading and creasing with pile pressure. Please note that due to the sumptuous nature of chenille and velvet, crushing may be apparent from new and will change with use.

Interiors

Interiors are produced to offer maximum comfort for the style

of your chosen furniture.

It is common that interiors will lose at least 10% of their density in the first 3 months, increasing to 20-30% over time. To prolong the life span of interiors where possible cushions should be rotated or seating positions changed regularly.

Where fixed seat models are chosen, particular care is needed to avoid 'side sitting' (lying or sitting on their edge of interiors) as this can cause excessive dipping of the interior.

Daily maintaining is required by vigorously plumping cushions to offer maximum performance, particularly fibre and feather interiors.

CARING FOR YOUR FABRIC SOFAS

Soft upholstered furniture gets just as dusty and dirty as cabinet furniture - the difference is you can't always see it. Upholstery should be viewed in a similar way to clothing, ie. it needs regular cleaning, ideally by a reputable cleaning company.

Regular & Easy Care Maintenance

- Try to keep pets off the upholstery and be careful of sharp objects such as belt buckles, toys and watch straps snagging the fabric. If snags do occur, carefully cut off the loose ends with scissors or tuck back in - do not pull them under any circumstances.
- Discourage lively children from using your new suite as a climbing frame if you want to prolong its life span.
- Use protective arm caps where possible as this is the area most likely to show wear.
- Reversible seat and back cushions should be turned regularly and plumped up to maintain their shape. As a guide these cushions should be attended to at least on a weekly basis, but may require daily attention dependant upon type of filling and usage.
- Upholstery can be lightly vacuumed or gently brushed to remove dust.
- Strong sunlight can cause fabrics to fade.
- Certain non-colourfast clothing such as denim can stain light coloured fabric if it comes into regular contact.
- Sitting on the front edges of cushions or on the arms of furniture may cause distortion or damage.
- Wood or decorative facings require minimal maintenance, and should be occasionally wiped with a damp cloth to remove dust.
- Do not use spray polishes or solvent cleaners, as these can

have a damaging effect on both the facings and adjoining fabric.

- Fringes and ruching should be treated with care, especially when vacuuming.
- Caster cups are useful to reduce indentations on carpets and wood flooring.

Stop spills becoming stains

- To avoid damaging your upholstery, if you spill something on it, simply act quickly and mop up excess liquid with a clean white cloth.
- Do not rub and do not use detergents

Cleaning

- Vacuum or brush clean your upholstery weekly to remove accumulated dirt, which can cause colours to look faded or dull, but take care if vacuuming delicate fringe and braid details.
- Plump the cushions at the end of every day of use, particularly those filled with feather or fibre, and also smooth out the surface to prevent permanent creases being formed. Where you can, turn the cushions regularly to equalise wear.
- Always follow your manufacturer's cleaning and care label instructions. Clean your upholstery regularly and before soiling becomes ingrained.
- Clean all parts of a suite together as slight colour changes can sometimes occur.

Motion furniture

- Motion furniture has many different designs and functions, and it is very important that the manufacturer's operating and care instructions are correctly followed.

Loose cover upholstery

- Loose covers should be cleaned regularly in accordance with the manufacturer's instructions.
- Some slight shrinkage may arise on initial cleaning, but



sufficient tolerance will have allowed for this.

- When removing and particularly when replacing loose covers, always take care with the carcass and cushion cover zips. Your covers are tailored to snugly fit the carcass, therefore identify the shapes prior to fitting. If washed, replace the covers when just slightly damp to ensure a better fit and less shrinkage or creasing. Do not replace covers if they are wet, as this could damage other materials.
- Allow the covers to settle on the furniture for a day or so.
- Ironing should not be necessary, but if this is required, iron the covers on the furniture using a damp cloth

LEATHER UPHOLSTERY CARE

Leather is a natural product. It breathes, is warm and has individual characteristics, which make each hide unique. It is highly resilient and durable, and over time, develops a patina that increasingly enhances its appeal. Leather will always display traces of its origin such as brands, scars, creases and growth, these hallmarks add character to the suite and do not affect the wearing qualities of the product, in fact by having these characteristics they are proof only real leather has been used on your furniture creating an individual piece.

Every hide is different and because the dyes and finishes penetrate to varying degrees in different parts of the hide, an attractive variable finish is achieved with a level of uniformity as consistent as these processes allow. The natural marks, scars, grain variation and wrinkles which appear on each hide generally feature in certain areas depending on the degree of marking. Heavier marking will appear on the outside backs and sides or less visible areas such as under seat cushions. The more subtle markings will feature on more prominent parts of the suite although this is not guaranteed. Please do ask for further advice

TYPES OF LEATHER

Aniline & Sauvage Leather - This is leather which has been dyed using aniline dyes and has little or no protective coating applied. It is the most expensive type of leather available and is subject to scars, bites, differences in grain and shade variation. The leather has a soft, luxurious feel and will quickly mould itself to your body shape when sat upon.

Semi Aniline - This leather is designed to bring the natural feel and appearance of Aniline leather but with greater protection. Hides are selected and dye is impregnated, a light protective coating is then applied to offer some degree of resistance to staining but makes the leather a little harder to the touch than Aniline.

Nubuck - This is Aniline leather, which has been buffed and offers a plush velvety feel. Stain resistance is very low and great care is required with this product.

Pigmented Leather - This is dyed leather which has had a pigment applied to the surface offering good protection. This surface coating gives a solid colour and can disguise some of the shade variances present in Aniline leather. A grain pattern can be embossed into the skin; this generally makes the natural characteristics of leather less visible than Aniline and Semi Aniline leathers. This leather does not feel as soft as the above leathers but the protective properties of the pigment make it easier to care for.

Antique Leather - This has a two part surface pigment process, after the furniture has been upholstered, part of the top coat is rubbed off by hand to expose the contrast colour underneath creating an accelerated ageing effect. The top colour is designed to wear away during the life of the furniture to create an attractive antique appearance.

Waxed/Oiled Leather - This has been buffed slightly to raise the fibres on the surface. Dye and wax/oil are applied which sticks the fibres down giving a smooth waxy finish. If scratched the fibres raise leaving pale areas, this can be revitalised with a damp cloth and occasional re-waxing/oiling.

Bi Cast - This has two component layers, a natural one and a heavily protective coating. These are bonded together to give a high resistance to soiling and very good wear performance.

Split Leather - Split leather is created from the fibrous part of the hide once the top grain has been removed. Split grain then has an artificial layer applied to the surface and embossed with a grain imprint. Split grain is not as high quality as top grain leather and therefore less expensive

To get the most out of your investment, you should follow the general guidelines below:

Always protect your suite from direct sunlight, as this will accelerate the natural ongoing discolouration process.

On Pigmented / Protected Leather - Dust should be removed by vacuuming and wiping with a slightly damp cloth or recommended leather cleaner on a regular basis. Always use approved leather cleaning products rather than household cleaning products which may damage the treated surface of the leather.

Suede, Nubuck & Aniline Leathers - require particular care, as they lack a protective coating. Use products specifically designed for these types of finish and follow instructions carefully. Always test any cleaning process on an unseen

area.

Never place leather furniture against any heating source such as a fireplace or radiator.

To remove spillages, do not rub into the leather as this will cause staining.

Liquids should be quickly removed from the leather by using the edge of absorbent paper towels and then dabbing the area lightly with clean towels.

Sweat or perspiration may cause harm to leather (it can also be accentuated by certain medications). In particular it can cause colour loss and cracking of leather. To minimize the risk of this happening in heavily used areas such as the arm rest and head rest, we advise that the cleaning instructions are regularly adhered to.

Seat, arm and back cushions should, where possible, be regularly plumped up to maintain the shape of your suite.

Try to avoid sitting on the edge of cushions or arms, as this may cause uneven wear and distortion of the padding of the leather.

Certain non-colourfast clothing such as denim can stain light coloured leather if it comes into regular contact.

Sharp objects may scratch the surface.

Strong sunlight can cause leather to fade or crack.

Interiors

Most interiors are produced to offer maximum comfort for the style of your chosen furniture.

It is common that interiors will lose at least 10% of their



density in the first 3 months, increasing to 20-30% over time. To prolong the life span of interiors where possible cushions should be rotated or seating positions changed regularly.

Where fixed seat models are chosen, particular care is needed to avoid 'side sitting' (lying or sitting on the edge of the interiors) as this can cause excessive dipping of the interior in excess of the tolerances already detailed. Daily maintenance is required by vigorously plumping cushions to offer maximum performance, particularly fibre and feather interiors.

If you need any additional help or advice, feel free to call or telephone us to speak to one of our advisers.

OCCASIONAL & DINING FURNITURE

MATERIALS

Wood - Wood is a naturally occurring product and part of its beauty is that no two pieces are the same. The depth, shade of colour and grain pattern vary from item to item. Solid timbers may experience movement and cracking throughout its lifetime.

Laminates - Synthetic coating on a stable substrate offering a durable and resistant finish.

Foil - Printed finish on substrate creating a uniformed and durable finish.

Veneer - Top layer of timber adhered to a stable platform, colour and pattern repeat being quite uniform.

Stone - The marble and stone within furniture we sell are natural materials and contain all the variations and unique colouring found in nature. It is not possible to control the occurrence of these characteristics which will vary from piece to piece. Please note it can be very porous and therefore extra care should be taken to avoid spillages.

Stone comes in many different colours and each presents natural veining. Some of the open pores and veins may be filled in manufacturing and the seam between the stone and the fill can sometimes leave a notable transition which is unavoidable but does not sacrifice the stability of your furniture in any way and some unfilled holes may also still remain.

Due to the natural weight of stone products it is important to ensure stone furniture is dismantled when moving and that the goods are always assembled correctly.

FINISHES

Unfinished - Material left untreated giving the most natural appeal, furniture will be highly absorbent and susceptible to staining.

Oiled and Waxed - Furniture treated with a fine coating of oil

or wax offering a light protection, re-application of finish must be applied on a regular basis to maintain the protection and aesthetic look.

Lacquered - Sealed finish using lacquer coatings offering a more resilient finish to scratches, heat and moisture, should the finish be damaged in any way a professional repair is required.

Painted - Substrate coated in a pigment based finish offering a good degree of uniformity and protection.

CARING FOR YOUR OCCASIONAL AND DINING FURNITURE

Do not place furniture near heat sources or air conditioning units.

- Avoid changes in humidity.
- Avoid rooms that may cause extreme temperature change such as conservatories, as this may cause excessive timber movement and cracking.
- Always leave a gap behind units to allow air to circulate.
- Protect furniture from strong or prolonged sunlight.
- Avoid marking furniture with sharp objects.
- Carefully lift your furniture, never drag or push it.
- Never lift glass tables by their tops.
- Heavy furniture will leave indentations in carpets and may mark hard flooring if it is dragged across.
- Do not rock backwards on dining chairs.
- Always follow fitting instructions for wall-fixing, glass surfaces and shelves.
- Tall cabinets may need fixing to the wall and most items are marked accordingly.
- We would recommend periodically checking fixtures and fittings on your furniture.
- Uneven floors could give the impression that doors of wall units and wardrobes are out of alignment, so be aware of this and compensate if necessary by adjusting the hinges or packing a corner to level the item.
- Protect all surfaces with felt under-cloths and place mats.
- Take care not to drag crockery across any surface or to put heavy items on the surface without protection.
- Don't overstrain drop flap stays and hinges or place heavy items onto glass shelves.
- Assume that all furniture will not resist water, chemicals or heat.
- Natural wax finishes are porous and stain easily.

- The colour of real wood matures with exposure to light, so it is important to move ornaments regularly and expose table leaves to avoid noticeable colour differences occurring.
- Avoid wiping oil or wax finishes with a wet cloth as this may raise the grain.

Scratches

- With wood products the best way to deal with scratches is to employ the services of a professional polisher. Please ask for details.
- High gloss finishes will display fine surface scratches with use.

Regular And Easy Care Maintenance

- Gently dust your furniture and polish with a soft, lint-free buffing cloth.
- Never use silicon or wax polishes that leave residue on surfaces.
- Only use good quality wax-free proprietary furniture polish, where recommended by the manufacturer.
- Disconnect any light fittings from the mains before changing bulbs.
- Dining chair upholstery can be lightly vacuumed or gently brushed to remove dust.
- Blot up any spills immediately.
- Do not try to wash or rub spills and do not use detergents.
- Marks can be removed with a clean, slightly damp cloth.
- Always follow your manufacturer's cleaning instructions.
- Clean upholstery at least once a year and before soiling becomes ingrained.

BEDROOM FURNITURE

It is important when choosing your bedroom furniture you know what to expect, as the features and benefits of different materials affect the look and durability of furniture. To help further with your understanding of what to expect we have produced some basic information on types of materials and finishes

MATERIALS

Wood - Wood is a naturally occurring product and part of its beauty is that no two pieces are the same. The depth, shade of colour and grain pattern vary from item to item. Solid timbers may experience movement and cracking throughout its lifetime.

Laminates - Synthetic coating on a stable substrate offering a durable and resistant finish.



Foil - Printed finish on substrate creating a uniformed and durable finish.

Veneer - Top layer of timber adhered to a stable platform, colour and pattern repeat being quite uniform.

FINISHES

Unfinished - Material left untreated giving the most natural appeal, furniture will be highly absorbent and susceptible to staining.

Oiled and Waxed - Furniture treated with a fine coating of oil or wax offering a light protection, re-application of finish must be applied on a regular basis to maintain the protection and aesthetic look.

Lacquered - Sealed finish using lacquer coatings offering a more resilient finish to scratches, heat and moisture, should the finish be damaged in any way a professional repair is required.

Painted - Substrate coated in a pigment based finish offering a good degree of uniformity and protection.

CARING FOR YOUR BEDROOM FURNITURE

- Turn down the bed clothes every morning to allow the bed to cool down and breathe.
- Lively children may use your new bed as a trampoline. This is not recommended if you want to prolong the life span of your bed.
- Check that headboard bolts, legs and castors are tightened fully from time to time.
- The drawers within a drawer divan are usually designed to hold lightweight items, such as bed linen, and should not be overloaded. Maximum weight: Mini drawers - 7kg, Standard drawers - 15kg.
- Always leave a gap behind wardrobes and wall units to



allow air to circulate.

- Avoid marking furniture with sharp objects, for example when using a ballpoint pen. Caring for your furniture
- Carefully lift your furniture, never drag or push it.
- Always follow fitting instructions for wall-fixing, glass surfaces and shelves.
- Uneven floors could give the impression that doors of wall units and wardrobes are out of alignment, so be aware of this and compensate if necessary by adjusting the hinges or packing a corner to level the item.
- We recommend you avoid placing furniture near radiators or fires as it may crack and dry out. Similarly, direct sunlight may cause some fading.
- Do not place hot dishes, cups or plates onto any unit or table top - use insulated mats as protection. • Assume that all furniture will not resist water, chemicals or heat.
- Natural wax finishes are porous and stain easily

CARING FOR YOUR MATTRESS

If you have bought a 'No Turn' mattress, with a single sleeping surface, e.g. Memory Foam* Latex, Pillow top and Anti-slip mattress, in most cases it is important that you rotate your mattress regularly.

For all other mattresses it is important that you turn and rotate your mattress regularly once a week for the first two or three months and then monthly thereafter. This will prolong the life-span of your mattress.

- Take care when turning your mattress, please do not allow it to bang or fall against the side of the divan, as this may damage the spring system. Some assistance may be required.
- Use mattress handles, if provided.
- Frequent turning and plumping reduces natural dips and 'nesting' in spring interior mattresses.