Product care Product care Safet Product care Unpacking Safety

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Quality Certificate

Everything that's good for your upholstery



Congratulations on your purchase of an Ewald Schillig sofa!

An excellent choice, because Ewald Schillig is dedicated to providing excellent quality. The best prerequisite for many years of seating comfort and lasting enjoyment of your new furniture is a careful selection of all materials and painstaking manufacturing methods – in every part of the process. Because a sofa is a unique and individual piece of furniture. It is manufactured by teams of experts in accordance with the stringent quality standards defined by the German Furniture Quality Association (Deutsche Gütegemeinschaft Möbel e. V. – more information on page 9).

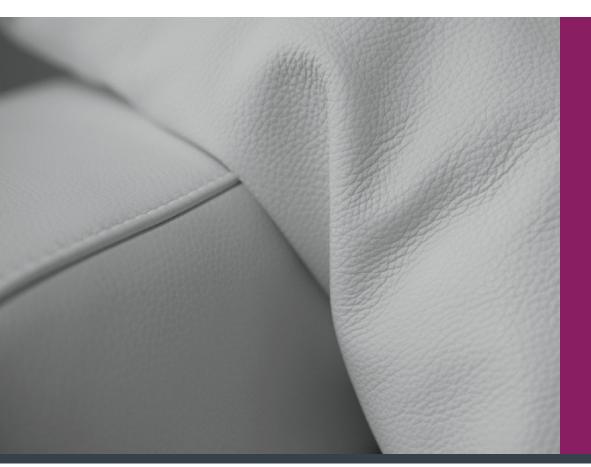
Would you like to know exactly what goes into the making of your furniture? Make yourself comfortable on your new sofa and join us in a look behind the scenes. This short guidebook will reveal the characteristic properties of the upholstery, and how best to care for and clean which covering materials. Often, just a simple tip helps you to wipe away those everyday spots and spills. One thing is certain: the enjoyment of your furniture lasts much longer with the proper care. But, first things first, the best position for your new sofa is key. You can find out everything you need to know about this in the following pages. But for now, I wish you, above all, the greatest pleasure as the owner of a new Ewald Schillig sofa.

Yours sincerely, Carsten Henning Managing Director

Quality made by Ewald Schillig. Our motto is 'Everything with only your best in mind'. We guarantee this with our good name. After all, you not only want peace of mind but also want to feel comfortable on your sofa – for as many years as possible. Our tips on the proper care for upholstered furniture have only one thing in mind: ensuring your lasting pleasure with your new sofa.

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Sofas to fulfil your heart's desires - the Ewald Schillig product philosophy



Some things are simply affairs of the heart. That's the way we think, too. For example, we remain true to our commitment to the creation of formally balanced, versatile and beautiful upholstered furniture.

The simpler, the better

We have made this customer need one of our principles. If you are looking for no-nonsense, favourite places to sit, we're in there with a passion. We put our heart and soul into reinventing the sofa afresh. We concentrate our efforts on sensuous forms, practical functionality and flexible combination options.

Ewald Schillig - a modern brand

Because you expect more than a brief 'wow' factor from your favourite spot, you'll find precisely what you need from Ewald Schillig over the long term. And because we always demand that little bit more than the usual from our colleagues, our suppliers and ourselves, we are where we find ourselves today – a modern brand with enduring influence and success.

Quality made by Ewald Schillig. This is backed up by expert craftsmanship and the very best in industrial manufacturing processes. Ewald Schillig has won hearts around the world with traditional workmanship and 'sofas to fulfil your heart's desire'.

Every day, we design and manufacture furniture for you at our factory in Upper Franconia – always with a full understanding of your expectations and enjoyment of excellent design.

Proven quality and healthy living



Quality has top priority at Ewald Schillig. All our upholstered furniture bears the quality seal of the German Furniture Quality Association (Deutsche Gütegemeinschaft Möbel e. V.) - a seal that underlines the premium quality of the materials and craftsmanship that goes into the manufacture of furniture from Ewald Schillig. It is a quality guarantee for health safety, meaning that our manufacturing processes neither use nor produce CFCs, formaldehyde and PCPs. We also make no use of solvents or heavy metal compounds.

In addition, our upholstered furniture is stringently tested by independent institutions. Only products that can stand up to a simulated lifetime of use within an extremely short period of time are good enough to be awarded the quality seal. Alongside the fulfilment of general requirements, particular attention is paid to the abrasion resistance and lightfastness of fabrics and the quality of frames and springs. Quality attributes that ensure you an extreme degree of security and safety.

All our upholstery is fully compliant with the most stringent environmental and health regulations. The 'Made in Germany' label guarantees exceptional quality. Things that are frequently neglected in the manufacture of cheap furniture due to reasons of costs are, for us, an absolute matter of course: In addition to practical functionality, we also set our focus on the health and safety aspects of our furniture - a decisive factor for your quality of living. So you can feel perfectly at home with your new upholstery.



Our upholstered furniture is stringently tested by independent institutions.



This label stands for the safety and tested quality of Ewald Schillig furniture, and guarantees healthy living. The German Furniture Quality Association stands for the most comprehensive quality-assurance processes in the German furniture segment.



All materials used are fully compliant with mandatory environmental regulations.



Correct unpacking and positioning

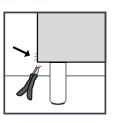
Before your new sofa leaves our factory, it is completely assembled and checked by our quality-assurance team to ensure that its fabrication and overall look is flawless. Only after this 'official approval' is your sofa expertly and carefully packed and protected for delivery to your furniture store. Your furniture store may hold it in storage before it is delivered to your door. All transport and storage activities may leave small traces on your sofa. For instance, seams may be a little displaced or an upholstered element may show signs of squashing. Gentle pulling or fluffing up soon gets your furniture back in form (please refer to the instructions on pages 20/21).

Positioning and adjustment - in the right place

Please make sure that your sofa is set on a flat and level floor. Even the smallest differences in levels caused by uneven floors – or when one leg is on a carpet – can have undesirable consequences: e.g. creaking, squeaking and frame distortion.

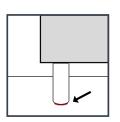
Do not position your upholstery too close to walls and by no means too close to radiators (central heating); a sufficient distance (at least 30 cm) ensures good air circulation and prevents any shrinkage or drying of fabric or leather coverings. Excessive heat causes damage.

Please also make sure that the rooms are not damp (risk of fungus or mildew spotting), and that the position is protected against direct sunlight.



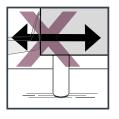
Packaging remnants

Carefully remove all packaging remnants such as sharp staples. Failing to remove such remnants increases the risk of injury, particularly when you lift or move the furniture at some time in the future. Carefully detach any information attached to the sofa – do not tear it off! Tearing could damage seams and coverings.



Felt pads

The legs of your sofa are fitted with either plastic or felt pads. Should your furniture be set on easily damaged floor coverings, then please always check whether felt pads are fitted - please fit these, if necessary.



Repositioning your sofa

To prevent damage to the legs or side elements of your sofa, never try to pull, push or slide it when repositioning it or moving it to clean the room always lift and carry it. In the case of suites consisting of several elements, lift and carry each element separately and reassemble the suite at its new position. When repositioned, carefully realign the seams and smooth out the covers.

Please be sure to take note of our advice. Any damage to your furniture as a result of not complying with the points mentioned will not be accepted as valid complaints.

Strength of armrests and backrests



Armrests

Please do not sit on armrests; these are designed for resting your arms on! Misuse can lead to distortion, the filling can shift and seams may split when subjected to excessive strain and force. The maximum permissible load on fixed armrests (side elements) is 40 kg.



Armrest and backrests with mechanical components

Please do not sit on armrests and backrests as this may damage the hinge mechanisms and their supporting elements. The maximum permissible load on armrests with mechanical components is 25 kg.

Please do not apply force to pull or push adjustable parts beyond their stops. This may otherwise cause damage to the hinges.







Backrests

The backrests are neither designed nor suitable for sitting on, because the upholstery of the backs is not intended to be subjected to such vertical pressures.

Point loading

Please avoid excessive loading pressure; for example, you should not stand or kneel on the seating elements.

Ewald Schillig may not be held liable for any damage or injuries suffered as a consequence of improper use.



Sofas with cross-sleeper function

Integrated manual cross-sleeper function

Please do not pull out the cross-sleeper (day bed) on only one side – always pull it from the centre. Failing to do this may result in damage to the guide rails or detachment from the frame.

Integrated motorised cross-sleeper function

The cross-sleeper is extended by remote control. If this does not function correctly, please consult the user's manual for your remote control unit (please note: motorisation is not available for all models).





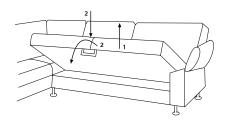
Sofas with cross-sleeper function and storage facility

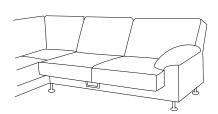


Integrated cross-sleeper function with storage facility

Please raise the reclining element to its uppermost position (1). Then pull the grip forward with one hand and simultaneously press down slightly with the other (2). The motion follows the curve illustrated here.

Your choice of covering may influence the smoothness of this function. As a rule, the motion becomes smoother after frequent use (please note: the storage facility is not available for all models).



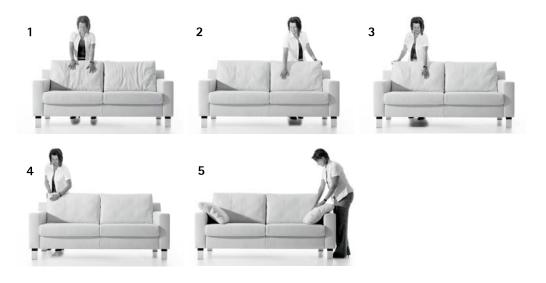




Fluffing up cushions: loose back cushions, fitted back cushions, seat cushions

Please observe the following instructions to get your cushions and upholstery back into form.

- 1 I Pat the back cushions between both hands to evenly redistribute the filling.
- 2 I Hold the back of the cushion firmly with one hand and pat it with the other to fluff it up.
- **3** I Hold a corner of the cushion firmly with one hand and pat it with the other to fluff it up.
- 4 I When finished, hold one corner of the cushion firmly with one hand and smooth the cushion covering with the other.
- **5** I Please fluff up the armrests in the same way.



Upholstery with pocket stitching

This form of high-quality upholstery enables a flexible mixture of loose foam rods and polyester fibres to adjust to the body at every point. To ensure stability and prevent the content from 'wandering', the filling is contained in individual pockets. These are more or less visible, depending on the type of covering. It is, therefore, necessary to shake out or fluff up the cushions regularly.

Models with mixed fillings (foam rods and polyester fibres) will have a longer life when the cushions are regularly shaken out. Another benefit is that other special attributes such as softness, elasticity and suppleness are permanently maintained. Please observe these care instructions.

Visibility of the individual pockets is typical for such products and is no valid cause for complaint.



This sofa can look back on many hours of comfortable 'sittings'.



This sofa is freshly shaken out and fluffed up, and ready for whatever may come.

Important notes on use



Warning – jeans! Denim jeans or other non-colour-fast fabrics and articles of clothing may leave visible colour stains on light-coloured upholstery fabrics. This cannot be removed from most fabrics and, in the case of coated leathers, only at an early stage. Colour migration may also occur in the case of colour combinations. Please also take care with belts, keys in back pockets or rivets – these can all cause physical damage to coverings.



Humidity! Too much moisture in the air can damage your upholstered furniture. As furniture is often constructed with wood products, it is particularly susceptible to moisture. Other inner materials used may also become unstable. Ugly mildew spots (fungus infection) are a further risk. Recommended room climate: around 45–55% relative humidity and a room temperature of 18–23°C.



Sunlight and artificial light! Good for your well-being – bad for your upholstery. Direct sunlight and bright, close-up illumination with halogen lamps accelerate the fading of leather and textiles. Dark, lush colours fundamentally tend to change more quickly under the influence of light than lighter colours do. Absolute light-fastness is a myth; over the course of time, sunlight and artificial light affect all colour pigments.



Pets! Neither fabrics nor leather can stand up to the claws of cats and dogs.



Pilling! Pilling (tiny knots on the surface) may initially appear in the case of smooth or structured textiles and mixed fabrics. This is generally caused by articles of clothing. This 'third-party pilling' is a typical upholstery-product characteristic, and is not a material defect. Please use a special pilling shaver according to the manufacturer's instructions. Due to their structure, fabrics with a high proportion of viscose and linen tend to be more susceptible to pilling.



Static electricity! An undesirable build-up of static electricity may occur when the relative humidity falls below a certain level, particularly in combination with synthetic floor coverings, textiles and upholstery materials. This is a problem that occurs, above all, in overheated rooms during the winter months. There is a simple solution: wipe your furniture and the floor with a damp cloth. Natural indoor plants or room humidifiers support these measures.



Smells! Leathers, fabrics and solid woods all have their own particular smells. Other new materials may also smell at first, and this may last for several weeks or months, depending on their formulation. The best remedy for this is short but intense ventilation, and wiping with a cloth dampened with an all-purpose cleanser. Commercially available odour neutralisers (without acidic ingredients) also help. Rub dry when finished.



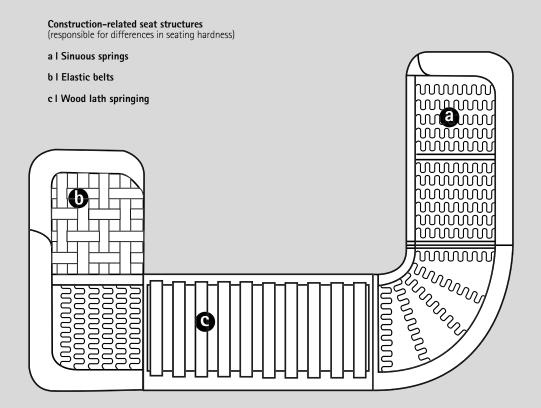
Dimensions: Upholstered furniture is manufactured using soft materials, and can therefore neither be measured nor constructed to absolutely precise dimensions. All dimensions are approximate. Almost negligible variations are unavoidable and typical for upholstery. There may be differences of up to around 2 cm for sizes up to 150 cm, and around 2.5 cm for sizes larger than 150 cm. Such differences are within typical tolerances and are no valid cause for complaint.



It is perfectly normal that the seat construction, upholstery and coverings – no matter whether fabric or leather – begin to give under constant use. During the first months, the seating becomes softer and the coverings begin to look rippled. The look of your furniture depends not only on the construction of your sofa, but also on the upholstery you selected for your sofa. You can read more about this on the following pages.

Upholstery

Seat construction, upholstery and seating comfort



As a rule, the upholstery becomes softer and the coverings begin to look rippled under continuous use. This depends on the type and duration of use, as well as the materials and the springing. What's more: larger upholstered areas (e.g. 3-seater sofa) are more likely to show rippling than smaller areas (e.g. armchairs), because there is greater stretching of the coverings. This is typical for such products and is no valid cause for complaint.

A distinguishing feature of all upholstery types from Ewald Schillig sofas is their intentionally casual aspect. In the case of casual upholstery, a certain amount of rippling is present from the start as the covers are fitted without any stretching of the materials. This rippling may increase, because the covering material (fabric and leather)

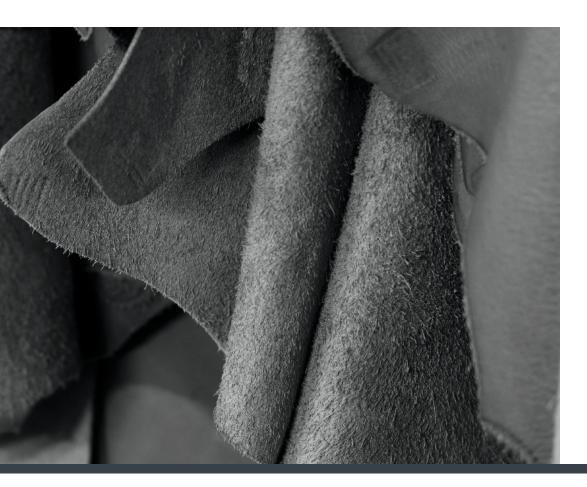
may stretch further under the influence of weight but also because of body heat and moisture. At the same time, the covering material must match the casual upholstery. The covering material must also give when someone takes a seat in order to allow full enjoyment of the outstanding comfort of the upholstered furniture. The covering material should be smoothed flat after use. Read about how to get your furniture back in top form on page 20.

In line with the advice given by the prominent consumer guide, Stiftung Warentest, we recommend that you should regularly change your seat and not only always sit in your favourite spot. Keeping this in mind will guarantee the uniform look of your sofa.

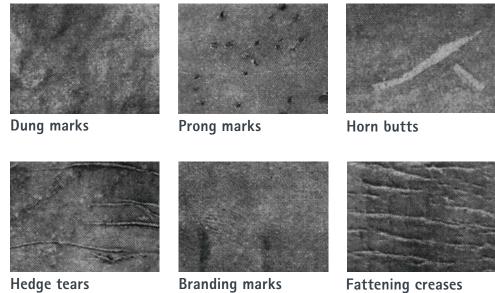
If your sofa is made up of various different geometrical forms (e.g. with a rounded corner element), this means that its construction demanded various different forms of springing (sinuous springs, elastic belts, wood lath springing). This may result in differences in the resilience of the seating areas. Such **construction-related differences** in seat hardness are unavoidable in manufacturing and are no valid cause for complaint. **Differences in seat hardness as a result of use** are equally not a sign of deteriorating quality. Upholstery tends to change over time – depending on its use and the body weight of its users. Any changes in seat hardness are perfectly normal.



Natural markings in leather



Natural markings of the hide structure, grain variations, scars, insect bites and other characteristics are a sign of the truly natural origins of the material, and are part and parcel of leather as a product. They underline the authentic heritage and inimitable beauty of 'Feel Leather' from Ewald Schillig.





Every hide we receive is checked and subjected to stringent examination before it is approved for further use.

Natural markings in leather



No two leathers are identical

Each piece is always slightly different and has its own individual surface structure and colour shadings. Cowhide grows differently depending on the body part and this imparts colour and structural differences – even on one single hide. These characteristic markings prove the unmistakable authenticity of real leather.

In contrast to fabrics, variations in cuts and seams are perfectly normal when upholstering suites with leather.









Leather: care and cleaning



Routine cleaning (regular care and maintenance)

Regular care and cleaning is essential for leather upholstery. Best of all, dust off once every week with a soft cloth or vacuum clean with a clean upholstery nozzle.

Gentle and thorough cleaning*

Twice a year (above all, before and after the central-heating period), dissolve mild soap in tepid, distilled water and clean large surfaces – always complete elements – from seam to seam, the complete seat or armrest. Wipe down with clear water and dry off with a woollen cloth. As impregnations are lost during cleaning with soap, the leather should be subsequently treated by rubbing in a special leather care product (neutral, colourless leather milk or leather balm) in accordance with the manufacturer's instructions. This protects the leather and helps to keep it supple. To avoid staining, never apply the leather care product directly to the leather. And always remember to clean the leather first before applying any care products (routine cleaning)!

Cleaning off spilled food and grease

Remove larger pieces carefully with a wooden spatula or similar tool, then dissolve mild soap in tepid, distilled water and clean off the spill and an extensive surrounding area as described above in the section on 'Gentle and thorough cleaning'.

Sponging off liquids

Dab immediately with absorbent paper or a white cotton cloth; do not rub and do not press the paper or cloth into the leather. Always work from the outside of the spill to the centre to prevent the stain becoming even larger! If necessary, dissolve mild soap in tepid, distilled water and clean off the spill and the extensive surrounding area; then rub off with distilled water and dry with a woollen cloth. Repeat the cleaning procedure as often as necessary.

- * The following damage may occur if you do not clean your leather:
 - 1. Surface cracking of L120 coated leather
 - 2. Colour abrasion due to natural hair oils

LeTec, our partner in caring for your leather

Just like your own skin, your sofa also requires regular care and cleansing. In particular, the unseen factors are the main causes of premature aging of your sofa. Protect your upholstered furniture!

Do not use shoe polishes, cleansers containing solvents, chemicals or impregnation products containing alcohol, etc. For the care of **leather upholstery**, we recommend **LeTec.** They provide expert care and cleaning tips for your sofa on their website at **www.es-lederpflege.de.**



Leather: removing stains

The sooner stains are treated and removed, the better it is for your leather upholstery. Always clean stains from the outer edges towards the centre. The right choice of cloths, cleaning products and the cleaning procedure is important for the successful removal of stains. Never use solvent-based cleaning products such as turpentine, spot remover or petrol – not even when the stain is very hard to remove. This may lead to the stain becoming even larger.

Step by step to successful stain removal

- 1. Remove dirt without rubbing with a piece of dry cotton wool.
- **2.** Dampen another piece of cotton wool with distilled water, and wipe over the stain to be removed with a gentle circular motion.
- **3.** When finished, dry off the spot with a soft cloth.
- **4.** If water alone is not sufficient, treat the stain with a special neutral leather cleansing soap. Dampen a piece of cotton wool with distilled water and leather soap, and wipe over the stain to be removed with a gentle circular motion. Treat the spot again with a piece of cotton wool dampened with distilled water only, and dry off with a soft cloth.
- **5.** For tougher stains (e.g. ink, lipstick or ballpoint pen), use a special leather cleaning stick according to the instructions for use.

Before beginning stain removal, always test all cleaning and care products on a hidden part of the material. We recommend that you consult an expert in the case of large and heavy staining.



Quality factors for textile coverings



In our selection process, we not only focus on diversity and modernity, but also, in particular, on quality and the expected demands on the respective fabrics. Please note: variations in colours and structures are unavoidable when compare with display pieces and fabric samples.

All covering fabrics from Ewald Schillig – whether flat weave, microfibre or velour – have been tested and approved with regard to their abrasion resistance, rub-fastness, lightfastness and pilling characteristics. All our fabrics comply with the guidelines of the DGM and the Martindale rubbing test specifications of the independent German consumer guide 'Stiftung Warentest'.

In contrast to leather, variations in cuts and seams are perfectly normal when upholstering suites with fabrics.



This label stands for the safety and tested quality of Ewald Schillig furniture, and guarantees healthy living. The German Furniture Quality Association stands for the most comprehensive quality-assurance processes in the German furniture segment.

Fabric coverings: care and cleaning



This applies to all covering fabrics: avoid exposure to direct strong lighting and sunlight! Colour staining of furniture caused by non-colour-fast fabrics (e.g. denim jeans) and soiling from normal use are generally no valid cause for complaint.

Your furniture coverings also require regular care, just like any other textiles in daily use. Correct care and cleaning maintains the utility value of your upholstered furniture. Healthy living room hygiene through sufficient air circulation helps to prevent electrostatic build-up.

Please note that damage caused by inappropriate use and insufficient or incorrect care and cleaning is not covered by our guarantee.

Before beginning any care and cleaning, please note the following:

- Check colour fastness on a hidden part of the fabric.
- Use only water-soluble, oil-free cleansers (or pH-neutral, alkaliand perfume-free mild soap). Never use petroleum-based cleansers or solvents! (Always read and follow the instructions for the use of cleaning products).
- You can, of course, always treat heavy soiling with water-soluble or foam-based upholstery or carpet cleaners.
- Please observe our cleaning tips for extreme staining.
- As a rule, upholstery should always be treated in whole sections (from seam to seam), starting at the edges and working towards the centre.
- Do not put anything on your furniture when it is still damp; this may cause the covers to stretch. Always let your upholstery dry completely after cleaning (min. two days)!

In line with the advice given by the prominent consumer guide, Stiftung Warentest, we recommend that you should regularly change your seat and not only always sit in your favourite spot. Keeping this in mind will guarantee the uniform look of your furniture.

Fabric coverings: care and cleaning



Flat weave and microfibres

Routine cleaning (approx. every two weeks)
Flat weave and microfibres: Vacuum-clean at
the lowest power with a suitable upholstery nozzle.

A certain amount of pilling (tiny surface knots) caused by the fabrics themselves or the influence of other fibres (clothing) is possible in the case of flat-weave and microfibre fabrics. These can be removed with a special pilling brush or pilling shaver. Dampen extensive signs of use with a clean cloth, treat carefully with a mild detergent, carefully wipe with clear water several times and brush off after drying.

Velour

Routine cleaning (approx. every two weeks)
Vacuum cleaning: use an upholstery nozzle with
soft bristles or a soft brush (clothes brush).

Rub up a lather with a little tepid water and mild soap on extensive signs of use, and clean the area with a gentle circular motion. Use a cloth or a soft brush to bring up the pile after drying. Please note that 'crushing/sitting marks' are characteristic for velour fabrics. These are typical for such fabrics and are no valid cause for complaint.

Thorough cleaning

Rub down with a damp (not wet!) cloth once or twice a year, using tepid distilled water with a little mild soap. Ensure fast drying (but never use an iron or hairdryer on fabrics with pile).

Please make sure that routine cleaning is carried out before beginning with thorough cleaning.

Fabric coverings: removing stains

General initial treatment of all stains

Dirt and stains must be removed immediately; never let them dry out. Remove any solid residues and dab off liquids. Take care with acidic stains - e.q. fruit juice, household cleansers, aggressive perspiration marks when taking medicines - as such stains must be cleaned off immediately with distilled water. Even tough stains can be removed if you follow the following stain removal tips.

- A Treat with very cold water (ice-cold, if possible) possibly also with a solution of shampoo in water. Never use hot water, as this causes proteins to congeal. Egg, blood, excrement and urine
- B Treat with a lukewarm solution of shampoo in distilled water. If the stain cannot be removed by this method, treat again with benzine or stain remover after drying. Vomit, coffee with milk, milk, ballpoint pen, lipstick, furniture polish (B/D), perfume, soot, shoe polish, food (soups, sauces, mustard, cream, salad dressing, mayonnaise and chocolate), ink and wine (B/C)
- C Do net let stains dry out! Treat immediately with a lukewarm solution of shampoo in water. Beverages (tea, Coca-Cola (or similar), coffee, beer, fruit juice, soft drinks, spirits, etc.) and fruit
- **D** Treat with benzine or commercially available stain removers. Floor polish, butter, grease, paint, varnish, nail varnish, felt-tip pen, carbon, indelible pencil, resin, tar and oil

- **E** Do not use an iron! Crumble solids as far as possible and pick off carefully (there is a risk of surface damage in the case of velour). Treat with benzine; repeat the treatment several times, if necessary.
- F Use commercially available instant cooling spray according to instructions. There is a risk of damage to velour surfaces due to loss of pile! Do not pick at the stain! Chewing gum, modelling clay (plasticine)
- **G** Dampen a white cloth with a solution of citric acid in water (one level tablespoon to 100 ml of cold water). Wipe up the stain from the edges towards the centre. Blood (dried) and rust

Do not wash cushions etc. in a washing machine - hand-wash only. Impregnation should be renewed with a typical commercially available product after cleaning.

- Candle wax
- Cream В Egg Α
 - Α Excrement
 - Felt-tip marker ink

Ballpoint pen ink

Beer

Beverages Blood Blood (dried) Butter Candle wax

Carbon

Coffee

Chewing gum

Coca-Cola (or similar)

Coffee with milk

Chocolate

C

D

С

- Floor polish Foods
- С Fruit
- Fruit juice
- Furniture polish
- Grease D
- Indelible pencil В Ink
- Lipstick
- Mavonnaise
- Milk
- Modelling clay (plasticine)
- Mustard
- Nail varnish
- D Oil
- D **Paint**
- Perfume
- D Resin
- G Rust
- Salad dressing
- Sauces
- Shoe polish

It is essential that cleaning is first tested on a hidden part of the fabric! When using soaps etc. for cleaning, always repeat the treatment with clear distilled water afterwards.

- C Soft drinks
- B Soot
- Soups
- **Spirits**
- D Tar
- С Tea
- Urine
- Varnish
- Vomit
- B/C Wine