



LOOM[®]
LOFT
FURNITURE & INTERIORS

FURNITURE CARE GUIDE



THANK YOU FOR PURCHASING YOUR FURNITURE FROM US

Before you start enjoying your furniture, please take a moment to read through this guide so that you can get the most enjoyment out of your new purchase.

There are several things you can do throughout the years to extend your furnitures lifetime.

1. Hoover upholstery regularly with the soft brush attachment to lift pile, collect crumbs and dust from piping and sides under the cushions.
2. Protect your furniture against sunlight and strong heat. Place it a safe distance from radiators and wood-burning stoves. Try to avoid direct sunlight, which may fade and dry out the material. We recommend using your curtains/blinds to protect from direct sunlight.
3. Switch the armrest bolsters and seat cushions around regularly so that they wear evenly. It's also a good idea to periodically change where you sit on the sofa so that wear is evenly distributed. Seat cushions where possible should be flipped and rotated.
4. Daily plumping of your cushions with loose filling (down/fibre/feathers) to release the fibres/feathers helping to maintain shape and stop flattening.
5. Be aware of what you wear. Excess dye from new/damp clothes can rub off onto the furniture, zips and rivets can also create holes or loose threads.
6. Sit only on parts of the furniture that are designed for this purpose. Avoid sitting on the armrests, backrest or headrest and footrest. Always incline a recliner before standing.
7. Always use the furniture within its intended weight and seating limits. Avoid placing it under unnecessary strain, such as jumping or excessive impact.
8. Lift your furniture instead of dragging it. That way, you'll avoid harming both the furniture and the floor. If you have a wooden floor, we recommend placing furniture glides under the feet to aid moving your furniture for cleaning.
9. If you want to properly care for your furniture, it's generally recommended to not allow pets on it. Their claws can catch a thread, dirt or grease on claws/fur can damage the fabric and upholstery, leading to the need for more frequent cleaning and potential repairs.

A safe arrival

Your furniture arrives well-protected, though light pressure marks may appear after unpacking. These will settle. Simply shake and plump the cushions and bolsters to restore their shape.

TAKING CARE OF UPHOLSTERED FURNITURE

As with everything that you use on a daily basis, it's important that you care for it correctly. This also applies to furniture. This is why we recommend that you clean your furniture regularly so that you get the most possible enjoyment from it.

Maintenance of fabric furniture

All types of upholstered furniture can benefit from good maintenance. This means that you should clean your furniture once a week, so that dust and dirt don't become embedded in the fabric. This will allow the fibres to remain elastic and the fabric will stay looking fantastic for longer. It's also important that you remove any stains and dirt as quickly as possible. Please note that you **must not** use non-recommended cleaning agents on the furniture.

Care of leather furniture

As leather is a natural product, leather furniture needs to be treated and cared for just as you would your own skin. If leather becomes dirty, it needs wiping with a damp cloth. It's also a good idea to dry it afterwards with a dry cloth, in order to prevent mineral deposits (avoid using microfibre cloths). If the leather feels dry, or if you've had to use a sponge to get into the grain, never scrub, we recommend that you use a care product intended for leather. After using a leather cleaner it's important to protect and condition the leather by applying one of our leather protection creams.

In the case of heavy soiling, wipe down the entire item of furniture with leather cleaner. Using care products on aniline leather will make the leather darker until all the moisture has been absorbed. Vacuum weekly to remove dust and dirt from under loose cushions, buttoned areas and piping using an appropriate upholstery attachment.

Vacuum often, but with care

Friction or rough vacuuming can also increase the risk of pilling. This is why it's important that you vacuum at low suction power and with a soft brush. Dirt can become embedded into the upholstery over time, which increases the risk of pilling. For this reason, it's important to maintain the furniture often.

TAKING CARE OF UPHOLSTERED FURNITURE

Dressing

When you first put a new item of furniture to use, the cushions and seats may feel tight and full. Depending on the elasticity, they will become more flexible once the furniture has been used for a while, the interiors will settle this makes it more comfortable (puddling), but can also cause wrinkles. The extent of these wrinkles varies depending on the type of material (fabric or leather) and may also depend on the width of the seats. The softer the filling and bigger the cushion, the greater the chance of wrinkles and creases. However, these are completely natural and are not a fault in the quality of your furniture. Softer leathers may need more regular dressing. This is why it is important to regularly plump and dress your cushions to maintain them.

Wrinkles & Creases

Wrinkles and creases typically appear over time, depending on how much the furniture is used and how elastic the material is. The fabric will only expand very slightly. If it does, you can smooth out the excess fabric with your hand so that it is distributed smoothly across the seat cushion.

Puddling

Puddling is the natural softening, stretching or slight sagging of upholstery fabric or leather, typically on the seat cushions, that develops through normal use. It is a normal characteristic of both fabric and leather sofas, especially modern, soft-seated styles.

Pilling

Fabric can sometimes develop bobbles on the surface, which are caused by the textile fibres being rubbed and pulled and creating small balls of fibres. This is called pilling and can be caused by a number of factors. Some fabrics have an excess of loose fibres, which can lead to pilling. This will normally subside after the furniture has been used for some time. Pilling can also be caused by foreign fibres from clothing, rugs and dust, which stick to the fabric. This can give the furniture fabric a 'fuzzy' look, but is not a defect quality of the textiles. If you experience pilling, it's generally easy to remove with an electric lint remover.

Fire Retardant Finish

All sofas sold in the UK include a fire-retardant finish. You may notice this by unzipping a cushion and feeling the rough protective coating inside. We do not recommend washing sofa covers or cushions, as this can damage the fire-retardant layer and reduce its effectiveness.



LEATHER TYPES & CHARACTERISTICS

When you acquire an item of leather furniture, you become the owner of a fantastic natural product. As leather is a natural product you may experience structural differences in the most beautiful hides, each of which will have it's own individual characteristics.

Types of Leather

There are several different types of leather including, full grain, top grain, split leather and bonded leather.

Full grain. Is the highest quality and most durable grade of leather available. It is made from the top layer of the hide, where the natural grain is strongest. It retains the full, intact grain, including the original texture and markings including scars, wrinkles, grain variation and small blemishes. These are signs of authenticity, not faults.

Top grain. Is a high-quality leather that has been lightly corrected to create a more uniform appearance while still offering strength, durability and a premium feel.

Aniline, semi-aniline, and protected. Aniline leather is dyed without a surface coating, keeping its natural look but making it more prone to marks and staining. Semi-aniline and protected leathers have a light protective, pigmented finish, giving better stain resistance and a more even colour.

Split leather is made from the fibrous, lower layers of an animal hide after the top layer has been separated.

Split leather is mainly used on the outer areas of the product where it gets less wear/use.

Creases/Stretch

After you begin using your new item of leather furniture, the leather will start to expand, relax and creases may occur. Leather will stretch (known as puddling) more with broader seating and soft seating comfort. This stretching is completely natural and are not a fault in the quality of your furniture.

We recommend you protect your leather from the first day it arrives in your home using our leather care kits

Top Tip: To remove creases use the warm palm of your hand, moving in different directions while pressing the seat interior to smooth over the seating.

Natural Product

Leather comes from cattle that graze freely across wide expanses, which means that leather is a natural product that develops a patina through use - and also why creases, scars and all kinds of marks may slightly differ on the leather.

FILLING & UPHOLSTERY

Because of the different fillings and upholstery choices, seating comfort can vary between collections. Factors such as cushion fillings, cover materials and module types (for example, corner pieces), as well as size variations, can all influence comfort levels.

Foam Filling

Sofa foam filling blends low maintenance with dependable comfort, providing a firmer seating experience compared to many other cushion types. Foam will feel firm when you first sit on your new sofa but softens from the very first use. It retains its shape when not in use, bouncing back to its original form, ensuring consistent support each time you sit. This makes it an ideal choice for individuals with back or neck issues.

Top Tip: Regularly turn and rotate your cushions to ensure even wear and maximise the life of your seat interiors.

Fibre Filling

Fibre cushions are crafted from man-made polyester hollow strands filled with air. These aerated strands are blown into a cushion cover, giving the cushion its full, plump look. The fibres compress under pressure, offering a softer feel than foam. As the air is pushed out during use, the cushions will need to be fluffed/plumped daily to restore air to the fibres and prolong their shape.

Top Tip: Remove the cushions daily, unzip slightly, give them a firm shake or pat to let air back in, then re-zip.

Feather Cushions

Like fibre cushions, feather cushions provide a softer and less rigid look than foam. We recommend daily plumping to maintain the cushions shape. Feather is often mixed with fibre in cushions, as feathers on their own can clump together. Feather and fibre are perfect for those wanting a sofa to sink into.

Top Tip: Some puddling is normal where you sit. Simply use the warm palm of your hand moving in different directions to smooth the area.

Pocket Sprung

This ultra-high coil density allows maximum conformity to body contours. Every time that you get up from a pocket sprung sofa/chair all the springs expand and press outwards, helping to maintain the shape of the seat cushion.



WHEN ACCIDENTS HAPPEN

Unfortunately, even if you are careful, in your furniture's lifetime there is a good chance that your furniture will eventually fall victim to an accident. The golden rule to keep in mind when this happens is to react quickly; a fast turnaround can be the difference between a quick mop-up and a stain being embedded into your upholstery.

For liquid spills your first priority should be removing as much liquid as possible before it has the chance to soak into the fibres of the fabric, which will minimise the chances of a staining. Take a dry cloth and blot up the surface liquid. Then, use a fresh, damp cloth to dab at any marks that have appeared. If you're quick, you can often avoid a stain altogether or at the very least reduce any surface blemishes.

Top Tip: Blot don't rub, rubbing pushes the liquid stain into the material.

We recommend using one of our cleaning kits, which contains specialist products designed to treat both everyday and more stubborn stains on your furniture. The Fresh Stain Remover can be applied almost immediately after blotting to help lift new marks. The Old & Resistant Stain Remover is suitable for more persistent stains, while the Grease & Oil Remover targets oily food and drink spillages.

We recommend these products over the ones that can be purchased in supermarkets. Store-bought stain removers may contain chemicals that will damage your fabric. The products in our kits have been specially designed not to harm your upholstery or leather. However, when a stain proves too difficult to remove yourself, we would always advise that you seek the help of a professional cleaner.

Having invested in your new furniture it is only natural that you will want to keep it looking like new for as long as possible. For peace of mind when accidents happen, we can offer customers our Staingard Protect5 plan.

(See inside page for details)



CARING FOR YOUR NATURAL WOOD FURNITURE

Direct sunlight and heat can cause splitting, cracking or discolouration of your wood furniture. This type of damage is usually irreversible. Use blinds or curtains to protect it from direct sun.

Avoid placing furniture near radiators or open heat sources. Excess heat can cause wood to shrink, which may result in cracks in the grain or joints.

Always use a soft, lint free, dry cloth, when dusting and ensure that there is no grit on the duster.

Use coasters or place mats to protect where possible, avoid placing piping hot pots/pans and serving dishes directly onto the surface.

We do not recommend using silicon or spray polishes, abrasive cleaners or other household cleaning products not specifically designed for hardwood furniture, as they may leave a residue on the surface of your furniture.

Use a damp (not wet), soft cloth to clean the furniture and always thoroughly dry afterwards.

Any liquid spilled on the furniture should be cleaned up immediately using an absorbent cloth. Always dab the surface dry, **DO NOT** wipe as this may cause damage to the finish of the item.

If liquids are left on the tabletop it could breakdown the finish, leave watermarks and cause structural damage. Ensure the product is completely dry by dabbing the area with another dry, soft, absorbent cloth afterwards.

If your furniture has a lacquered finish, we recommend daily dusting and occasionally wiping the surface with a slightly damp cloth, followed by a soft, lint free, dry cloth.

If your furniture has an oiled finish, we recommend applying a finishing oil once every twelve months using one of our care kits. Avoid silicone-based waxes, as they leave a residue that is difficult to remove.

Extending leaves - always store these somewhere flat to avoid warpage. Ideally kept in the same humidity as the table.

Bolts and other fixings may work loose over time and may need tightening every now and then.



NATURAL WOOD FURNITURE CHARACTERISTICS

Natural wood furniture by its very nature may include knots, grains and identification marks. Reclaimed wood ranges are manufactured using items like old reclaimed doors, boats and are made from differing wood types, making each piece unique, which is what makes them so special.

Below are some of the characteristics which you should expect to find in products made from natural/reclaimed wood.



Small cracks along the grain line.



Blocking to replace holes left by hardware.



Irregular patterns.



Small holes in the wood.



Small cracks due to temperature & humidity variations.



Variations in grain pattern and colour.



Areas of natural surface variations.



Knots in the grain.

CARING FOR YOUR CERAMIC & SINTERED STONE FURNITURE

Ceramic & sintered stone tabletops are celebrated for their exceptional durability. They have excellent heat/scratch resistance, which makes them ideal for everyday use. The robust nature ensures that these tables can handle everything from hot dishes to accidental spills without showing signs of wear. This makes them particularly suitable for families and anyone looking for a long-lasting furniture solution.

Ceramic

The ceramic surface is dense and strong with a minimal porosity, easy to maintain and extremely hygienic. Cold or hot items can be placed directly on the tabletop.

The surface is easy to clean. For day-to-day cleaning, use water and neutral detergent, soapy warm water and a soft cloth. Avoid using alcohol, bleach and acid cleaners which can discolour the surface. No need to wax or oil the surface. Do not cut food directly on the surface. Thoroughly dry after cleaning.

Top Tip: Wipe up spills immediately.

We provide a ceramic/stone care kit which contains products for cleaning your table. (Ask a member of staff for details.)

Even though ceramic is hard wearing avoid hard knocks to the surface or the edges as this can cause damage.

Sintered Stone

To care for a sintered stone surface, regularly wipe it down with a damp, soft cloth to remove spills immediately, avoid using harsh chemicals or abrasive cleaners.

For stubborn stains, use a neutral or mild diluted detergent solution. Cold or hot items can be placed directly on the tabletop.

Keep in mind that sintered stone isn't fully non-porous. Acidic liquids like lemon or vinegar may stain if they're not cleaned up straight away.



STAINGARD FURNITURE CARE PLAN



Having invested in your new furniture it is only natural that you will want to keep it looking like new for as long as possible. This is why we offer our customers Staingard's 5 Year Care Plan.

Whether you choose a fabulous fabric or luxurious leather sofa, or smart dining table, you can rest assured that by purchasing this care plan you are covered when an accident happens to your furniture. Stain removal and repairs will be taken care of at no extra cost to you. Staingard's 5 year Care Plan is supported by a range of care products designed to ensure that you are able to maintain your furniture in the best way possible.

These care products are specially formulated and produced by Staingard they are easy to use and effective. Care plans are available at point of purchase or after purchase **but before delivery.**

COVER PROVIDED

Stains

Acids, cosmetics, shoe polish, ink, bleaches, caustics, corrosives, paints, super glue, ketchup, cola, coffee, human & animal bodily fluids, all food stuffs & drinks, dyes & dye transfer from newspaper print or clothing, including denim.

(Staining must result from a sudden and unforeseen event. This care plan does not provide cover for an accumulation or natural wear and tear over a period of time)

Accidental Damages

rips, burns, punctures, scratches, breakage, dents or chips, water, liquid or heat marks, pet damage (Claims up to the value of your purchase.)

Structural Defects

- Frame warpage and breakage.
- Peeling of veneered or laminate finishes.
- Lifting or peeling of the hide on leather furniture.
- Broken zips, castors and buttons, bending and breakage of metal components.
- Failure of recliner mechanisms including electrical motors and associated electric components.

BENEFITS

- 5 years peace of mind.
- Original value replacements.
- National network of professional technicians. No excess charges.
- One call for advice and service.

Ask a member of our team for more information or call us on 01254 311388.



Follow the advice in this guide and you will be able to maintain the new condition of your sofa & furniture for many years to come.

If you have any questions about the upkeep of your piece of furniture, please contact a member of our team on the number or email below and will be happy to help.

01254 311388

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