

CARE GUIDE

lounge lovers



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THANK YOU FOR CHOOSING LOUNGE LOVERS

Lounge Lovers was born from a simple idea: that style should be for the many, not just the few. More than a decade later, we've helped thousands of Australians create stylish spaces with on-trend furniture that's affordable and built to last. Our pieces have been featured in the homes of interior designers, stylists and celebrities alike – and now, we're thrilled to welcome you to the Lounge Lovers family.

Your Lounge Lovers products are designed to stand the test of time. With the right love and care, you'll maximise the life of your new purchase and ensure it will be with you for years to come.

To help ensure your furniture looks and feels at its best, we've put together this handy guide on the best ways to maintain, clean and protect your product. In these pages, you'll find expert tips for product care on the full range of materials used across our living, dining and bedroom range.

Once again, thank you for shopping with Lounge Lovers. We hope you love your purchase as much as we do.

Derek Kerr
CEO

FABRIC FURNITURE

We use premium quality fabrics designed for the wear and tear of everyday living, but even these need a little maintenance and care to keep them looking ship-shape.

The easiest, most effective way to protect your furniture is to treat it with a quality protective product as soon as possible after purchase. We recommend the Guardsman Fabric Protection Kit, which comes with self-applicating products and a 5-year warranty against accidental spills and stains. These are available to purchase in our showrooms and online

Keep your furniture looking fantastic with a weekly dusting to remove loose particles using a low-suction vacuum with a soft brush attachment. This will also help to minimise pilling, a normal result of a fabric sofa's loose surface fibres twisting into tiny balls. If you do notice pilling, remove it with a Fabric Pill Remover or Electric Lint Remover (available from haberdashers and department stores). Be aware that pilling can recur, so you may need to repeat the removal process a few times before it settles.

To avoid fading and weakening, keep your fabric sofa away from direct sunlight and close contact with heaters, and don't sit on it in wet swimmers as chlorine can leave watermarks or cause bleaching. Finally, watch out for sharp items which can scratch and pull your sofa, such as belt buckles and zippers.

Even with the best protection, spills happen. If they do, put an ultra-absorbent cloth on the spill until all liquid has been absorbed, then allow the fabric to dry naturally. Take care to avoid vigorous dabbing or rubbing, never soak your fabric furniture, and steer clear of soaps, chemicals, alcohol and detergents not specifically formulated for cleaning furniture fabric. Finally, to ensure your fabric furniture looks fresh, try to keep your pets off the sofa as dirt and oil from pet fur may cause discolouration.

We recommend professional on-site cleaning every 12 to 18 months.

SOFA SEATS AND BACK CUSHIONS

Just like pillows, the feather fill in your sofa cushions will compress with use – especially if you always snuggle up on the same spot. To help keep their shape, feather-filled cushions need to be ‘plumped’ weekly, while reversible cushions can be regularly rotated.

If your sofa has the feather fill, you may experience a crinkling noise. This crinkling noise happens because your cushions have been encased by a down-proof ticking material designed to add body and support to the cushion, while preventing the feathers from poking through the surface. Essentially, the sound is the material flexing inside the cushion.

During the first 3 months of use, polyurethane foam in the seats and cushions tends to soften and then should permanently stabilise.

A customer’s sofa will feel or look a little different to the one they saw in the showroom (the seat may feel firmer; the fabric might look tighter), that’s because the furniture is brand new, unlike the showroom’s floor sample which may have already been well “run-in” by many visitors.

If your sofa’s seat or back cushions have removable covers, we advise protecting them at the time of purchase with Guardsman fabric protection products. Professional dry cleaning is recommended.



LINEN

Soft, natural and quick to dry, linen is a timeless, natural fibre with imperfections and colour variations often part of its character.

For the best results, we recommend treating your linen upholstered furniture at the time of purchase with the specially-formulated Guardsman Fabric Protection Kit. This will help reduce the chance of staining after accidental spills and stains, and are available to purchase in our showrooms and online.

The simplest way to avoid fabric discolouration is to keep your sofa, armchair or fabric dining chairs away from direct sunlight, which can cause fading by breaking down the chemical bonds in the fabric. You should also vacuum regularly to keep it looking fresh and minimise pilling, which is a normal result of a fabric sofa's loose surface fibres twisting into tiny balls. If you do notice pilling, remove it with a Fabric Pill Remover or Electric Lint Remover (available from haberdashers and department stores). Be aware that pilling can recur, so you may need to repeat the removal process a few times before it settles.

Due to the nature of linen creasing is to be expected and embraced. On arrival, your linen may appear very creased due to time in transit. A handheld steamer can be used to remove these creases.

We recommend on-site upholstery cleaning every 12 to 18 months, however if required between these times, the removable covers can be taken to a dry cleaner for professional cleaning. We would not recommend using your home washing machine



VELVET

Our premium velvets are suitable for everyday use. However, as a delicate fabric, it still deserves a little TLC.

At the time of purchase and over time, shading and texturing will occur. These are typical characteristics of velvet that should be expected and celebrated, not considered faults. To manage dents that may occur with regular use, use a steam iron, suede brush or soft toothbrush. Direct sunlight will lead to fading, so be mindful where you put your velvet seating.

Spills should be immediately dabbed (not rubbed) with a moistened soft cloth to avoid staining. Marks can be treated using a suede brush or soft toothbrush with water. We recommend professional cleaning for heavy soiling.



LEATHER

Our furniture is made from premium top-grain aniline and semi-aniline leather.

Aniline leather is the softest, most natural looking leather available and features the hide's natural characteristics, such as insect bites, scars and scratches. Aniline leather will lighten with sunlight exposure over time. Semi-aniline leather has been treated with wax for a degree of surface protection, making it more family-friendly and more resistant to marks and fading than its aniline cousin.

As a natural material, leather has a natural protective coating of its own, yet it still needs – and deserves – gentle care with the right products to preserve its good looks and ensure it continues to look even better with age.

Keep your leather sofa looking its best with a weekly dust, or clean it with a soft vacuum attachment to stop loose particles and debris from scratching the leather.

To nourish and protect your leather against spills, stains, rips or tears, we recommend the self-applicating Guardsman Pull Up and Waxed Leather Kit (both suitable for aniline and

semi-aniline leathers) which includes Leather Clean and Renew and Pull Up Revive. These products have been specially formulated to keep leather looking in tip-top condition, and are available to purchase in our showrooms and online. And remember, the sooner you apply a protective product to your leather, the better, as once spills and stains set in, they become tougher to treat.

To prolong the life of your leather products, it's important to clean your leather furniture with products specifically designed for use on leather. Avoid cleaning with alcohol, detergents, harsh chemicals, wax, saddle soap or any products not specifically designed for leather use. Never rub vigorously, don't soak your leather and don't clean it too frequently. For heavy soiling, we recommend professional cleaning.

Finally, keep your leather furniture out of direct sunlight and don't sit on it in wet swimmers, as chlorine can leave watermarks or cause bleaching. Watch out for sharp items as well that can scratch your sofa, such as belt buckles and zippers.

TIMBER

There's nothing like natural timber to warm up your home. Looking after these gorgeous pieces and keeping them in prime condition is fairly straightforward with simple steps – starting with the position.

Since timber is prone to expanding and shrinking with changes in temperature and humidity, avoid putting it directly in front of heaters, or anywhere subject to excessive changes in temperature or moisture.

We suggest regular dusting, wiping with a damp cloth, then buffing with a dry cloth to keep your timber surface in tip-top condition. Polish your timber furniture once a month with specially-formulated furniture polish, and take care to always follow application instructions carefully. Stubborn marks can be tackled with a damp cloth moistened with a mild detergent solution. Avoid silicone-based products which will leave a sticky residue on the surface.

To minimise scratching, avoid dragging hard objects across your timber tabletop, and don't write with pen and paper without something underneath. Hot dishes or pans may leave ring

marks on timber, so always use heat-resistant mats or trivets when dishing up. Should you find yourself struggling with a tougher scratch or damaged edge, pop by one of our showrooms or on our website and pick up a pack of self-applicating Guardsman Wood Repair Sticks.

Natural Characteristics

As a natural product, solid timber features distinctive knots, checks, and visual imperfections that honour its organic origins. Over time, your timber furniture will take on its own character, swelling and shrinking with the seasons, developing cracks, and taking on irregularities as life makes its own marks. It's what makes each piece of timber furniture a unique statement piece that's individual to your home.

Movement

Timbers, especially solid timbers, are natural, organic products and as such have tendencies to move over time and depending on the moisture content of the environment they are in.

Almost all solid timbers will move to some degree. This may result in small gaps which are called 'checks'. These are normal for solid timbers; however are less common on veneers. We recommend not placing your timber products in heavy air conditioning, moist air environments such as bathrooms, in heavy direct sunlight or outside (unless it's outdoor timber). A wax may also help further prevent your solid timber from moving. If you're unsure of whether to use a wax on your product, seek information from our friendly sales team.



TIMBER VENEER

Timber veneer furniture is strong, durable and low-maintenance thanks to its thin layer of timber attached to an inner MDF panel.

To preserve your timber veneer product's good looks, dust your timber veneer furniture regularly, followed with a wipe down with a dry or damp cloth to keep dust and dirt away. Polish once a month with a specially-formulated furniture polish and follow its application instructions carefully. Avoid direct sunlight which can cause fading or yellowing.

When writing with pen and paper, pop something underneath to avoid indentation on your timber veneer furniture. Use heat-resistant mats or trivets when dishing up with hot dishes or pans, and avoid dragging hard objects across a timber veneer tabletop.

If spills occur, clean them immediately and avoid direct contact with moisture to prevent the veneer from lifting. For more stubborn marks, use a damp cloth moistened with a mild detergent solution, but take care to avoid silicone-based products, which may leave a sticky surface residue.



RATTAN

Here's the good news: natural rattan and wicker are low-maintenance and made to last. We recommend regular dusting with a soft cloth or soft brush or vacuum brush attachment; and using a soft-bristled toothbrush to access tricky spots. An occasional wipe with a soft damp cloth and application of protective furniture sheen or polish will also go a long way in keeping your product looking its best.

If your rattan or wicker product has been marked or stained, clean it with a mild soap solution, rinse and allow to dry, then coat with natural lacquer.



CONCRETE

With its timeless good looks and organic texture, concrete is a durable material that's terrific for everyday use.

Since concrete is naturally porous, it's important to wipe spills immediately to prevent water or other liquids from absorbing into the surface and leaving marks. To keep your concrete in top condition, we recommend using placemats and coasters. Avoid using aggressive scrubbing pads or brushes and abrasive cleaning products which can wear away the concrete sealant. We suggest using a pH-neutral cleaner with a damp, soft cloth.

We also highly recommend protecting your concrete furniture at the time of purchase with Guardsman 3 step system (Daily Cleaner, Stone Seal & Protect and Shine & Polish), self applying trigger sprays that are suitable for surfaces on dining tables, coffee tables, side tables and console tables made from granite, marble, terrazzo, travertine, slate, concrete or other natural stones. These can be purchased in our showrooms or online.



MARBLE

Our high-quality Carrara marble is quarried in northern Tuscany, Italy, and is renowned for its gorgeous natural grain, veins, colour and tone – with no two pieces exactly alike. As a porous, natural stone, marble is delicate and prone to staining, scratching and chipping, so proper protection and care are paramount.

The first step in maintaining your marble's stunning good looks is regular sealing. This should be done at least once a year using a purpose-built product. We recommend the self-applying Guardsman 3 step system (Daily Cleaner, Stone Seal & Protect and Shine & Polish), which is made to help protect porous surfaces like marble against stains and etching. These are available to purchase online or in our showrooms.

The next step is to use runners, placemats, felt mats and coasters to avoid contact with anything hot, cold, sticky or moist, including acidic substances such as coffee, wine, juice and tomato sauce (marble's worst enemies!). It's also important to keep items such as candles and hot pans away from your marble table to avoid marking, and to not drag hard objects across the tabletop to avoid scratching.

As marble is porous, clean any spills promptly with a clean, damp cloth to prevent surface penetration. We recommend frequent dusting with a soft, dry cloth. If necessary, mix warm water with a mild soap to clean using small overlapping sweeping motions, then dry with a soft clean cloth to prevent spotting. Do not saturate your table, and take care not to use chemical cleaners, dusting sprays, abrasive cleaners or furniture wax or polish.



PLASTIC

Plastic and polypropylene furniture products are extremely low maintenance. To keep your plastic or polypropylene furniture looking schmick, simply wipe regularly with a soft damp cloth to remove dust, or rub gently with a damp cloth (and a small amount of dishwashing detergent if necessary) to remove marks or stains.

Unless your plastic purchase has been specifically designated 'suitable for outdoor use', then only use indoors to avoid fading caused by direct sunlight.



BONE INLAY

As beautiful and unique as it is, bone inlay furniture requires a little more TLC than some other pieces, but it's well worth it.

The key to preserving your bone inlay investment is to be gentle. As an organic material, bone inlay is porous, so it should be kept away from direct heat. We also suggest applying a grout sealant to protect bone inlay pieces in high-traffic areas.

To clean, use a lightly moistened lint-free cloth, and dab gently rather than rub. An occasional wipe with a colourless beeswax will keep your bone inlay's resin supple and prevent cracking.



GLASS

Low-maintenance, easy to clean and impervious to stains – glass looks great and is a popular choice for dining, coffee and side tables.

To reduce the risk of spillage, marks and scratches, use coasters or placemats. Steer clear of heavy items, and avoid placing items with rough bases or sharp corners directly onto the table.

Clean your glass tabletop using a chamois or microfibre cloth dampened with either a mild detergent mixed with warm water, or a solution of 1 tablespoon of white vinegar, 1 cup of rubbing alcohol and 1 cup of water mixed together in a spray bottle. Afterwards, wipe dry with a clean cloth. To prevent lint and streaks, avoid drying your glass surface with paper towel.

Finally, remember not to use abrasive cleaning products on glass surfaces, such as those containing acid or ammonia.



RUGS

Polypropylene

Popular with families, pet-lovers and busy households, polypropylene rugs are easy to clean and resistant to water, stains and fading.

For best results, vacuum once or twice a week using the gentlest possible setting, and avoid powerful vacuums which may cause loose fibres to be pulled from the base of the rug. In the event of accidental spills, blot with a paper towel or colourless cloth, then spot clean with a small amount of mild detergent and warm water. Don't wipe vigorously or scrub.

We recommend professional cleaning every 12 to 18 months to keep your rug in premium condition.

To ensure even wear and tear, we advise rotating your rug every six months, and using a rug pad to prevent sliding and protect your floors. If possible, avoid placing your rug in direct sunlight. If sunlight falls onto one area of your rug, rotate regularly to minimise uneven fading.

Wool

Wool rugs are colourfast, toxin-free, non-allergenic, stain-resistant and low-maintenance. To keep your wool rug looking plush, vacuum lightly to remove loose particles and debris at least once a week. Hang your rug in direct sunlight for a few hours to eliminate dust or pollen particles.

Wool is naturally 30% more stain resistant than synthetic fibres because of its natural wax coating, which makes it easy to clean. Attend to spills quickly by blotting with an absorbent cloth or paper towel, or using a mild clear detergent with lukewarm water for more persistent stains. Remember to blot and dab rather than rub the pile. For stubborn stains, we recommend professional cleaning.

WARRANTY

Your Lounge Lovers products are designed to stand the test of time. That's why we offer a 12-month warranty on all of our products, with the opportunity to extend up to 10 years on certain products.

Consumer Guarantees

The Goods come with guarantees that cannot be excluded, restricted or modified under the Australian Consumer Law.

Nothing in these Terms & Conditions shall be read or applied so as to exclude, restrict or modify or have the effect of excluding, restricting or modifying any condition, warranty, guarantee, right or remedy implied by law (including the Australian Consumer Law) and which, by law, cannot be excluded, restricted or modified. However, to the maximum extent permitted by law, we disclaim all other conditions, warranties, guarantees and terms, whether express or implied, under statute or general law, in respect of the Goods.

Warranty Period

Sofa Frames

Each sofa frame supplied by Lounge Lover Pty Ltd is warranted against failure due to a manufacturing fault for a period of 5 years from the date of purchase or otherwise in accordance with the Australian Consumer Law.

Bed & Sofa Bed Frames

All bed and sofa bed frames are warranted against failure due to a manufacturing fault for a period of 2 years from the date of purchase or otherwise in accordance with the Australian Consumer Law.

Components

Other components including, fabrics, leathers, foam, feather and fibre fillings, suspension, springs, mechanisms including sofa bed mechanisms, zippers, touch fasteners, and legs are warranted against failure due to a manufacturing defect for a period of 12 months or otherwise in accordance with the Australian Consumer Law.

WARRANTY

Other Goods

All other goods not specifically listed above are warranted against failure due to a manufacturing defect for a period of 12 months or otherwise in accordance with the Australian Consumer Law.

Guarantee Inclusions

Warranty is limited to Lounge Lovers house range fabrics only. Fabrics supplied by outside suppliers and purchaser's own fabrics are not included in this warranty. Fabrics and leathers supplied by outside suppliers may be covered by the supplier's own warranties.

Guarantees may not be assigned to a third party.

General Warranty Exclusions

Warranty does not apply for:

- fair wear and tear, neglect, abuse or misuse of your Goods
- loss or damage (including rusting and corrosion) due to exposure to water or weather;

- loss or damage due to fire, smoke, explosion, lightning, sunlight, infestation by animals or boring insects, or theft, or accidental damage or loss caused by a third party.
- any products sold as, floor stock, repaired products or products that have a defect where this has been drawn to your attention before you purchased the products.
- instances where the product is tampered with in any way.
- instances where the customer uses the product in an abnormal manner (for example, if the product is abused, misused, dropped, crushed, impacted with any hard surface, exposed to extreme heat (including fire) or cold, UV and sunlight damage, water, humidity, mould or chemical damage, or not maintained.

Freight, house calls, labour and other items are charged to the purchaser at standard rates and are not included in this warranty. Covering components replaced under this warranty may vary in colour and texture to the original.

Repair & Replacement

Any repair or replacement under this warranty is limited to the defective part only. Lounge Lover Pty Ltd reserves the right to determine whether a part has failed due to a defect or wear and tear and whether a component should be repaired or replaced. If you wish to submit a warranty claim please click [here](#), our customer service team will then contact you.

Spare Parts

If you have misplaced a part of your product or it has arrived without it, you can submit a Spare Parts form. Our customer service team will contact you to organise a replacement. Please make sure you have some photos ready to send through to our team. Lounge Lovers reserves the right to determine whether the replacement is covered under warranty or comes at a cost to the customer.

Care & Maintenance

All Goods must have been maintained in accordance with our Care & Maintenance manual to be eligible for any form of Guarantee.

How to Make a Claim

If you would like to submit a warranty claim, please fill in our Warranty Claim Request form at www.loungelovers.com.au

CONTACT US

Have questions or need assistance?
We're all ears. Get in touch with us
today and our friendly customer service
team will be happy to help.

Phone

1300 738 088

Email

sales@lounge lovers.com.au

Online

lounge lovers.com.au

PRODUCT CARE GUIDE

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