

CARE MANUAL & WARRANTY POLICY

WARRANTY REGISTRATION

For on-line registration please visit www.imgcomfort.com and enter the product tracking number. The tracking number is easily found on the product information label which is conveniently located on the underside or on the back of your IMG product.

IMG® – an Ekornes Company

IMG is owned by the world leading furniture company Ekornes. The steadfast ownership of Ekornes provides a guarantee of quality and excellent service for the lifetime of your purchase.



IMG GROUP AS Sykkylvsvegen 125 6230 Sykkylven Norway
Phone: +47 70 27 10 40 Email: office@imgcomfort.com



Congratulations!

International Mobil Group (IMG) is a Norwegian based company committed to body correct comfort supported by quality design and unsurpassed value. We make great furniture for people that appreciate, quality, style and above all comfort.

IMG of Norway's headquarters is located in Sykkylven, Norway - famous for its steep mountains and deep fjords as well as the production and development center for Scandinavian comfort recliners.

Our commitment to comfort, quality and design innovation is a driving force behind IMG of Norway's success, and one that has enabled us to become the furniture of choice in many regions around the world.

We are passionately committed to create a better tomorrow, whilst paying loving homage to our specialized craft. The past brought a wealth of knowledge and tradition which has formed the foundation enabling IMG to deliver a new benchmark in Scandinavian inspired furniture.

Fillings and Molded Foams

All IMG materials are selected to ensure optimum performance. Each type of filling is individually assessed to provide the correct performance and comfort for each model. Most of our product designs are based on cold cured molded foam cushion technology.



Cold cured foam molding is a process where the individual items are produced by injecting foam chemicals into specially shaped molds that allow the foam reaction to take place within the molds themselves. Molded foam parts will provide an enduring contour to the shape of your body. This is the key to our ability to design and manufacture unique and comfortable products that are ergonomically correct. The longevity of molded foam is also significantly better than more conventional methods like cut foam.

In cases where other foam and filling techniques are utilized, we always make sure the filling is soft and pliable so the furniture adapts to the individual's body shape and as such, also provides optimal comfort.

Cutting and Material

IMG's exclusive range of fabric and leather coverings are selected by working directly with the world's leading fabric mills and tanneries. This close relationship allows us to correctly interpret how the cover will enhance the feel of the furniture as well as ensure the patterns are correctly cut and tailored for each model.

It is also important to note that natural materials such as leather and wood have their own unique characteristics of color and grain variations, adding to the personality of the furniture.

Upholstery and Finishing

In these areas, our level of expertise is second to none. Our goal is to create designs that are as pleasing to the eye as they are comfortable and functional.

Caring for your IMG Furniture

Knowing how to care for your quality IMG furniture correctly, ensures added value through years of use and unsurpassed seating comfort.

To learn about easy-to-follow care techniques that will help protect your investment, carefully review and follow IMG's general care instructions.

An important element in the décor of our homes is the care we demonstrate that is evident through appearance. Correct care, however, can only be based on the knowledge of what is required. Therefore, it is worth noting a few points that will help you appreciate and understand your new IMG furniture.

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Important

In page 12 - 14 you will find our complete warranty details. In addition to your rights within the law, the warranty will apply provided that the IMG Care Instructions are followed.

General Care Advice

It is strongly recommended that the following general care instructions be followed. A regular care schedule will depend on the frequency of use.



Environment

All IMG selected fabric and leather coverings are stringently tested to ensure the highest possible quality standards.

To ensure these coverings provide a long life, a number of precautionary measures should be taken. When arranging furniture, it is important to protect it from extreme heat and cold fluctuations. For example, damp conditions can cause mold. Hot radiators and other heat sources can cause color fading, as well as a drying effect that can add to the breakdown of protective finishes.



Prolonged exposure to sunlight will also cause damage and fading of all fabric and leather coverings.



Warning

Always keep your furniture away from heat and cold sources and do not expose your furniture to direct sunlight. It is also advisable to make sure the room's humidity is at a normal level.

Do not use therapeutic wheat bags on the furniture. Wheat bags can overheat quite easily and cause damage to the furniture.



Cushion Care

Keeping cushions plump and comfy is a simple procedure. Because they flatten to some extent after regular use and adopt the shape of the user, a regular fluff and rotate will ensure more even wear. If the cushions are reversible, turn them regularly.



If you purchase sofas that have a fiber, foam or down filling, it will be necessary to re-model or "dress" them to ensure they return to their initial look, when they may have been compressed or altered during transit.

During the first three months of use, polyurethane fiber padding tends to soften before permanently stabilizing. This setting may also create slight folds on the covering, which is a completely normal characteristic of the product.

Moving

Unless the furniture is fitted with castors, it is not recommended to slide or drag it. By sliding or dragging your furniture, breakage can occur. Never move the sofa or chair by dragging or lifting by the armrests: the correct way to move the sofa is by lifting it from the base. Protect the edges of your furniture while in transit. You should refer to the literature accompanying your IMG furniture or ask your retailer for advice.



Operating Furniture Safely

Upholstery with moving mechanisms should be operated with care. Standing on an ottoman is not safe, sitting or standing on an armrest or an ottoman is also unsafe and never recommended. Keep chair seats and backs in an upright position when not in use.



Do not allow children to play on or near mechanized furniture or to operate mechanisms. It is recommended that you ask your IMG retailer for a complete demonstration of all the operating features. If you have any further questions regarding correct operation, please contact IMG.

Avoiding Accidental Cover Damage

While accidents can occur, planning ahead can avoid most costly mishaps. Buckles, belts, rings, studs on jeans and other objects can snag or tear even the strongest upholstery fabrics or damage or deeply mark leathers.

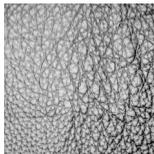


Soiling and deterioration will also occur if pets are allowed to use unprotected seat covers.

Felt pads or rubber/plastic feet are recommended if the furniture is to be placed on wooden, parquet, tile, or other non-carpeted floor surfaces.

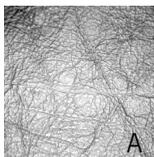
Every hide tells a story

No two leather hides are exactly alike, because each has a different history that may include climate, age and heredity.



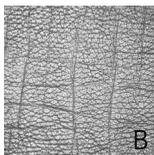
Natural Variation in Texture

Premium leather hides used for upholstering furniture will exhibit non-uniform surface qualities, depending on the area of the hide from which they were cut. Pigment-dyed, buffed and embossed leather will obscure some of these natural texture characteristics. Variations in texture are not flaws and will not affect the leather's durability. Common surface variations include scratches, wrinkles and healed scars.



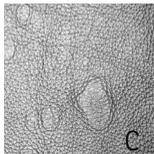
A. Scratches

Smooth to the touch, these rub marks may accept dye with slight variation to the surrounding area.



B. Wrinkles

Natural folds highlight unique grain patterns.



C. Healed Scars

Barbed-wire scratches and abrasions create organic surface texture and one-of-a-kind authentic leather characteristics. These marks do not affect the durability of the hide.

Natural Variation in Shades

Premium aniline and semi aniline dyed leather may further display subtle variations of color across the surface of the hide. When the hide is cut and sewn together on your furniture, care is taken to attempt to match adjacent pieces, but subtle color differences may occur. These are not signs of poor quality; in fact, they highlight the unique and natural quality of the best upholstery leather.

Care tips for protecting leather

Your new leather furniture needs protection against staining caused by oil, water and alcohol. For the best result apply IMG Leather Protection Cream before use.

To prevent your leather from drying out keep furniture at least 60cm from heating sources such as radiators and heating vents.

Aniline leather is especially sensitive to sunlight. To prevent fading avoid placing your furniture in direct sunlight by staying away from windows, doors and skylights.

Dust and wipe the surface of your leather furniture regularly, by using a soft damp cloth with the addition of a little Leather Cleaner.

To keep your furniture looking good we recommend you fully clean and protect your leather furniture 2-4 times a year, by following the directions on the bottles. Pay particular attention to the seats, arms and head rests, where you experience the greatest amount of body contact.

Never use any harsh chemicals on your leather. Always keep materials such as bleach, paint, nail polish and remover away from your leather.

NOTE: Particular care should be taken if you are taking certain medications (including, but not limited to; chemotherapy, blood pressure and heart medications).

Some properties of these medications can be transferred through perspiration onto the surface of the furniture and cause Stains or Damage.

If you use these kinds of medications we recommend that you increase the frequency of cleaning and protecting your leather furniture. Pay particular attention to arms and head rests, and those areas that experience the greatest body contact.

We recommend to always use IMG's LEATHER CARE PRODUCTS

Instructions for use

Always test suitability on a discreet surface, such as the underside of the seat cushion. Check for color fastness.

1. Shake bottle before use.
2. Dampen the supplied sponge with water. Apply a generous amount of Leather Cleaner to the sponge.
3. Squeeze the sponge repeatedly to produce lots of foam.
4. Clean the leather with the foamy sponge in a circular motion for about 30 seconds per cushion.
5. If needed, gently use a super-soft bristled brush on heavily soiled areas.
6. Wipe it clean with a dry soft cloth before the foam dries.
7. Repeat this procedure if necessary.
8. Allow to dry then apply Leather Protection Cream.

LEATHER PROTECTION CREAM

Instructions for use

CAUTION: Always test suitability on a discreet surface, such as the underside of the seat cushion. Check for color fastness.

Before applying Protection Cream make sure your leather is clean. New leather can be treated directly with Protection Cream.

1. Shake bottle before use.
2. Apply a generous amount of Protection Cream to a soft cloth.
3. Rub the Cream into the leather using a circular motion.
4. Allow to dry for at least 30 minutes before use.

We recommend you clean and protect your leather every 3-6 months. On heavily used areas clean and protect every 3 months.

Pay particular attention to treating areas like arm, seats and headrests.



Fabric Care and Stain Removal

General care and cleaning advise

Fabrics and micro fibers will stay brighter and wear much better a simple brushing and vacuuming once a week or at least once a month will reduce wear and tear. Avoid sunlight, heat and cold fluctuation and high humidity.

Sunlight, heat and body oils will cause certain color changes. If you notice a loose thread, cut it off and tuck the exposed end back into the fabric. Never pull it! Fabric cover pilling can occur occasionally and should not be considered as a fault. Fiber pills can be removed by the use of a battery operated pilling tool. Take care to prevent sharp objects such as rings, buckles and pets claws from coming into contact with your furniture. Rotate reversible cushions regularly.

Stain and dirt removal advise

Act immediately. Reduce the spill by working from the edge towards the center, in order to avoid spreading. Gently remove most of the dirt using a spoon or other blunt object, and blot immediately with a clean white cloth. It is important to avoid rubbing the micro fibers, especially when they are wet. For wet stains, absorb as much of the liquid as possible with paper towels or a soft cloth before starting the cleaning process.

Brush with a soft brush when the fabric is dry. Water-soluble stains can be removed by applying a lukewarm, water-soaked non-abrasive cloth with a very mild soap. If needed, act in accordance with the instructions in the table below. If using a solvent, never apply directly to the stained part, but on a clean cloth. After applying the stain remover, remove with a clean, dry cloth, then brush in opposite direction to pile lay. Leave to dry and do not lean or sit on the damp part. When dry, use the vacuum cleaner with a soft brush attachment to restore pile.

IMPORTANT: If spills or stains are excessive, we advise contacting your retailer or professional upholstery cleaner, or use a specialized fabric cleaning agent. When cleaning it is essential to pre-test any cleaning method on an inconspicuous area to ensure that your cleaning agent and upholstery dyes are compatible.

The following treatments are recommended for localized stains:

Cosmetics, ink Milk, cream Beer, egg Blood, chocolate	Generally use water and neutral, mild soap only. Rub the stain with a clean white cotton cloth dipped into a solution of water and neutral very mild soap until the stain disappears.
Coffee, tea	Use a clean, white cotton cloth dipped into a solution of water and neutral very mild soap.
Lipstick, shoepolish, oil, fat	Immediately sprinkle talcum powder on the stain, then gently rub with a clean, white cotton cloth dipped into a solution of water and neutral very mild soap.
Chewing gum	Swelling with ethyl alcohol, then to be removed mechanically.
Wine, liquor	Rub the stain with a clean, white cotton cloth dipped into a solution of water and neutral soap until the stain disappears. Alternatively; try with a cloth dipped into ethyl alcohol.

Wood Frame and Mechanism Care

Many of our products include laminated wood bases. Make sure the furniture is properly assembled in accordance with the assembled instructions before use. Bolts, screws and knobs can loosen after an extended period. This can create damage to the frame and instability to the furniture. Therefore, it is important to check and tighten all bolts, screws and knobs periodically.

IMG recommends you to do this at least every four (4) months or as needed.

Do not use your furniture unless all bolts, screws and knobs are firmly secured. If parts are missing, broken, damaged or worn – stop use of the product until repairs are made with factory authorized parts only. Please refer to assembly instructions for further information.

Do not allow children to sit and play on or near recliner and relaxer chairs – or to operate the mechanisms. Always keep hands and feet away from the mechanism.

IMG Relaxers, and motion furniture are equipped with advanced mechanisms, made with many components, springs and moveable parts. Naturally, some sounds from the steel frame mechanism might occur.

Exposing furniture to sunlight or extreme sources of heat and cold may damage or fade the wood or the wood stain color.

Wood and frame surfaces require regular dusting. When cleaning is needed, use a dampened cloth followed by a dry cloth. Do not in any circumstance use strong detergents or abrasive cleaners.

Remove liquid spills or dirt immediately from the wood frame and mechanism parts.

Safety Instructions

SPECIFIC WARNINGS FOR HEAVY ITEMS:

It is recommended that before moving heavy objects to a new location they are completely dis-assembled to avoid personal injury or damage to the furniture. Please be careful to retain all fittings when doing this. Please take care when handling or moving the furniture as careless handling may cause damage or injury.

GENERAL WARNINGS:

- This product is not intended for use as a health care device.
- Users of medical devices should contact their health care provider before using this product. Do not use this product if you have poor circulation, are immobile or cannot sense heat, except as directed by your health care provider.
- Do not use this product if it is damaged.
- Only the occupant should operate the unit.
- Closely supervise children and disabled persons using this product.
- Sit down in the unit slowly. To avoid tip over, do not throw your weight against the back of the unit.
- Do not sit on the armrest or chair footstool/ottoman/legrest, or use it as a step ladder.
- Do not stand on the chair, footstool/ottoman/legrest or armrest, as this could lead to the stool becoming unbalanced and overturning.
- Never tilt the chair. Ensure the chair is always placed firmly on the ground.
- Do not use this chair unless all bolts, screws and knobs are firmly secured.
- At least every 4 months – check all bolts, screws and knobs to be sure that they are tight.
- If parts are missing, broken, damaged or worn – stop use of the product until repair are made, using factory authorized parts only.
- This product is intended for indoor residential use only.
- Always keep open flame and lit cigarettes away from upholstered furniture. Upholstered furniture may burn rapidly with toxic gas and thick smoke.
- Armrest protection cover is recommended to use (for fabric cover).
- To safely exit the unit and prevent a tripping hazard bring the back upright and close the legrest.
- Never drag furniture when moving it, always lift it.
- Furniture can be dangerous if incorrectly installed. Assembly should be carried out by a competent person. No liability will be accepted for damage or injury caused by incorrectly installed or assembled furniture.
- If parts are missing, broken, damaged or worn – stop use of the product until repairs are made, using factory authorized parts only.

EXTRA WARNINGS FOR PRODUCTS WITH MOTORISED MECHANISMS:

TO REDUCE THE RISK OF ELECTRIC SHOCK OR SERIOUS INJURY:

- Do not operate the unit until the back is installed and locked.
- This product has many moving parts, serious injury can occur if not used properly.
- Disconnect the electrical plug from the wall outlet before cleaning, moving, servicing or when not in use for an extended period of time.
- Keep hands, fingers, body parts, children and pets away from the mechanism. Closely supervise disabled persons.
- Never attempt to open the legrest by pulling on it.
- Do not use this product or the power control if it is damaged, wet, in water, around water or any liquid.
- Check the condition of the power transformer, electrical cord, plug and connectors regularly. Keep the power transformer and electrical cords away from heat sources.
- Do not use attachments or substitute parts.
- Never operate the unit with a damaged power transformer, power control, electrical cord, plug or connector. Contact your IMG dealer for service.
- Do not use this product where aerosol (spray) products are being used or where oxygen is being administered.
- Move the unit into or out of the reclining position slowly.
- Provide a clear path for operation of the chair, back and legrest. Place tables and rugs at a distance to allow the legrest to fully extend without rubbing or interference.
- Use care when moving the product. Before lifting the product, secure the mechanism to prevent unexpected opening or movement. Never move the product by the mechanism, legrest, handle, reclining back or swivel base. Disconnect modular units. Securely grip non-moving parts only.
- Do not attempt to disassemble or service the motor. No serviceable parts are inside. Contact your IMG dealer for service information.
- Keep hands, arms and body parts away from the open area between a reclined back and an upright back on a motion sofa. This area must remain clear at all times to provide unobstructed movement and prevent injury that could occur when a reclined back is returning toward the upright position.
- PS! Please be aware that irregular use might cause risk and cause danger! The back cover skirt must always be properly fastened with Velcro tape to avoid somebody's hands/fingers getting into the chairs mechanism from the chair's backside.

Failure to follow these warnings could result in serious injury!

PLEASE KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE

Warranty Policy

The following outlines the extended Warranty Policy for your new IMG product (s). Please take the time to thoroughly familiarize yourself with its contents.

Please also note that all warranty periods stated (in year) below begin from the original date of purchase.

10-years warranty - frames

Steel structural frame elements are warranted against breakage for a period of ten (10) years. Wood sofa frames and steel insert frames are also warranted against breakage for a period of ten (10) years.

10-years warranty – molded foam

Molded cushions are warranted against collapsing for a period of ten (10) years.

Loss of foam resiliency should not be confused with softening of foam or stretched cover, which are results from normal use. Owners of upholstered furniture should also expect foam and fiber fillings to compact over time.

5-years warranty – mechanism

Recliner mechanisms including steel springs are warranted against breakage for a period of five (5) years.

Please note that this does not cover any type of minor sound or noise in the mechanism or unevenness in swivel mechanisms. This is normal and the result of general use.

5-years warranty – laminated wood

Laminated Scandinavian recliner parts (for Modern Comfort, Nordic and senior chairs) are warranted against breakage for a period of five (5) years.

Please note that this does not cover any form for minor sound or noise in the laminated wood or unevenness caused by temperature or moisture. This is normal for all living materials.

2-years warranty – power

Warranty period for defects of new motors and related parts are two (2) years.

Excluded from the warranty are non-material defects or deviations in the properties and condition of the product, which are negligible for the value and intended use of the equipment. Replacement of spent batteries / rechargeable batteries is also not covered by this warranty.

2-years warranty – leather and fabric

IMG leather products are warranted against tearing and cracking for a period of two (2) years. IMG fabric products are warranted for a period of two (2) years against seam slippage, fraying, and dye transfers.

This fabric warranty does not cover tears, flattening of nap, pilling, fading, or shrinking and is not valid when heavy soiling or abuse is evident.

The warranty does not cover normal fading, damage due to improper use of chemical treatments that are not endorsed by IMG, damage from lack of required caution or regular care and maintenance.

The warranty does not include claims for veins, wrinkling, natural markings from healed scars or variations in grain or color. These natural features are proof that only genuine leather has been used.

The warranty does not include stretching of leather or fabric. This is normal and results from normal use.

Exposure of leather and fabric to sunlight or extreme light sources will cause fading and damage and is not covered by the warranty.

2- years warranty – Workmanship & other materials and components

All other materials, parts, components, and other furniture products not specifically included in the above warranties and workmanship are warranted against defects for two (2) years.

Note:

- Warranty is based on normal household use and extends only to the original purchaser. The warranty does therefore not apply if the furniture is used in commercial, contractual, lease-related, institutional or non-home conditions.
- All our furniture is designed to suit a maximum user weight of 120kgs and any weight in excess will invalidate this warranty.
- This warranty does not cover floor samples or products designated "AS IS" at the time of purchase.
- These warranties are additional to those warranties by any state or county where the purchase was done. In no way do the warranty restrict, negate, modify or limit any rights of the consumer under the laws where the purchase has been done.
- Particular care should be taken if you are taking certain medications (including, but not limited to; chemotherapy, blood pressure and heart medications). Some properties of these medications can be transferred through perspiration onto the surface of the furniture and cause Stains or Damage. If you use these kinds of medications we recommend that you increase the frequency of cleaning and protecting your leather furniture. Pay particular attention to arms and head rests, and those areas that experience the greatest body contact.

IMG assumes no warranty obligations for defects arising from normal wear, accidents, acts of God, negligence, misuse, abuse, shipping/hand-ling or alteration of the products. The warranty is void if the customer fails to perform routine maintenance as recommended, modifies the product or if the product is not installed and/or assembled and/or not used in accordance with IMG's assembly instructions and care guidelines

Warranty registration – online

IMG requests that the customer fills out a warranty registration online within one month after the furniture has been received. Warranty registration could be found on our website under Warranty - www.imgcomfort.com

Extended warranties from IMG can only be claimed upon by presenting a receipt of your online warranty registration together with the receipt of purchase.

Warranty Policy

Required Maintenance

Proper cleaning and making sure all fasteners are tightened must be performed regularly. Check and tighten all bolts, screws and knobs every four (4) months.

Regular dusting with a damp, clean cloth and use of an approved leather and fabric cleaning and protection cream every six (6) months is required.

Soiled areas of leather or fabric should immediately be cleaned with proper IMG approved leather and fabric care and protection products. Use of any other leather and fabric treatment products will invalidate this warranty. Please ask your retailer for more information or a list of approved leather and fabric care products.

Caution

It is advised not to remove cushion covers for dry cleaning or separate washing. Avoid using bleach, oily substances or strong detergents (including laundry detergent). Keep ink, body fluids, chemicals and sharp objects away from your leather and fabric. Exposure of leather and fabric to sunlight or extreme light sources will cause fading and damage.

Upholstery with moving mechanisms should be operated with extreme care. Do not stand on the chair or on the ottoman. Do not sit or stand on the armrests. Keep the chair seat in an upright position when not in use. Failure to follow these cautions can result in injury. Please refer to assembly instructions, where applicable, for further information.

Claim management

When making a warranty claim, the customer must contact the retailer where the purchase was originally made. Transportation to and from the retailer is the responsibility of the purchaser including loss of time and packing.

Needs for assistance under this warranty will require a dated proof of purchase and product tracking number as well as receipt of the online warranty registration. The request shall be made promptly following the discovery of any alleged defect to your retailer or directly to IMG.

IMG will in each case consider if the claim is covered by the warranty. IMG will, in case it is covered by the warranty, repair or replace at its sole option, any part of the product determined to require repair or replacement.

Special notes for Australia:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Claim Management

IMG Australia Pty.Ltd
8 Kinwal Court Moorabbin
Victoria 3189
phone 03-9690-5354
fax 03-9211-0149

Once a possible claim has been established with your retailer, IMG will be sent a service request that contains your contact details and concerns. This request can be sent via post, email or fax. In some cases photographs highlighting your concerns may assist.

Once your service request is received you will be contacted by IMG Australia or a representative of IMG Australia.