

Musterring



Furniture quality pass

GUARANTEE CERTIFICATE · INSTRUCTIONS FOR CARE AND USE



Important – please read! Important part of contract of purchase no.

Dear Customer,

... Congratulations! We are delighted that you have opted for a quality product by Musterring.

Musterring furniture derives its quality from progressive and environmentally friendly production technologies and materials.

All functions and materials of our models are tested by authorised test institutes in accordance with the DIN and RAL quality guidelines of the German Furniture Quality Association (Deutsche Gütegemeinschaft Möbel e.V.). They meet the stringent requirements of German and EU directives.

Observing these important "Instructions for use, care and maintenance" after your purchase, and using the items appropriately, will ensure that you can enjoy our furniture for many years.

The furniture retailer who will have given you this furniture pass and your contract of purchase on conclusion of the agreement is always your direct contact.

Your Musterring Team



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Musterring guarantee

All specialist retailers are obliged to provide our terms of guarantee. Please keep all this information in a safe place, as it is a part of your contract of purchase.

As the initial purchaser of our brand products, you will receive **5 years' guarantee** from licensed Musterring retail partners. Musterring guarantees that in accordance with the assessment criteria for industrially manufactured furniture, the products are free from material and manufacturing defects. The warranty applies only to new items and consumers as per section 13 of the German Civil Code (BGB), is not transferable, and includes the law of the spatial area of applicability on conclusion of the contract of purchase.

The warranty declaration includes the statutory guarantee of 2 years, and does not limit the rights conferred on the seller by the contract of purchase. Regardless of this warranty, purchaser have the rights as per section 437 of the German Civil Code if the goods were not free from defects on the transfer of risk.

Guarantee claims

Guarantee claims are to be submitted only to the responsible retail partner on presentation of the contract of purchase in writing and without delay. A precise description of the problem with full and detailed photos (from a distance of 2–3 m or 0.7 m) are helpful for the assessment.

The entitlement to a free guarantee performance exists after clarification of responsibility and liability only for the item in question, and not for the entire delivery. Justified faults will usually be rectified through the retail partner.

Unjustified requests for the rectification of faults are a contravention of the agreement and require compensation (sec. 439 I BGB – German Civil Code) if the purchaser has recognised or negligibly fails to recognise by not observing important product information that there is no fault on the object of the purchase, and the suspected fault is the purchaser's own responsibility.

Please contact your contractual partner in the first instance.

Guarantee conditions

The guarantee will be covered by rectification or subsequent delivery at the guarantor's choice, and neither inhibited or interrupted by services; in other words, the guarantee will end five years after the date of delivery.

The appropriate storage, transportation, assembly, connection and instruction by authorised specialists and based on manufacturer specifications and the observation of this product information are essential terms of the guarantee.

Exceptions/the guarantee does not cover:

- Third-party goods e.g. electronic components, fitted sinks, mixer taps etc.
 - Upholstered furniture covers and consumables (rechargeable batteries, batteries, bulbs, gas pressure springs, chair glides...)
 - Normal signs of wear that are the result of natural use
 - Inappropriate assemblies or services provided by unauthorised persons
 - Additional services in association with planning and installation
 - Unusual, e.g. commercial use outside the private living area
 - Inappropriate use of heat, moisture, liquids and care products
 - Damage caused by sharp, pointed, hot or damp objects
 - Environmental influences such as extreme dryness, moisture, light, temperature
 - Deliberate destruction, misuse, overuse or accidental damage
 - Damage and stains from pets, sources of heat, weather
 - Stains (e.g. perspiration, skin or hair care products)
 - Discolouration from medicinal constituents (toxic reaction)
 - Any changes resulting from products containing acids, solvents or alcohol
 - Unsuitable cleaning, repairs or attempts at retouching
 - Damage caused by the absorption of standing moisture or by not removing condensation
 - Typical product characteristics that do not constitute flaws
 - Maintenance tasks or changes to the object of the contract
 - Display items, since after frequent conversions, use and demonstrations they are no longer in a new condition.
- The statutory guarantee of 2 years applies, as does the recommendation to record any signs of use or malfunctions on transfer of risk.

Damage caused by third-party products such as steam cleaners, incorrect impregnating and care products, discolouration from jeans or other non-colourfast textiles, Velcro on leisure clothing and other stuck-on substances containing sugar, acids, softeners, bleaches or solvents are not covered by the guarantee.

The guarantee does not include 5 years new condition, nor does it include an availability guarantee since it is customary in the industry for reorders or changes only to be guaranteed until the model



or design is discontinued. We reserve the right to make product changes and quality improvements in view of technological progress or to maintain availability for delivery (shape/colour/function/etc.), and to correct erroneous information in the catalogue.

Cover fabrics from the Musterring FLAIR 1 + 2 and MULTIPROTECT collections are covered by a 'special 5-year guarantee' by textiles manufacturer JAB ANSTOETZ for abrasion resistance and rubfastness pursuant to RAL GZ/430/4.

General information

on the Furniture Quality Passport

The following is an alphabetical list of a wide range of information on general product characteristics and the appropriate use of your furniture and furnishing items.

Please read the information that is relevant to you with care. If you have any questions, or in special cases that are not included because of the limited scope of the Furniture Quality Passport, please contact your **furniture retailer**.

In order to ensure that you have many years of pleasure with your furniture, we provide you with detailed information on manufacturer specifications, typical product characteristics, normal and natural changes resulting from daily use, and the effects of light, sun, room climate and so on. You will also receive important cleaning, care and maintenance information.



You can also use the QR codes to download the Furniture Quality Passport



General instructions for use, cleaning and care, typical product characteristics and important information from A–Z

A

■ Acrylic

Acrylic surfaces are hygroscopic, which means that they harden under the influence of air humidity. This can take up to 10 days from the removal of the PE protective film. Start with the surface when cleaning for the first time, and use a 1-percent soap solution with a moist, soft, completely clean cotton cloth (never use microfibre), as dust and metal shavings left over from the assembly may adhere to the cleaning cloth when cleaning the inside.

Acrylic surfaces are sensitive to cleaning products that include e.g. alcohol or ethyl alcohol and will damage the surface. Do not use any cleaners that apply a substance (waxes, oils) or remove material (scouring powder). If using a glass cleaner, check first to ensure it contains no alcohol, which is so often the case.

■ Air humidity

Wood is a natural material that is constantly absorbing and giving off moisture (shrinkage to RAL) depending on the moisture content of the local environment. Furniture should therefore not be exposed to too extreme humidity (e.g. during the heating period), either too high or too low. Otherwise the wood will begin to work, to distort, and develop open glued joints or cracks. The ideal room climate for people and plants is 45–55 % humidity at a room temperature of 18–21 °C, and is also the right one for furniture. Short-term variations from these recommended figures will not cause any damage.

■ Allergens (allergies)

Frequent health-related issues in living spaces are caused by allergens – substances that can produce an allergic reaction in people. In medicine, this is considered an exaggerated reaction by the body's defence system to certain natural or artificial substances. Sadly, there is no guarantee for "anti-allergenic" furniture, because we all respond quite differently.

■ Appropriate use

Make sure that your furniture is only used in the general private living area; it is not suitable for commercial or outdoor use unless it is specifically labelled as such.

B

■ Bathroom furniture in general

Bathroom furniture is suitable for a normal bathroom climate, whether the surfaces are lacquered, coated or natural. This means that the relative humidity, which at > 90 % is temporarily very high after showering or a hot bath, needs to be remedied by ventilation.

Avoid stagnant moisture, and ideally mop up any splashes or condensation straight away with a dry cloth; failure to do so may lead to damage from absorption of this moisture and/or encourage the development of mould.

Do not allow any dirt to dry, but remove it as quickly as possible using a soft, damp cloth or a brush and a normal domestic water-soluble cleaning product. NOTE: under some circumstances, it might not be possible to remove all traces of dried-on substances if they have been left for some time.

Musterring bathroom furniture



Underbed drawer with dust-proof cover



Storage space: Upholstered bedstead with opening bed box



Ideally, use clean cotton cloths; do not use any solvent-based, abrasive or aggressive detergents, microfibre cloths or steam cleaning devices. Wax, oil or silicone-based furniture polish is not suitable for cleaning surfaces, and often does more harm than good.

■ Bed box

A bed box must not be overloaded or overfilled, as this would inhibit the necessary air circulation. Failure to observe this may result in damage such as mildew, smells or damage to the floor.

■ Bed headboards, upholstered headboards

Headboards are usually developed with design in mind, which means they have only a limited load-bearing capacity and cannot be planned to be free-standing. They cannot be compared with standard backrests or special functional furniture. Please be sure to observe the product information. Depending on the type

of cover such as fabric, leather or imitation leather, contact with chemical or acidic substances (e.g. cosmetics, perspiration, residues in damp hair and towels, and hair dyes) may result in colour changes or damage to the material. (See also "Cover materials", page 11 et seqq.)

■ Bedsteads

In the case of a bed or upholstered bed, all materials should be individually matched for you, i.e. the bedstead, slatted frame or base structure, mattress and bedding. The installation of a motorised frame often requires the additional and appropriate modification of the bedstead.

Your personal information is extremely important during the consultation, so please allow plenty of time for it. Important factors are your body weight and sleeping habits. The assembled state is to be adjusted to the structural conditions of the installation site.



Musterring

On smooth laminate or wooden floors, non-slip pads are to be used on the bed legs.

Any changes resulting from use such as changing the position of the furniture may result in noises, instability or damage to the fittings or central supporting legs. The fitting connections between the headboard, foot section and sides must always be absolutely tight and the supporting legs under the central supporting beam or diagonal must remain precisely aligned.

Musterring bedstead with metal legs



Musterring upholstered bedstead



■ Box spring systems

The 50 to 65 cm high beds do not have a slatted frame or hard bed edge. Instead, they are notable for the softly upholstered outer edges and double suspension or "double-mattress system". The base frame of a box spring bed contains a supportive bottom

mattress that forms a stable all-over base for the top mattress. The bottom mattress usually has a special spring core that distributes the spot pressure. The pocket spring core top mattress is highly adaptable, and gives way under the body. A large number of springs, divided anatomically into various hardness zones, support the body and ensure it sinks into the mattress evenly. Typical product characteristics: very comfortable and breathable. The durability of the usual commercially available mattress systems depends on the level of use. Regular airing is particularly important for reasons of hygiene. Even though bedsteads that are clear of the ground or ventilated bed boxes provide a certain amount of ventilation, mattresses should be stood upright from time to time to allow any moisture to evaporate. The maximum air humidity in well-ventilated bedrooms should not exceed 60 %, which will help to prevent mould/mildew especially in a bed with a bed box.

Turning the mattress regularly, sideways and top to toe, ideally whenever you change the bed linen or at least once a month, will help the materials to regenerate and prevent permanent indentations and creases in it. The handles are intended to help when turning the mattress, and must not be used as carrying handles. The head and foot adjustment of the base suspension is to be returned to the horizontal position after use.

Mattresses should not be beaten or wet-cleaned. Dust and fluff should be brushed off carefully or removed by vacuum cleaning on the lowest setting. Most Musterring mattresses have a drill cover with an all-round zip so the cover can be removed for washing or dry cleaning. Wash removable and washable covers in a mild detergent at up to 60 °C (do not tumble dry). Please take removable dry cleanable covers to a specialist dry cleaner.

New mattresses are delivered with a tolerance of -2 cm on the nominal size of the bed. Any variations caused by transportation and harmless emissions that are in the nature of the material will reduce over time. Materials adapt to the body, e.g. in the hip area, during the wearing-in period as the upholstery material compresses. This results in depressions (approx. 2 cm), which are not a flaw. The mattresses continue to provide ergonomic support through load relieving pressure distribution while the user sleeps. As a cover on mattresses or headboards, imitation leather develops more marked wrinkles due to the nature of the material. When used as a cover on base suspensions, it will tend to produce noises, especially with motorised adjustment.



■ Calculating requirements

Please clarify the product requests and features when calculating requirements, as unrealistic purchasing expectations, value perceptions or availabilities are not the manufacturer's responsibility.

Structural conditions and obstacles (including access, entrance, door, staircase, elevator and floor widths) must be provided in advance in order to ensure that the order is processed correctly. Structural conditions, required load figures and safety information must all be taken into account in the planning. Before planning wall attachments, please check the anchorages since the enclosed anchor systems are only intended for building walls with a suitable load-bearing capacity (concrete and solid brickwork), and in the event of variations (plasterboard, hollow bricks, uneven wall surfaces etc.) other options appropriate to the load need to be obtained.

Care products

to preserve the value of your furniture

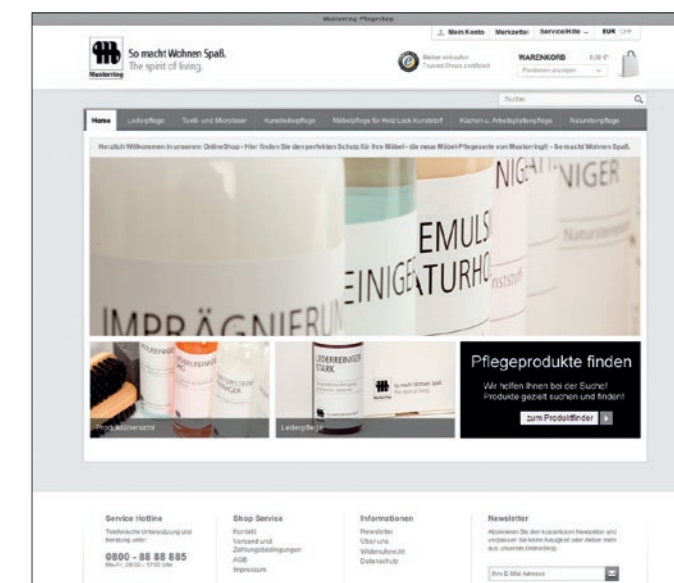
Our dermatologically tested and perfectly safe care products ensure that you will be able to enjoy your Musterring furniture for many years to come. Whether it is wood, natural stone, leather or fabric, we have the suitable care products for all materials.

At www.musterring-care.com you will find an overview of all care products and problem-solvers for extreme dirt as well as other products for cleaning and preserving your furniture's value. You can also order the Musterring care sets on this website.

Ask our retail partners for the Musterring care products as well. In many cases, a high-quality presenter will already be in use on sales areas with the full collection of our care products.

The care-product recommendations, with newly-developed assignment codes shown in the current lists of prices and types and at the top right of the care-set packaging, are also helpful when ordering. They can be used to correctly assign the suitable care product to any Musterring model.

www.musterring-care.com



You will find a tabular overview of many Musterring models in alphabetical order plus the recommended care products here (in German language):



Our tutorial videos also provide a range of helpful care tips:



Care tips for oiled woods (in German language)



Care tips for untreated leather (in German language)



Care tips for pigmented smooth leathers (in German language)



Musterring care product presenter



Packages with assignment codes



Certificates

and quality seals

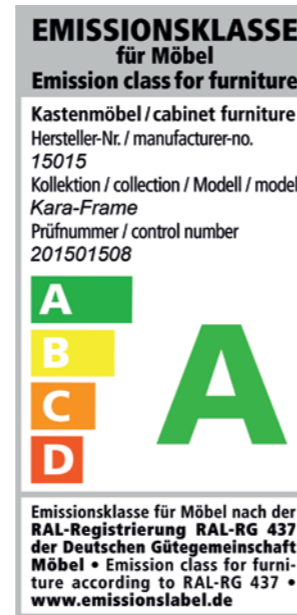
■ The Quality Association

Musterring has worked closely with the German Furniture Quality Association (Deutsche Gütegemeinschaft Möbel e.V. – DGM) since the end of the 1980s. Since then, product tests have been carried out by authorised test institutes such as TÜV Rheinland LGA Products GmbH. Musterring programmes are tested in accordance with DIN and RAL quality specifications of the DGM in all functions and material areas. They meet the stringent requirements of German and EU directives.



■ Emission labels

In order to present the relevant tests transparently, a circle of experts from the DGM has developed the first emission label for furniture in cooperation with leading test institutes. It distinguishes between four emission classes (A, B, C and D). All of the Musterring designs tested to these criteria have achieved emission class A, the best of the four possible classes.



■ Commitment to the environment

Healthy tree populations store CO₂ and thus counteract climate change. Since the beginning of the 1990s, Musterring and its partners have been providing donations to support reforestation projects in the Zittau Municipal Forest.



■ Chemical reactions

On furniture surfaces that are in permanent contact with various materials, there may be chemical reactions, discolourations and surface changes etc. resulting from the use of covers, little cloths or protective items (e.g. coasters or mats) made of synthetic materials, PVC or similar. Please observe the manufacturer's instructions. Depending on the type of cover (fabric, leather or imitation leather), contact with chemical or acidic substances may result in colour changes or material damage, and likewise on contact with cosmetics, perspiration, residues in damp hair or towels, and hair dyes.

■ Colour migration resulting from non-colourfast textiles and leather goods

Visible discolouration can occur on light fabric or leather covers caused by non-colourfast materials. The combination with dark or intensive colours, and especially dark red, blue and black etc., may cause the colour to migrate (also known as bleeding or colour migration), especially on light covers. The clothing industry is also aware of this phenomenon. If, for instance, a denim fabric continues to leave traces of colour on the cover fabric even after several washes, then this is a fault in the clothing material and has nothing to do with the quality of the furniture cover. On velour leather or microfibres this may take the form of slight abrasive dust residue. The best solution is gentle vacuum cleaning or to wipe the item with a damp cloth.

■ Colourfastness (rubfastness)

This is the resistance of the colours of furniture fabrics to rubbing or staining when they come into contact with other dry or moist textiles. Generally, lighter colours are more resistant to rubbing than darker ones. Microfibres in intensive colours may show residual fibres that will stick to clothing textiles and initially look like discolouration. In fact, though, this is due to abrasive dust residues, and they usually wash out with normal laundering in the washing machine. Preferably use distilled water and neutral soap to clean the cover, and rub carefully over a large area from seam to seam applying gentle pressure and using a soft, white, clean cloth. Never rub continually in the same place (this could remove some of the colour and leave marks).

■ Consumables

...such as rechargeable batteries, batteries, lamps, gas pressure springs, furniture glides, etc., are normal materials subject to natural wear and as such excluded from the warranty. These must be purchased from the respective retailers, where they can be found under their item name.

Cover materials

Important general cleaning and care instructions

Furniture care and maintenance is not that different from the care we show our bodies. Regular care and maintenance removes the dirt that is caused through daily use (house dust, crumbs, fluff etc.). Vacuum cleaning regularly (low suction) using a normal domestic vacuum cleaner with an upholstery brush (always use a nozzle with soft bristles on velour and flat weaves and work in the direction of the pile), and finish by brushing with a soft brush (e.g. clothes brush). Wipe over the covers with a damp chamois leather from time to time. Moisture will keep the fibres elastic, which has a positive effect on their durability. Cover fabrics should also be cleaned and impregnated every 3 to 6 months with TEXTILE & MICROFIBRE CARE SET. Regular cleaning helps to maintain the cover and extends its lifetime. The same applies for imitation leather. The combination of cleaning and then sealing with IMITATION LEATHER CARE SET helps the cover to stay clean for longer and protects it against discolouration from jeans or other dark clothing textiles.

It is best to remove stains and marks as soon as they occur. It is important to dab up spilt liquids with absorbent kitchen paper or a cloth – do not rub! – quickly so they do not have a chance to penetrate the fabric. Many of the fabrics in our collections have a stain protective finish, which means that liquids do not immediately penetrate the fabric and can be mopped up with an absorbent cloth or paper. Do not use microfibre cloths or steam cleaning devices. NOTE: never rub the area of a stain repeatedly; always check the manufacturer's instructions on the product, and then impregnate the cleaned surfaces.

Furniture fabrics and characteristics

The price of a fabric is not necessarily an indicator of its resistance and durability, but it may express other quality criteria, such as the exclusivity and elegance of the materials used (silk), the sophistication of the printing or weaving process, a high aesthetic value, or extreme fineness and delicacy.

Upholstered furniture is used for an average of four hours a day. If we calculate the hours over the course of a year on the basis of a 6-day week, then this results in an amazing 1248 hours. Over the period of our 5 years' guarantee, the expected period of use is 6240 hours. During this time, upholstered furniture has to put up with high weight loads and abrasive movements as well as other influences such as light, warmth, dust etc., ideally with no impairment of its suitability for purpose and use. The quality of the materials and intensity of use, and other influences such as tobacco smoke, perspiration, sebum, as well as your care regime will largely decide how long you will be able to enjoy your furniture.





Wearers of jeans, sheer tights or socks should know that in the long term, these fabrics are the enemies of all upholstered furniture covers.

The "Stiftung Warentest" consumer goods organisation describes the various types of textile covers in its book "Möbel kaufen" ("Buying furniture"), 2014 edition, as follows.

■ **Flat woven fabrics**

Advantages: excellent appearance, because it is possible to combine any kind of yarn and any colour perfectly.

Disadvantages: not as long-lasting as velour. The quality of flat woven fabrics can vary dramatically. Pilling may occur.

■ **Woven velour**

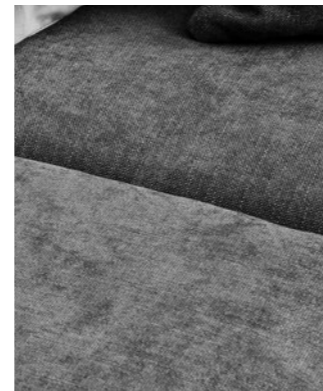
Advantages: can be extremely long-lasting; synthetic versions are very hard-wearing.

Disadvantages: limited range of patterns, "sitting imprints" may occur (shiny areas); shimmer/light-dark effect.

Shimmer



Light-dark effect



■ **Flocked velour / flocked fabrics**

Advantages: highly durable, easy-care, soft and warm, inexpensive.

Disadvantages: sensitive to all kinds of solvents, develops sitting imprints, scratches easily.

■ **Swirl fleece / microfibers**

Advantages: elegant suede leather effect, soft to the touch, robust, easy-care.

Disadvantages: may develop shiny or darker, rougher areas after long use.

■ **Imitation leather**

... is an easy-care, long-lasting alternative to leather. Cleaning and caring for imitation leather is easy but, as with all surfaces that are in constant contact with the body, hygiene and cleanliness are important. It is quite wrong to think that it is a synthetic material

that can cope with anything. Imitation leather is elastic, warm and textured, and may be damaged by solvent-based, alkaline or abrasive detergents. Hard surface cleaners (floor cleaners, synthetics cleaners etc.) seem to clean well at first, but over time will damage imitation leather. If perspiration, body creams and lotions and grease are not removed, the surface may also be damaged. Coloured cushions, covers or clothing might also bleed (colour migration). This kind of discolouration must be removed immediately. Too high loads (localised stretching) can also damage the imitation leather.

We recommend using a mild hand soap (neutral soap) lathered up on a sponge for the regular cleaning of heavily used areas. Then dry gently with a dry hand towel; never rub the area.

Important: remove stains or discolouration IMMEDIATELY with a soft brush and mild soap suds, and absorb with a dry hand towel. Never grease, oil or cream imitation leather, and never use any body or leather care products. The protective function of the flexible surface of imitation leather may be damaged by rough fabrics, fastenings or sharp edges. Once or twice a year, this protection against wear and dirt should be renewed with Musterring's IMITATION LEATHER CARE SET.

Headboard in imitation leather



■ **Fabrics: cleaning and care**

Some of the very high-quality materials in our fabric collections have their own care instructions, which must be observed. Please keep these instructions in a safe place together with this furniture pass and the contract of purchase. As general rule, you can clean any fabric covers with the Musterring TEXTILE & MICROFIBRE CARE SET. The textile cleaner is sprayed onto a squeezed sponge, which is then used to clean the cover carefully and working in large areas.



Cleaning imitation leather with the Musterring IMITATION LEATHER CARE SET

You can also spray dry shampoo onto a squeezed sponge and carefully wipe over the cover, working in large areas. If you clean velour in this way, finish by brushing the surface with a soft brush, working in the direction of the pile. For fabrics that are labelled "washable", observe the following. Only use liquid detergents for delicates (pH neutral, unperfumed, no oil-based ingredients) or liquid neutral soap with no bleaches or whiteners. Cushion covers should be turned inside out and the zip closed before washing. Loosen any stains first with a mild stain remover. Do not spin. Do not tumble dry. It is helpful to replace the cushion covers before they are completely dry. Covers with a proportion of cotton may shrink by 2–3 % even if they are pre-washed. This means they stretch more easily if they are put back on the cushions while still slightly damp. Any stains that cannot be removed should be dealt with by a cleaning specialist. In general, most furniture fabrics can be chemically cleaned by authorised cleaning companies, but always check the manufacturer's recommendations first.

NOTE: ensure adequate ventilation when using flammable substances. No naked flames. Solvents such as white spirit, ethyl alcohol and standard commercial stain removers cannot be used on microfibre.



■ Pilling

Small knots, or bobbles, such as the ones seen on woollen garments, will form on some cover fabrics, especially flat woven and mixed fibres, once they have started being used. They are loose particles of the yarns used in manufacture, usually mixed with clothing fuzz. Pilling often occurs after just short periods of use. A special little device, a little like a razor, is available for removing it. These razors remove the pilling without damaging the fabric. Pilling, and the removal thereof, does not affect the durability or lifetime of the material.

Pilling



Lint remover for dealing with pilling



The "Stiftung Warentest" consumer goods organisation describes the characteristics of the various types of leather in its book "Möbel kaufen" (Buying furniture), 2014 edition, as follows:

■ Leathers and their characteristics

Leather covers not only guarantee durability, but they also represent beauty and elegance.

Quality is a very important aspect when buying leather, as high-quality types of leather are soft, supple and actively "breathe". High-quality leather is dyed using a process that allows the dye to envelop every single fibre without disguising its natural characteristics. Five to seven hides are used for an upholstered suite. Since the animals will have lived under different conditions, no two hides are the same. This results in variations in structure and colour, in their natural and growth characteristics. These signs of life do not detract from value or durability of the item, but make every single one unique.

■ Aniline leathers

...are leathers that have been solid-dyed in a bath with aniline dyes. These are open-pored smooth leathers without a pigmentation layer (layer of colour), or at the most with a light seal on the top, that still show all the natural features of the skin and are generally considered very expensive, very valuable leathers. The lack of pigmentation gives aniline leathers the soft, warm feel and transparent appearance with all the natural characteristics of the leather such as variations in colour and structure, moles, tick bites, scars, hedge tears, skin folds and scrapes etc. With this leather category, closed overgrown natural characteristics may be processed, with the result that every item of furniture is unique, and colours and structure will differ from samples. Aniline leather is prone to bleaching, and will develop a patina with use.

We recommend cleaning and caring with Musterring's LEATHER CARE SET NATURAL and treating this leather with the aniline cream directly after delivery. It should then be cleaned and treated with the LEATHER CARE SET NATURAL every 3 months. For daily cleaning, it is sufficient to dust the leather occasionally with a feather duster or dry duster. Absorb fresh stains by squeezing them with a terry towel or dry dishcloth between the fingers. Do not rub! Any residues may be additionally cleaned with a slightly damp terry towel. Not too wet so as to avoid water stains, and do not rub too hard. Dry the damp area with cold air from a hair drier to prevent water stains. Lighten any remaining dark areas with a leather sanding pad and treat with the aniline cream. Always try in a small inconspicuous area first.

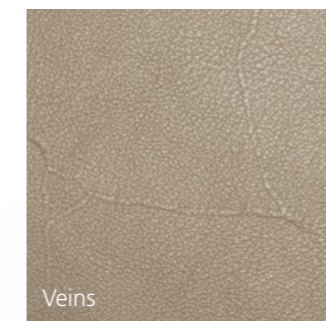
■ Coated leathers

...are solid-dyed and surface finished, so have been given a layer of colour and are usually embossed. These leathers are strong and easy to look after, so they usually feel colder and firmer than aniline or semi-aniline leather, but are less sensitive. The natural

characteristics are mostly covered in the finishing process, and therefore hardly visible – if at all. However, leather is always a natural product, which is why small scars, tick bites and similar marks may be present, and variations in structure and colour are typical of this material. The colour in areas of heavy wear, e.g. around piping, edges or seams, may therefore fade over time with use.

We recommend treating this leather with Musterring's NEW LEATHER CARE SET (special product for sealing leather) straight after delivery. It should then be cleaned and treated every 6 months with the NEW LEATHER CARE SET. We recommend cleaning lighter leathers approx. every 3 months (depending on the level of use). After 2 years, Musterring's LEATHER CARE SET WITH UV PROTECTION should be used with the same cleaning

Natural and growth characteristics



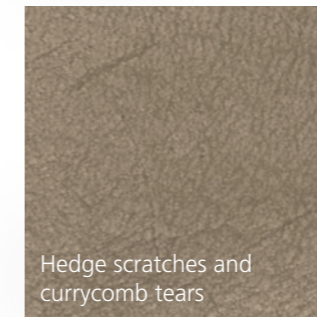
Veins



Brand marks



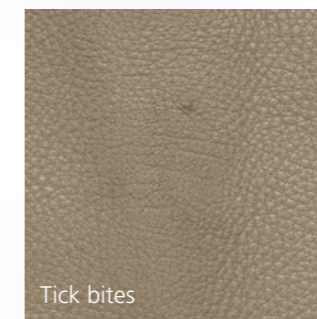
Pitchfork marks



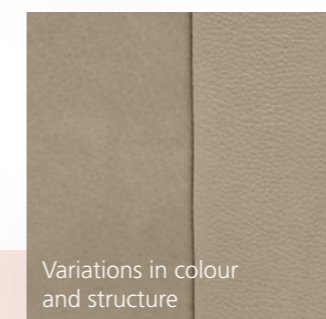
Hedge scratches and currycomb tears



Fat wrinkles



Tick bites



Variations in colour and structure



Horn rakes

and treatment frequency. For daily cleaning, it is sufficient to dust the leather occasionally with a feather duster or dry cloth (do not use microfibres). In cases of stubborn dirt and textile discoloration (e.g. from jeans), please use Musterring's LEATHER CLEANER STRONG.

■ Suede leathers

...are also called nubuk or vintage leather, and always have a ground surface (grain side). This results in a warm, velvety feel and a surface you can "write" on. With this leather category, closed overgrown natural characteristics may be processed, with the result that every item of furniture is unique, and colours and structure will differ from samples. The roughened surface makes the existing natural characteristics less eye-catching, although they may become more so depending on the amount of use. Suede leather is prone to bleaching, and will develop a patina with use. In order to prevent changing the level of the matt sheen and the typically soft feel by using a care product, we recommend using Musterring's CARE SET FOR SUEDE LEATHER to clean and care for this leather. For daily cleaning, it is sufficient to dust the leather occasionally with a dry duster or brush it with a soft brush. Any areas that become slightly patinated with use can be cleaned with the sanding pad and roughened again.

We recommend using the nubuk rubber to eliminate individual stains and marks. After cleaning or stain removal, the leather should be treated with the aniline protector. Depending on the amount of use, the temperature and the light intensity, the leather should be lightly cared for every 3 to 6 months.

■ Saddle leathers

...are aniline leathers that are given a layer of grease or wax (greased or waxed leather). This soft layer helps the leather to quickly develop a patina in use – an effect that is very much desired. Depending on the manufacturing method, the patina may already have been very well developed at the time of purchase. For maintenance, clean greased leather every three months with LEATHER CLEANER MILD and treat with ELEPHANT LEATHER GREASE. For daily cleaning, it is sufficient to dust the leather occasionally with a feather duster or dry duster. Absorb fresh stains by squeezing them with a terry towel or dry dishcloth between the fingers. Do not rub! Any residues may be additionally cleaned with a slightly damp terry towel. Not too wet so as to avoid water stains, and do not rub too hard. Dry the damp area with cold air from a hair drier to prevent water stains. Then lighten any remaining dark areas with the leather sanding pad and treat with Elephant leather grease. Always try in a small inconspicuous area first.



Saddle leather
Signs of use



Patina



Stretch effect



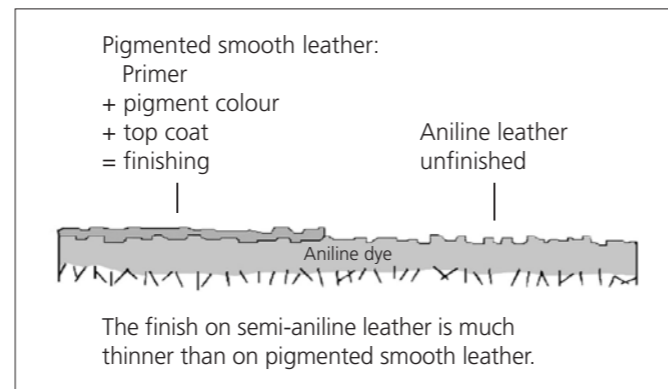
■ **Semi-aniline leathers**

... are only given a light pigmentation (layer of colour). On these leathers, the natural grain and hair pores are only lightly protected by the pigmentation rather than being covered up. Unlike aniline leather, which is open-pored and very sensitive, semi-aniline leather has a better level of protection. As only a very light layer of colour is applied, these leathers are soft and supple with a very natural appearance. Natural characteristics such as variations in colour and structure, moles, tick bites, scars, hedge tears, skin folds and scrapes are visible and may be processed. Semi-aniline leathers are less prone to bleaching than aniline leathers, but as a general rule leather furniture should be kept out of direct light (sunlight, UV light etc.). A patina develops in use, and the colour may wear in much-used areas, around edges or seams.

We recommend treating this leather with Musterring's NEW LEATHER CARE SET (special product for sealing leather) straight after delivery. It should then be cleaned and treated every 6 months with Musterring's NEW LEATHER CARE SET. We recommend cleaning lighter leathers approx. every 3 months (depending on the level of use). After 2 years, Musterring's LEATHER CARE SET WITH UV PROTECTION should then be used with the same cleaning frequency. For daily cleaning, it is sufficient to dust the leather occasionally with a feather duster or dry cloth (do not use microfibres). In cases of stubborn dirt and textile discoloration (e.g. from jeans), please use Musterring's LEATHER CLEANER STRONG.

NOTE: there is also a pure aniline leather among the aniline leathers. These leathers do not have a pigmentation layer or seal; the pores are all open. The surface is usually matt, and often slightly ground. In order to prevent changing the level of the matt sheen and the typically soft feel by using a care product, we recommend using Musterring's CARE SET FOR SUEDE LEATHER to clean and care for this leather.

Dyeing leather



■ **Leather: cleaning and care**

Upholstered furniture requires regular cleaning and care if it is to retain its attractive appearance. In addition to the usual care and maintenance (gentle vacuuming and occasional wiping with a damp cloth), we advise treating the leather with the recommended Musterring leather cleaning and care products once or twice a year, depending on the amount of use, and ideally before and after the heating period. Ideally clean complete items, working in large areas from seam to seam. Never experiment with unsuitable products such as shoe polish, floor polish or cosmetics.

■ **Stain removal**

Never attempt to remove stains by rubbing the same spot or using solvents (e.g. stain remover, turpentine, white spirit). Please remove spilt liquids and foods immediately using an absorbent cloth. Do not treat grease stains on natural leather; they are easily absorbed by the leather, and will fade after a few weeks. Treat the stain and surrounding area with leather cleaner, working in large sections. Depending on the type of leather, it can be reimpregnated with a stain protector.

Please remember that leather will also fade if it is exposed to strong light, especially sunlight, and permanent proximity to hot radiators will dry the leather and make it porous and brittle. Remedy: provide shade or humidifiers, as this climate is also harmful to humans.

(Please refer to the instructions for care and use for the product group "Dining, living and bedroom furniture" for chair and upholstered furniture frames.)

Musterring NEW LEATHER CARE SET



Musterring LEATHER CLEANER STRONG



■ **Deflection**

Depending on the material and size, a slight deflection of insert shelves, glass, shelves, drawers, table tops or inserts is unavoidable and permitted provided their safety and function are not impaired. This also applies to larger items of seating furniture, benches, sofas, upholstered items and beds. With wood items, please ensure the room climate is appropriate and observe the maximum loads provided by the manufacturer.



■ Development of folds, depressions and creases

As a “favourite seat” becomes worn in, or “sat on”, the seat hardness will change unevenly. It will become softer, depending on the type and duration of use. This is a normal process that all upholstery undergoes. It is important to change seating positions from time to time to achieve even seat hardnesses. Otherwise one-sided seat depressions and creases (“favourite spot”) will occur. Rule of thumb: the thinner the cover material and the greater the area, the more likely the seat is to develop creases and depressions. This development is further enhanced by the fact that body heat, moisture and weight will cause fabric and leather to stretch, to a greater or lesser extent, which also encourages the development of “waves”. The optical change will not affect the use, function or lifetime of the item in any way, and is not a material defect.



■ Devices and connection technology

The requirements for furniture, device and building connection technology are contained in the planning documents and the instructions for assembly and user instructions.

Please ensure that the furniture, device and building technology are suitable for combining, and clarify any structural modifications (aerial, electricity, water, gas) with your electrical or sanitary specialist. Our lists of prices and types and installation instructions are available online (www.musterring.com). Planning information on furniture, device and building connection technology can be downloaded from “Infocenter”/“CAD planning”/“Electrical installation”.

■ Disinfectants

...are in greater use in the population in the era of the coronavirus. Their main use is for hand and skin disinfection – please avoid contact with furniture surfaces immediately after applying

disinfectants. Some agents are also used to disinfect surfaces. The active ingredients and constituents of standard disinfectants work in a variety of different ways. They include substances and compounds based on alcohol, chlorine, ammonium and phenol, among other things. Using the disinfectants listed above leads to irreparable damage on all furniture surfaces that can take different forms, such as discolouration, changes in gloss, swelling, cracking or the dissolution of materials.

Alcohol-, chlorine-, ammonium- and phenol-based disinfectants are NOT suitable for use on furniture surfaces.

E

■ Effects of light

Protect your valuable furniture against the effects of extreme light from the very first day. Strong artificial light, and sunlight in particular, will change surfaces. This type of “sunburn” can bleach the affected areas of cover materials and real wood furniture after just a few weeks, turning them lighter or darker depending on the material. Absolute lightfastness does not exist, and so we advise taking particular care in light south-facing rooms with lots of glass. Curtains or blinds should be closed when these rooms are in direct sunlight.

■ Electronic components and lighting

The power supply must be switched off for cleaning and maintenance purposes; transformers and lights are GS tested and meet DIN standards. The bulbs (except LED chips) are easy to pull or screw out of the sockets. Tubes, like bulbs, are considered as wear parts, and are available from electrical goods stores by output. When changing halogen bulbs, avoid touching them with the naked hand. Only bulbs of the same output are to be used (to avoid damage to the transformer); never position or hang anything else in front of or above them (heat build-up). System perturbations may change sensor switch positions. If no switch function can be achieved using the switch connection, rotate the mains plug by 180°. It may also become necessary to make adjustments after the initial installation as the result of external influences, e.g. if the location insulation requires it.

■ Electrostatic charge

Furniture fabrics and other predominantly synthetic materials possess a natural conductivity, and can only absorb a limited amount of moisture. Electrostatic charge is associated primarily with the air in a room being too dry, especially in winter, and in combination with synthetic materials, e.g. carpeting, textiles, textile upholstery covers, cushions, throws etc. In such cases, the requirements for the ideal room climate must be met. To do so, increase the humidity in the room and spray the cover with distilled water from a pump dispenser or wipe over the cover with a damp cloth. Thoroughly moistening the carpeting is also an excellent fast remedy. The company Lederzentrum (see Sources) offers an antistatic spray that is also a good temporary measure.

■ Energy efficiency, energy labelling

On many household electrical goods, this identification is already practised in the form of coloured energy labels (visible coloured stickers). Due to the tremendous variety of items, we ask customers to obtain information directly from the product in the showrooms and, if necessary, to ask about them. Delegated EU regulation No. 874/2012 refers to the energy labelling on electric lamps and lights.

F

■ Fittings and maintenance

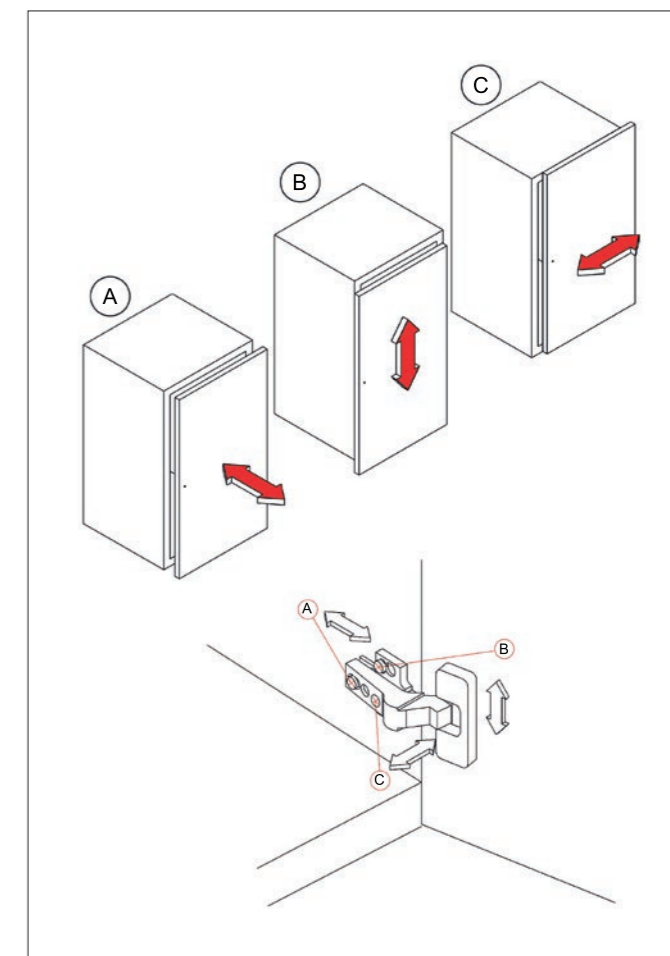
The fitting technology of hinges, runners, closures, self-closing and cushioning systems is maintenance-free. In the event of any changes to the installation condition or hinge function (indicated by irregular settings, gaps, functions etc.) resulting from use, these items must be readjusted in order to prevent consequential damage, e.g. crooked doors.

The three-way adjustable hinges make it easy to readjust for dimensional stability and correct closure.

A) Depth adjustment

Loosen the tightening screw to adjust the depth of the door; do not forget to tighten the screw.

Fittings: three-way adjustable hinges



B) Height adjustment

Loosen the screws and lift or lower the door to establish the desired position; do not forget to tighten the screws.

C) Side adjustment

Turn the adjustment screw to reposition the door at the side (e.g. to adjust side gaps); do not forget to tighten the screws.

Brake flap holder

The braking mechanism is adjustable. To increase the braking effect: turn the adjustment screw anti-clockwise. To reduce the braking effect: turn the adjustment screw clockwise. The brake flap holder must not be oiled under any circumstances. The rod needs to be kept dry; wipe with a dry cloth if necessary.

Drawers on runners

Synthetic runners require no maintenance. If drawers on wooden runners become hard to operate, brush over the runners with candle wax.



Musterring

Furniture locks

Apply graphite powder (available from motorists' shops) to stiff furniture locks; it may be necessary to readjust the locking pins of espagnolettes.

Hinges

If you hear noises when moving the hinges, apply resin-free sewing machine oil to the joints and pivots. Remove small amounts of metal dust with a soap-soaked cloth.

Metal drawer runners

a) Clean the runners of roller runner systems (identifiable by the cylindrical rollers) once a year with a dry dust brush. Never lubricate the rollers.

b) Ball bearing runners (identifiable by the ball bearings) do not require any particular care. If it becomes difficult to open or close a drawer properly after a period of time, then open it out all the way several times using "gentle force".

Swivel bases

Swivel mechanisms between the frame and seat shell can support loads of up to 130 kg maintenance-free, leaving the swivel function and return unimpaired.

■ Flat-packs, transportation and self-assembly

Before making your purchase, please remember that in accordance with sec. 269 of the BGB (German Civil Code), responsibility for collected goods is transferred to the purchaser on handover (check-out or collection point). Errors often occur during purchases, personal collection, transportation and customer assemblies that we would like to avoid. This is why we want to provide you with the most detailed information.

Please establish the structural conditions and requirements, obstacles, dimensions and load values e.g. of wall elements before making your purchase in order to ensure that assembly or installation is effected in accordance with the instructions. Check your order to make sure it is complete and no parts are missing and that there is no damage, and leave the protective packaging in place until the items arrive at their destination. Use the appropriate vehicles for transportation, and load the goods so they cannot slip or tip and are protected against dirt and moisture (damage in transit or resulting from incorrect construction is not covered by the guarantee).

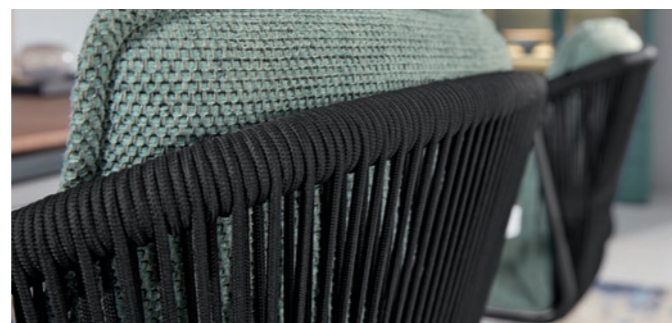
Please open the packaging with care and use it as a padding to avoid damaging the surfaces beneath it. Do not poke through the packaging with sharp or pointed objects etc. Before disposing of the packaging, check to make sure that the small parts, fittings, hinges and assembly instructions are all present and correct to rule out any shortfalls.

■ Flextex (chair covering)

The Flextex core is made up of numerous individual threads made of rubber. This natural product offers a high level of flexibility and very good restoring features.

Due to the bundled arrangement and large quantity of threads, the overall elasticity of the cord is maintained in the event of damage from external influences. Blows, crushing and similar occurrences will only damage the directly affected threads, while all the others remain intact. The braiding is intended to protect and preserve the elastic core. It consists of Tritex yarns of polyamide. Cleaning and care instructions: please see Material finishes (Synthetic surfaces).

Flextex: Elastic covering made of rubber threads



■ Floors and furniture (floor protection)

In order to protect your floors and furniture, when buying bedroom or upholstered furniture, tables and chairs, make sure that the plinth legs, chair glides or castors are suitable for your floor covering, or else use optionally available accessories or suitable standard protectors (felt, synthetic material, rubber). No liability will be accepted for indentations or signs of abrasion on floors. NOTE: ensure that no liquids are left in the area beneath your furniture when performing normal domestic floor cleaning tasks.

Our cooperation partner **AFUNA Filzgleiter-Systeme** offers an overview of standard furniture and chair-glide designs. You can order many of the glide variants directly through www.filzgleiter-shop.de/musterring. The shop will provide you with all the



tools you need, such as templates for measuring, instructions and assembly videos. Use the "Möbelgleiter-Berater" (furniture-glide guide) to enter the dimensions of your chairs, or get in touch with Personal Support (see contacts) to request recommendations on the matching glide variants.

■ Fogging, black dust deposits

According to information provided by the German Environment Agency, the cause and initiator of fogging or black dust deposits are substances that may occur during renovations, painting, floor laying or building refurbishments. During this process, semi-volatile organic compounds (known as SVOC or plasticiser compounds, or "phthalates") will outgas from some products. This is not unusual, as they may still be released into the room air many months later. Together with suspended particulate matter, which is always present in the room and outside air, they will lead to a clumping of tiny dust particles. Under unfavourable conditions, they will settle as greasy coverings on walls and other surfaces in rooms. External walls, windows, TVs, electronic equipment and other fixtures are particularly affected. Furniture is only very rarely the trigger. Only a specialist will be able to help you in such a case.

■ Fold-down divans, folding beds, daybeds

Please observe the "special information" attached to the bed. At least once a year, check to make sure that the wall attachments are still secure. Apply resin-free machine oil to the pivots on the swivel joints of the pull-down mechanism once a year.

■ Functional and convertible furniture

According to Stiftung Warentest, seating furniture with functions and recliners is always "furniture that compromises"; in other words, a sofa bed is not a true substitute for a proper bed. Recliners or TV armchairs, sofas with fold-down armrests, leg rests or height-adjustable head rolls always require a certain amount of leeway and fittings with complicated adjustment mechanisms. For this technology to work well in the long term, the items need to be handled and used with the greatest care. On convertible sofas and divans, the extending parts should ideally be held and operated in the middle, or otherwise on the left and right simultaneously. This will prevent the fittings from being distorted or damaged as the result of being operated only on one side. Folding-out footrests on Relax chairs and adjustable fold-down armrests and/or headrests must not be used for sitting on. These items can usually support loads of between 20 and a maximum of 30 kg. Minor changes in dimensions resulting from the thickness of the cover materials are unavoidable.



■ General typical product characteristics

Irrespective of the material used, the construction, manufacture and price, three main product characteristics need to be taken into account when assessing the quality of furniture, as these cannot be accepted as faults or flaws when changes occur later as the result of normal, natural use.

Typical product characteristic:

Results from special material characteristics e.g. natural features on real wood or leather.

Design-based characteristic:

Visual appearance of a design e.g. designed to have a very loose, loose or tight appearance.

Usage characteristic:

Changes that are the result of natural use and are not in any way due to the manufacture or quality e.g. when an item of upholstered furniture is a "favourite spot".

■ Glass

Float glass meets EU and DIN 1249 standards. In polarised light, signs of irisation such as light clouds or rings in the spectral colours are due to physical reasons, and are unavoidable. Single-pane safety glass and mirrored surfaces scratch easily; sharp-edged items must not be placed on them or pulled without suitable protection. Glass can easily crack if hot saucepans or bottles from the freezer are placed on them.

When cleaning glass, immediately wipe off any leftover cleaner on the edges of the glass and wood or glued joints with a dry cloth. NOTE: do not use glass cleaner on the coated or lacquered sides of coated or lacquered glass.

■ Glass lighting, glass edge lighting

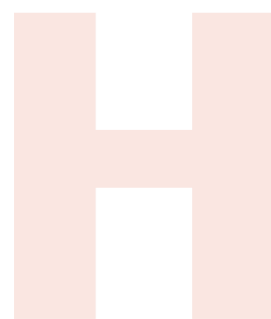
Depending on the location of the viewer, the angle of view to the glass, other lighting in the room and the natural light incidence, the lighting for crystal glass, especially with LED lighting, will cause different colour effects in the green. As the viewer



changes position, this will also change the play of light in the green tones. This is especially true for illuminated glass shelves. However, this is not a reason for complaint, but an unavoidable and typical product characteristic.

■ Glides for chairs and armchairs

Because they are consumables, furniture glides must be replaced on time depending on the type of use; you can order them directly under the model name at www.filzgleiter-shop.de.



■ Headboards (bed headboards, upholstered headboards)

Headboards are usually developed with design in mind, which means they have only a limited load-bearing capacity and cannot be planned to be free-standing. They cannot be compared with standard backrests or special functional furniture. Please be sure to observe the product information.

Depending on the type of cover such as fabric, leather or imitation leather, contact with chemical or acidic substances (e.g. cosmetics, perspiration, residues in damp hair and towels, and hair dyes) may result in colour changes or damage to the material. (See also "Cover materials", page 11 et seq.)

■ High-gloss surfaces

The protective film on high-gloss furniture fronts is for transportation safety and should only be removed after completion of assembly. Acrylic and acrylic glass high-gloss surfaces are hygroscopic, which means that they harden under the influence of air humidity. This can take up to one week from the removal of the protective film. Start with the front surface when cleaning for the first time, and use a 1 % soap solution with a moist, soft and absolutely clean cotton cloth, as dust and metal shavings left over from the assembly may adhere to the cleaning cloth when cleaning the inside.

Acrylic surfaces are sensitive to cleaning products that include e.g. alcohol or ethyl alcohol and will damage the surface. Do not use any cleaners that apply a substance (waxes, oils) or remove material (scouring powder). We recommend the Musterring HIGH-GLOSS CARE SET.



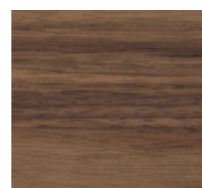
■ Imitation woods (décor prints)

Imitation foils on printed special paper are impregnated with water-based resin systems and then sealed with lacquer to make them resistant and appropriate for the particular purpose. Please refer to "Synthetic surfaces" for care information.

Riviera oak



Walnut



Core beech



■ Installation instructions

The installation instructions that come with the product must be read before use and the information observed, as damage is caused by inappropriate handling. In this context, please note that our products should always be assembled by authorised specialists.

(See also "Wall attachment", page 34)



■ Joints and abutting edges

Standing water on cut-outs, glued joints, abutting edges and edging must be removed immediately with a dry cloth. Elastic maintenance joints are exposed to strong chemical and physical effects, so the sealing material needs to be checked regularly and replaced when necessary (DIN 52460).



■ LED lighting

The high energy efficiency of the LED plays an important role in climate protection: the low energy consumption reduces the CO₂ emission, and electricity costs are significantly reduced. Compared with a halogen bulb with the same output, the LED not only appeals for its significantly lower energy consumption, higher efficiency and higher light output, but also for its exceptionally long lifetime. The energy efficiency classes of our lights and lamps are provided in the sales documents and on the lights and lamps in furniture showrooms.

(See also "Energy efficiency", page 19)

■ Lightfastness

Lightfastness is a term that describes a fabric's resistance to the effects of light (especially sunlight, daylight, UV lamps and halogen light). Synthetic fibres and dark colours have better lightfastness than natural fibres and pale, bright colours. It is impossible to prevent upholstery fabrics from fading when exposed to light.

The power of the sun changes all materials! Special precautions should therefore be taken in light south-facing rooms with lots of glass. Especially when the sun is shining, curtains or blinds should be drawn or closed, as otherwise leather, fabrics etc. will soon fade in the places that are exposed to it – even after just a few weeks.

■ Load-bearing ability

Design-based load figures and safety instructions are contained in the production information and installation instructions. The manufacturer's specifications concerning the maximum loads must be observed. All in all, therefore, ensure that the wall attachment, positioning (placing one item on top of another) and stability of our furniture is carried out professionally and adequately.

Upholstered and seating furniture is based on the following load-bearing abilities as guide values: armchairs and chairs max. 130 kg, 2-seaters max. 200 kg (2 x 100 kg), 3-seaters max. 240 kg (3 x 80 kg). For very overweight or very tall people we recommend upholstery and mattresses in special seat depths, widths, heights or hardnesses, since permanent overloads can result in premature

wear or damage. The load-bearing ability of armrests, functional parts, leg rests etc. is generally limited, usually between around 20 and a maximum of 30 kg. Thus they are most definitely not suitable for resting one's full weight on.

The load values for box furniture, insert shelves and so on are dependent on the planning, the material used, the space between the supports and the load distribution. Any more or less perceptible deflection resulting from use within the tolerances of DIN EN 16122 is acceptable.

Load-bearing ability: example from a Musterring list of prices and types

	Hanging cupboard 7520 W 130, D 35 cm
	1 flap, carcass divided by centre panel (distributed load: 40 kg)
	Max. load per wooden shelf 20 kg Max. load per glass shelf 3 kg

■ Lustre from use and sitting imprints

... can occur on velvety fabrics such as velour, flat weaves and possibly microfibrils even after the first intensive use. This is because the pile is flattened (ironing effect) when used, and a different optical "impression" can be seen depending on how the light falls. This is not a fault in the quality, but a typical material characteristic of this type of item. The optical change will not affect the use, function or lifetime of the item in any way, and is not a material defect. Wiping the cover with a damp cloth may straighten up the fibres on some types of fabric, which can slightly minimise sitting imprints.

(See also "Cover materials", page 11 et seq.)

Lustre from use/sitting imprints



M

■ Maintenance

Regular care and maintenance removes the dirt that is caused through daily use. It is important that any spilt liquids (e.g. fruit juice) be mopped up immediately with absorbent paper towels or a cloth – do not rub! – so they do not have a chance to penetrate the surface.



Never rub the area repeatedly, do not use any silicone-based furniture care products, and never try to treat damaged areas with solvents (e.g. stain remover, turpentine, white spirit). In the event of any changes resulting from usage in the installation, upholstery or settings of the fittings, the consumer has a duty of care to observe the "Instructions for installation, use and care".

■ Mattresses, toppers

Mattresses that require an in-depth consultation differ from others in the sheer variety of options, being divided into between 5 and 7 body zones, and the level of hardness. A 7-zone mattress, for instance, provides support for the head, shoulder, lumbar, mid, lumbar, shoulder and head zones.

The body weight is often considered when choosing the level of hardness:

- **Hardness level 1:**
soft, for people weighing up to approx. 60 kg (132 lb)
- **Hardness level 2:**
medium, for people weighing up to approx. 80 kg (176 lb)

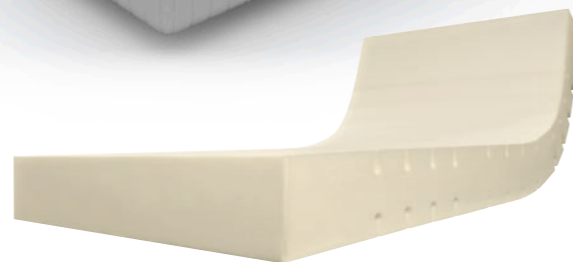
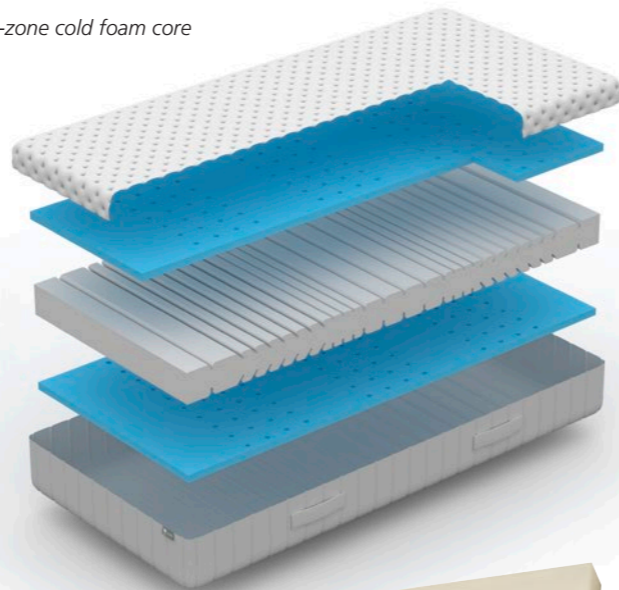
- **Hardness level 3:**
firm, for people weighing between 80 kg and max. 120 kg (176 and 264 lb)
- **Hardness level 4 (special order):**
for people weighing over 120 kg (264 lb)

The hardness by itself is not a tool for orientation, as the appropriate functional value and permanent elasticity also depend on the user's height and build, age and health, and sleeping habits (test procedure DIN EN 1957). Take the time to try and compare various mattresses and products so you can be sure that you are choosing the perfect product for your personal sleeping habits.

■ Cold foam mattresses

...are made of high-quality polyether foam with an open-cell coarse pore structure that is air permeable (breathable) and offers a very high level of comfort. Thanks to its dimensional stability and elasticity, cold foam returns to its original shape as soon as the pressure is removed. The density and compression hardness provide information on the quality of the foam. Typical product characteristics: unlike barrel pocket spring core mattresses, cold foam mattresses tend to lose hardness in the areas that are under load. The foam structure and respective cells remain completely intact, but the reduction in the restoring force of the foam (in comparison with barrel pocket springs) could give the user the impression of the material having gathered in one place. In fact, all that happens is a reduction in the usage based counter-pressure that the body experiences when lying down.

7-zone cold foam core



■ Visco-elastic mattresses

...have excellent spot elasticity that provides the body with the optimum support. When the body changes position, the visco-elastic foam gradually returns to its original position. Typical product characteristics: these products are not generally recommended for healthy people, as depressions can occur that may stop them from moving around sufficiently whilst asleep (Stiftung Warentest).

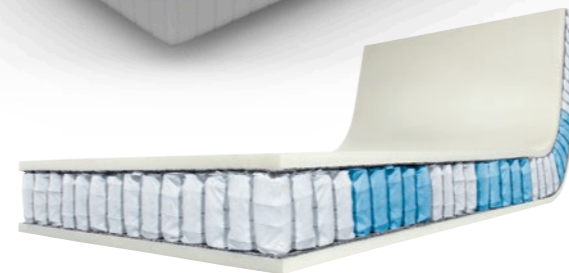
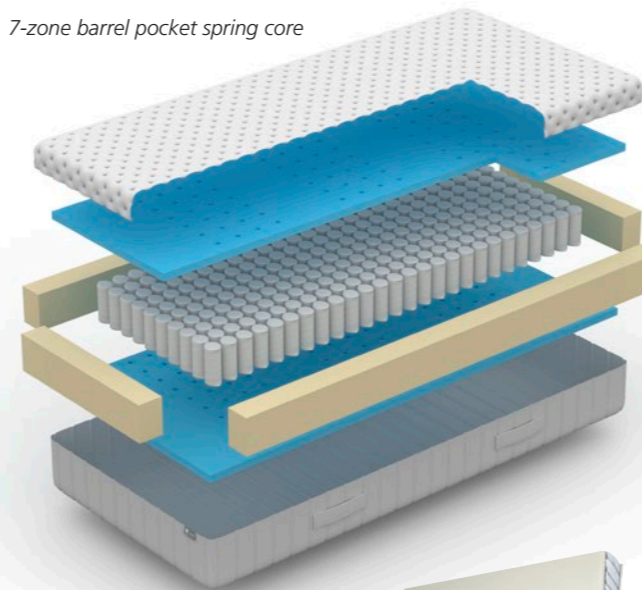
■ Latex mattresses

Latex foams are highly flexible, and have two particular characteristics. On the one hand, the round cells provide optimum support in all directions and excellent spot elasticity. The mattresses only give way in the areas that are under pressure, and they return to their original position as soon as the load is removed. And on the other, the material provides increasing resistance under load, which encourages all the muscle groups to relax. Typical product characteristics: poor wicking, so not very good for heavy perspirers. Heavy.

■ Pocket / barrel pocket spring core mattresses

The springs of these mattresses are sewn in individual pockets and the pockets then glued together. Thanks to the large number of spot elastic springs, these mattresses offer a very high level of spring force and support and tremendous flexibility. Available in various hardness levels, we have the right mattress for people of any height and build; the zone technology with a range of spring strengths means the mattress adjusts better to the body.

7-zone barrel pocket spring core



cavity inside the mattress is necessary for structural reasons, and provides excellent ventilation so the optimum temperature equalisation is guaranteed. Typical product characteristics: very comfortable, breathable thanks to the cavities, and therefore ideal for heavy perspirers.

■ Topper

Toppers are an additional comfort layer that is placed on the top in a bed system. A topper is by no means a mattress or a substitute for a mattress, but an additional supplement for individual lying or sleeping comfort. The materials used for toppers are usually cold foam, latex, GEL or viscose. These materials may significantly enhance your sleeping and lying comfort. The hardness or softness of a visco-elastic topper depends on the user's body temperature and the temperature of the room. A new topper will take at least 24 hours to adjust to room temperature. It is more sensitive to temperature, and may contract slightly at low temperatures. This is particularly important in the case of newly delivered goods or during the winter months. Those who prefer a cool, unheated environment may find a visco-elastic topper feels harder. Furthermore, the visco foam itself may store heat, which is why a topper is not ideal for people who perspire easily. They may perspire more readily, and this could lead to a heat build-up. Please seek extensive information.

SPECIAL NOTE: toppers develop depressions and creases as soon as they have been "worn in". This is due to the product and the material, and thus an unavoidable typical product characteristic. (See also "Spring wood frames", page 30)

Topper with neck support cushion



■ Base suspension

The permanent effects of the mattress can only be guaranteed if the suitable base suspension is used. The 5-year guarantee therefore only applies if the mattress is used in combination with a Musterring spring wood frame or products with similar functions and of similar construction from third parties. A mattress should be replaced after approx. 8–10 years for reasons of hygiene.

■ Measuring, setting up and alignment

Measuring when planning and alignment on delivery are some of the main considerations when buying furniture. Floors, walls and ceilings are rarely straight or level, so any unevenness needs to be taken into account when setting up furniture. The high level



of product appeal and functional benefit is permanently guaranteed only by the precise vertical and horizontal alignment and adaptation of the installation to the structural conditions and precise setting of the fittings. All furniture must be aligned properly and not positioned too near to sources of heat or light. Individual elements (with a tilt moment) and heavy wardrobes with sliding doors are to be connected to the building wall for safety reasons (anti-tilt devices).

■ **Media elements, built-in components, TV add-ons, swivel bases**

Please ensure that device, item and installation dimensions can be combined, and that the function, load-bearing capacity and ventilation in your media element are provided without restriction. Disconnect the power and signal cables of devices, and follow the user instructions for your media electronics. Constant use of the equipment technology may result in extreme operating temperatures and material changes, for instance on solid wood panels. No specific care is necessary for extending swivel bases or wall attachments. It is important to take design-based anti-tilt devices, assembly and user instructions into account.



■ **Metal parts and finishes**

Please only use a mild solution of washing-up liquid to clean metal finishes. Alcohol and cleaning detergents must not be used under any circumstances. Clean surface-treated metals, chrome- or nickel-plated metal with chrome cleaners (e.g. car cleaning products).

■ **Mirror**

Industrially manufactured mirrors made from high-quality flat glass, usually with a closed coating on one side, meet EU standards and those of RAL RG 528/1. The best way to clean mirrored surfaces is to wipe them gently with a clean, damp (chamois)

cloth. Do not use any commercially available glass cleaners. Part of the care procedure includes immediately removing water from the edges of the mirror, as otherwise it could penetrate between the glass and the coating. Mop up any aggressive products such as nail varnish remover or hair dye etc. immediately and wipe the area with a damp cloth.

N

■ **Natural stone**

Important: please always observe the care/cleaning instructions on the product.

■ **Oiled slate tops**

... must be oiled or waxed on the surface. If very dirty, clean the top with a sponge and soap, and after drying treat the slate surface with slate oil or wax.

■ **Granite**

... has very high wear resistance and is also extremely weather-proof, but is not always scratchproof; signs of use become visible as they do on other materials. The granite surfaces of our tables are impregnated during manufacture, and stains such as oil, grease etc. are easy to remove.

However, the protection will only last for a certain period of time, as water vapour migrates through the granite and reduces the effectiveness of the seal over time. Regular reimpregnation (once a year) is one of the terms of the guarantee.

■ **Cleaning, care and impregnation of granite table and worktops**

For general maintenance, please use the Musterring NATURAL STONE CLEANER, and afterwards polish the surface with a dry linen cloth. Do not use any scouring products or solvents. The granite must be clean and absolutely dry before sealing. Please ensure that the interior is well ventilated, and protect the floor with plastic or paper. The NATURAL STONE SEALER must not come into contact with any lacquered surfaces (e.g. folding inserts).

Apply the NATURAL STONE SEALER to the granite top and then the side edges sparingly with the cloth. Allow the solution to dry completely. Any residues can be polished off with a damp cloth once they have dried. Once dry, the surface is ready to be used.

■ **Ceramic**

Large ceramic tops made with different types of stone are fired at 1300 °C. If they comply with the recognised standards of quality, colour variations due to the material, spots on surfaces or edges, defective pigmentation, raised areas, indentations or stripes shall not constitute a material defect. Porcelain ceramic is dimensionally stable, particularly suitable for coating table tops, and can easily be cleaned with a damp chamois leather or sponge and dried with a kitchen towel to prevent limescale deposits. NOTE: hard blows may cause the material to break or chip. The ceramic mesh backing remains more or less visible as a connecting joint in the table edge.

■ **Travertine, open-pored**

Travertine is a porous limestone that consists almost entirely of calcium carbonate, and is therefore not resistant to acid. Please bear in mind that the natural stone travertine is a soft rock and consists mainly of lime, which means it has a low chemical resistance. This makes travertine sensitive to acidic substances such as wine, juice, cola, ketchup etc. Please only use acid-free cleaning products, and remove liquids immediately.

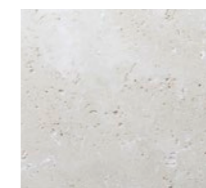
Granite



Slate



Travertine



■ **New builds**

Newly built houses and apartments are often still quite damp. Good furniture can usually cope with this provided you place it at least 10 mm away from the wall to enable air to circulate. Regular ventilation of the rooms will encourage any remaining moisture to disperse more quickly. If you have chosen made-to-measure fitted kitchen or wall combinations, we advise you to wait a little while, as extremely short installation and occupation times can result in "moisture damage". Our furnishing consultants are experts in this problem and will be able to give you the right advice.

Order processing



Delivery



Assembly



■ **One-off items, e.g. made of wood, ceramic, leather, natural stone**

Any item of furniture that is made from natural materials is unique, a one-off. Because of the properties specific to each material, it is impossible to predict or guarantee absolute consistency in colour and structure.

■ **Order processing, delivery and assembly**

The order will take an average of between 30 and 60 working days to process. The delivery week is confirmed to Retail Logistics. This most emphatically is not the on-site installation date.

Preparatory services to assess suitability, e.g. building connections, must be completed before delivery and the site of installation be freely accessible and ready for use.

Please ensure that the furniture, device and building technology are suitable for combining, and clarify any structural modifications (aerial, electricity, water, gas) with your electrical or sanitary specialist. Our lists of prices and types and installation instructions are available online (www.musterring.com). Planning information on furniture, device and building connection technology can be downloaded from "Infocenter"/"CAD planning"/"Electrical installation".



Musterring

P

■ Pets

Claws and beaks can cause significant, and often irreparable damage. Animal hair, especially from cats, can be very difficult to remove from textiles. Sadly, there are no claw-proof materials.

■ Planning and free home delivery

The purchaser is jointly responsible for establishing the correct requirements and dimensions (including door, stairway and corridor widths, elevator, floor number etc.). This is a prerequisite for fault-free installation. Have the sockets and light switches been fitted correctly? Will the structure of the walls cope later with the weight of the furniture, hanging cupboards and wall shelves etc.? Remember that floors, walls and ceilings are often not quite straight, and these unevennesses need to be accommodated and balanced out during installation. The seller and fitter are to be informed of short-term changes to the premises in good time. The room in question must be empty and easily accessible. Furniture must be aligned horizontally. No liability will be accepted for third-party furniture or assemblies or other external parts.

R

■ Real wood veneer

Veneer is a natural product, and thus unique. This method is kinder to the raw material wood. Up to 1500 m² of usable veneers can be manufactured from one cubic metre of wood. This is how we achieve the economical use of the important resource wood. By pressing wafer-thin (approx. 0.5 mm) sheets of the veneer onto a carrier panel, which is usually dimensionally stable, there is no risk of warping or tearing.

Real wood veneers have patterns of light and dark colours and individual structures. Processed in a vertical or horizontal direction, the veneer will reflect light unevenly and may result in noticeable colour differences. The optical differences in the veneer sheets and features such as pore density, knots or curly grains are typical product characteristics and signs of the authenticity of the wood. As natural growth features are not subject to any standards, there are no standardised guidelines for veneers.

Real wood veneer: a natural product



■ Room climate

Medicine and science recommend a year-round average room temperature of 18–21 °C, and a relative humidity of 45–55 %. This is of general importance to our health, in particular for allergy-sufferers and asthmatics. If the conditions vary from the ideal for longer periods of time, solid woods and other natural products will also respond by changing (in particular with regard to humidity, dry air and static charge).

■ Rugs and carpets

Rugs and carpets with a cut or shorn pile will lose their loose fibres over the first few weeks. These, however, are the remains of ends or fibres that are cut during production and can easily be removed with a domestic vacuum cleaner with no impact on your rug or carpet.



Dry air may encourage this fluffing. One remedy is to lightly mist or spray the rug or carpet using a spray bottle of distilled water after vacuuming it. The best time to do this is in the evening so the moisture can work overnight.

Please resist the temptation to pull any pile threads that are loose or sticking up, and instead trim them with scissors.

If a carpet starts to develop waves, external influences will cause the size and elasticity of the carpet material to change. Waves are less common on products made of synthetic fibres than those made of natural fibres. Natural fibres are made of yarns that have a different absorbency in terms of liquid absorption. Put simply, the yarns may swell or shrink. This is the cause of the usually inexplicable development of waves in rugs and carpets. If a rug or carpet is saturated during cleaning, slow and gentle drying is important for giving the weave the chance to swell or shrink back to its original state. In order to prevent the material-related buckles or the development of creases and waves, the carpet has to be able to work, and should not be obstructed by heavy mechanical loads such as a furniture leg.

S

■ Safety instructions in general

Special care must always be taken with mechanical and electronic devices and components. This applies to children and adults alike. The respective operating instructions and product information must be carefully observed. If you are wearing a pacemaker, please talk to your doctor. Electrical and electronic or sanitary work may only be carried out by authorised specialists. It is essential that the manufacturers' instructions as well as the information provided by the fitters are observed. Switch off the power supply when cleaning electrical devices or changing bulbs, and make sure that children do not use any electrical devices without supervision.

■ Slipcovers, removable covers

There are a few special points that need to be taken into account with regard to the fabric composition and cleaning of removable furniture covers: Can they be dry cleaned? Can they be washed and, if so, at what temperatures? Usually only up to 30 degrees.

They may shrink slightly during washing, which will make them more difficult – and impossible, if handled incorrectly – to put back on the furniture.

■ Smell

It is generally known that new products have a certain smell; depending on the material and composition, it may take some weeks or even months for this to fade. The intensity of the smell of a particular material disperses with use; it is influenced by other conditions such as the room climate, season, fluctuations in temperature, ventilation, level and duration of use, individual sensitivity etc., and is considered irrelevant (Stiftung Warentest). Certain natural products such as leather, solid wood and so on always retain a particular smell that is typical of that product. The German Furniture Quality Association (Deutsche Gütegemeinschaft Möbel e.V.) has drawn up a series of quality and test specifications for furniture and award criteria for emissions labels that ensure that furniture does not present any risks or dangers for health or the environment.

■ Solid and real wood

Wood is a genuine natural product, and we use it to manufacture furniture for life. It is pleasant to the touch, smells good, and radiates a beneficial, naturally healthy living climate. A tree's history is evident from the characteristic growth features such as grain, structure and colour. No two trees are the same – just like our fingerprints. These variations in the natural and growth features make every individually designed item of real wood furniture manufactured in the appropriate material and process wholly unique, with their own individual appearance.

The modern yet timeless designs of our furniture are appropriate to the long-term value of the material which we leave in its natural state. Please note the general typical characteristics of this group of items.

Wood is a natural material that is constantly absorbing and giving off moisture (shrinkage to RAL) depending on the moisture content of the local environment. Furniture should not therefore be exposed to too extreme moisture, either high or low. Otherwise the wood will begin to work, to distort, and to develop rough areas, open glued joints or cracks. The change in shape is permitted within the tolerances of DIN EN 16122 (deflection based on a space between the supports of 1/100 of the panel length) with regard to materials, widths, load and construction. The best room climate for people and plants (medicine and science recommend average annual levels of 45–55 % humidity at a room temperature of 18–21 °C, although short-term variations from these recommended figures will not cause any damage) is also the right one for box furniture.



The choice woods that we use all come from properly managed forestries. We also only use natural materials in our further processing, which means our manufacturing and production methods are as environmentally friendly as possible. Special design-based production methods such as fronts with frames and infills, vertical and horizontal veneer grains, “book matched” veneer cuts for optical formatting, combinations of veneered and solid woods or end and side grains, “edging” or parquet bonding for additional stability, will, depending on the type of wood, position and incidence of light, result in light and dark colour and structure accents. This natural play with colours is a typical characteristic of natural materials, and an irrefutable sign that this is a genuine natural product.

Beech trunk



■ Spare and wear parts

Using other manufacturers' spare and wear parts may be dangerous. Please only use original parts or ones that have been approved by the manufacturer.

■ Spring wood frames / slatted frames

In this instance, there should also be a good match between mattress, spring frame, bedstead and the user. A good place to sleep is the most important guarantee for a relaxing night's sleep. Please seek specialist advice. Point loads such as bouncing and jumping on slatted frames are to be avoided.

■ Steam cleaners

As a general rule, steam cleaners are not suitable for use on furniture even though advertising may offer recommendations to the contrary. Steam pressure and heat will destroy joints, seals, surfaces and cover materials etc.

■ Surfaces

Important general cleaning and care instructions.

NOTE: please always observe the manufacturer's instructions on the product.

Ensure that **no hot, heavy, sharp-edged or damp objects** are placed on the high-quality furniture surfaces that could leave pressure marks or stains. Any acidic spillages such as fruit juice or alcohol should be mopped up immediately; do not allow them to penetrate the material. Never rub the area repeatedly using pressure.

Your furniture must be cleaned regularly in order to retain its attractive appearance. This surface care requires little effort; regular dusting with a soft, dry cloth or moist chamois in the direction of the wood grain is entirely sufficient. Use clean cotton cloths if possible, and avoid microfibre cloths and dirt erasers that contain tiny particles and could scratch the surface. Cleaning cloths used must be washed and rinsed out thoroughly. Never use a steam cleaner.

It is safe to add a little washing-up liquid to the water. Please be careful, though, with washing-up liquids that contain bleaching substances (e.g. lemon); never use cleaning products or detergents, and certainly not any that are abrasive. Please observe the special care instructions for solid wood.

■ Furniture surfaces and characteristics

Lacquered surfaces meet DIN standards and the strict guidelines of the Health Act. They have been specially hardened for the intended purpose, and consist of:

- Binders for gloss, hardness etc.
- Pigments to give the lacquer colour
- Solvents to make the processing possible
- Additives to improve the quality

The “Stiftung Warentest” consumer goods organisation describes the characteristics of the various furniture lacquering systems in its book “Möbel kaufen” (“Buying furniture”), 2014 edition, as follows.

■ Nitro or nitrocellulose lacquers (NC)

Dry quickly. Wear-resistant, alcohol-resistant surface. Easy to remedy small areas of damage. Used in all furniture areas, especially living and bedrooms.

■ Polyurethane / acrylic lacquers (PUR)

Good surface hardness; the elastic lacquer film is wear, impact and scratch resistant. Not at all sensitive, so is often used for kitchen and living room furniture and furniture that has to work hard.

■ Polyester lacquers (UPE)

Synthetic-like, scratch- and abrasion-proof lacquer that is resistant to many chemicals and climate changes. Used, for example, on high-quality upright and grand pianos.

■ UV lacquers

Environmentally-friendly technology. Very short drying times and extremely wear-resistant when UV hardened. Increasingly being used as an industrial primer and top lacquer for home living and office furniture.

■ Water-based (dispersion) lacquers

Alternative lacquer system with good chemical and physical properties.

■ Natural resin lacquers

Made of natural raw materials; long drying times, soft, less resistant, more water vapour-permeable than synthetic resin lacquers; used on natural surfaces especially of solid wood furniture.

■ Open-pored lacquer

The wood pores are only partly filled with lacquer, and therefore still clearly grained. The best way to care for an item of furniture with this type of surface is with a damp cloth. NOTE: always work in the direction of the wood grain, and dry with a soft cloth. We recommend the Musterring ECO FURNITURE CLEANER care set.

■ Closed-pore lacquer

With this type of lacquer, the pores of the wood are completely closed. All that is required for cleaning is to wipe over the surfaces with a damp cloth. It is safe to add a little washing-up liquid (with no bleaching additives, e.g. lemon) to the water. Here too, always dry the item with a soft cloth. If more thorough cleaning is required, please refer to the manufacturer's special instructions. We recommend the Musterring ECO FURNITURE CLEANER care set.

■ Matt lacquers (including white and coloured lacquered surfaces)

Matt lacquered surfaces must be treated with the greatest care to ensure that cleaning them does not cause them to become shiny. Use a damp chamois or similar cloth, and dry with a soft cloth. We recommend the Musterring ECO FURNITURE CLEANER care set.

■ Polished surfaces

...are achieved with a closed polyester or acrylic lacquer. We recommend silicone-free furniture care products for the removal of stains and rings, especially if you prefer a rich sheen. NOTE: some furniture polishes are only suitable for light or dark wood varieties; observe the manufacturer's instructions.

■ Oiled and waxed surfaces

...are left untreated, and require more intensive care than lacquered ones. The best product to use for long-term care is a special oil or wax. Use it to freshen up the furniture before or after the heating period, but no more than once or twice a year. We recommend the Musterring CARE EMULSION FOR NATURAL WOOD care set. Please use FURNITURE CARE OIL NEUTRAL for heavily oiled surfaces. NOTE: excess oil must be wiped off after

5 minutes, using clean, dry cotton cloths to ensure that it dries completely in between 24 and 48 hours. Glass and mirror cleaners that break down grease must not come into contact with oiled surfaces. Clean only with dry domestic paper towels and always remove any standing moisture (spilt liquids) immediately to prevent water marks and stains.

■ Synthetic surfaces

...are easy to customise. Dirt, oils and grease and liquids are easy to remove as long as they are smooth and undamaged. A damp cloth is best for cleaning. It is safe to add a little washing-up liquid (with no bleaching additives, e.g. lemon) to the water. Never wipe dirt off while it is dry as this could scratch the surface. In addition, the synthetic material will charge electrostatically and attract more dirt. Do not use abrasive or harsh detergents under any circumstances. Do not press too hard when cleaning, as this could cause shiny areas. For heavier dirt, we recommend Musterring ECO FURNITURE CLEANER.



Musterring

T

■ Tables

With regard to real wood dining tables with folding inserts, add-on, slide-in or extending panels, please note that the effects of light may cause the surface to change; this is a typical feature. Oil-treated and waxed table finishes remain very sensitive for the first few weeks. They harden slowly, and take about 2 months to reach full durability. Coasters or mats should be placed under vases, hot cups or mugs, glasses, plates etc. Please refer to the respective product information for instructions regarding durability, load-bearing capacities, typical product characteristics, cleaning and care. Dining tables with pull-out function are not necessarily combinable with chairs with swivel base or armrests. When calculating requirements, please be sure that the chairs match the dining tables.



■ Tolerances

Even with industrially manufactured furniture, many of the parts are made purely by hand. They are produced in series, where manufacturing tolerances (deviations) are unavoidable, especially on functional furniture. All dimensions are always approximate. If the deviations in colour, dimensions and structure are within the standards and insignificant, then they are typical product characteristics that have no influence on use, safety, function or lifetime.

The tolerances for assembly, wood or wood-based materials, worktops, upholstered furniture, cupboards, wardrobes, shelves, natural stone etc. all differ, and specified in RAL GZ 430 of the German Furniture Quality Association (Deutsche Gütegemeinschaft Möbel e.V. – DGM) with the “Goldene M” quality seal.

U

■ Underfloor heating

Care must be taken when placing solid wood furniture on floors with underfloor heating. Wood may dry out more under cupboards, wardrobes and chests of drawers etc. covering larger areas, and this may lead to shrinkage, distortion or cracks in the wood. That is why antique dealers recommend additional humidification for their valuable objects, such as the placement of bowls of water or humidifiers in or under cupboards and wardrobes. With chairs and tables made of solid wood, it is also important to ensure that the furniture is completely dry, especially with oiled or waxed finishes. There should be adequate floor protection under legs and feet, such as spacers, to ensure there is no direct connection to the warm floor. If warmed from below, for example, the oil on an oiled surface may become partially liquid again and stain the floor.

■ Upholstered beds

Ensure that no one ever bounces around on your upholstered beds and furniture. Loose upholstery and loose or stuffed cushions must be smoothed and beaten or shaken up regularly according to the level of use, and daily if appropriate (duvet and pillow effect). Depending on the type of cover on upholstered bed headboards, the typical characteristics of the fabrics, leathers and imitation leathers are to be taken into account as well as the appropriate cleaning and care instructions.

■ Upholstered furniture in general

Upholstered furniture is soft and malleable. Your choice should not only be based on beauty, but also on your requirements. The most common misunderstandings involve upholstery and the changes in appearance and seating comfort that result from use. Please be sure to seek advice and try plenty of seats. In upholstery, we distinguish between “tight”, i. e. mostly firm upholstery, and “loose” or “very loose” upholstery. In the latter case, soft, squashy workmanship is intended for reasons of structure and design. Creases and wrinkles can already be seen in the cover material when it is still in a new condition. They increase with use, and are typical product characteristics. Ensure that no one ever bounces around on your upholstered furniture.

Please observe the manufacturer’s product information. According to Stiftung Warentest, upholstered furniture is used for about 3 to 5 hours a day, and usually in a favourite spot, which is often underestimated. Upholstered furniture must therefore be aligned horizontally and stand straight. Unevennesses on the floor or from rugs or carpets must be evened out or underlaid.

■ Upholsteries and their characteristics

■ Loose / very loose upholstery

The “loose upholstery” that we prefer (as opposed to the tight upholstery on period furniture) is distinguished by its ability to adapt in shape. Seat imprints resulting from use or creases desired for design reasons are the result of the soft, loose upholstery construction. An undulating surface of the seat, back and armrests thus does not constitute a quality defect; rather it is due to the specific model, and is a deliberate choice to ensure maximum seating comfort. To smooth the surfaces after use, simply remove the creases by brushing over the surface of the seat and back cushions with your hand, or else beat or shake out the items.

Some of the suites in our collection are fitted with high-quality chamber cushions (very loose manufacture) that are notable for their very soft surfaces, and already have marked creasing when new, based on the design, model and construction. The filling used for these chamber cushions may be made of flocked fabric fibres, down or foam rods, depending on the furniture design. Marks from the chambers, quilting and/or filler materials is a characteristic of the material and model. In order to prevent the filler material from gathering and the resulting development of depressions, the seat and back cushions should be shaken or beaten regularly after use.

■ Seating comfort

Before you decide to buy, take plenty of time to try various options! Body-appropriate seating comfort achieved with individual seat widths, heights, depths, tilts and angles is important for your customer satisfaction. Depending on the particular model, the seat hardness can be ordered in Standard or optionally Soft, Medium or Firm. Subsequent adjustment to requirements and product changes at the request of the customer are only possible as a paid service.

Very loose, chamber cushion without cover



■ Different seat hardnesses

These are normal, natural changes resulting from use, and in no way indicate an impairment of the product quality. The seating comfort of the individual elements in an upholstered suite can vary because it is often not possible, for reasons of structure and design, to give each individual element the same base suspension (e.g. various geometric shapes of corner, convertible and end elements, add-on stools etc.).

Very loose with cover



It is also possible that the impression of different seat hardnesses is given even though the upholstery is all the same (for technical reasons, the bulk density of foam may have tolerances of plus/minus 5 %, the compression and indentation hardness of new upholstered suites of plus/minus 15 %.)

■ Tight upholstery

Period furniture, chairs and benches usually have tight upholstery. The cover material has to be folded at the corners for technical reasons. These folds will vary in size depending on the elasticity and thickness of the cover material, but this is not an indicator of poor quality.

V

■ Variations in colour and structure

Colour variations are possible between those of samples presented when purchasing and those of the actual delivery. This applies in particular for natural fibres and leather. For technical reasons, we are unable to guarantee that colours will be absolutely the same. For reorders in particular, we advise clarification in each individual case by sample. We cannot guarantee absolute matches between colours and structure, e.g. between design samples and deliveries. In particular, when ordering from various groups of products or adding items for veneers requiring the assured order-based selecting and matching of veneers, we recommend manufacturing them to the front sample.

W

■ Wall attachment

Please check during the planning stage, and certainly before installation, that the wall or solid brickwork will be able to support the weight of the items of furniture. For safety reasons, please only

use suitable fittings and tools for installation. The fixation materials we provide are only suitable for solid masonry brick walls. If this safety information is not observed, the wall attachment may be inadequate and cause damage. The provided dowels are only to be used for solid masonry. If necessary, do a drill test first. Furniture that causes a tilting moment when functional parts (doors, pull-outs) are opened require an additional anti-tilt device on-site. A specialist is to test the suitability of the base and check whether the fixing will cope with the forces that occur. (See also "Installation instructions", page 22)

■ Wardrobes with folding and sliding doors

Once the item has been precisely aligned, it must be attached to the wall, as that is the only way the high-quality runner mechanisms will permanently run smoothly and quietly. Any hanging safety devices must be locked in position. Please clean the hanging tracks and runners once a year with a dry cloth or using the brush attachment of your vacuum cleaner.

■ Washstands

Clean ceramic with normal domestic bathroom cleaners; use Mr. Muscle, Cif, Astonish or similar products to remove limescale or metal abrasion. Mineral marble is easy to clean with water, soap or a mild liquid detergent (must not contain any scouring agents). Do not use drain cleaners that contain sodium hydroxide, and polish the sink regularly once or twice a year with a (car) lacquer cleaning polish. NOTE: remove aggressive substances such as hair dye immediately, as otherwise the material will be permanently damaged.

Clean glass washstands with a damp cloth and the appropriate glass cleaner. Do not use any scouring detergents or the coarse sides of sponges, as they will damage the surfaces. Limescale can be removed with vinegar-based cleaners, greasy marks with ten-sides, and mould/mildew with alkaline bathroom cleaners containing chlorine.

(See also "Bathroom furniture in general", page 6 et seqq.)

■ Wood-based materials

Whether furniture is made of solid wood or wood-based materials does not generally determine the quality of a product, but the quality of the material used will. Chipboard, MDF, plywood and wood core plywood are of the best quality, stable with veneers, decorative film or lacquered finishes, and extremely versatile. Their constituents are checked and certified as completely safe for use in accordance with strict EU directives.





CLIMATE CONTROL YOU CAN TOUCH.



FORESTS

... are some of our most important and valuable natural spaces.

Healthy stocks of trees help to reduce the effects of climate change.

Approaching climate protection together.

Well over 100,000 trees have already been planted with the money provided by Musterring and its partners.

You can also help as part of Musterring's initiative and support the project "Reforestation Zittau municipal forest"!

Account for donations:
Stadtkasse Zittau
Reference: "11130.279191 Spende Stadtwald"
IBAN: DE54 8505 0100 3000 0001 00
Sparkasse Oberlausitz-Niederschlesien
BIC: WELADED1GRL

Your donation for "charitable purposes" is tax-deductible.



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Services and contacts

CARE PRODUCTS, RECOMMENDED READING

Recommended service companies from A-Z:

ARTUS Oberflächen Instandsetzung GmbH
Repairs to all surfaces of your home interiors.
 Service locations throughout Germany
 Tel. +49 (0)8761 72065-0
 E-mail: artus@artus.eu
 Internet: www.artus.eu und www.artus-leder.eu

Correcta Clean
Carpet and upholstered furniture cleaning
Burmeister Spezialreinigung GmbH
 Ostlandstraße 49, 29313 Hambühren, Germany
 Tel. +49 (0)511 7685005
 E-mail: info@correcta.de

DIEPO GmbH
Service provider for upholstered furniture
 Passauer Straße 24, 84539 Simbach am Inn, Germany
 Tel. +49 (0)8571 9264640
 E-mail: info@diepo.net
 Internet: www.diepo.net

Filzgleiter-Shop AFUNA GmbH
 Eingang Ost / Gewerbehofstraße 9, 45145 Essen, Germany
 Tel. +49 (0)201 50749260
 E-mail: mail@filzgleiter.de
 Internet: www.filzgleiter-shop.de

Lederzentrum GmbH
Musterring cleaning and care products
 Raiffeisenstraße 1, 37124 Rosdorf, Germany
 Tel. +49 (0)551 770730
 E-mail: info@lederzentrum.de
 Internet: www.lederzentrum.de

MPS/IRS GmbH
Mobile upholstered furniture service
 Schackstraße 7, 86165 Augsburg, Germany
 Tel. +49 (0)821 2177800
 E-mail: info@mpsservice.net
 Internet: www.mpsservice.net

POS Polsterservice GmbH
 Mühlenpfad 2, 53547 Hausen, Germany
 Tel. +49 (0)2638 921700
 E-mail: info@polsterservice.de
 Internet: www.polsterservice.de

Recommended reading

Experience the fascination of contemporary living, and dip into the exciting world of leading furnishing brands.

■ **Musterring Wohnbuch**
 The variety of individual living.
 Nominal charge: 5,- €. Payment form included.
 E-mail: info@musterring.de
 Tel. +49 (0)180 1592222

■ **WK WOHNEN Journal**
 Time for clear statements.
 Nominal charge: 5,- €. Payment form included.
 E-mail: info@wk-wohnen.de
 Tel. +49 (0)180 1592222

IMPRINT

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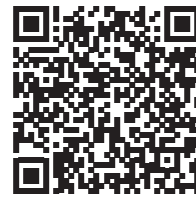
QR codes

on important topics

FAQ

Frequently asked questions

Guarantee services, furniture care, typical product characteristics – these topics are often quite complex. You will find detailed answers to frequently asked questions here (in German language).



Quality

Tested and guaranteed

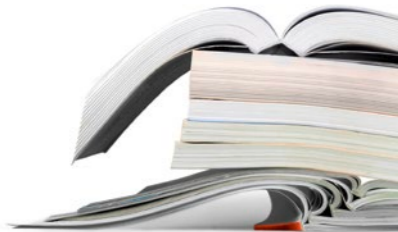
This column contains lots of useful information on topics such as guarantee, Furniture Quality Passport, materials and health.



Catalogues

Order or browse online

Are you looking for inspiration? You can browse our current online catalogues here – or order your own personal copy to be sent to you.



Furniture care

Tips on the cleaning and care of furniture

Furniture should be cleaned regularly to help it cope with the stresses and strains of daily life. Find out here what you need to know.



Media Centre

TV ads & information on Musterring

Whether our popular TV ads, product-related films or care tutorials, you'll find all the Musterring films and videos here (in German language).



5 years' Musterring guarantee

The purchaser receives 5 years' guarantee on this model, based on the assumption that it will be used correctly and this product information observed.

The detailed guarantee conditions, services and exceptions are contained in the chapter "Musterring guarantee" in this document.

The guarantee is only valid in conjunction with the contract of purchase with the furnishing establishment, and can only be applied on presentation of said contract.

Thank you very much for your trust! We hope you enjoy your new Musterring furniture for many years to come!

Programme name/no.

No. of the contract of purchase

The guarantee is not valid without the furniture retailer's stamp.



Guarantee

CERTIFICATE