

## WARRANTY

### LIFETIME WARRANTY

- Reclining mechanism
- Frame
- Wood parts
- Swivel base
- Springs

### 2-YEAR WARRANTY

- Leather covering
- Combination leather/vinyl covering
- Electric motor

### 1-YEAR WARRANTY

- Labour
- Fabric covering
- Vinyl covering
- Foam
- Inspection charges
- Shipping charges on parts
- Battery: regular & power pack, remotes, power buttons (for motorized recliners)
- Electrical wiring
- Any other unspecified parts

## SAFETY PRECAUTIONS & WARNINGS

Failure to comply with these directions could result in serious injury and/or damage to the property. In order to reduce risks, please observe the following:

- Before starting installation, read and understand all instructions and warnings provided with the furniture.
- Use care when moving the furniture. Securely grip non-moving parts only.
- Place furniture at a reasonable distance from the wall.
- Do not move furniture on bare hardwood floors. Always place furniture on a protective rug or use protective felt pads for hardwood, to help prevent scratching on floors.
- Do not expose your furniture to any type of the following products as they may cause permanent damage: any type of strong detergents or soap, bleach, any type of chemicals, oily substances, body oils, fluids, ink.
- Do not place in direct sunlight or near a source of direct heat.
- Do not allow children to play on furniture or operate the reclining mechanisms (manual or power).
- Do not stand on chairs and/or seats.
- Do not sit on furniture arms.
- Leave furniture closed when not in use.
- Keep hands & feet away from the reclining mechanisms.
- Sit down on the furniture slowly. Do not throw your weight against the back of the unit.

## PLEASE NOTE

Elran cannot guarantee that the color (dye lot) of the products purchased will be exactly like the sample used or shown at the retailer or like previously purchased furniture. The color (dye lot) of fabrics, leathers and vinyl may vary from one batch to the next due to the commercial dyeing process and the materials' levels of tolerance.

### PARTS

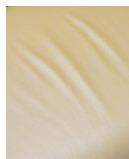
Warranty covers manufacturing or material defects. The warranty DOES NOT COVER damage caused by misuse, excessive dirt and improper cleaning methods (see Maintenance section).

### FOAM & FIBERS

Arms, seats and backs will soften with use: this is inherent to this type of material. Regularly fluffing will help prevent flattening of interior fibers. For even wear, we recommend rotating the use of foam seats.

### FABRIC, VINYL

Warranty covers sewing defects and separation of fabrics. The warranty DOES NOT COVER any fabric or vinyl supplied by the consumer. The warranty DOES NOT COVER pilling, shrinking and fiber migration. The flattening of velvets and microfibers is characteristic of these types of fabric and is NOT considered a defect.



### LEATHER

Warranty covers sewing defects, tearing, delamination and depigmentation. Leather is a natural material; therefore variations in shade, grain and texture, as well as scars, brand marks, wrinkles, mosquito bites and stretch marks are normal and NOT considered defects.

### PLEASE NOTE:

Leather has a natural elasticity. With use, it will soften and stretch, creating comfort pleats as shown here. This is NOT considered a defect.

## WARNING: FLAMMABLE

- Keep upholstery away from flames or lit cigarettes.
- Upholstery may burn rapidly, with toxic gas & thick smoke.
- Keep children away from matches & lighters.
- Fires from candles, lighters, matches or other smoking materials are still possible.
- Be careful when smoking.
- Smoke detectors properly installed & maintained save lives.
- This furniture is certified & made in accordance with UFAC, methods designed to reduce the likelihood of an upholstery fire from cigarettes.
- For flammability standards, please contact the Canadian Council for Furniture Manufacturers (CCFM) / Upholstered Furniture Action Council (UFAC).

## MAINTENANCE

Some fabrics may pill or fade; this is not considered a manufacturing defect. To avoid discoloration, protect your furniture from direct or prolonged exposure to sunlight. Shiny patches may appear on velvet fabric with use. This is normal and does not constitute a defect. Never remove cushion covers even if they have zippers.

### FABRIC & VINYL

We recommend dusting & cleaning your furniture on a regular basis. Do not apply the vacuum nozzle directly on fabric or vinyl. We suggest using the soft brush attachment instead. For thorough cleaning, we recommend consulting a professional cleaner.

### LEATHER

We recommend using a damp, not soaking, soft cloth dipped in warm water, then softly wiping your furniture. Never use wax, cream, oil or detergent/soap on leather. Clean your leather often to remove dust, body oils and sweat. For thorough cleaning, we recommend consulting a professional cleaner.

### FOAM & SPRINGS

For even wear, we recommend rotating the use of seats.

## HOW TO FILE A SERVICE CLAIM

Simply call **ELRAN's** after-sales service department directly at **514-630-5656** or **1-800-361-6546**. You will need your original proof of purchase and the serial number of your furniture. This can be found on the label behind the seat.

### PLEASE NOTE:

Certain conditions of this warranty may be modified if the **ELRAN** products are located in isolated areas or regions where there are no expert furniture repair technicians. **ELRAN** is not responsible for the choice of repair technician or the cost of the technician's transportation to the premises. If you have purchased other services such as fabric treatments, extended warranties or cleaning services, please contact the company directly to file your service claim.



Made in Canada

**RELAXON**

**HEAD OFFICE**  
2751 Trans-Canada Highway,  
Montréal, QC Canada H9R 1B4  
**514-630-5656 • 1-800-361-6546**  
**elran.com**

## IMPORTANT

This warranty does not apply to defects or damages not related to manufacturing (e.g.: discoloration or wear and tear due to exposure to sunlight, proximity to a heat source, use of unsuitable cleaning products, excessive soiling, accidents, clawing by pets etc.), nor to abusive use of the product. Warranties do not apply as stated if the product has been used for rental, institutional or non-residential use, or has been modified by any individual or company without obtaining written consent from a duly authorized ELRAN representative. The limited warranty extends only to the ORIGINAL end user of the product and is not assignable or transferable to any subsequent purchaser/end user. Should spare parts or replacement material not be available, Elran reserves the right to offer reasonable compensation instead of repair or replacement. In addition, if the model was purchased at a promotional or liquidation price, please find out from your retailer whether it is a floor model or a discontinued model and whether certain aspects of the warranty are still in effect. Modern technology cannot guarantee that any fabric, vinyl or leather used in the repair or replacement process will be a perfect match but ELRAN will attempt to match the original shade as closely as possible.