

Quality Pass Part II

Additional information



**ROLF
BENZ**

Part II Additional information

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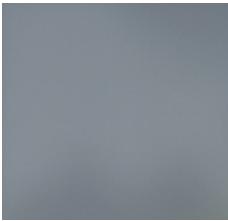
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Part I Important information

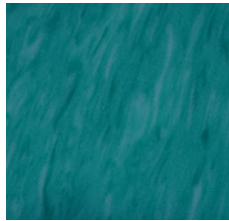
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General information about the upholstery structure



Polyurethane foam



High Resilience (HR) foam



Visco-elastic foam

The main material of the upholstery is polyurethane (PUR) foam.
The following types of foam are used in the furniture industry.

Polyurethane foam:

- An open, regular cell structure
- Pressure relief on upper cells
- Reacts to pressure and weight

High Resilience (HR) foam:

- An open, irregular cell structure
- Pressure relief on the entire surface
- Reacts to pressure and weight

Visco-elastic foam:

- An open, regular cell structure
- Pressure on upper cells
- Reacts to pressure and weight as well as body heat



Upholstery

The hardness increases from **layer 1** (soft) to **layer 3** (firm). This ensure comfortable seating and perfect ergonomic support.

- The high-quality foam layers (in a sandwich structure) are perfectly matched to each other.

The bevelled shape ensures that you sit and stand up ergonomically.

Important instructions for use and care.

As is true of many of the objects we use daily, regular care and maintenance will help to extend the life and enhance the value of your upholstered furniture. We recommend taking the time to observe the suggested maintenance tips provided below, and also the separate care instructions supplied which relate specifically to your upholstery cover.

Indentations on floors, feet and gliders

The furniture has been developed in such a way that the feet move on the floor when you sit down on or get up from the furniture. Our gliders are universal gliders that are suitable for different flooring types. Sometimes, however, the gliders and floors are not compatible with each other, resulting in noises when you sit down or stand up. This can be alleviated by using universal gliders which are available to purchase.

If the gliders become dirty, this can result in noise being generated and the floor becoming damaged. You should therefore check your gliders regularly and clean them or replace them as required.

Utilization and sitting habits

With upholstered furniture, the covering material is subjected to the most wear and tear, and usage levels are different in every household. For this reason, no covering material is able to withstand all the strains placed upon it by daily living, and each type of fabric and leather has its own specific and different characteristics. It is often the “little things” which we tend not to think about but which tend to leave their unmistakable mark on upholstery covers:

- Bracelets, jewellery, watches, belts
- Purses and keys in trouser back pockets
- Patch pockets and seams of jeans
- Hot water bottles
- Pets' claws

- “Favourite spots”: One-sided use over longer periods of time will lead to changes in appearance (depressions in the seat)
- Areas flattened by feet tucked up underneath when kneeling or sitting cross-legged
- Velcro fasteners on clothes and shoes can particularly damage loops on epinglé and bouclé yarns.

Wave formation

Soft, loose upholstered surfaces or particularly loose upholsteries are a prerequisite for comfortable seating and a feeling of wellbeing. The upholstery moulds itself to your body. Depending on weight and body warmth and the characteristics of the cover, the cover stretches more or less.

For ergonomic seating, the cover lies loosely over the upholstery. Due to the necessary looseness of the cover, with time it is unavoidable that waves and seating depressions will appear, particularly on the larger seating areas, giving the upholstery the desired relaxed look.

The upholstery structure becomes softer from bottom to top. With chairs in particular, the upholstery is constructed to become softer from bottom to top. This means that the new, flat covers will change markedly. Waves and seating imprints may develop after short use. These seating imprints can vary from seat to seat according to how resilient the cover material is and depending on use.

Rolf Benz does not produce the simplest kind of upholstery which has a hard seat on which waves or seating imprints do not often occur. There is no firm upholstery within the Rolf Benz collection. Surfaces should be smoothed out after use, by stroking the cover from the inside outwards, in order to prevent creasing.

Tip from Rolf Benz: sit down heavily on the seating area every now and then so that the upholstery is thoroughly compressed. This kind of “stretch gym” helps the foam recover and plump up.

Seat and back cushions should be shaken daily, or plumped back into shape. Seating depressions and the formation of waves and folds are a typical property of these products and are not grounds for complaint.

Rods and chambers

Cushions and seat cushions are generally divided into chambers that hold the loose filling material in place. This quilting varies in intensity depending on the cover used and how the furniture item has been used. The loose filling material may also be especially noticeable depending on the cover used and it can also become displaced through use. These properties are typical of the material; the cover therefore needs to be plumped up and smoothed from the inside out on a regular basis.

Gathers on curvatures and curved shapes are design features of upholstered furniture. Due to the varying strengths and properties of the covers, the wavy appearance can differ depending on the model and the material that is chosen. Generally speaking, thinner covers create several smaller yet more superficial folds, whereas heavier covers result in fewer coarser or larger folds.

Mechanics

Mechanical parts require a certain amount of space to move, and therefore discrepancies in measurements or appearance between fixed upholstered parts cannot be avoided. Function-related noises are completely normal and cannot be entirely avoided.

Light

Upholstered furniture should not be left to stand in direct sunlight, as continuous exposure to the sun's rays will bring about a change of colour and a bleaching effect. Artificial lighting, such as neon or halogen light can also result in colour changes. In general, all upholstery fabrics will be affected by light over time.

Room climate

Avoid allowing rooms to become too dry. This will result in natural materials becoming brittle and breakable, and increase the static build-up and consequent dirt accumulation in synthetic covers. To reduce the build-up of static, regular dusting of the upholstered furniture and mopping of the floor, as well as placing plants and humidifiers nearby will help. We recommend maintaining a relative humidity level of 45 – 55%. Also ensure that upholstered furniture is positioned far enough away from radiators (approx. 20 – 30 cm).

Odour

As every piece of ROLF BENZ furniture is unique and made especially “for you”, a new furniture smell is to be expected, and is not a defect. Certain materials, will have their own characteristic smell. Recommendation in the case of a new furniture smell: in addition to regular use, please ensure that the room is well ventilated so that the furniture can become odour-neutral.

Colours

The visible degree of soiling is generally greater in light and luminescent colours than is the case with darker shades. Please ensure that you treat these colours regularly and in good time, before the level of soiling becomes too pronounced. Depending on use, soiling may be unavoidable, even with regular care. If dark or intense colours come in contact with light fabric or leather covers, the colour may be affected (dye may rub off).

Regular maintenance

In addition to shaking out, plumping up and smoothing down the furniture as required, please note the following care instructions:

If it is not looked after properly, upholstered furniture can quickly become unsightly. Dust, crumbs, dirt etc. should be removed as required and consistently removed. Depending on the incidence, accumulated dirt should be vacuumed away at least once a month using an upholstery nozzle on a low setting and a soft brush.

Refresh the cover at regular intervals with “damp” cleaning. To do this, carefully rub the cover with a clean, soft and damp chamois leather. The moisture keeps the fibres elastic.

If you choose to use a cleaning agent, please follow the manufacturer’s instructions on the packaging. Most normal detergents and cleaning products leave a sticky residue that encourage dirt to settle again. Always test your cleaning product on a hidden part of the future or in the attached original sample. Allow the part to dry and examine the result before applying the cleaning product all over the furniture. Do not use a steam cleaner!

Stains

Whether you are treating fabric or leather, the same basic principle applies: The faster you remove the stain, the more likely it is you will be successful. Always work from the edge towards the centre of the stain to ensure that the stain does not grow outwards. Use a soft, white cloth to carefully dab at the stain. Avoid rubbing at it, and never use excessive force, as this could damage the surface structure.

Commercial stain protection products are not necessary for Rolf Benz covers and may, in some cases, even be harmful: they can adversely affect the existing properties of the cover material and may, for example, cause stains or incompatibilities. Rolf Benz shall not be liable for any damage to or alterations of the cover material resulting from subsequent treatment of the cover material or from the application of stain protection products, unless such measures were carried out or expressly recommended by Rolf Benz. This applies both to measures carried out by external service providers and to applications performed by the purchaser themselves. Mandatory statutory liability claims remain unaffected.

Pilling

Pilling from external sources may occur during use with various materials/fabric types and textiles. In such cases, the pilling can be removed using a commercially available pilling shaver. Predominantly with flat-woven and blended fabrics, pilling may occur, especially early on, mostly due to friction from other fabrics worn by the user when sitting on the furniture.

Cleaning

A complete upholstery cleaning process should always be performed by a professional upholstery cleaning firm . Our After-sales service department will also be pleased to help: info@rolf-benz.com
Avoid using steam cleaners at all costs, as they will cause irreparable damage to the material.

Staining by jeans

To achieve a particular fashion effect, many clothing fabrics – particularly dark denim – are not sufficiently colourfast. This can result in dyes from clothing textiles rubbing off on upholstered furniture. In extreme cases, only a single contact with a non-colourfast dye is sufficient to stain the upholstery. Many clothing manufacturers now provide a notification on special labels pointing out this danger.

Please note: This type of staining is not comparable to normal dirt. It is extremely stubborn and cannot be removed from most types of upholstery materials.

Wood

Wood is a natural product, which is used in our furniture both as a veneer and as solid wood, making use of the natural variations in colour and structure of the different types of wood. These are most noticeable in combinations of veneer and solid wood, when end grain and side grain are juxtaposed, and also when the table surface is compared to the edge-veneer. These natural characteristics of the material are therefore not grounds for complaint. On varnished wooden surfaces, hairline cracks may appear over time, especially near joins in the wood. These are caused by variations in temperature and mechanical stress. Due to the natural qualities of wood, they are unavoidable, and also not grounds for complaint.

Wood will change colour due to the effects of light. Light wood will become darker, and dark-stained wood will fade. Avoid placing your furniture in direct sunlight as far as possible.

Please note that residues of carpet cleaning products can remove the wood-stain and varnish from table and chair legs. We accept no responsibility for resulting carpet stains.

Wood care

Wood surfaces are easy to clean – day-to-day, they just need wiping with a soft, dry, lint-free cloth.

In the case of spillages, use a mild, non-abrasive cleaning product.

Solid Wood

Solid wood shows the material in its natural form. The skilful processing of solid wood includes particular wood features like knots, growths and defects and therefore makes economical use of the resource. Knotted wood is by no means of lower quality: rather, it requires considerably more effort to process and therefore in many cases is not very popular in industry. Solid wood adapts itself to the humidity in the atmosphere. In summer, when the humidity is higher, it expands. In a drier atmosphere in winter, it contracts. So a corresponding waviness develops in the direction in which the wood has shrunk. A solid wood panel will therefore never be completely even, impacts are never quite flush. Damage that results in notches, for instance, can mostly be repaired. In order to protect the wood from drying out, oiled surfaces need regular maintenance. Natural imperfections in solid wood are filled with a black plastic filler. This complex process is carried out in several stages, and it brings out the individual characteristics of each of the different woods.



Each knot and growth allows this tree to tell its life story. Any imperfections are filled in with black synthetic resin in the traditional way.

Veneer

The substrates for veneered surfaces are high-quality wood composites such as MDF. These are influenced by air humidity to relatively little extent.

With veneered furniture, the surfaces and joints are therefore always even and flush.

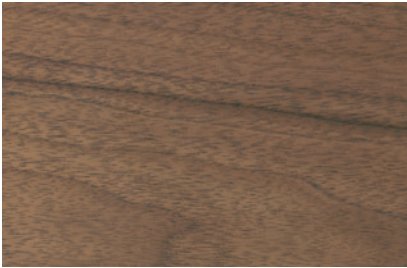
Damage such as grooves, dents and scratches will remain visible for the rest of the furniture's lifetime. This means that you need to take more care when using veneered surfaces.

	Solid wood	Veneer
Aesthetics	Natural look of the wood is retained.	Elegance and modernity are the dominant features.
Challenge in processing	The natural expansion and contraction of the solid wood must be harmonised with the aesthetics of the entire furniture object.	Selection and joining of veneer book must create an appealing overall impression.
Benefits	Lasts for generations. Less sensitive than veneer surfaces. Can be repaired.	Even, smooth surface and constant processing level.
Responsible use of resource	High utilisation of the material with low waste thanks to processing with natural features (with knots, defects and growths) – otherwise very material-intensive.	Optimum material utilisation as regards the knot-free areas of the trunk.

American walnut

“American walnut” has a darker colour and often appears to have an even grain. Rolf Benz processes the wood in such a way that its natural beauty is reproduced as authentically as possible. Intergrown knots or wood grain document the unique nature of the material. The challenge is to skilfully integrate the natural irregularity of these into the surface structure.

In furniture production, a differentiation is made between American walnut and European walnut. The tree from which the veneer is cut can originate from several different areas of Europe. Rolf Benz processes the wood in such a way that the natural beauty is reflected in the most genuine possible way. The stripes growing through the walnut wood, caused by the lighter sapwood, produce a vibrant surface. Crooked branches or heavily grained areas are evidence of the uniqueness of the material. The skill of cleverly integrating these features with their natural irregularity in the flat surface is an art in itself. Walnut wood can vary greatly in colour, depending on the place where it has grown and the age of the tree.



American walnut



European walnut

Oak

We process our oak so that its natural and structural differences are revealed. We regard wood grain, intergrown branches and ray flecks as characteristics that prove the natural properties of the material. The light colouration of oak and its even pore structure also make it ideal for stained surfaces, perhaps more than any other type of wood.

Due to the natural characteristics of the material, for example the final colours achieved always differ by nuances



Oak



Oak, smoked pigmented



Oak, black pigmented

Ceramic

Ceramic is an inorganic, non-metallic material with lots of positive features. Items made of ceramic are natural, recyclable and, therefore, environmentally friendly. During production, the individual raw material components are prepared first of all with the aim of achieving a working mass that is as homogeneous, fluid and bubble-free as possible. This is then shaped, dried and fired. The ceramic tile is then given a thin glazing.

Ceramic is especially resistant to scratches and abrasion. Its properties are not affected by intensive use nor by frequent cleaning. The material is resistant to organic and inorganic solvents, disinfectants and detergents. Ceramic surfaces are heat-resistant and can withstand high temperatures. Ceramic products remain stable even in changing climatic conditions. The ceramic tile is also UV light-resistant because it does not contain any organic dyes.

It is extremely easy to clean our ceramic table tops. Nevertheless, some care should be taken to achieve optimum results. Always test the product that you want to use beforehand on a small area to ensure that it does not damage the surface. Streaks or marks on the surface are usually due to incorrect or improper cleaning. Remember that treating a stain quickly makes it easier to be removed. Distilled water or a mild soap solution are ideal for cleaning ceramic surfaces.

Natural stone

A great deal of effort is taken to locate and mine our natural stone in quarries all over the world. It was created millions of years ago as our planet evolved. This means that each piece of a stone is unique. Allow us to provide you with some information about our two stone types, Carrara and Graphite Brown, and to give you some information about its typical features and properties and how to maintain it regularly.

Carrara is a classic marble found in areas of the Apuan Alps in the hinterland of Carrara. In terms of origin, it belongs to the group of metamorphic rocks. Carrara marble results from metamorphism of limestone rocks with organic inclusions such as dead animals and remains of plants. These limestone deposits were created in the supersaturated lime water of the primordial oceans of the Jurassic period that 150 million years ago covered vast areas of what is now Europe and the Middle East. Over many millions of years, deposits of lime built up on the bottom of the sea, interspersed with layers of organic sapropel (sludge). Tectonic movement of the earth's crust pushed the limestone massif to even greater depths, and over the course of millions of years, the pressure and the temperature caused it to crystallise and become marble. In spite of its crystallisation, marble is in fact a relatively soft rock, similar to the limestone from which it originates. So you will find plenty of materials (metal, ceramics, porcelain) in your house which have the potential to damage the surface of marble. One of the typical features of this kind of rock is the number of open pores and craters spread over the entire surface of a table top (these are the remains of tiny gas bubbles generated during the decomposition of organic materials). They cannot be removed by polishing (more would appear in the lower layers) or filling in (the synthetic resin bond of the filler creates blemishes in light-coloured stone).

Graphite brown is a classic limestone found in the Middle East. In terms of origin it belongs to the group of sedimentary rocks. These limestone deposits were created in the supersaturated lime water of the primordial oceans of the Jurassic period that 150 million years ago covered vast areas of what is now Europe and the Middle East. Over many millions of years, deposits of lime built up on the bottom of the sea, interspersed with layers of organic sapropel (sludge), remains of animals and plants of the time. You can sometimes see fossilized remains of marine animals in many of these rock formations. Limestone is a moderately compacted material that has not been subjected to particularly high pressure from stratification or folding, which is why it counts as one of the soft rocks. So you will find plenty of materials (metal, ceramics, porcelain) in your house which have the potential to damage the surface of limestone.

You can now find these kinds of rocks from the former sea bed right up on the peaks of high mountains. Such mighty shifts in the earth's crust of course leave their mark. What used to be large open fissures and crevices now look like branching white veins. Over the course of millions of years, these minerals have fused and consolidated. And the fine hairline cracks that are visible in the surface and sometimes also palpable are evidence of the enormous forces at work in the earth's crust. These do not impact negatively on the stability of a table top: they fused long ago. This crazed network of fine lines, both long and short, known as craquelure, and the small pores (the remains of tiny gas bubbles generated during the decomposition of organic materials) and fissures in the polished surface of the stone are some of the typical features of this group of natural stone.

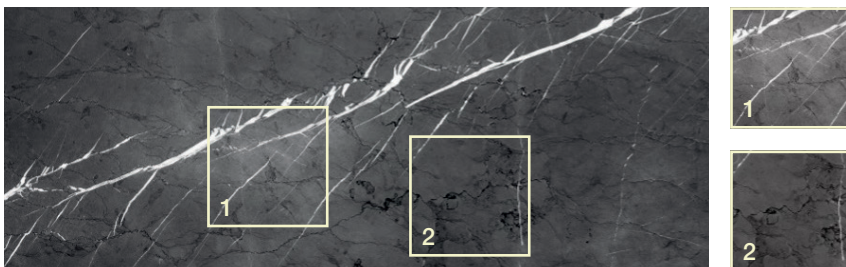
The stone surface shown with a leather finish with its subtle, relief-like highlighting of the stone structures is fundamentally different from its classic, highly polished surface. Varying brushing processes are used to remove the softer parts of the rock, the harder calcite veins remain slightly elevated and the surface has a silky smooth sheen.

These are characteristics whose mineral composition means that they are never homogeneous and that each panel looks different. All natural stones are absorbent. Their crystalline structure means that all types of liquid can be absorbed into their molecular structure. Unfortunately, this means that they cannot be sealed unless they are coated or covered in a synthetic resin skin. However, this would give the surface a plastic feel and the magical charm of this natural material would be entirely lost. Regardless, all calcareous stones are sensitive to acid. Even short-term exposure to any type of acids (fruit juice, wine, prosecco, carbonated drinks) can erode the surface, resulting in matt spots and patches that cannot be removed.

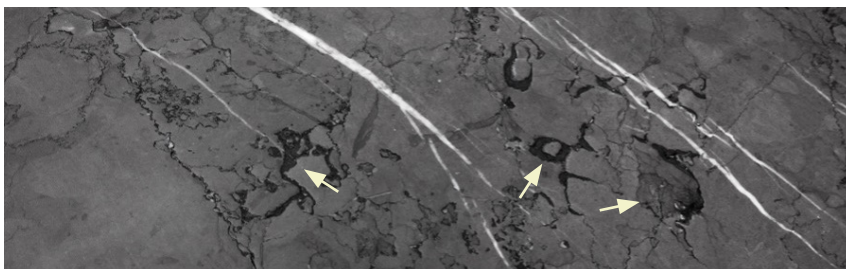
The protection applied to the stone surface in the factory should be reapplied at least once a quarter using an appropriate stone care product (from LCK). This product is also suitable for cleaning. Do not use other cleaning agents.

If you are using ceramic or porcelain crockery, please always use a mat or coaster. If you are handling acidic liquids, it is essential that you use a mat or coaster: any spilled liquids must be wiped up immediately. Oxidisation processes can create rust-like colourations as the stone is being formed. Intermittent shiny metallic, gold-coloured inclusions are also possible.

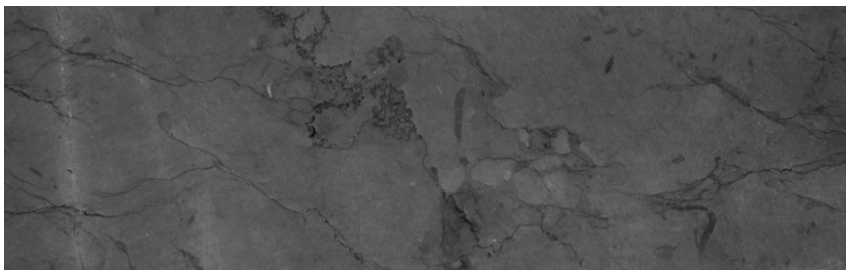
IMPORTANT INSTRUCTIONS FOR USE AND CARE



Differing degrees of brightness may occur within a natural stone slab (see 1 & 2).



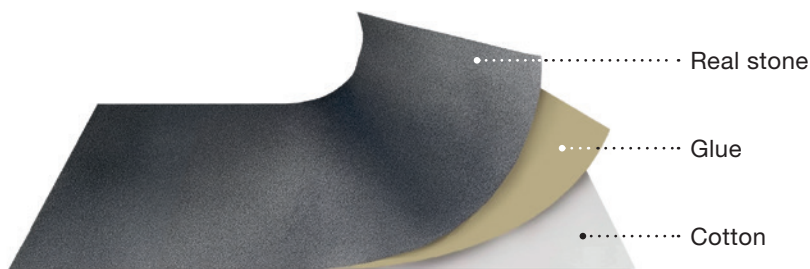
Deep pitting with dark and natural infills.



An example of a slab with slight calcite veining.

Real stone veneer

A wafer-thin real stone veneer that is bound to a cotton backing by resin. A sufficient amount of resin penetrates the stone layer and reinforces it. The layer still retains a good level of flexibility. The layer thickness is between 0.5 mm and 0.8 mm. The natural surface is protected by the use of impregnations and sealants.



Flexibility of THIN SLATE ECOSTONE

Oxidisation processes can create rust-like colourations as the stone is being formed. Intermittent shiny metallic, gold-coloured inclusions are also possible.

Glass

Material properties/workmanship

Our tables are produced using only high-grade glass table tops manufactured using the float technique. All table top edges are ground, polished and slightly chamfered. We wish to point out that glass table tops are not scratchproof, and that scratches may appear in daily use.

We recommend using a soft, damp cotton cloth for cleaning. With heavier soiling, use a mild soap solution and dry the surface with a soft cloth.

Caring for fabric covers.

Care tips in brief

- Please always note our instructions on care and maintenance of textile covers (and in the case of certain fabrics the provided brochure containing special instructions from the manufacturer)
- Do not use any household cleaning agents containing solvents
- Fabric covers should be regularly vacuumed and wiped down with a wet cloth
- Avoid direct sunlight or intensive halogen light
- Ensure adequate humidity and sufficient distance from radiators
- Treat stains immediately, as this is the best way of ensuring maximum removal.
 1. Soak up fluid with an absorbent white cloth
 2. Always work over a large area from seam to seam
 3. Always work from the edge towards the centre
 4. Do not rub too vigorously as this could damage the surface structure

For all questions regarding cleaning and caring for your covers, please contact:

LCK, Vertriebs-GmbH
Im Unterfeld 3
76698 Ubstadt-Weiher
Telephone: +49 7251/9625-0
Internet: www.lederpflege.de
E-mail: info@lederpflege.de

LCK will offer you expert advice.

Maintaining fabric covers*

Note: Always test your cleaning product on a hidden part of the future or in the attached original sample. Allow the part to dry and examine the result before applying the cleaning product all over the furniture. Do not use a steam cleaner!

We recommend using a soft, damp cotton cloth for cleaning. With heavier soiling, use a mild soap solution and dry the surface with a soft cloth.

Cover	Fibre material	Type of treatment		
		Brushing	Vacuuming	Rubbing
Velour	Synthetic, mohair, wool, viscose, cotton, linen, silk	Using a soft brush in the direction of the pile (for example a clothes brush)	Using an upholstery nozzle (soft bristles) in the direction of the pile	With a moist clean soft leather or LCK cleaning glove in the direction of the pile (light pressure)
Flat woven	Synthetic, wool**, viscose, cotton, linen, silk	Using a soft brush (for example a clothes brush)	Using a smooth upholstery nozzle (no bristles)	Use a damp, clean and soft window cleaning leather or LCK cleaning glove to rub down (exerting only light pressure)

* If no specific instructions are enclosed for your chosen upholstery cover, please observe these general instructions

** For wool fabrics, avoid hot water, excessively vigorous rubbing and the use of strong alkaline solutions. Work only in the immediate area of a stain, do not extend over a large area (danger of matting).

Changes in the fabric pile:

Through normal use, pressure and heat, body moisture and humidity, and due to the type of padding and underlay used, changes to the fabric pile ("shine") may become visible to a greater or lesser extent. Depending on the incidence of light, particularly in the case of velour or flat woven fabric made of chenille and other velour-like textiles such as flocked fabric, the impression of "staining" can be created. Depending on colour shade and light incidence, these may appear lighter or darker. This shine effect does not represent any quality impairment or defect. Experience has shown that even with regular care and maintenance, this effect cannot be fully eradicated. These are the unavoidable symptoms of normal wear and tear.

Never treat velour or other velour-type textiles made of chemical fibres using a steam cleaner, as high temperatures and pressures can irreparably alter the position of the pile.

Synthetic covers should never come into contact with heated pads, heated blankets or hot water bottles. The heat will damage the pile fibres and cause damage in the form of stains or stripes in the fabric.

Maintenance of textile covers*

Note: Always test your cleaning product on a hidden part of the future or in the attached original sample. Allow the part to dry and examine the result before applying the cleaning product all over the furniture. Do not use a steam cleaner!

We recommend using a soft, damp cotton cloth for cleaning. With heavier soiling, use a mild soap solution and dry the surface with a soft cloth.

Cover	Fibre material	Type of treatment		Remarks
		Dry shampoo	Liquid shampoo	
Pile fabric Such as velour, épinglé etc.	Synthetic Mohair Wool Viscose Cotton	Spray onto a dampened and squeezed sponge and rub in carefully	Create a lather using mild liquid shampoo and a sponge, and apply only the lather, for instance LCK Puratex	Treat the soiled item of furniture over the whole surface area. Depending on the type of treatment, brush in the pile direction with a soft brush
	Silk Linen	Spray with dry shampoo and carefully dab (do not rub!). Better still: Leave the job to an expert		

* If no specific instructions are enclosed for your chosen upholstery cover, please observe these general instructions

CARING FOR FABRIC COVERS

Flat woven fabric	Synthetic Wool Viscose Cotton	Spray onto a dampened and squeezed sponge and rub in carefully	Create a lather using mild liquid shampoo and a sponge, and apply only the lather, for instance LCK Puratex	Treat the soiled item of furniture over the whole surface area
	Silk Linen	Spray with dry shampoo and carefully dab (do not rub!). Better still: Leave the job to an expert		

Note: After every treatment with shampoo, carefully remove all soap residues as otherwise the covers will attract dirt more quickly than before. Only ever use your upholstered furniture again after it has completely dried.

For more information on fabric care, go to the LCK website at www.lederpflege.de.

Stain table*

Water-soluble stains	
Blood, egg, excrement, urine	Treat using cold water, if necessary retreat with a solution of shampoo and water. Do not use hot water, as protein-based substances coagulate.
White coffee, cocoa, copying pen, ball point pen, lipstick, mayonnaise, perfume, cream, shoe polish, sauces, soups, ink, soot, vomit	Treat using a lukewarm solution of shampoo and water. If this fails to remove the stain, after drying try to remove using petroleum spirit or stain remover (e.g. SAPUR).
Spirits, beer, cola drinks, fruit juices, lemonade, coffee, tea	Do not allow to dry, treat immediately with a lukewarm solution of shampoo and water.
Non water-soluble stains	
Butter, wax polish, paint, grease, resin, coal, copier pen, varnish, oil, tar	Treat with solvent such as petroleum spirit, spirit or commercially available stain remover.
Chewing gum, modelling clay, putty	Use a standard commercially available chilling spray according to the manufacturer's instructions. With velour, this involves the possibility of surface damage.
Candle wax	Do not treat with an iron! As far as possible, crumble away and a) Carefully lift. With velour, this involves the possibility of surface damage. b) Treat with petroleum spirit, if necessary repeating the treatment several times.
Rust, dried bloodstains	Dampen a white cloth with citric acid solution (1 level dessert spoonful to 100 ml of cold water) and apply to the stain. Work from the outside of the stain inwards. (Do not use this method with cotton, linen, viscose, as acid damages the fibres.)

In the event of stains of unknown origin: First proceed as described under “water-soluble stains”. If this has no effect, try using the methods described under “non water-soluble stains”.

After treating in accordance with the stain table above, rub down carefully in the pile direction using a white cloth, or dry and vacuum the cover. Whichever method you choose, do not use the furniture until it has completely dried.

* If no specific instructions are enclosed for your chosen upholstery cover, please observe these general instructions

Upholstery leather care and maintenance.

Regular cleaning and care of upholstery leathers prevents soiling and extends service life.

Important warning: do not treat with solvents (spot removers, turpentine, white spirit). On no account use all-purpose or glass cleaners – they can cause permanent colour differences. The cleaning materials for car interiors have been developed for the leather in vehicles: if they are used on sofas, they can result in undesirable shiny patches. The same goes for any kind of grease, especially shoe polish, beeswax or milking grease, which can lead to permanent colour differences.

We recommend using products from LCK as they have been tested on our materials.

Check the colour reaction of the upholstery leather on a concealed patch or using the enclosed sample by rubbing with a white soft cloth moistened with the relevant care or cleaning product. If the cloth takes colour, the agent you are using is not suitable. Observe the instructions of the cleaning agent manufacturer.

The treatment which can be carried out on leather furniture by the user is very restricted. To ensure that the full value of your furniture is retained, we recommend consulting an expert on upholstered furniture cleaning before acting – see the enclosed information.

Even if maintenance and care are carried out in strict compliance with the instructions contained here and with those of the cleaning agent manufacturer, we recommend always leaving general cleaning in the hands of experts.

In general, the degree of visible soiling is greater on light colours and luminescent colours than on dark ones.

Wearers of jeans and corduroys should be aware that the coarse twill and the chunky seams and rivets can exercise a marked abrasive effect on fine leather and result in damage to the surface.

Protect from direct sunlight:

Leather furniture should not be exposed to the sun, as continuous exposure to the sun's rays will bring about a change of colour and bleaching effect. High-energy neon or halogen light can also lead to colour changes. Excessively dry air should also be avoided. A good level of humidity keeps genuine leather soft and supple. We recommend maintaining a relative humidity of 45 – 55 %.

Staining by jeans and other clothing dyes:

To achieve a particular fashion effect, many clothing fabrics – particularly dark denim – are not sufficiently colourfast. This can result in dyes from clothing textiles rubbing off on upholstered furniture. In extreme cases, only a single contact with a non-colourfast dye is sufficient to stain the upholstery. Many clothing manufacturers now provide a notification on special labels pointing out this danger.

Please note: This type of staining is not comparable to normal dirt. It is extremely stubborn and cannot be removed from most types of upholstery materials. This type of permanent staining is not by any means due to a fault in the upholstery fabric, but a fault in the clothing fabric, and accordingly any complaint must be directed to the clothing manufacturer.

Care recommendations for leather*

Cover	Routine care At least 2 × a year	Periodic cleaning
Natural finish nappa leather Slightly pigmented nappa leather	Dust down regularly using a soft cloth. Treat occasionally with special care agents. Avoid excessive rubbing.	Dust: Remove with a soft cloth. More stubborn dirt: Clean frequently used areas using neutral soap dissolved in luke-warm water, or use recommended care products (see Annex).
Nappa leather with opaque pigmentation	Dust down regularly using a soft cloth. Treat occasionally with special care agents (leather foam) in accordance with the manufacturer's instructions. Avoid excessive rubbing.	Dust: Remove with a soft cloth. More stubborn dirt: Wipe using a damp, wrung cloth or wash leather. Dry using a soft cloth. After drying in the air, treat with special care agents.
Suede and nubuk leather	Taking great care, vacuum occasionally using the soft brush attachment. Raise the surface of flattened nappe using for example a foam sponge or soft clothes brush.	Dust: Remove with the vacuum cleaner (soft brush attachment). More stubborn dirt: Brush down and vacuum.

* Please note the instructions for the provided leather care products and the information contained in the product information leaflet.

Stain removal

Stains on leather can be most easily removed immediately after they have happened. Some stains are regrettably impossible to remove. This always depends upon the substance of the stain, how long it is left before treatment and the basic level of existing soiling in the cover. No guarantee can be given of successful stain removal.

Never attempt to remove stains using solvents (stain removers, turpentine, benzene). This usually only serves to increase the size of the stain.

Cover	Liquids	Food and fats
Nappa leather – natural finish Nappa leather – lightly pigmented Nappa leather – heavily pigmented	Immediately absorb with an absorbent cloth or paper towel, dry, do not rub. Treat residual stains with the appropriate leather cleaner, then treat with care products and re-impregnate.	Immediately absorb with an absorbent cloth or paper towel. Do not rub! Treat with a fine detergent dissolved in lukewarm water and then with the recommended care products (see Annex). Treat remaining grease stains, as these will gradually be absorbed into the leather.
Suede leather (velour and nubuck leather)	Immediately absorb with an absorbent cloth or paper towel, dry, do not rub. Treat residual stains with the appropriate leather cleaner, then treat with care products and re-impregnate. After sufficient drying, roughen up using a brush or nubuck pad.	Immediately absorb with an absorbent cloth or paper towel. Do not rub! Treat with a fine detergent dissolved in lukewarm water and then with the recommended care products (see Annex).

Assistance in problem cases:

LCK Vertriebs GmbH. Im Unterfeld Nr. 3, D-76689 Ubstadt-Weiher

Fon: 00 49 72 51-96250, Internet: www.lederpflege.de,

Mail: info@lederpflege.de

* Please note the instructions for the provided leather care products



Re-upholstery.

Rolf Benz quality products are not only developed in line with home hygiene criteria, but also, due to their long service life, contribute to a better, more sustainable relationship with our environment.

In most cases, we are able to offer a general “facelift” to your much-loved Rolf Benz upholstered furniture. Whether the cover has become the worse for wear after many years of use or whether the cushion stuffing could do with rejuvenating – contact us through your Rolf Benz retail outlet for an offer – totally without commitment.

We want you to go on enjoying your Rolf Benz upholstered furniture as much as ever even after years of use.

Because of the high costs of transport and customs charges, the offer of new covers only applies in general to the EU and Switzerland.

Further information on the subject of reupholstery can be found at www.rolf-benz.com