

MAINTENANCE
➤ & GUARANTEE GUIDE

rochebobois
P A R I S

YOU JUST BOUGHT A ROCHE BOBOIS SOFA/CASE GOOD:

You've been enticed by its lines and colors...now you can discover its secrets: how it's made and how to preserve its qualities.

This manual will provide you with all the information.

SUMMARY

p.6-7 **1** All about leather

p.8-11 **2** The ABCs of textiles

p.12-15 **3** Microfibers and ALCANTARA®

p.16 **4** Seating secrets

p.17-18 **5** All about case goods

p.19-20 **6** Rugs

p.21 **7** Furniture recycling

p.22-24 **8** ROCHE BOBOIS commercial warranty contract

User instructions

The following recommendations are intended to ensure the safe use and seamless performance of our products. Please read them carefully before use, along with the assembly and maintenance instructions included with your furniture. Should you have difficulty understanding any precautions or instructions, contact your showroom before using this product. Failure to do so could result in injury or damage.

CAUTION: All adjustable components of our furniture/products, whether manual or electric, must be handled with care.

Never place an object or body part (hands, fingers, etc.) in or near any movable element (back mechanisms, recline mechanisms, extension mechanisms, etc.).

This piece of furniture should be placed on a flat, stable surface. Always check that the product is stable before use. Do not stand on chairs or stools — they are not intended to be used as stepladders.

SEATING:

- Never sit on the armrests, footrests, headrests, or back of your sofa/armchair.
 - Do not jump on your sofa/armchair.
 - To change the position of some double-depth backs, hold the back by the upper corners to move it back and forth safely.
 - Please handle adjustable headrests with care. To return them to their initial position (flat), pull them gently towards the front of the sofa.
 - Never insert fingers, hands, or other body parts into movable/detachable parts.
 - Never move your armchair/sofa when in the open position, plugged in, or in use.
 - Always return your reclining armchair/sofa to the closed position when not in use.
 - Never leave your reclining armchair/sofa in the open position.
 - The remote control/control buttons are intended for use by the person seating on the sofa/armchair only.
 - Do not allow children to use or play with them.
 - These devices should be used only when the user is seated properly in the sofa/armchair.
 - Always plug the charger directly into a wall outlet. Do not use an extension cord or power strip.
 - Never leave batteries/transformers continuously plugged in.
 - As a precaution, unplug your reclining sofa/armchair when you are away for long periods of time.
 - As a precaution, never leave candles, ashtrays, or other heat sources unattended near your sofa/armchair or other flammable items (throws, decorative cushions, etc.).
 - Open and close your convertible sofa with caution.
 - Never close your convertible sofa with a comforter or blanket inside.
 - As a general rule, make sure that the area under and around the armchair/sofa is clear of obstacles before using the recline or convertible functions.
- **FURNITURE:**
- Do not sit on the top and/or extension leaves of your dining table.
 - Do not open more than one drawer at the same time to avoid a risk of tipping.
 - Distribute weight evenly in drawers and on shelves.
 - Never insert fingers, hands, or other body parts into movable/detachable parts (extension mechanisms).
 - Do not lift a dining table or cocktail table by holding the extension leaves.
 - Do not move furniture by dragging it.
 - Do not use strong chemical products containing alcohol, acetone, or other abrasive or stripping substances on your furniture.
 - Immediately clean any stains caused by liquids.
 - To avoid cracks/marks and thermal shock, do not place very hot objects directly on your table.
 - For optimal use, be sure to stabilize your furniture.

The charm, beauty and touch of the leathers developed exclusively for ROCHE BOBOIS are the result of processes performed in tanneries. These processes may be summarized by two main phases: the first phase is to transform the raw hide into a product that is healthy, soft, impenetrable, and durable. The second phase is to use the finishing processes to bring the final aesthetic of the hide

(nourishing the leather, coloring treatments, applying dyes and surface improvements, etc.).

The hide is transformed into leather, and these processes bring all the features that drew you to your ROCHE BOBOIS furniture.

LEATHER, AN AUTHENTIC MATERIAL

The tanning and finishing processes give leather all the aesthetic and functional qualities of a premium material: it becomes supple, hard-wearing, and colorfast. However, the tanning process does not erase imperfections in leather.

Markings from the animal's life in the pasture are marks of authenticity and are integrated into the leather. These markings are usually subtle and do not detract from the quality of the hide (layers of skin, stretch marks, healed wounds, insect bites).

They provide proof of a natural leather with an intact grain.

As the seating are subjected to regular use, temperature variations, pulling, and stretching, the leather gradually takes on its permanent appearance. Leather adapts to the constraints of its environment and often keeps some residual skin elasticity. This natural phenomenon, which is the same for leather used in clothing or other leather goods, varies in visibility depending on how intensely it is used, its environment (temperature, humidity, etc.), flexibility of the seats, and the thickness of the leather.

The seating upholstery will be of the same quality as the sample selected by the customer, with the following conditions:

- Every hide is unique, and markings from the animal's life

(wrinkles, scars, insect bites, veins, enlarged pores, stretch marks, etc.) may cause variations in the grain, appearance, or coloration. These should not be considered imperfections, but rather signs of the authenticity of the leather that makes every seat one of a kind.

- Leather is a living, natural material. It is supple, but not especially elastic, and will therefore stretch as the seating padding is compressed and softens with regular use. Folds or ripples may appear after the first few uses of your furniture.

- Some garments, notably those made of denim, can transfer dye to the leather, especially light-colored leathers. If these stains are not treated immediately, they may become permanent.

LEATHER CARE

I. USE - TIPS

For you to fully enjoy your leather seating and ensure its longevity, we recommend you follow some basic rules. Leather is sensitive to heat and light (even reflected light) to varying degrees, depending on the type of finishing. These factors can dry out the leather and dull its vibrant colors. Your sofa should ideally be placed away from direct exposure to sun and moonlight, and away from bay windows. Please follow the care instructions to preserve the physical and aesthetic qualities of your leather furniture. Do not wait until the item is dirty to care for it, and do not try to clean, remove stains, etc. without the appropriate products. Do not place your sofa near sources of intense heat (fireplace, radiator, heater).

Leather is durable, but similar to wood or any other natural material, it is susceptible to physical damage that may affect its appearance (scratches from sharp objects or pets, friction from rough fabric or clothing, clothing rivets or fastenings, etc.).

Be sure to avoid this type of harm to the leather. Particular attention must be paid to some jeans, whose finishes may transfer their colors onto the leather, especially light leather, and which may be unfixable.

Note: To avoid any risk of residual rings, it is important to apply each product uniformly over the entire surface of the leather, following the instructions in this guide.

Work carefully, only applying the product to one component at a time (back, then armrest, then seat, etc.), following the same procedure.

We recommend testing cleaning and protective products on a hidden area of your furniture first.

II. REGULAR MAINTENANCE

■ DUSTING – EVERY TWO WEEKS:

The amount of dust and dirt that collects on your leather is the same as what accumulates on wooden furniture, which you dust off regularly because it is so visible.

To prevent dust from dulling your leather and getting lodged in the creases of the hide, make sure to dust every two weeks, or weekly if your sofa has a padded seat. Dust using

a vacuum on the lowest setting with a soft brush nozzle attachment, or wipe the leather with a soft, damp cloth.

■ CLEANING – QUARTERLY OR AS NEEDED:

Cleaning should be done regularly, even if there are no visible stains or soiling on your leather. This process cleanses the leather, clears pores and veins, and removes greasy or sticky dust, residue from sweat or sebum, and everyday use staining that is not removed by regular dusting, without damaging the leather. Cleaning also prepares the leather for the protective conditioner, which must be applied to a clean surface for maximum efficacy. Your furniture should be cleaned with the specially formulated cleaning lotion included in the ROCHE BOBOIS leather care kit. We recommend testing the lotion on an hidden area of your product first.

Procedure

Apply the cleaning lotion onto the sponge from the kit or another soft, non-abrasive sponge. Lather the product by squeezing the sponge and clean using small circular movements, allowing time for the product to remove substances from the pores and creases in the leather. To remove stains, dab the area or use small circular movements, without rubbing. Let the lotion sit before wiping it off.

Repeat the process if necessary. Do not rub the leather aggressively. The product's cleaning power is achieved through a chemical reaction and requires time to work.

Do not soak the leather. Rinse the sponge regularly to remove any dirt and thoroughly wring it out. When done cleaning, wipe the leather with the rinsed and wrung-out sponge, and let dry. After each cleaning, it is important to apply the protective conditioner once the leather is fully dry.

■ PROTECTION – QUARTERLY

This step keeps the leather from drying out and protects against stains. The protective conditioner prevents damage to the leather by forming a barrier on the surface. Keeping to the maintenance schedule ensures that the protective barrier remains intact and effective.

We recommend always keeping the ROCHE BOBOIS protective conditioner on hand, as we cannot be held responsible for damage caused by substitute products. Do not use solvent-, oil- or fat-based products on your furniture.

This step should be done with the protective conditioner in the ROCHE BOBOIS leather care kit and the included cloth. The product should be applied to new or freshly cleaned leather.

Procedure

Apply the maintenance cream to the included cloth and spread over the surface of the leather in an even layer. Pay special attention to heavily used parts of seating: seats, armrests, and backs. Allow to dry for two hours, then polish with a wool cloth for a glossy finish.

III. STAIN REMOVAL – TIPS

All leathers selected by ROCHE BOBOIS receive a basic stain protection treatment, either on the surface or deep in the hide, before leaving the tannery.

Regular maintenance helps maintain this protection and facilitates stain removal processes.

Before using products for the stain removal processes, remove as much of the staining substance as possible by using an absorbent cloth without rubbing.

After removing the stain, follow the instructions in the “Cleaning” section of this guide.

Stain removal methods are given for guidance only. Please handle the chemical products recommended in the “Methodology” paragraph with the utmost care and with appropriate protective equipment.

■ STAIN REMOVAL - TIPS

1. Select the appropriate methodology and products from the stain removal instructions (section VI).
2. After a local test on a hidden or inconspicuous area of the leather, proceed with the stain removal by following the instructions.

Avoid rubbing; the effect of the products and procedure are sufficient to achieve effective stain removal.

However, if you do not get a satisfactory result, do not insist on using other methods. Do not use hazardous products which may alter the leather and risk creating additional problems. In this case, contact your local ROCHE BOBOIS showroom or a professional.

IV. STAIN REMOVAL METHOD

Use the sponge from the ROCHE BOBOIS kit, or a soft household sponge, with the SOFT CLEANER shampoo from the ROCHE BOBOIS leather care kit or a cleaning solution as described in the “Cleaning” section of this guide.

Lather the product with the sponge and dab the stain or use small circular motions without abrading the leather finish.

Give time for the product to take effect. Repeat the process if necessary. Clean the detached area with the sponge after rinsing it out with clean water. When preventive maintenance using the protective cream is done regularly, the “SOFT CLEANER” will eliminate most common stains.

IMPORTANT: after stain removal, apply the protective cream to adequately protect the leather at the location of the stain.

V. STAIN REMOVAL METHODS – TYPE OF STAIN

- Liquid ink: contact a ROCHE BOBOIS showroom.
- Pen: use a stain remover that is similar to the ROCHE BOBOIS products for pigmented leathers only.

You can also use a mixture of 1/4 water and 3/4 alcohol.

Dip a cotton swab into the mixture and remove the stain by gently rubbing. After removing the stain, remember to follow with the leather protecting processes.

If the stain has penetrated the leather and does not come out, do not try other methods; contact your ROCHE BOBOIS showroom.

- Smoke: stain removal method.
- Water-based paint: stain removal method.
- Solvent-based paint: contact your local ROCHE BOBOIS showroom.
- Lipstick: stain removal method.
- Sugar, food: stain removal method.
- Milk: stain removal method.
- Blood: stain removal method or mixture of 10% white vinegar and 90% water. Rinse with a sponge and protect the leather with the protective cream.
- Oil, grease, sebum, sweat: contact your local ROCHE BOBOIS showroom.
- Urine: stain removal method.
- Mud: stain removal method.

TIPS

Just like all textile materials (carpets, rugs, curtains, etc.) and depending on the nature of the fibers, your upholstery fabric may be more or less sensitive to light, heat and moonshine. Avoid placing furniture near a heat source, if possible. You should arrange your living room furniture in a way that avoids direct exposure to the sun and moon. Avoid placing furniture near a heat source, if possible.

Dust, the same dust that settles on your wood furniture, and substances from using seating (friction from clothes, hands, small accidental stains, etc.) are the prime factors that tarnish textiles and affect their appearance.

Do not wait for the marks that appear on the most exposed parts of your seating to get too pronounced before performing recommended maintenance.

I. REGULAR MAINTENANCE**■ DUSTING**

This must occur regularly to remove dust that settles on the textile and penetrates the fabric by using the seats.

Dust weekly using a very soft brush. Avoid hard brushes that may abrade the surface of the fabric and create a fibrillation effect (breaking of the textile yarn) and/or pilling.

■ STAINS - TIPS

Some fabrics in the ROCHE BOBOIS collection receive protective treatment during production, and all others can receive this treatment by requesting it at your ROCHE BOBOIS showroom.

The treatment prevents stains from penetrating the fabric and makes it easier to remove them.

For accidental and spot stains, carefully take care of them as soon as possible; don't wait for the stains to soak in.

Before using the recommended products for the stain removal processes, remove as much of the wet or dry stain as possible by using an absorbent cloth.

For dried stains, lightly brush and vacuum the soiled area.

STAIN REMOVAL PROCESSES - TIPS

1. Select the appropriate method depending on the type of stain in the stain removal chart.

2. After a local test on a hidden or inconspicuous area of the leather, proceed with the stain removal by following the instructions of the different procedures.

Avoid rubbing the fabric. Dabbing the stain with a sponge and the effects from the products are sufficient.

Rubbing too hard can affect the textile fibers and harm its aesthetic appearance.

If the residue creates a halo, repeat the stain removal process (Procedure No. 1) while attempting to dry the textile: dab with a dry absorbent cloth or use a vacuum on the lowest setting with a soft brush nozzle attachment to remove as much moisture as possible before applying the stain removal absorbent powder.

You can dry the moistened area faster by using a hair dryer in a circular motion, from the outside to the inside of the area needing to be dried. Avoid over-heating the fabric.

Note: to allow the absorbent powder to work properly, be sure to properly apply it to the fabric (sprinkle it or spread it by hand).

This guide will provide useful tips to maintain your product and enjoy your Roche Bobois sofa long term.

II. STAIN REMOVAL PROCEDURE

The following textile cleaning procedures are provided for guidance only; please take the utmost care when using the recommended chemical products.

We recommend that you first apply the chosen procedure to a non-visible part of your product.

When in doubt, please feel free to contact the showroom director with any questions.

■ PROCEDURE N° 1

Soak a clean sponge with the shampoo contained in the ROCHE BOBOIS stain removal kit or with a stain removal solution (blend of 5% neutral liquid soap such as Woolite® and the rest cold water).

Blot the stain with a sponge and absorb with a dry absorbent cloth to remove the product and stain. Repeat if necessary until you are satisfied with the result, but avoid soaking the fabric. Do not rub or scratch the stained area intensely to avoid altering the fabric.

After finishing the stain removal process and letting the stained area fully dry, sprinkle the moistened part with the stain removal absorbent powder to eliminate residue and prevent a halo. Let dry, then use a vacuum on the lowest setting with a soft brush nozzle attachment to prevent damaging the fibers of the fabric.

Removing stains with a vacuum cleaner (for deep or soaked in stains).

Apply the recommended stain remover or cleaning solution and dab with a sponge to activate the cleaning effect. Use a vacuum on the lowest setting with a soft brush nozzle attachment on and around the stained area.

Repeat if necessary, apply the absorbent powder, let dry, and vacuum up the absorbent powder.

Note: it is important to use the absorbent powder. It extracts the stain residue and prevents a halo from being created around the stained area.

■ PROCEDURE N° 2

Make a mixture of 1/3 water, 1/3 90° alcohol, and 1/3 white vinegar.

Use it with Procedure No. 1, replacing the shampoo with this mixture.

Note: if you are not able to make this product mixture, a stain removal test using Procedure No. 1 may be sufficient.

■ PROCEDURE N° 3

Make a mixture of 70% water and 30% ammonia.

Use it with Procedure No. 1, replacing the shampoo with this mixture.

Note: if you are not able to make this product mixture, a stain removal test using Procedure No. 1 may be sufficient.

■ PROCEDURE N° 4

Apply a chlorinated solvent or 90° alcohol using a clean cloth and dab without rubbing. Apply the absorbent powder and let the area dry and air out. Repeat the process if necessary.

Complete the stain removal procedure by following through with Procedure No. 1.

III. STAIN REMOVAL CHART

Choose what procedure to use based on the type of stain.

Apply the first procedure recommended and explained in these instructions and let dry. Stop the stain removal procedure when you have achieved satisfactory results.

If there is stain residue, use the recommended procedures in the following order:

TYPE OF STAIN	PROCEDURE FOR CLEANING TEXTILES			
	1	2	3	4
Coffee, Tea	■	■		
Drinks, Alcohol	■	■		
Wine, Beer	■	■		
Sweets	■			
Mustard, Ketchup	■	■		■
Fruits	■	■		
Milk	■		■	
Butter, Grease, Oil	■			■
Shoe polish, Wax, Lipstick				■
Pen, Ink				■
Blood	■		■	
Urine, Sweat	■		■	
Mud, Dried dust	■			

■ OTHER TYPES OF STAINS

Candles

Place blotting paper over the stain and use an iron (at the lowest temperature to avoid altering or marking the synthetic fibers).

Remove any stain residue using Procedure No. 4.

Gum

Cool using an anti-gum aerosol or a plastic bag full of ice. Crumble and remove the product. Any remaining residual stain can be removed by dabbing the stain with a cloth soaked in a chlorinated solvent (Procedure No. 4).

Nail polish

Dab the stain with a cloth soaked in acetone or amyl acetate to dilute the stain. Then dab the stain with a clean, dry cloth to remove as much of the stain as possible. Repeat if necessary and finish by using the absorbent powder after the stain removal process.

WARNING: acetone and amyl acetate are toxic.

Be sure to follow the safety instructions on the product packaging.

Paint

Depending on the type of paint, use the appropriate paint thinner to dilute the stain. Check with the store where you purchased the paint from, and be sure to follow the safety instructions on the product packaging. Finish the stain removal process the same way as for nail polish stains.

Note: to avoid a cleaning mark at the stained area, it is often necessary to completely clean the item that you performed the process on.

IV. OVERALL CLEANING FOR SEATING

This is done when, despite regular maintenance, an overall cleaning is necessary to refresh the appearance of the seating (we recommend using professional services).

■ CLEANING PROCEDURE

Uniformly dampen the surfaces to be cleaned using the ROCHE BOBOIS stain removal shampoo contained in the cleaning kit, or a recommended cleaning solution.

Add 5-10% of ROCHE BOBOIS textile shampoo into a container of lukewarm water. Dip the microfiber glove into the water and wring it out lightly. Use the glove to wipe the entire textile surface of your furniture.

Note: to avoid the risk of a residual halo, it is important that you apply the shampoo uniformly over the entire area of the treated textile.

Rinse the glove regularly to remove any collected dirt.

After cleaning, wipe the entire textile surface again using the glove and lukewarm water. Be sure to rinse the glove regularly to remove any dirt or shampoo residue.

Let dry, then vacuum on the lowest setting using a soft brush nozzle attachment to prevent damaging the fibers of the fabric.

The microfibers that cover ROCHE BOBOIS seating are easy to maintain. However, regular and proper maintenance is necessary to preserve their properties and have them look their best at all times. Following the recommended maintenance procedures will allow you to prevent surface spots and accidental stains that occur when using your sofa/armchair.

TIPS

Just like all textile materials (carpets, rugs, curtains, etc.), microfibers are sensitive to light and heat. You should layout your living room furniture in a way that avoids direct exposure to the sun and moon and avoid placing furniture near a heat source, if possible.

Dust (the same dust that settles on your wood furniture) and stains from everyday use (rubbing from clothes, hands, small accidental stains, etc.) are the main factors that tarnish textiles and affect their appearance.

Do not wait for the marks that appear on the most exposed parts of your seating to get too pronounced before performing the recommended maintenance.

I. REGULAR MAINTENANCE

■ DUSTING

This should be done regularly to remove dust that settles on the microfibers and penetrates the fabric by using the seats.

Dust using a vacuum on the lowest setting with a soft brush nozzle attachment to prevent damaging the fibers of the fabric.

Brush regularly with a clothing brush to preserve the velvety appearance of your living room furniture.

■ STAINS TIPS

For accidental and spot stains, carefully take care of them as soon as possible. The exceptional qualities of microfiber along with the accompanying products and stain removal tips allow you to eliminate most household stains.

Before using the recommended products for the stain removal process, remove as much of the wet or dry stain as possible by using an absorbent cloth. For dried stains, lightly brush and vacuum the soiled area.

■ STAIN REMOVAL PROCESSES - TIPS

1. Select the appropriate process in the stain removal chart depending on the type of stain.

2. Apply the stain remover or recommended stain removal solution and dab with a sponge to activate the cleaning effect.

3. Remove the stain and the stain removal solution by wiping a clean, dry cloth over the entire moistened surface using small circular motions. Keep using dry parts of the cloth to absorb more effectively.

4. Repeat the stain removal process if necessary. For dry or old stains, several consecutive processes may be necessary.

Aggressive rubbing does not improve the result of the stain removal process and may damage the textile. Let the stain remover dissolve the stains. Rubbing the cloth in a circular motion for the absorption process is only used to extract stains and product residue.

■ ADDITIONAL TIPS

If there is still a halo after the recommended procedure and using the absorbent powder, repeat the process with the appropriate stain remover. Try to dry the microfiber as much as possible with a dry absorbent cloth, extending around the moistened area, or by using a vacuum on the lowest

setting with a soft brush nozzle attachment to remove as much moisture as possible before applying the stain removal absorbent powder.

You can dry the moistened area faster by using a hair dryer at a reasonable distance (avoid over-heating the textile).

Treat the stain as soon as possible without waiting for the spot to dry or get encrusted. The faster you act, the better the stain will be removed.

The covers and removable parts of your seating are washable.

If machine washing, use a gentle cycle and water that is cold (max. 30°) along with a mild detergent.

If washing by hand, we recommend using cold or warm water along with a color-protecting liquid detergent (such as Woolite®).

After rinsing in clear water, we recommend running it in the spin cycle of your washing machine before drying.

It is best to hang the covers and removable parts to dry.

Once ready, brush the covers lightly to restore the fabric's soft and velvety appearance.

II. OVERALL CLEANING OF SEATINGS

When overall cleaning is necessary to refresh the appearance of the seating despite regular maintenance, you have several options.

■ CLEANING PROCEDURE N°1

Uniformly dampen the surfaces to be cleaned using the ROCHE BOBOIS stain removal shampoo contained in the cleaning kit, or a recommended cleaning solution.

Add 5-10% of ROCHE BOBOIS textile shampoo into a container of lukewarm water. Dip the microfiber glove in the water and wring it out lightly. Use the glove to wipe the entire textile surface of your furniture.

Note: to avoid any risk of residual halo, it is important that you apply the shampoo uniformly over the entire area of the treated textile.

Rinse the glove regularly to remove any collected dirt.

After cleaning, wipe the entire textile surface again using the glove and lukewarm water. Be sure to rinse the glove regularly to remove any dirt or shampoo residue. Let dry, then vacuum on the lowest setting using a soft brush nozzle attachment to prevent damaging the fibers of the fabric.

■ INJECTION - EXTRACTION

Use a rental injection-extraction machine with an upholstery attachment for more thorough cleaning.

After pre-treating specific stains using the recommended procedures and products, prepare a commercial product solution with the injection-extraction machine (20% product, the rest water) or use a color-protecting textile detergent base solution (such as Woolite® or similar products: 5% product, the rest water).

Use a hand sprayer to evenly apply the product on the areas to be cleaned.

Brush the fabric with a soft brush to activate the cleaning effect of the product.

Then use the injection-extraction machine with clean water only to uniformly rinse the entire area that was cleaned.

After rinsing, dry the textile by using the suction nozzle without injecting any water. Carefully go over the entire area that was cleaned.

Let dry and brush the textile.

■ PROFESSIONAL SERVICES

If you would like assistance from a professional, contact your ROCHE BOBOIS showroom.

III. STAIN REMOVAL PROCEDURE

■ PROCEDURE N° 1

Apply the ROCHE BOBOIS stain removal spray that is in the stain removal kit, or a mixture of soap and cold water (5% liquid soap such as Woolite®, and the rest water) on the stain.

Dab the stain with a sponge.

Soak up the stain and cleaning product using a non-abrasive dry cloth.

Dry the stain with the cloth, using small circular movements all around the stain while regularly using a new dry part of the cloth. Repeat the stain removal process if necessary.

After finishing the stain removal process, sprinkle the moistened part with the stain removal absorbent powder to eliminate residue and prevent a halo.

Let dry, then vacuum and brush the textile to give it a velvety appearance.

Removing stains with a vacuum cleaner (for deep or soaked in stains)

Apply the stain remover spray or recommended cleaning solution and dab with a sponge to activate the cleaning effect.

Use a vacuum on the lowest setting with a soft brush nozzle attachment on the stain and the entire surrounding area.

Repeat the process if necessary. Dry with a dry absorbent cloth, apply the absorbent powder, let dry, vacuum, then brush.

■ PROCEDURE N° 2

Make a mixture of 1/3 water, 1/3 90° alcohol and 1/3 white vinegar.

Using a sponge, apply the solution and follow Procedure No. 1 with this mixture instead of the stain removal spray.

Before letting it dry, complete the stain removal process by following Procedure No. 1.

■ PROCEDURE N° 3

Make a mixture of 70% water and 30% ammonia.

Using a sponge, apply the solution and follow Procedure No. 1 with this mixture instead of the stain removal spray.

Before letting it dry, complete the stain removal process by following Procedure No. 1.

■ PROCEDURE N° 4

Use the ROCHE BOBOIS stain remover for oily or colored residual stains, or for white spirits or 90° alcohol using a clean cloth. Dab lightly with small circular movements in the areas surrounding the stain.

Repeat the process if necessary.

Before letting it dry, complete the stain removal process by following Procedure No. 1.

IV. STAIN REMOVAL CHART

Choose what procedure to use based on the type of stain.

Apply the first procedure recommended and explained in these instructions and let dry. Stop the stain removal procedure when you have achieved satisfactory results.

If there is stain residue, use the recommended procedures in the following order:

TYPE OF STAIN	CLEANING PROCEDURES FOR MICROFIBERS AND ALCANTARA®			
	1	2	3	4
Coffee, Tea, Drinks, Alcohol	■	■		
Sweets	■			
Mustard, Ketchup	■	■		■
Fruits	■	■		
Milk	■		■	
Butter, Grease, Oil	■			■
Shoe polish, Wax, Lipstick				■
Pen, Ink	■			■
Blood, Urine, Sweat	■		■	
Mud, Dried dust	■			

■ OTHER TYPES OF STAINS

Candles

Place blotting paper over the stain and use an iron (at the lowest temperature). Any remaining residual stain can be removed by following Procedure No. 1 then 4.

Gum

Cool using an anti-gum aerosol or a plastic bag full of ice. Crumble the product. Any remaining residual stain can be removed by following Procedure No. 1 then 4.

This advice is provided for information only and does not make ROCHE BOBOIS liable in any way. In case of doubt or hesitation regarding maintenance, please contact your ROCHE BOBOIS showroom.

I. STRUCTURE

ROCHE BOBOIS sofas are designed with a solid wood structure (beech, poplar or fir wood), with additional reinforcing crossbars for the seats.

Plywood or engineered composite wood panels help strengthen each structure. Foam sheets of varying thicknesses allow flexibility between the structure and the exterior.

II. SUSPENSIONS

There are three main types of suspensions:

- Steel springs that are joined together or molded into the foam, surrounded by a protective cloth. This is the most common type of suspension.
- Interconnected S steel wires.
- Extended elastic straps, either XXL (12cm-wide) or narrower and cross-webbed.

III. ANTI-DUST CLOTH

This is the cloth under the sofa. For most of our sofas, the cloth is attached to the structure like upholstery.

IV. BACK CLOTH

This cloth is on most of our sofas and is woven tightly with a thick, flexible wire to continuously maintain a good hold.

On some models, it is padded and stitched with "S" or "X" seams. For sofas with removable covers, we use a cotton cloth that has already been pre-washed in high temperatures to prevent shrinkage in subsequent washings.

V. CUSHION FILLING

- **100% feather cushions.** These cushions are made entirely out of feathers that have been sterilized at a high temperature. Segregated like a comforter to prevent the feathers from settling, they must regularly be "fluffed" to maintain comfort and the natural "bounce" of the feathers. The feathers tend to absorb moisture significantly, resulting in the cushion being significantly compressed. Four times per year, we recommended leaving the interior of the

cushions outside, in the sun if possible (or, alternately, in the dryer on low heat), to force out moisture.

- **Feather and foam cushions.** This is most commonly used by ROCHE BOBOIS in back cushions. They combine the comfort of feathers with the natural elasticity of foam. They are produced in two ways:

-The cushion base is made of foam surrounded by a padded layer of feathers that have been sterilized at a high temperature

-Foam cubes are mixed with feathers and act like springs

- **Foam cushions.** Most of the seat cushions in our sofas are made of High Resilience bi or tri-density foam: the lower portion using a higher density (at least 30 kg/m³) for maximum support, and the upper portion using a lower density for cushioning comfort.

All foams need to be "broken in", and optimum comfort will be obtained after two or three months of use.

VI. BASE

There are two main types of bases, whose shape and hue vary depending on the sofa design:

- Solid wood, usually beech, which may be painted, stained or natural.

- Metal, usually chrome-plated or stained with different shades and with varying degrees of glossy finishes.

HYGROMETRY

Hygrometry is the level of humidity in the air. Humidity has a large impact on solid furniture. “Dry” woods are used during manufacturing, having a moisture content between 8-12%. However, wood is a living material and therefore subject to dimensional variations.

Conditions that are too dry due to excessive heating can cause shrinkage or even slight cracks on the solid panels. Conversely, abnormally humid conditions may expand the wood and cause connections to break.

LEVELING & ADJUSTMENTS

Leveling is done to ensure the horizontality of furniture with irregularities. Poor leveling can cause doors to not function properly. Proper leveling will eliminate most door closing issues.

Moreover, for furniture from the **Contemporains** collection:

- All hinges are adjustable in two or three dimensions in order to adjust the horizontality of the doors
- For doors with side openings, see the insert

For furniture from the **Nouveaux Classiques** collection:

- If the drawers are difficult to open, apply some wax or paraffin on the slides to facilitate their opening
- A few drops of oil in the locks and hinges facilitate their opening and prevent wear

SPECIFIC FEATURES:

As with many materials, and despite the protective coating, exposure to light (UV rays from the sun or moon) can change the colors of solid wood and veneers. Light wood (cherry, etc.) naturally tends to darken, especially during the first year. Dark wood may fade. However, reconstituted veneers (ALPI®) aren't affected by UV rays.

MAINTENANCE FOR STAINED OR VARNISHED WOOD

Never use a dry cloth; instead use a slightly dampened cotton cloth. Never use products containing solvents (alcohol, etc.).

MAINTENANCE FOR OILED WOOD

Once per year, use a natural wood oil to nourish and restore its luster back to its original state.

MAINTENANCE FOR DAQUACRYL®

3 mm thick material, high-strength, glossy and deep-stained.

Daily maintenance: never use a dry cloth; instead use a fresh, slightly dampened cotton cloth. Scratch Remover: request the ROCHE BOBOIS maintenance kit*

- For light scratches: soak a cotton restoration product (such as Miror® or a self-buffing product) and rub the surface by spiralling over the scratches until they disappear completely; then clean with glass cleaner.
- Given the thickness, this can be repeated several times without the risk of altering the material.

For deep scratches, contact your ROCHE BOBOIS showroom, because the process will require trained personnel.

MAINTENANCE FOR METAL PARTS

Clean with a slightly dampened cloth. Do not use chemical products.

Regularly polish the chrome-plated or polished parts with products that are made specifically for the care of polished metals.

MAINTENANCE FOR LACQUERED WOOD

Dust your furniture periodically with a soft, dry cloth.

For small scratches, use a specialised furniture polish cleaner with a clean cotton lint-free cloth, rub, then polish.

MAINTENANCE FOR SOLID, VENEERED, OR OILED WOOD

Dust your furniture periodically with a soft, dry cloth.

We recommend using a 100% natural beeswax or carnauba wax. Apply the wax using brushes or steel wool No. 0000, and spread the layer of wax in the direction of the wood grain. Allow the wax to harden, then always rub with the grain to polish using a dry steel wool No. 0000 or dry cloth. This patina wax will bring back your furniture's natural gloss.

Never use any solvents, products containing solvents, or aerosols.

MAINTENANCE FOR MARBLE AND NATURAL STONE

Regularly dust the marble or stone parts with a soft, dry cloth, as you would for the other parts of the furniture. Never use acid-based detergents, such as descaling agents, as they may damage the marble.

For stubborn substances, we recommend using a detergent/mild neutral soap, without alcohol. Immediately clean any stains caused by liquid substances.

THANK YOU FOR YOUR RECENT PURCHASE OF A RUG EDITED BY ROCHE BOBOIS. HERE ARE SOME CARE INSTRUCTIONS THAT WILL HELP YOU PRESERVE THE BEAUTY OF YOUR RUG.

AT THE BEGINNING:

After the rug is installed, some parts may appear wrinkled. These creases will disappear after a few days, once the velvet fibers have regained their original shape. To facilitate the installation and ensure a better grip, you may place your rug on a non-slip surface.

Your rug may “shed”, i.e., excess fibers may come out. This is normal and will stop after a few weeks. Do not rub the rug, as this will only increase the phenomenon.

Some threads may also stick out. In this case, you may cut them with scissors; please never pull on them.

Most of our rugs are made using artisanal methods; therefore, their dimensions may be slightly different and their edges may be slightly uneven. A variation of +/-3% of the dimension is tolerated.

Care instructions

For day-to-day maintenance, vacuum regularly, without a brush and at minimum power. You can also sprinkle a large amount of “Terre de Sommières” on the rug, leave the powder for a few hours and then vacuum it up.

Please turn your rug around every six months in order to avoid excessive traffic to one area.

It is recommended to protect your rug from direct sunlight and moonlight, as these would permanently discolor the fibers.

It is not recommended to place your tufted rug on a heated floor.

In case of stains















You should act immediately by treating the stain from the outside in. First, remove most of the stain with a spoon. Then absorb the rest with a dry white cloth or a paper towel. Finally, dab your rug with lukewarm water at the spot of the stain, possibly using a rug-friendly detergent. Repeat two more times if necessary. If the stain persists, refer to the stain removal chart on the right.

Specific care for vegetal silk

Vegetal silk is a fiber of natural origin elaborated from cellulose (viscose). It is a delicate material that requires special care. It is a very fine and hydrophilic fiber. Water will therefore tend to make it curl and compact. In case there is a stain, create a barrier with “Terre de Sommières” in order to stop the capillarity, then proceed as described in the previous paragraph. It is important to quickly dab off the excess water and dry the fiber with a hair dryer, ruffling it with your fingers or with a bristle brush, in order to restore its thickness from the outside in. Do not let the liquid evaporate and air dry. If in doubt, contact a professional for water-based cleaning or injection-extraction removal of set or bonded stains.

Specific care for exterior rugs:

Exposure to rain, snow, and ice could deteriorate the fibers and alter their appearance and color. During periods of rain, winter weather, or prolonged non-use, store your rug in a dry, covered, ventilated area protected from frost. Avoid letting water stagnate on the surface of the rug. Always clean and dry the rug before storing. It should be completely dry and free of residual moisture. To extend the life of an exterior rug, it is recommended to apply a protective product.

Type of stain	Treatment
 Candle wax	Cover with blotting paper and apply a warm iron, then dab the area with tetrachloroethylene and shampoo
 Chewing gum	Use a chewing gum remover or blot with tetrachloroethylene
 Shoe polish	Apply mineral spirits or tetrachloroethylene, then shampoo. If the stain persists, use ammonia diluted to 5% or denatured alcohol
 Cellulose adhesive	Acetone, ethyl acetate
 Ink	Soap, sponge, apply a mixture of water and alcohol, sponge without wetting the backing
 Fruit, red wine	Mixture of three parts 75% alcohol and one part water
 Grease, paint, tar	Solvent, then baking soda or Fuller's earth
 Milk	Solvent, then water mixed with a small amount of alcohol and vinegar
 Mustard, ketchup, mayonnaise	Apply ammonia diluted to 10%, then perchloroethylene and shampoo if needed.
 Rust	Rust remover for textiles
 Blood	Apply cold water, blot dry, then apply pure white vinegar
 Thin sauces, sugar, sweetened products, chocolate, alcoholic beverages, egg	One part 90% alcohol mixed with one part water
 Tea, coffee	One part 90% alcohol mixed with one part white vinegar
 Urine, vomit, fecal matter	Apply white vinegar, dry, then shampoo

Note: It may not be possible to completely remove highly pigmented stains, such as coffee, red wine, tea, mustard, and ink.

RECYCLING INSTRUCTIONS:

In general, all furniture (including rugs and fabric-based decorative accessories) can be recycled, and most of their components can be reused. To protect the environment, please check the recycling processes applicable in your place of residence.



OUR ROCHE BOBOIS COMMERCIAL WARRANTY COVERS THE FOLLOWING:

- **Manufacturing, design, or other defects** appearing under normal product use.
- **Solidity:** i.e., all the elements that guarantee that the product is strong enough for its intended use.
- **Durability and materials:** i.e., all the elements that guarantee that the product will last for its intended use.
- **Safety:** i.e., all the elements that guarantee that the product can be used safely by the consumer.

The ROCHE BOBOIS commercial warranty also covers all the elements that guarantee that the product can be used as intended.

- The structure (frame or housing that comprises the product's skeleton and provides strength) is guaranteed for 5 years.
- Upholstery and finishes (leather, fabric, varnish, patinas, etc.) are guaranteed for 2 years.
- Electric and manual mechanisms and motors for seats, headrests, convertible elements, extensions, etc. are guaranteed for 2 years.
- Batteries, transformers, buttons, and other electric parts are guaranteed for 2 years.

OUR ROCHE BOBOIS COMMERCIAL WARRANTY DOES NOT COVER THE FOLLOWING:

- **Changes in appearance** due to wear and tear and use of the seating (softening of the foam, stretching of the upholstery) under normal usage conditions (if applicable, in line with the relevant "FURNITURE – SOFAS/CHAIRS" certification rules).
- **Residual distention of leather/fabric (sagging)** related to normal wear and tear on the seating's upholstery. Leather distention (sagging) is generally normal. In the event of a claim, a technician will conduct an at-home inspection of the seating to rate the distention based on the RAL-GZ 430 rating method and determine if the leather distention is normal or excessive. Normal leather distention will not be considered a lack of conformity or hidden defect.
- Given manufacturing constraints, a tolerance of +/- 3 cm in seat and upholstered furniture dimensions (sofas, armchairs, chairs, dining armchairs, etc.) is acceptable, and of +/- 1% in hard furniture dimensions and +/- 3% in rugs; these differences in dimensions may not be considered a lack of conformity or a hidden defect.

- Discoloration, alterations, or any other modification/deterioration of appearance due to the following:

- excessive exposure to natural or artificial light
- the use of any maintenance product that is not suitable for the type of upholstery, or failure to comply with the maintenance instructions (see the "Leather Care" and "Textile Care" sections of this guide)
- external causes: household accidents, water spills, stains, burns, scratches, animals, etc.
- improper assembly, stabilization, adjustments, or other work carried out by persons not authorized by ROCHE BOBOIS
- the body's natural perspiration process or excessive perspiration

-
- **Color transfer** from items with unstable dyes (clothing, throws, decorative cushions, belts, purses, etc.) placed in contact with seat leather and/or fabric
 - **Deformation of seats**, fixed and mobile mechanical structures, or structural frameworks following improper use or excessive overloading of a particular area during unusual or non-standard use. Maximum loads and weights are specified in the assembly and maintenance instructions.
 - **Damage** to zippers, joints, adjustable headrest or armrest mechanisms, or other accessories due to inappropriate use.
 - **Deterioration due to inappropriate use** (tears, scratches, scuffs, etc.).
 - **Use in public or professional environments** unless the model is adapted for this use and this fact is indicated on the order form.
 - **Repairs or modifications made by the customer or a company engaged by the customer** without written approval from your Roche Bobois showroom.

If, in the course of a dispute, the customer and the ROCHE BOBOIS showroom wish to determine the origin of damage to a piece of furniture, and technical expertise appears necessary, the showroom will ask an official organization (for example the CTC or FCBA laboratories) to examine the product and to inform the parties of its findings.

If defects are determined to be the result of inappropriate use or maintenance by the customer, the costs of hiring this expert and repairing the product will be charged to the customer.

OUR ROCHE BOBOIS COMMERCIAL WARRANTY DOES NOT APPLY TO THE FOLLOWING PRODUCTS:

- Products not paid for in full at the showroom (purchases financed by a credit institution are considered paid in full provided there is no unfounded objection to the payment on the part of the borrower and provided the deposit has been paid in full).
- Discounted products or models sold as is (unless otherwise stated on the invoice).
- Products intended for export or moved abroad.

IN ALL CASES:

- Disrepair and normal wear and tear will be taken into account in all warranty claims.
- Any product taken by the client or one of their service providers from the Roche Bobois warehouse or showroom cannot be subject to any claim related to transport or installation as the Roche Bobois showroom did not participate in these services.

LEGAL GUARANTEES:

Independently of the commercial warranty, ROCHE BOBOIS remains bound by the legal guarantee of conformity and the legal guarantee for hidden defects.

The consumer shall have a period of two years from product delivery to invoke the legal guarantee of conformity in cases of lack of conformity. During this period, the consumer is only required to report the existence of the lack of conformity and not the date of its appearance.

When the sales contract for the product includes the provision of digital content or continuous digital service for a period exceeding two years, the legal guarantee applies to this digital content or digital service for the entire stipulated period. During this period, the consumer is only required to report the existence of the lack of conformity affecting the digital content or digital service and not the date of its appearance.

The legal guarantee of conformity requires the professional, if applicable, to provide all updates needed to maintain product conformity.

The legal guarantee of conformity gives the consumer the right to have the product repaired or replaced within thirty days of their request, without charge or major inconvenience to the consumer.

If the product is repaired under the legal guarantee of conformity, the consumer will benefit from a six-month extension of the initial guarantee.

If the consumer requests a repair of the product but the seller requires a replacement, the legal guarantee of conformity will be renewed for a period of two years from the date of product replacement.

The consumer may accept a reduced purchase price and keep the product or terminate the contract and accept a full refund upon return of the product under the following circumstances:

1. The professional refuses to repair or replace the product.
2. The product is repaired or replaced after a period of thirty days.

3. The product repair or replacement poses a major burden to the consumer, namely when the consumer ultimately bears the costs of returning or removing a nonconforming product or bears the costs of repairing or replacing the product.

4. The product nonconformity persists despite the seller's attempt to restore conformity.

The consumer also has the right to a reduced product price or contract termination when the lack of conformity is so severe that it justifies an immediate price reduction or contract termination. In such a case, the consumer is not required to request a repair or replacement beforehand.

The consumer does not have the right to cancel the sale if the lack of conformity is minor.

Any period of non-use due to repair or replacement will suspend the guarantee until delivery of a restored product.

The rights mentioned above derive from the application of Articles L. 217-1 to L. 217-32 of the French Consumer Code.

A seller who acts in bad faith in implementing the legal guarantee of conformity risks a maximum civil fine of 300,000 euros, which may be increased to 10% of its average annual sales (Article L. 241-5 of the French Commercial Code).

The consumer will also benefit from the legal guarantee of hidden defects under Articles 1641 to 1649 of the French Civil Code for a period of two years from the discovery of the defect. This guarantee provides for a reduced price if the product is kept or a full reimbursement upon return of the product.

To invoke the guarantee, communicate with your sales associate/guarantor at the contact details indicated on the order form and in the general sales terms.

rochebobois
P A R I S