

# CUSTOMER CARE 2023

## F.A.Q

### 1. Where can I order/buy an Innovation Living product?

We sell through dealers worldwide. Please select your region in the top menu and click on Dealers in the menu to find a dealer near you.

### 2. How long is the warranty?

We offer 5 years warranty. Please visit our [Warranty](#) guide to see what is covered.

### 3. Spare parts are missing?

If you are missing any spare parts, kindly contact your local dealer or our Customer Service, specifying from the assembly instruction what is missing. Click here to find the [assembly instructions](#) in PDF-format. For smaller spare parts we typically send them directly to you by post.

Further, we offer lifetime warranty on gears and slats on our Multifunctional series including Aslak, Balder, Colpus, Fraction, Frigga, Fuji, Mimer, Minimum, Junus, Rollo, Ronia, Skater, Vidar & Vili. By contacting your local dealer or by contacting our Customer Service, we can send you new gears or slats (not available in the US).

In the unlikely event of larger parts breaking, or if you need additional information in general, we kindly ask you to contact the dealer where you bought your sofa.

### 4. My cushion cover is missing?

Most cushion covers are stored inside the seat of your sofa bed. Simply unzip the seat and find the covers.

In the unlikely event that your cover is missing, please contact the dealer where bought your sofa and they will assist you.

### 5. Is it possible to clean and renew the cover?

In 2023 we have increased our focus on detachable covers. Our detachable covers remain renewable and available in all fabrics from our 2023 Collection, but a novelty is that covers from our RED-label Collection are machine-washable at 30 degrees Celsius (hot/86F). Covers from our BLACK-label Collection are not machine-washable. On BLACK-label models we recommend dry cleaning or professional counselling.

The following products have detachable covers that are machine-washable and renewable: Achilles, Accordion, Conlix, Idun 02, Merga, Narvi 02, Pascala, Puri, Revivus, Rollo, Trym 02 and Yonata.

Furthermore, our entire Multifunctionals category (not available in the US) still include mattress covers and frame covers which are machine-washable at 30 degrees Celsius (hot/86F). The covers can still be replaced if it is worn out or you would like to refresh the look of your sofa bed. The Multifunctional category exists of following sofa bed models: Aslak, Balder, Colpus, Fraction, Mimer, Minimum and Junus.

All fabrics in our RED-label Collection are machine-washable at 30 degrees Celsius (hot/86F). Innovation Living recommends the following care instructions:

- Unzip the detachable cover and turn inside out.
- Machine-wash at max. 30 degrees Celsius (hot/86F). Max. half full machine on the standard program. No chemical cleaning.
- Centrifuge with reduced speed.
- Do not tumble dry.
- Hang up to dry until the textile is damp-dry/slightly dampened.
- Reattach and zip up the textile while still moist.
- Let the textile dry completely while reattached.

6. Is it possible to add arms to a sofa originally bought without arms if we change our mind at a later stage?

On the Clubber, Recast Plus, Frode, Osvald, Walis and Long Horn sofa beds it is possible to buy armrests as a separate add on.

Other models are available as versions with and without armrest. By ordering a new frame and armrests it is possible to convert a sofa bed originally bought without armrests to a version with armrests. This applies to the following models:

Ample, Splitback, Dublexo, Cubed, Trym, Bragi and Supremax.

Please be aware that color differences on the fabric may appear between the seat/back and the new armrests.

If you are interested in adding armrests to your sofa bed, we kindly ask you to contact your local dealer for options.

#### 7. What is the composition of your fabrics?

You can find information about a specific fabric by clicking on the specific fabric at each product page or through the fabric overview page for the collection you are interested in.

Please make sure you are in the right region by clicking your region in the top right corner of the page.

#### 8. What is the composition of your mattresses?

It depends on the type of sofa bed you choose. We have different types of comforts, please read more about it on our [Upholstery comfort](#) section. Please make sure you are in the right region by clicking your region in the top right corner of the page.

#### 9. How do you clean your sofa?

Please go to our [Care Guide](#) for instructions on maintaining and cleaning your Innovation Living sofa bed.

#### 10. Is your furniture assembled when delivered?

To lower the CO<sub>2</sub> emission and risk of transport damages our collections arrive flat-packed. Only exception is Olan, which arrives in one piece. You can find [assembly instructions here](#).

## CARE GUIDES – RED COLLECTION

### All Products

- Avoid placing the furniture directly in sunlight as this cause materials to fade or crack. Direct sunlight includes sunlight coming through windows.
- Do not place the furniture too close to a heater appliance as this may distort the material or surface finish.
- Do not place the furniture directly against a wall.
- Colored textiles may rub off.
- If possible, rotate cushions regularly to even wear and fading.

- Make sure to keep ordinary air humidity where your furniture is placed through regularly ventilation.
- Innovation Living's furniture are not intended for outdoor use. Wet or moist environment will cause corrosion.

## Textiles

- Keep the textile clean for dust and dirt by vacuum cleaning regularly.
- If the furniture gets spots by beverages, food, etc. dry the spots immediately with a clean cloth. If it does not remove the spot completely, kindly apply mild detergent foam with a soft brush and sponge in circular motions. The clean spot can be dried with a hair dryer using low heat only. Vacuum the spot when the clean spot is dry. Remember to firstly pre-test on a small unexposed area.
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  - Centrifuge with reduced speed.
  - Do not tumble dry.
  - Hang up to dry until the textile is damp-dry/slightly dampened.
  - Reattach and zip up the textile.
  - Let the textile dry completely while reattached.
- For more difficult stains as blood, oil, ink, etc., please contact a professional dry cleaner.

## Leathery textiles

- Keep the textile clean for dust and dirt by regularly careful vacuum cleaning, or by using a soft brush. Remove light spots with lukewarm water followed by immediately using a dry cloth.
- Use only water-based cleaning agents since cleaning agents contain chemicals that may cause discolor or cracks in the surface.

## Natural materials - Leather

- Like other natural materials leather will over time fade being exposed to sunlight and high heat. Therefore, furniture should not be exposed to direct sunlight or direct heat from heat appliances. Generally, natural leather lasts longer if it is cleaned and maintained regularly. Use cleaning agents intended for leather furniture only.

## Wood surfaces

- Several Innovation Living furniture have wood legs and/or arm rests. As wood is a natural living material that continues to develop over time, its color and surface change according to the use of the furniture. Wood must be protected from direct sunlight to reduce fading.

## Metallic surfaces

- Dust regularly with a soft cloth.
- Never use scouring agents on metallic surfaces.
- Repair damaged surfaces immediately to prevent corrosion.
- Chrome and stainless steel can be treated and cleaned with a suitable cleaning agent – please consult an expert for advice.

## Innovation Living mattresses

- Innovation Living's mattresses are continuously developed to achieve an improved comfort by increasingly developing the mattresses quality and environmental appeal. Innovation Living's mattress range includes several options with various comforts, each a unique combination of layers and materials to fulfill most needs and use-situations.
- Since the introduction of 'Collection 2019' our Classic-, Latex- and Spring mattresses in our Multifunctional product category changed from containing traditional cotton layers to fiberfill.
- Consequently, mattresses bought before 2019 will typically contain cotton layers, whereas mattresses bought after January 2019 will contain fiberfill.

## Fiberfill

- Fiberfill in Innovation Living mattresses are developed to provide a better comfort, longer durability and a more environmental-friendly mattress. Fiberfill is a strong material ensuring similar mattress form and an effective transportation of humidity. Simultaneously, fiberfill is more resistant towards i.e., humidity, blemish, and potential ignition.
- The composition of the mattress and its flexible materials improve the mattresses lifetime and make them ideal for use in sofa beds and beds with elevation. Fiberfill is moreover a low CO<sub>2</sub>-emission material that at the same time is recyclable and OEKO-TEX certified. This means less resource consumption and ensures a lighter mattress.
- Make sure to lightly beat the mattress regularly. This will maintain the shape and further keep its comfort. Along with this, always keep a decent indoor climate by regularly ventilating the room where the furniture is placed as high humidity will reduce the durability and comfort of the mattress. Please, contact your local Innovation Living dealer for further information about maintenance.

## Cotton

- Innovation Living mattresses have contained cotton layers until ultimo 2018. If you have bought your mattress after 2018, please read above this section concerning 'Fiberfill'.
- Cotton is a naturally breathable material that helps adjusting the body temperature which is vital for proper sleeping. The composition of the mattresses unique build and flexible materials make them ideal to use in sofa beds and beds with elevation. For Innovation Living mattresses that contain cotton layers it is recommended to lightly beat the mattress regularly to even out the fillings and air the cotton layers. This will help keep the shape of the mattress and further maintain its comfort.
- Mattresses with cotton layers can possibly cast off a characteristic cotton odor. Daily ventilation will cause it to disappear within approximately 14 days.
- Make sure to lightly beat the mattress regularly. This will maintain the shape and further keep its comfort. Along with this, always keep a decent indoor climate by regularly ventilating the room where the furniture is placed as high humidity will reduce the durability and comfort of the mattress. Please, contact your local Innovation Living dealer for further information about maintenance.

## Innovation Living cushions

- Most of our cushion fillings consist of a mix of feather and polyester fillings. These materials are combined to ensure the best back support and comfort. An increasing proportion of our cushions consist of OEKO-TEX recycled fiberfill. Make sure to regularly turn and lightly beat the cushions to maintain shape, filling and comfort.
- All cushion covers can be removed and machine-washed at 30 degrees Celsius (hot/86F). Look under 'Textiles' to see our recommended care instruction.
- For more difficult stains as blood, oil, ink, etc., please contact a professional dry cleaner.
- To facilitate transportation, we have vacuum-packed our cushions. This makes the filling look less plump. To get the cushions in shape, please remove the plastic and fluff up the cushion until the filling is plump and stretchy. If needed and possible, repeat this a couple of times over the next few days. Regulate the corners of the cushion so that the filling is evenly spread; lastly you put the cushion into its cover. Remember to fluff up the cushion regularly to maintain its shape. Keep the room ventilated to avoid humidity and thereby extend the durability of the cushions.

## CARE GUIDES – BLACK COLLECTION

### All Products

- Avoid placing the furniture directly in sunlight as this cause materials to fade or crack. Direct sunlight includes sunlight coming through windows.
- Do not place the furniture too close to a heater appliance as this may distort the material or surface finish.
- Do not place the furniture directly against a wall.
- Colored textiles may rub off.
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