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# suite eMotion

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by STIEGELMEYER

## Furniture quality assurance certificate

**EN**

This product information is an important part of the purchase contract. Please read it carefully and keep it handy for future reference.

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Interior Innovation Award 2015.

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## Dear Customer,

We would like to congratulate you on the purchase of a quality product from Stiegemeyer, and thank you for your confidence in us. The first-class bed is an investment in your health and quality of life. We want you to enjoy your bed to the full, and have therefore compiled this brochure with comprehensive information on the characteristics of the product.

This includes planning, room measurements and changes to the product due to everyday use, light, sun and room climate. You will also find important care and cleaning advice. Coupled with correct use, the observation of these instructions of use, care and maintenance before and after purchase will guarantee many years of pleasure from our product.



## Natural elements and everyday use

As products that are used every day, upholstered beds are not only subjected to the influence of natural elements, but also of constant dust and contact contamination. It is therefore important to clean your furniture regularly in order to preserve its value. Dirt is more noticeable on lighter fabrics than dark-coloured ones. The frequency of cover cleaning should be in accordance with intensity of use, and may include washing, wiping with a damp cloth or vacuuming with an appropriate upholstery nozzle. Stain removal should generally only be carried out by an upholstery cleaner. If you would like to try it yourself, please test the detergent on a concealed area first. Caution: Rubbing may cause changes to the surface of the fabric. Wet stains should be dabbed with an absorbent cloth or paper first. The room climate

plays a pivotal role in both our well-being and the preservation of our furniture. Excessively dry air leads to annoying static charges, whilst rooms that are too warm and damp may suffer mould and mildew formation on furniture and walls. For indoor areas, therefore, an annual average temperature of 18-21°C should be maintained, with relative humidity between 40-55%. Bedrooms should be kept cool and be able to be darkened.

If you are moving into a new build, make sure that it is sufficiently dried. Damp walls not only cause damage to furniture, but also have a negative effect on the health of inhabitants. Request written confirmation from the construction company that your new home is completely ready for use.

## Note on the proper use of the bed

The suite eMotion bed collection has been created for general residential requirements. It is not suitable for use outdoors. For use in the commercial sector, the specific requirements of the institution should be clarified individually. Below is an alphabetically ar-

anged list of the main usage, cleaning and care instructions, in addition to information on typical product characteristics that should be observed when handling and using your comfort bed.

## A

## Assembly, assembly instructions

The bed should generally only be assembled and installed by your specialist dealer. Please ensure that there is sufficient space to carry out assembly work.

Please contact your dealer and consult the fitter if necessary.

→ See also *Transport, Self-collection, Self-assembly for more information*

## B

## Bed frame

The bed has been designed to ensure sufficient air circulation between the mattress and frame. Do not store or leave any objects under the bed, as this may cause bashing and damage. To prevent odours and mildew formation, please keep the area under the bed frame clear. Do not jump or bounce on the upholstered bed frame.

## Bed lying surfaces

The bed lying surface is divided into 5 zones: head rest, back rest, sitting surface, upper leg rest and lower leg rest. These zones can be moved into the desired lying position using the handset. A lying surface consists of eleven lying surface elements. The lying surface and its elements are maintenance-free and no-clean. Please note that the lying surface elements must not be stood on or used as a stepladder or stool. Improper use of these components may lead to considerable damage that is excluded from the warranty and guarantee.

In order to prevent the mattress from slipping when adjusting the lying surface, there are two brackets on both sides of the lying surface and a mattress holder at the foot.



## C

## Changes to the direction of the nap

→ See *Wear sheen and sitting marks*

## Cleaning and care instructions

Below is a general recommendation on how to clean textile covers.

With relatively little effort, you can make sure your upholstered furniture stays in good condition for a long time. Remove dust, sand and crumbs on a regular basis. The small particles rub against the fabric, causing abrasion. At least once a month, upholstery should be vacuumed using a suitable nozzle with low suction. Alternatively, you can clean upholstered furniture with a soft brush in the direction of the pile.

Wet cleaning is useful to refresh covers, but this should not be done more than twice per year. To do this, wipe the surface with a damp cloth (not dripping wet!). Chamois leather should be cleaned carefully in the direction of the stroke.

Make sure that any detergent used is fragrance-, oil- and alkali-free (e.g. neutral soap). Lukewarm, distilled water prevents the formation of calcium stains, particularly on white covers. **Tip:** check to see how the cover reacts to the process on a small, concealed area before cleaning the entire surface. Wait until the area is dry. Avoid sitting on the cover whilst still damp, as this may cause the material to overstretch beyond repair.

To remove stains, lukewarm, distilled water should generally be used. For protein-based stains like blood or urine, however, ice-cold water should be used in order to prevent setting. Always treat stains from the outside inwards.

Imperfections caused by exposure to strong light or sunlight cannot be removed. This can only be prevented by avoiding direct sunlight.

→ See also *Lightfastness*

For more tips and advice on how to treat different types of stains and dirt, we recommend the *Stiftung Warentest Möbelkauf* guidebook and the website [www.lederpflege.de](http://www.lederpflege.de)

→ See also *Intended Use, Weight-bearing capacity and Pets*

## Colour deviation

Due to industrial manufacturing tolerances, minor variations between display products and delivered items, sample palettes or re-orders cannot be avoided. Colour shade, texture, structure and pattern are only approximate and cannot be 100%

achieved. This applies to all natural materials, textiles and leather. For technical reasons, no absolute colour guarantee can be given. Therefore, deviations from sample colours do not constitute grounds for complaint or exchange.

### Colour migration

Colour migration, also known as crocking, occurs when dark or coloured fabrics are combined with light materials or leather. The clothing industry is also familiar with this phenomenon. Abrasive dust build-up may also appear on suede or microfibre. Careful vacuuming or damp wiping helps (or washing if on textiles). Slight colour changes are typical of the product, but no serious staining of other textiles should occur.

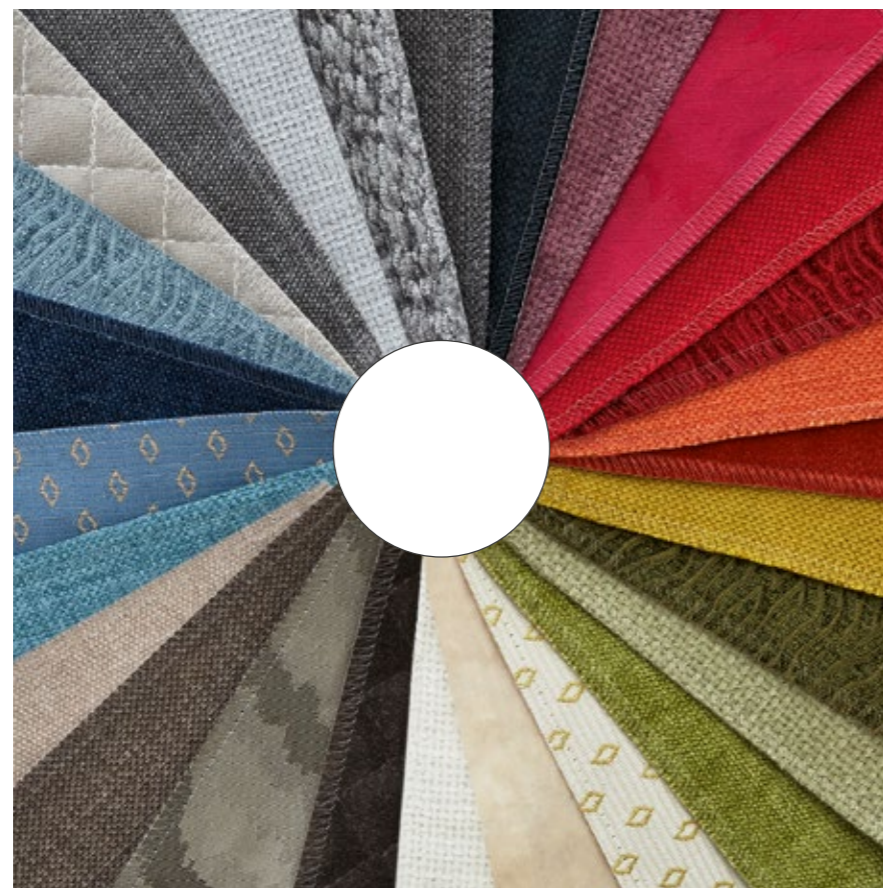
### Creasing

→ See *Rippling and indentations*



### Discolouration (non-colourfast fabrics)

Light-coloured covers on fabric or leather furniture may be stained by non-colourfast clothing such as jeans and T-shirts. Such textiles are of poor quality. Before using your furniture, please check that your clothing is colourfast. No complaints based on furniture staining due to contact with non-colourfast textiles will be accepted.



### Electrical devices and electrical components

To ensure proper handling of electronic parts, refer in the first instance to the manufacturer's specifications in the instruction manual. This will include information on warranty claims and which spare parts may be used if required. Bulbs, remote controls and batteries that do not correspond with the manufacturer's recommendations may cause heat accumulation and lead to damage.

Avoid damp in indoor areas, since this accelerates the wear of electrical devices and parts.

Please contact your specialist dealer in the event of failure or faults. For more information on using bed components such as the reading lamp, remote control or MotionGuide®, please see the instruction manual.



### Fabrics

Take advantage of the wide variety of textiles and cover materials for upholstered furniture, and ask an expert for advice. In addition to the colour and structure of the surface, you should also consider the durability, dirt resistance and care requirements of each fabric. Cover materials vary considerably in terms of quality, type, function and care (lightfastness, tensile strength, abrasion resistance, pilling and ripple formation, etc.), and there is therefore something for practically every requirement.

Below is a summary of the four most common types of textiles in the upholstered furniture sector

Material	Advantages	Disadvantages
<b>Flat woven fabric</b>	Attractive appearance, large variety of colours and patterns. All types of yarns and colours can be individually combined.	Not as durable as velour, microfibre or flocked fabric. Pilling is a typical product characteristic. Fluff can also appear on new products.
<b>Woven velour</b>	Soft feel thanks to the velour effect, easy-care, high to very high durability.	Limited number of patterns, sitting marks and chatoyant effect occur.
<b>Flocked velour</b> (also known as microfibrres)	Durable, resistant and economical.	Sensitive to solvents and alcohol. Sitting marks and wear sheen may also appear, as well as pile clumping due to use. Slight crocking possible with intense colours, e.g. red.
<b>Microfibre fabrics</b> (Alcantara)	High-quality appearance, similar to leather (leatherette), soft surface, durable and easy-care.	Can acquire patina (from body fat residues), sheen or dark patches. Slight crocking possible with intense colours, e.g. red.



## Floor protection

The buyer is responsible for protecting flooring from scratches and scuffing. The feet of the bed are equipped with rubber caps by the manufacturer in order to prevent scratching on floors. Despite this, we cannot guarantee that scratches or discolouration will not occur on flooring such as parquet, wood, PVC, tiles and carpet. These are typical material characteristics and are therefore excluded from the guarantee and warranty.

→ See also *Positioning, as well as Measuring, erecting and positioning*

## Functional parts

The weight-bearing capacity of functional parts is limited. It usually lies between 20 kg and max. 35 kg. The functional parts of the bed, such as head, back and upper and lower leg rests must not therefore be burdened with the full body weight when adjusted. Equally, the furniture should not be pushed or pulled from these parts. Product information on maximum load limits and proper handling must be observed.

## Furniture care instructions

With relatively little effort, you can make sure your furniture stays in top condition for a long time. Dust and dry dirt can be removed using a soft brush or the upholstery nozzle on your vacuum cleaner. Wet dirt should not be left to dry, and should instead be treated immediately. This especially applies to acidic liquids like alcohol and fruit juice. Never exert excessive pressure when cleaning. Non-colourfast textiles, direct sunlight and cigarette smoke also damage upholstered furniture in the long term. Do not leave any heavy, sharp or wet objects on furniture surfaces, as they may cause pressure marks, chips and cracks.

→ Please ask your specialist dealer for detailed care information

## Furniture surfaces

→ See *General surfaces*



## General bed information

Your bed will provide you with many years of pleasure if it is used as intended.

Please observe the important information included in this document and the instruction manual, such as approved weight, room climate, regular ventilation, air quality and mattress service life. Beds must be positioned horizontally and evenly in order to avoid damaging the frame. Jumping or bouncing on the mattress or bed frame is not only dangerous, but may also cause considerable damage to the suite eMotion bed.

The resilience of the bed exceeds the recommendations stipulated in the DIN EN 120520 safety standard. Nevertheless, the bed should not be used by people weighing over 140 kg. The height of the bed's lying surface can be adjusted individually (floating function). To avoid damage, please do not store any objects under the lying surface.

→ See also *Headboard and Bed frame*

## General safety instructions

Improper use of your product may result in physical injuries. The safety advice in the operating and assembly instructions must therefore be observed, in addition to any safety instructions given by your dealership and its fitters. Do not leave children near the bed unattended. It is the responsibility of parents to supervise their children.

## Ghosting, black marks

Ghosting stains or black marks on ceilings, walls and fixtures often occur after flooring, renovation or painting work. The stains, which are similar to soot, may appear within days or weeks, and can be in the form of small patches or even large-scale streaks. Carpets, woodchip wallpaper and synthetic surfaces can also cause ghosting. Here, semi-volatile organic compounds (SVOC) form and are emitted into the ambient air. These microscopic particles become condensed in the air and predominantly settle above radiators, on curtains and drapes, window frames, synthetic surfaces and electrical devices, in addition to the inside surfaces of exterior walls. Furniture such as beds, sofas and tables are rarely the cause of ghosting. You can find suggestions on how to remove the greasy deposits on the German Federal Environment Agency website under the search term 'Fogging'.

## Guarantee and warranty

Both the bed and mattress are subject to the statutory guarantee of two years from the date of product delivery. In addition to this, the manufacturer provides the mattress with a 5-year guarantee and the bed frame with a 10-year guarantee. Both the warranty and the guarantee cover spare parts or repair costs that arise due to material or manufacturing faults.

→ For more information, please refer to the instruction manual



## Handset

The bed can be adjusted to various heights and reclining positions using the cordless handset. Double beds have one handset on each side of the bed. A detailed description and operating instructions for the handset can be found in the bed instruction manual. Please also read the manufacturer's instructions for care and spare parts.

→ See also *Spare parts and consumables*

## Headboard and bed frame

The headboard and frame of the bed are design components. Their weight-bearing capacity cannot be compared to the padded back rests of upholstered or functional furniture. You should therefore refrain from sitting or standing on them. The headboard also has a stabilising function. Do not push or pull the bed from the headboard. The position of the bed should only be changed with a corresponding number of people and in accordance with the weight, size and flooring type. In relation to this, we would like to emphasise that pushing the bed may cause damage to the floor and should therefore be avoided as much as possible.

## Heating

→ See *Relative humidity, Room climate*



## Instruction manuals

Instruction, assembly, cleaning and care manuals and general product information are all part of the purchase contract. They contain important information and must be observed.

## Intended use

Your comfort bed is only designed for general residential use. Any other usage, for instance in commercial or outdoor areas, may cause damage to the bed. For projects in the commercial or public sector, the specific building requirement profile (hygiene, technical product requirements) must be clarified and defined prior to completion of the purchase contract.



## Leather

Important note:

Please remember that leather can also fade due to strong exposure to light, especially sunlight. Prolonged closeness to operating radiators dries leather out, making it porous and brittle. → See also *General Instructions and Room Climate*. Leather should be cleaned in accordance with the specific type, quality and frequency of use. Contact a specialist to remove stubborn stains and dirt. Products such as turpentine, stain remover, petrol, floor wax, solvents and shoe polish damage the material. Test the product on a concealed spot to make sure that the detergent is leather-friendly. Static charge can also occur on leather furniture.

→ See *Static charge*

## Pigmented leather – production process.

The pigmented leather used on the comfort bed presents a high level of quality and particular sturdiness. Your dealer will be pleased to show you the collection book and offer comprehensive advice on the surface properties and different colours available. After its colour treatment, the leather is tumbled to create its textured, slightly rough surface. Its hides are 1.3 to 1.5 mm thick. Experienced tanners work pigmented leather into durable and attractive furniture leather. After carrying out the tanning process with chromium salts, the hides are dyed in a barrel with a covering layer of aniline pigments. Finally, the leather is put into rolling barrels to obtain its uniform grain and the suppleness that makes it particularly suitable for interior use.

Original pigmented leather can be recognised by its typical features, which include:

- a natural look (typical leather characteristics like insect bits and scars are still visible)
- warm, uniform colours in a wide range of shades
- particularly high resilience to wear
- soft touch

The natural leather used on the bed is sealed and water-repellent and thus is practically maintenance-free. Nevertheless, the following instructions should still be observed in order to protect the leather and its features:

- never position your bed in direct sunlight
- leave sufficient space between radiators and the bed
- do not let your pet sit or lie on the bed
- maintain a pleasant indoor climate: approx. 40-55% relative humidity

We would like to emphasise that the furniture industry only uses leather from slaughterhouses – in other words, no animals are killed solely to make leather furniture.

### Leatherette (imitation leather)

In the production of the suite eMotion comfort bed, we use a carefully selected, high-quality leatherette that is available in a range of colours. Leatherettes are often extremely sensitive to certain cleaning and care substances (e.g. leather care products). We therefore recommend seeking professional advice and following the manufacturer's instructions on cleaning products.

### Lightfastness (furniture exposure to light)

The term 'lightfastness' describes the resistance of a material to the effects of natural or artificial light (especially sunlight, daylight, UV lamps and halogen lighting). Synthetic fibres and dark colours have a higher light resistance than natural fibres and bright, vivid colours.

If exposed to light, material discolouration cannot be avoided. Especially in south-facing rooms with large windows, blinds or curtains are the only way to prevent, or at least delay, light discolouration. Please note that especially on leather, textiles and wood-based materials, light discolouration can appear even after a few weeks.

### Lying surface characteristics

→ See also *Beds, Lying surfaces and Mattresses*



### Maintenance

Furniture that is used daily requires regular cleaning and maintenance.

→ See also *Sensitive materials and Cleaning and care instructions*



### Mattresses

Adequate and restful sleep is of vital importance to humans, since this resting phase allows the entire body to relax and regenerate. The mattress plays a key role in this and in order to choose the right one, it is important to consider criteria such as the height, weight and any adverse health effects of the person who is going to use it. Nowadays, high-quality mattresses are capable of fulfilling extremely individual requirements. After development and production, they are subjected to intensive testing to ensure stability,

durability and functionality. Your specialist dealer will be pleased to assist you in selecting the best mattress type and firmness for you.

Once you have chosen your perfect mattress, you should follow the care and hygiene instructions given by the manufacturer (→ you can find more care and hygiene advice in the instruction manual). Careful and consistent mattress care ensures healthy, hygienic sleep, whilst also protecting the mattress. Nevertheless, for hygiene reasons, even high-quality and well-preserved mattresses should be replaced every ten years.

Please note that in light of the indentations and recesses on the underside, the mattress cannot be turned; to ventilate, it should therefore be removed from the lying surface and placed lengthwise along the side of the bed.

→ See also *Lying surfaces, Weight-bearing capacity and Intended use*

### Measuring, erecting and positioning

When you buy a piece of furniture, the dimensions and structural conditions of the room in which it is to be placed are of utmost importance. Provide the sales representative in your furniture store with the size, arrangement and layout of the room in question. The upper floor of an old building may not be sturdy enough for a heavy piece of furniture, for instance.

A room with sufficient space for the assembly work is required for on-site assembly of the bed. The bed should not be positioned too close to radiators or direct sources of light. Similarly, the headboard should not be positioned flush with the wall in order to enable sufficient air circulation. Failure to observe such measures may lead to damage.

→ See also *Positioning*

The buyer is responsible for ensuring that the ordered furniture fits into the intended space. Please ask your furniture specialist for advice.

### Metal parts and surfaces

If individual components of your bed are made of stainless steel or have stainless-steel casing, it cannot be guaranteed that spare parts will be completely identical in structure and colour. Use a mild detergent to clean painted metals, polished or anodised aluminium, chrome, gold-plated surfaces, stainless steel, high-gloss varnishes, etc. Dry the surfaces afterwards with a soft cloth. Most of the stainless-steel components on the bed are on the MotionGuide® and reading lamp.

### Metal residues

A small amount of metal residue cannot be avoided. Remove it by carefully rubbing with a cloth soaked in a mild detergent. Any metal residue that falls onto carpets can be removed with the vacuum cleaner.



## Microfibres

→ See *Materials*

## MotionGuide®

The MotionGuide® is integrated in the side of the bed frame. As a design feature, it can be adjusted in two different positions: the 90° position as a stable handle and the 135° position for convenient handset operation. The handset integrated in the MotionGuide® can be removed in order to adjust the bed from every position. Please note that after final assembly, the MotionGuide® still has a certain margin. These construction-related measures guarantee that all of the MotionGuide® functions and settings can be used.

When cleaning the MotionGuide®, please make sure that no acidic cleaning agents are used; these damage the steel handle and its covers.

→ See also *Metal parts and Cleaning and care instructions*

## New builds

Furniture may only be assembled or installed in new buildings once the relative humidity has reached a suitable level. An excessive value of up to 70% is not uncommon in new builds during the first few months. If furniture is assembled before floors and walls have had time to dry properly, mildew, damage due to damp and mould growth will occur. On the north side of buildings, humidity will remain higher for longer. Sufficient air circulation behind furniture should be ensured. Leaving 5 to 10 cm between furniture and walls means that any humidity can be optimally removed through regular ventilating and heating.

→ See also *Relative humidity*

## Noise, creaking

→ See *Measuring/erecting/positioning, in addition to Positioning and Weight-bearing capacity*

## Odour

New products, especially clothing and furniture, have a specific odour. This is a typical characteristic of the product and does not therefore constitute grounds for complaint. Depending on the material and manufacturing process, the odour will fade within the first few weeks and months, before disappearing completely. This process can be accelerated through regular ventilation and a pleasant room climate for residents and furniture (a temperature of 18-21°C and 40-50% relative humidity). You can also treat your furniture with an odour neutraliser, or wipe it with a damp cloth. Please make sure that any agent used does not contain acidic substances.

Please note that furniture made of some natural materials (e.g. leather) will permanently retain a slight odour. The tolerance levels and limit values for odours are precisely defined in accordance with the RAL GZ 430 quality and testing specifications.

## Pets

There is no material that is capable of withstanding the claws, teeth and beaks of pets; here, the duty of supervision lies with the owner. If a pet does cause damage, the only solution for upholstered furniture is usually re-covering. Animal hair is also difficult to remove from furniture. Pets that are allowed to roam outdoors, such as cats and dogs, may bring dirt back in with them and should therefore be kept away from carpets, upholstered furniture and beds for hygiene reasons. Experts offer tips (for example in Internet forums under the search term 'Pets and furniture') on how to deal with a number of problems and avoid damage to your furnishings. Alternatively, of course, you could also calmly accept the damage as normal signs of wear caused by your four-legged co-inhabitants.

## Pick-up items

→ See *Transport, Self-collection, Self-assembly*

## Pilling/bobbling

Pilling refers to the formation of fuzz and bobbles on the surface of upholstered furniture. Pilling is a natural effect, which is mainly seen on flat and blended fabrics. Mechanical friction causes fibre migration from other textiles (such as clothing), which becomes visible as small bobbles on upholstered furniture or mattresses.



This effect is a typical product characteristic and is not a material defect. Synthetic fibres promote pilling.

The bobbles can be removed using a standard lint shaver; rotating blades simply ›shave‹ it off. Please make sure you follow the razor manufacturer's instructions to ensure correct use.

## Planning and free delivery

In order to ensure smooth delivery and assembly, it is a good idea to carry out a comprehensive needs assessment including space measurements. Remember that a comfort bed will be delivered in several bulky units of different sizes. As a result, details of door, stair and hall width are required, as well as whether a lift is available and which floor the property is on. You should promptly notify the sales representative and fitter of changes made to the space in the meantime. The room in which the bed is to be assembled must be as empty as possible, completely accessible and well lit. The assembly surface must be horizontal and smooth. We do not accept any liability for third-party furniture.

→ See also *Positioning, as well as Measuring, erecting and positioning*

## Positioning

Your bed must be positioned horizontally, since uneven furniture or furniture parts may result in noise and damage to the base. Compensate any height differences on uneven flooring using the individually adjustable bed feet and a suitable underlay, if required.

→ See also *Measuring, erecting, positioning and Metal residues*



## Pressure dents

If furniture with feet, legs or plinths is placed on substrates such as carpet, real wood flooring or PVC, visible pressure dents will result. These pressure marks are unavoidable and are defined as ›typical product characteristics‹. If, however, pressure dents are caused on furniture due to external influences, such as falling objects or bashing with a vacuum cleaner, these are termed ›usage characteristics‹ or ›signs of usage‹. Of course, these can be completely prevented through careful conduct. Pressure dents can also cause changes to the direction of the nap.

→ For more information, see *Wear sheen and sitting marks*



## Relative humidity, heating, room climate

Scientific and medical research has found that the ideal room climate for humans, plants and furniture is a temperature of 18-23°C and relative humidity of 40-55%. Short-term deviations from these values cause no harm. Please note, however, that high relative humidity (combined with heat, for instance in bathrooms) causes mould formation. Mould must be avoided, since it is harmful to both people and materials. Even low concentrations of mould can lead to health problems (colds, conjunctivitis and bronchial asthma). On the other hand, excessively dry indoor climates can lead to unpleasant static charges. You should therefore ensure that the recommended room temperature and relative humidity level is kept as steady as possible. For this, we recommend the use of a suitable thermometer and hygrometer.

## Rippling and indentations (Creasing)

According to RAL GZ 430: ›A ripple is a deformation that deviates from the original upholstered surface. A crease is a ripple with a kink.‹ Rippling and indentations can be tolerated to a certain degree. Measuring methods and tolerances are defined in RAL GZ430.



### Mattresses:

your mattress is made of flexible, elastic materials. Measurement variations in length, width and height are therefore within the norm. Over the course of its use, your mattress adapts to your body and may become slightly flatter. Up to 15% of the mattress height is completely normal. This may also cause minor rippling on the mattress cover. The degree of this effect varies depending on the type of cover, body weight and exposure to heat and moisture. Regular airing and tightening can restrict the formation of rippling, creasing, indentations and hollows.

Some positions of the lying surface necessarily cause the mattress cover to ripple or crease. This is a typical product characteristic and does not constitute grounds for complaint.

### Upholstered bed:

frequently sitting on the same area (favourite place) causes the firmness and look of the material to change. Depending on the fabric used, the upholstered cover may also acquire a different appearance on such areas.

### Room climate

→ See *Relative humidity*

### Self-assembly

→ See *Transport, Self-collection, Self-assembly*

### Sensitive materials

Light, plain-coloured covers are generally more susceptible to dirt. If your bed or accessories are covered with a light fabric or leather, please remove stains as quickly as possible before they dry. For this, use a lint-free, clean cloth (only damp, not dripping wet), and clean the whole surface from seam to seam with distilled, lukewarm water.

→ See also *the notes on Stain removal*.

No warranty claim will be accepted due to damage caused by incorrect cleaning or washing.

### Slips and removable covers

Concerning slips and other removable furniture covers, pay close attention to the material composition and corresponding cleaning instructions. These will specify



whether the textile in question can be washed or only dry cleaned, at which temperature and which detergents can be used, etc. Improper cleaning may damage the upholstery and cause deformation that renders it unusable.

### Spare parts and consumables

To replace bed components that are no longer in perfect condition, only original parts provided by the manufacturer or an authorised supplier may be used. The perfect functioning and safety of the bed can no longer be guaranteed if spare parts or consumables made by third-party manufacturers are used! Stieglmeyer does not assume any liability for damage caused by the use of unauthorised spare parts and consumables. General consumables such as bulbs, batteries or similar are excluded from the warranty and guarantee.

### Special colours, special stains

Please note that for manufacturing reasons, complete colour and texture consistency cannot be guaranteed on customised pieces.

→ See also *Colour deviation*

→ For *velour fabrics*, see *Wear sheen/sitting marks*

### Stain removal

Dirty patches of textile, leather or cover surfaces are referred to as stains. Please note that cleaning agents used must be PH-neutral and free from perfume, alkalis and oil.

Below is an overview of different types of stains and appropriate treatment methods:

**1 Fatty stains like butter, oil, shoe polish**

**2 Pigmented stains such as ballpoint pen, felt pen, lipstick, grease, soil, make-up**

Both fatty and pigmented stains are water-insoluble.

Careful treatment should be undertaken.

Fresh grease stains are easy to wipe away from surfaces. Please make sure you observe the manufacturer's instructions concerning cleaning agents.

**3 Protein-based stains such as vomit, blood, egg, urine, faeces**

Protein-based stains are water-soluble and are best removed with cold water or a solution of shampoo and water. Never use hot water, since this causes the protein in the stain to set.

**4 Bleachable stains like fruit juice, coffee, red wine, tea, mould, etc.**

Bleachable stains are generally water-soluble and can be treated using a luke warm shampoo solution. For stubborn stains, wait until they have dried after the first treatment and repeat the process. Contact a specialist cleaner if they do not disappear completely.

## Static charge

Static charge is particularly common in the home during the colder months of the year. Synthetic materials in carpets and upholstered furniture promote this effect. Static charge is a natural phenomenon, which can be prevented by maintaining a balanced room climate. Regular airing and venting, coupled with lightly dampening covers and carpets (wiping or spraying), can help. Anti-static sprays bought from a specialist retailer, air humidifiers and, of course, plants can also make a difference.

## Surfaces in general

The degree of resistance of furniture surfaces depends on the material used (imitation, plastic, wood veneer, solid wood, upholstery, leather), its colour and quality. Ambient temperature, relative humidity and light exposure all affect the properties and ageing of surfaces. The same applies for intensity of use. Furniture in households with children or pets are generally subjected to more wear. It is therefore a good idea to opt for more resistant pieces of furniture made of easy-care materials. As a rule, the more natural the surface material, the more sensitive it is. Nevertheless, synthetic overlays on painted surfaces may also cause chemical reactions and lead to paint damage. The experts at your local dealership will be happy to advise you on cleaning and care for your furniture.

## Tolerances (deviation)

Variations in colour, structure and dimensions are unavoidable in furniture series production; this is especially true when it comes to functional furniture. The tolerances are considered as typical product characteristics and do not therefore constitute grounds for complaint. The corresponding tolerance limits have been specified in the RAL GZ 430 regulations by the German Furniture Quality Assurance Association. Providing that the variations in colour, structure and dimensions lie within the national and international regulations stipulated, no material defect is present.

## Tools

Please only use the tools and materials prescribed by the manufacturer and consult your specialist dealer in case of doubt.

→ See also 'Tools' in the assembly instructions

## Transport, self-collection, self-assembly

The bed should generally only be transported, assembled and installed by specialist staff from your dealership. You may, of course, decide to carry out these tasks by yourself. Please note, however, that damage caused by the incorrect transport, assembly or connection of the bed renders the warranty and any guarantee claims void. You are considered as the owner of the goods from the checkout or pick-up ramp, and bear all related responsibility from these points. Observe the assembly instructions provided by the manufacturer and consult the fitters at your dealership if necessary.

→ See also *Assembly/assembly instructions*



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## Under-floor heating

When under-floor heating is used, sufficient air circulation must be ensured. Please remember that functional furniture with motors, controls and moving parts can only offer their best performance at room temperature. An excessive ambient temperature can also cause damage to leather and textile covers.

→ See also *Humidity, Heating, Room climate*

## Upholstered bed properties

Do not place any heavy objects or jump on your upholstered bed. Light padding and stuffed cushions may become slightly deformed through intense use and should be smoothed and plumped or shaken regularly, or daily if required (pillow effect). For upholstered converted furniture, the specific characteristics of the cover material (fabric, leather, leatherette) should be considered, in addition to the corresponding cleaning and care instructions.

## Upholstery fabrics in general

→ See *Rippling and indentations*

V

## Velcro panel

The base frame and back rest of the bed are equipped with a panel to conceal the drive mechanism, cables and components. If you would like to remove the panel, please take care to ensure that the Velcro tape does not come into contact with dirt. Dust, lint and other types of dirt restrict the functionality of the Velcro fastener.



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## Wear sheen, sitting marks

Wear sheen and sitting marks occur on all suede or similar surfaces like carpets or fabric covers. Pressure marks may form on suede furniture due to exposure to moisture, pressure and heat. An optical illusion (a change to the direction of the nap) creates the impression of discolouration in the affected area. Depending on the light, fibre direction and viewing angle, the colour alternates between light and dark or matt and gloss. This effect is a typical product characteristic and is not a material defect. It has no effect on the use, function or durability of the cover and does not therefore constitute grounds for complaint.

## Weight-bearing capacity

The weight-bearing capacity of the bed and mattress is limited and must not be exceeded. Please see the manufacturer's specifications (instruction manual) on maximum weight limits and consult an expert for advice. The steadiness of the bed plays a crucial role in its weight-bearing capacity. If positioned on an uneven surface, bearing weight on the bed may cause it to squeak and fastening elements to loosen.

→ See also *Positioning*

## Wood-based materials

The use of wood-based materials instead of solid wood in furniture manufacturing does not necessarily mean a reduction in quality. The decisive factors are the quality and workmanship of the materials used. The tried-and-tested wood-based panels (chipboard), medium-density fibreboard (MDF), plywood, three-layer slab or core-board are extremely sturdy, versatile and resistant to temperature variations. Their health safety is monitored by specialist institutes in accordance with EU regulations. Their use also plays a significant role in preserving our natural resources.

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**Stiegelmeyer GmbH & Co. KG**

Ackerstraße 42 · 32051 Herford · Germany  
Phone +49 (0) 5221 185 - 333 · Fax +49 (0) 5221 185 - 252  
moreinfo@suite-emotion.com · www.suite-emotion.com