

## Seams

We pattern-match all our upholstery. However, joining seams are sometimes unavoidable due to a fabric roll's size or the curve of the sofa's frame. We will have endeavoured to make any necessary seams as inconspicuous as possible.

## Legs & Castors

To avoid rocking and damage to the frame, make sure you place your sofa on a level floor. We suggest using felt pads or castor cups to protect wooden flooring from scratches. Make sure the legs are screwed in correctly to evenly distribute weight on the sofa and keep tabs on them to ensure they haven't spun out of position. If you find they have shifted, use the fixing screws to secure them in place. Avoid over-tightening the screws in the legs, as well as dragging furniture as this can potentially damage the legs and castors.

## Staingard

If you've purchased the Staingard 5-year protection plan, you'll receive an email around the time of delivery about your policy.

## Fire Safety

We make all our furniture in line with UK law. Where necessary, fabrics are treated to ensure fire safety in accordance with the Furniture & Furnishings Regulations as well as European laws. The foam in the cushions is also treated with fire-retardant chemicals. Upon delivery, you may catch a whiff of the treatment – but fear not, it will fade away over a few days out of its wrapping. You may also have the option of untreated upholstery as some of our fabrics are naturally flame retardant. If you'd like to find out more, please just ask!

## Lifetime Guarantee

Our lifetime guarantee covers our hardwood frames and steel springs. It does not apply to upholstery nor cosmetic damage to show-wood frames. This guarantee covers normal domestic use of the sofa and does not extend to commercial use. For full Ts&Cs, visit:

<https://www.arloandjacob.com/terms-and-conditions>

## General Sofa Care Tips

- Avoid sitting on the edge of the seat.
- Keep off the arms! They're not designed to support full body weight.
- Be careful of your clothing, as poky bits can cause damage to the fabric.
- Avoid placing your sofa too close to an open fire or radiator, as excessive heat can wear on the fabric.
- Lift, don't drag! It's better for your floors as well as your sofa's legs and castors.
- Position furniture out of direct sunlight to avoid colour fading and sun-bleaching.
- Keep your cushions looking fresh with regular plumping.
- Avoid heavy spot cleaning as this could result in pile damage and watermarks.
- Where needed, routinely swap reversible cushions to ensure even wear.
- Give your sofa a regular refresh by brushing it or vacuuming it with a soft brush attachment.
- Be quick to wipe up spills! And when you do, blot, don't scrub.
- Avoid exposure to household chemicals like cosmetics and cleaning materials.
- Keep tabs on the position of your sofa's legs to ensure they haven't spun out of place and use the fixing screws where provided.
- Never force a zip closed. Make sure zips are aligned and if you have trouble, remove the cover and check that nothing is preventing closure.

**Arlo &  
Jacob**

*Sofas for life*

# Upholstery Care Guide

Read on for the keys  
to keeping your  
upholstery in top form



# You've chosen your furniture and it's looking *right at home!*

Now let's make sure it's  
kept in peak condition for  
all of life's moments – even  
the messy ones.



## Keeping it Clean

Upholstery fabric does not do well in the washing machine. Instead, we recommend an in-situ professional upholstery cleaning every 18 months. In the case of mishaps such as drink or food spills, contact a local specialist cleaning company. On a day-to-day basis, vacuuming and brushing your furniture can combat dust particles settling and affecting the durability and colour of the fabric.

If you have young children, sticky fingers and biscuit crumbs often come with the territory. So, opting for an easy-to-clean sofa with durable fabric is generally the best course of action. If you do encounter spills, promptly blot them away with a slightly damp, clean cloth (preferably muslin). Don't scrub, as this will risk damaging the pile, particularly in the case of velvet. Using too much water can also result in watermarks and discolouration. It's always best to steer clear of using cleaning solutions on any upholstery.

Pets are part of the family – we get it. Although, fur, claws, and muddy paws can take their toll on a sofa. So, we recommend opting for durable fabrics that are more easily cleaned. In the case of shedding, use a furniture brush to remove hair from the upholstery. If you notice a dirt spot, blot it away as promptly as possible with a slightly damp cloth. Small fabric pulls can be repaired if your sofa is covered by our Staingard policy. Please contact Staingard for more information. If you're ever in doubt, seek professional advice before attempting to clean upholstery yourself.

*Please note, Arlo & Jacob are not liable for any damage caused by a third party.*

## Loose Cover Sofas

Our loose cover sofas will be ready to roll upon delivery, with the covers already fitted. If you order a replacement cover, unfold it on arrival and fit it to your sofa frame as soon as possible to minimise creasing. Any wrinkles should settle over a couple of days, and you can use a clothing steamer to gently correct any stubborn ones. To clean your covers, steer clear of the washing machine and contact a professional cleaner. For tailored guidance on your upholstery, refer to the washing guide sewn into your covers.

*Please note, we are not liable for any damage caused to fabrics placed in the washing machine.*

## Velvet

Velvet is a beautiful fabric, but some varieties are also very delicate. Natural fibre velvet is not particularly family or pet friendly. It can mark easily and getting it wet can permanently affect its appearance. Stains can also be difficult to remove; however, poly-blend velvets are considerably more durable. Marking and crushing is to be expected and will add character over time. As marks arise, you can use a velvet brush to minimise them. Please be aware that piling can also develop on some deeper pile velvets. Keep in mind, it's always a good idea to position furniture away from direct sunlight.

## Wool

Wool is a wonderful, natural fabric with strength and durability. It's also inherently fire resistant and hypoallergenic. In the case of spills, use a cool, damp (ideally muslin) cloth. Vacuum the sofa regularly with a soft brush attachment to keep crumbs from being ground into the fabric. Wool can develop bobbles and some piling over time, but you can keep them at bay with a bobble buster. As with all furniture, it's best to keep your wool sofa out of direct sunlight.

## Linen

Linen is a lightweight, natural fabric that will crease and stretch over time, adding to its relaxed charm. Like all sofas, you should vacuum dust and crumbs regularly to prevent them from dulling the fabric. Linen is a highly absorbent, natural fibre, so for most spills we would recommend calling an upholstery cleaning specialist. We always suggest positioning furniture out of direct sunlight.

## Fabric Pilling & Bobbling

Some natural fabrics are prone to slight pilling or bobbling over time. Fabric shavers used gently will help to keep the fabrics looking like new!

## Creasing, Fading & Dyes

The pile on velvet and chenille fabrics can naturally flatten over time, though we recommend brushing with the pile to keep it looking as fresh as possible. Linen is naturally prone to creasing, but stress not; it won't cause any long-term damage. Where possible, keep your furniture out of direct sunlight to prevent colour fading and sun bleaching. All upholstery fabrics should be colourfast; however, please be careful when wearing heavily dyed clothing (like jeans)

on a light sofa, especially if the clothes are damp. If dye transfer does occur, call a furniture cleaning specialist ASAP.

## Corner & Chaise Sofas

Our corner and chaise sofas are connected by a bracket. Be sure to check they're fastened securely before you put any weight on your sofa, or else they could bend. If you decide to move your sofa, unhook the bracket and move each module separately. Please don't try to move the whole sofa in one piece or drag it, as you risk twisting the frame or breaking the bracket.

## Cushions

To prolong the life of your cushions, we recommend regularly giving them a good plump, turning them over, and swapping their positions. Flip your cushions a couple of times a week, and once a month, unzip the case and beat the edges to redistribute the feathers and plump the fibre. It's worth noting, that feather cushions are slightly firmer when they arrive and will soften over time as the feathers start to break in. If they feel too firm, try opening the zip a bit to let some air out. Foam and fibre cushions will flatten with time, so regular plumping is essential to maximise their lifespan. Do note that loose feathers can occasionally come through the upholstery.

## Sofa Beds

It's worth keeping in mind that sofa beds have a firmer seat than regular sofas as the cushions rest on top of the bed mechanism and pocket sprung mattress rather than on traditional seat springs. Avoid applying undue force when opening and closing the sofa bed. If you meet any resistance, stop to check that nothing is preventing the mechanism from moving freely. When you first open your sofa bed, check if the mechanism is tied before trying to extend it. It's normal for the sofa bed to creak slightly during use – don't worry, it's not you!

## Plastic wrapping and storage: warning!

Our sofas like to breathe! Please take care to make sure sofas are unwrapped upon delivery. Do not retain sofas in plastic packaging for storage purposes, as this could adversely affect any feather or natural interior.