



Your Guide to Stressless®

For information on the Stressless® features and functions, caring for your Stressless® and details of your Stressless® guarantee.





WELCOME TO YOUR NEW COMFORT

Every single detail of our furniture is designed for your ultimate comfort - this is achieved by exceptional designs which encompass our patented and unique Stressless® features.

In addition to our quest for absolute comfort, sustainability and environmentally friendly production also play an important role.

Our factories in Norway are powered by electricity from hydropower and we provide heat with our wooden offcuts.

On the following pages we will inform you in detail about the product features and the proper care of your new Stressless® furniture, you can then sit back, relax and look forward to many years of complete relaxation with your new favourite piece of furniture.

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Find out more at [stressless.com](https://www.stressless.com)

The Stressless® Guarantee from Ekornes

Ekornes is committed to producing quality furniture, which comes with the following guarantees upon the establishment of a manufacturing defect.

This guarantee covers domestic use only.

You will find recommendations for use and care of all Stressless® products either in our printed welcome pack, which you can obtain from your local retailer or on the Stressless UK website within the customer care section.

Please register your guarantee within six months of receiving your furniture. For additional registration enquiries please contact the Stressless UK office.

10-year internal mechanism guarantee

We guarantee the internal mechanism of our recliners and reclining sofas for a period of 10 years from the date of initial delivery to the consumer.

- The 10-year guarantee covers the Plus™-system
- The internal metal frame, including the metal springs and gliding system
- It does not cover damage to leather or woodwork

5-year guarantee on electrical parts

We guarantee all electrical parts, motor, heating and massage on the Power™ system for a period of 5 years from the date of initial delivery to the consumer. The battery is not included in the 5-year guarantee.

2-year guarantee on the battery

We guarantee the battery unit on the Power™ system for a period of 2 years from the date of initial delivery to the consumer.

1-year guarantee on leather upholstery

The 1 year guarantee covers the leather upholstery including stitching and zipped closures.

Registering your guarantee with Ekornes will aid the efficient process of any claims.

What is excluded?

Any issues attributed to the normal wear and tear of use, improper care, damage caused by accident or damage arising from repairs made by persons not authorised by Ekornes. This guarantee is not valid when the product has been self-assembled. Please refer to the Terms and Conditions within this document for full details.

The guarantees do not cover damage to leather, fabric, woodwork or any faults or damage caused by using the product other than in accordance with the manufacturer's recommendations, as well as any faults or damage arising from any repairs made by persons not authorised by the manufacturer or damages caused by use of non-original electronic parts.

Reporting an issue

In line with the Consumer Rights Act 2015; any faults should be reported to the Stressless® retailer of purchase.

Your statutory rights

Neither of the above guarantees is intended to exclude or affect your statutory rights under the relevant consumer legislation.

At Ekornes, we aim to offer our customers complete peace of mind when buying our furniture. We are Full Members of The Furniture Ombudsman and abide by their Code of Practice, which helps to ensure that our customers are treated fairly. We have also worked with The Furniture Ombudsman to gain their approval for our Product Guarantee, which sets out our commitment to product quality and customer satisfaction.

Terms and Conditions

1. To submit a guarantee claim consumers will need to provide proof of purchase.
2. The full guarantees offered by Ekornes are only valid for the initial purchaser and do not apply to second-hand purchases.
3. Ex-display items do not come with a guarantee on the leather upholstery.
4. Ex-display items do come with a 10-year guarantee on internal mechanism from the first delivery date into the retailer. Therefore the internal mechanism guarantee will be 10 years minus the amount of time since first delivery into the retailer.
5. Stressless® Power™ furniture comes with the 10-year guarantee on internal mechanism, 5-year guarantee on the motor and 2-year guarantee on the battery. If the furniture is ex-display these guarantees will be minus the amount of time from the first delivery date into the retailer.
6. Neither guarantee is valid where product has been self-assembled, altered, abused or adapted without the written authorisation from Ekornes.
7. Neither guarantee offered covers issues arising from normal wear and tear, which includes settling, compaction of foam interior, impact caused by staining, excessive soiling, abrasion, tears, burns, or accidental damage.
8. The 1-year guarantee does not apply where the product has been exposed to excessive temperature change or exposed directly to air conditioning/radiators.
9. The 1-year guarantee does not apply to damage caused by dye-transfer from non-colourfast materials, including fabrics, plastics and clothing.
10. The 1-year guarantee does not apply when the manufacturer's care instructions have not been followed. Care instructions can be found within this document or online within the Customer Care section at stressless.co.uk
11. In the fulfillment of the guarantees offered, Ekornes reserves the right to undertake the least costly option in resolving any guarantee matter. This includes rectifying issues/problems/faults by way of part/component repair/replacement, full or part refund.
12. Where a refund is offered and accepted the product becomes the property of Ekornes®.
13. The full extent of any cost to Ekornes of fulfilling the guarantees offered is limited to a maximum of the original purchase price of the product in question.
14. All guarantees offered by Ekornes are limited to the country of purchase.
15. All guarantees offered by Ekornes are limited to domestic use only.
16. Ekornes is a Full Member of The Furniture Ombudsman and we are bound by their rules. Should an issue arise regarding the interpretation and/or application of the 10, 5, 2 and 1 year guarantee, The Furniture Ombudsman will be asked to rule and we will follow their decision.

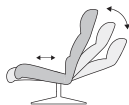
Instructions for use

How to adjust the Stressless® function to your own body weight

The patented Stressless® function allows you to change your sitting position without the need to use handles or levers. Every position is a balancing point in this perfectly functioning system.

This is how you adapt the Stressless® function to your body - a one-off adjustment which can be changed if required by a simple process:

1. Sit in the chair and put your feet up on the footstool.
2. Grip the two Stressless® adjustment wheels on the outside of the chair – one wheel in each hand.
3. Lean backwards. If the back of the chair glides too easily or not easily enough, adjust the wheel until the gliding action suits you.
4. Open the coloured slide function locks on the underside of the stool. The stool cushion will then follow the body's movements in time with the chair.
5. The wheel is designed to adjust the tension only and should not be used to lock the chair in place.



Plus-System™



Ottoman

Instructions for power

Power Leg™ - Provide support for your legs and extend the footrest outwards by lightly pushing a button under the armrest.

The footrest is designed to follow the natural angle of your feet and can be adapted to different leg lengths.

It is easy to get off the chair, even when the footrest is extended.

The back of the recliner is not motorised and moves in harmony with your body when you lean backwards.

Power™ - this system comes with all the benefits of Power Leg™ plus the motorised reclining function of the backrest for ultimate ease and comfort.

Use the set of buttons found under the armrest next to the footrest buttons. Battery option is also available with a magnetic charger attachment for easy access.



Power™



Power Leg™

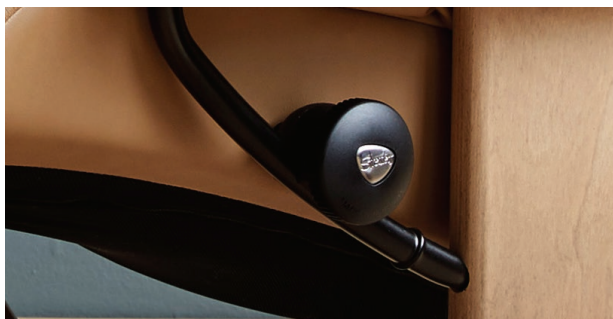


Stressless®
POWER

Stressless® Glide function



The **Stressless® glide** function is also featured on Stressless® with Power™ and the adjustment wheel works in the same way. Lean backwards and when you've found your ideal position you can activate the footrest. The elegantly integrated electric footrest is activated through the touch sensitive buttons located at the front right hand side of the seat pad.



This is how the neck and lumbar support work

The Stressless® unique Plus™ system provides synchronised adjustment of the neck and lumbar support when you change your seating position.

When you sit upright the neckrest is in the start position and the lumbar support fills the small of your back. When you lean back, the neckrest is lifted forward while the back sinks deeper in the seat. Thanks to the Plus™ system, you can read, watch television and have eye contact with others while leaning back.



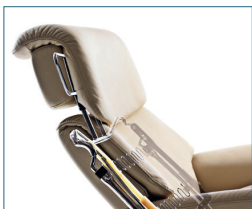
How to adjust the glide function

The infinitely variable glide function is the key to the individual regulation of each seat on the Stressless® sofa. The glide function can be adjusted/adapted just by turning the handle, which is located below and between the seat cushions.



How to place the neckrest in slumber position

Lay back, grip the neckrest with both hands as illustrated and pull it towards you. The neckrest can now be laid right back. The slumber function is reconnected to automatic regulation (the Plus™ system) when you return to the upright seating position after your rest.



How to benefit from the height-adjustable headrest

The height-adjustable head rest (not available on all models) makes it possible to adapt the sofa back to your own body length. Grip the neckrest with both hands and raise or lower the neckrest until you feel that you are sitting comfortably.



Adaptable comfort for your legs

The footstool tilts and follows your movements for the perfect angle. If you would prefer the footrest can be locked in flat position.

Safety standards



All models have been tested according to both British and European standards.

All of the models in the Stressless® and Ekornes® Collection have met the requirements for domestic furniture and furniture in public places in the following standard tests: ENV 12520 Safety requirements, NS-EN 1022 Stability, EN 1728 Strength and durability, NS-EN 12720 Surface treatment, NS-EN 1021-1 Combustibility. We additionally meet the superior British Fire Retardancy standard BS 5852.

Caring for your new Stressless®

TIPS TO KEEP YOUR FURNITURE LOOKING NEW

A piece of furniture that is in daily use is exposed to a lot of stress caused by external factors, such as body oils, acidic sweat, general abrasion and dye transfer from blue jeans. Ekornes wants you to understand the basic actions you will need to undertake in order to keep your furniture looking great for a long period of time. Leather is not self-cleaning nor self-maintaining, so you will need to take care of your furniture regularly.



Stressless® Leather Care

To match the high quality of our furniture Ekornes offers Stressless® leather care kits. Available in small and large sizes, or as a pack of easy to use wipes.

Stressless® Leather Cleaner

Stressless® Leather Cleaner is a mild, water-based cleaner that can be used on all pure aniline and pigmented leathers. It will remove soil as well as most water-based stains.

CARE KIT PACKS AVAILABLE:

Stressless® Leather Care Kit	100ml
Stressless® Leather Care Kit	250ml
Stressless® Leather Care	Wipe Kit
Stressless® Fabric Care Kit	250ml
Stressless® Pioneer Leather Care Kit	

Stressless® Leather Protection

Stressless® Leather Protection is a water-based protection product for all types of leather except nubuck and suede. Stressless® Leather Protection protects against oil, water and alcohol stains as well as everyday dirt and grime. It will also keep your leather lovely and soft, and when used regularly in combination with Stressless® Leather Cleaner, prevents pigmented leather from cracking. We recommend your leather furniture is cleaned and re-protected at least every six months.



These are some of the unique characteristics of leather you need to be aware of:

Leather is a natural product and is a beautiful and vibrant upholstery material. Each hide is unique in weight, structure, appearance, shade and size. Ekornes may use several hides from carefully selected tanneries to produce your furniture. This, together with the play of colour in the leather and its natural marks make each piece of furniture unique.

Leather upholstery ages, gathering patina with time. It is important to remember that although leather furniture is very hardwearing, it will change in appearance over the years.





Leather has limited elasticity. This means that when stretched, it does not completely return to its original shape. Therefore, when leather furniture is used more or less intensively, the leather may become looser over time.



Leather like any other natural material can fade when exposed to direct sunlight over a long period of time. Therefore to minimise fading, avoid placing your furniture in direct sunlight.



To maintain your leather's surface characteristics a 30cm distance between your furniture and all types of heat sources is recommended.



Leather is not resistant to animals. Do not allow pets on your leather furniture. Their claws may scratch the leather which can lead to an expensive repair. Their saliva is acidic and may also attack the leather finish.



In order to avoid stubborn stains protect your leather when using household chemicals e.g., (most) domestic detergents such as window cleaners, bleach and finger nail polish, nail polish remover, glue, shoe polish, paint, corrosive materials. Avoid domestic detergents and ALL products containing solvents and oils, as they may destroy your leather surface. Do not use any traditional household products to remove stubborn stains. Many of these are harsh and cannot be guaranteed safe for use on leather. Do not use a steamer to clean the leather.



Certain cosmetics and body care products contain solvents and oils. These products are not beneficial to leather, as they may weaken the leather finish over time. Avoid using your leather furniture with wet hair or with freshly applied hair care products or cosmetics. To avoid build-up of these products, please clean regularly the leather as described.



All leathers last longer and look and perform better when preventive maintenance is practiced.



Maintain surface appearance and texture by gently wiping your leather once a week with a clean dry cloth or vacuum with a soft brush. This will remove dust.

Taking care of your Stressless® fabric



Dusting

All fabrics are subject to abrasion from regular use of the furniture. Dusting weekly will avoid microscopic dust sticking to fibres and increasing fibre damage from abrasion. If not carried out, this will accelerate wear. We recommend the use of a vacuum cleaner using a curtain or upholstery brush attachment.

Cleaning

Frequently used fabric upholstery must also be cleaned regularly even when it does not appear stained. If not carried out, soil and sweat will penetrate the fibres and will cause discoloration and reduce fibre resistance in the long term.

Start cleaning as soon as you notice regular dusting is no longer adequate with the Stressless® Fabric Care Kit. This avoids soil and grime penetrating the fibres of your fabric which can complicate cleaning. Clean all parts of the furniture that come into contact with the body at least once every 3 months.

Removal of stains

Stain removal is a simple and efficient operation using the Stressless® Fabric Care Kit. The vast majority of fresh stains can be removed. The Fabric Care Kit contains specific products for all stains. Refrain from the use of any other products used for cleaning or removing stains from your Ekornes fabric.

Ekornes will decline all responsibility where all third-party products are applied other than those approved by Ekornes.

Taking care of your Stressless® fabric

Stain	Fabric Cleaner	Stain Remover	Ox' Cleaner
Drinks Food Body Fluids Blood Grass	1		2
Gravy Ballpoint Mayonnaise Lipstick Ketchup Grease Fatty Stains Glue Animal/Human Paint Secretions Mud Hair Grease Oil Perspiration Chewing Gum Shoe Polish Hair Oil Marker Lacquer Inks		2	3

Stressless® Fabric Cleaner

The kit offers you everything you need to clean a piece of furniture in just minutes, without having to remove the fabric cover. You can re-use your furniture the same day if the products are used correctly as they dry rapidly (within an hour). For more resistant stains, use the Fabric Cleaner in combination with the Stain Remover and Ox' Cleaner.



Stressless® Stain Remover

The Stain Remover may remove ball point ink, lipstick, shoe polish and other resistant stains. Used in combination with Fabric Cleaner and /or Ox'Cleaner.

It will remove penetrated soil or old stains such as perspiration, hair grease and may remove the transfer of colour from blue jeans.

If the stain remains, treat with Ox' Cleaner and let dry. Then rinse with the sponge dampened in water.

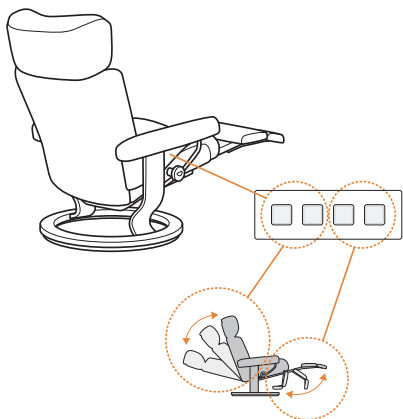
Irritating to eyes. Keep out of reach of children. Avoid contact with eyes. In case of contact with eyes, rinse immediately with plenty of water and seek medical advice. **If swallowed, seek medical advice immediately and show this container or label.** Keep at room temperature.

Stressless® Ox'Cleaner

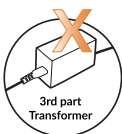
Ox' Cleaner is a product to remove resistant stains containing colour or dye stuff . Use Ox' Cleaner together with Fabric Cleaner and Stain Remover.



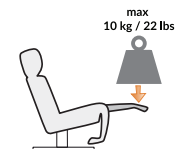
Stressless® with Power™



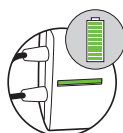
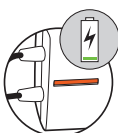
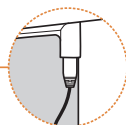
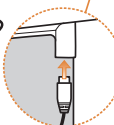
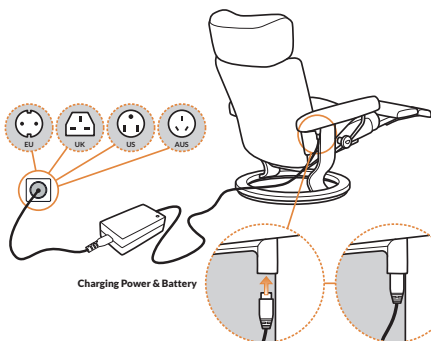
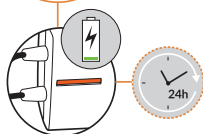
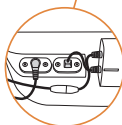
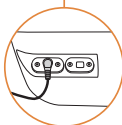
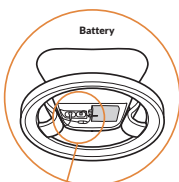
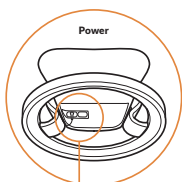
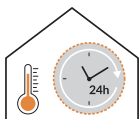
SAFETY WARNINGS



Warnings



BATTERY CHARGING ASSEMBLY INSTRUCTIONS



These are some of the unique characteristics of fabric you need to be aware of:

Fabrics made of natural fibres such as cotton, linen and wool, or artificial fibres such as viscose, offer a remarkable feeling of comfort due to their breathability and absorbency.

These fabrics are hydrophilic which means they attract and absorb water based liquids such as drinks, food, medications, etc. These fabrics are also oleophilic meaning they absorb oils and grease such as fatty acids from perspiration.

Please be aware of the fabric your Stressless® furniture is made of so you have an understanding of its basic characteristics.



Fabric has limited elasticity so when stretched it does not return completely to its original shape. Therefore, fabric used more intensively may become looser over time.



Like any other material, fabric can fade when exposed to direct sunlight over an extended period. To minimize fading, avoid placing your furniture in direct sunlight.



Fabric is also not resistant to animals. Do not allow pets on your fabric furniture to avoid expensive repairs from claw damage and discoloration of fabric by saliva as it is acidic.



To avoid stubborn stains, protect your fabric when using household chemicals. Avoid domestic detergents and ALL products containing solvents and oils, as they may destroy your fabric. Do not use any traditional household products to remove stubborn stains as many of these are harsh and cannot be guaranteed safe to use on fabric.



Do not use a steamer to clean synthetic or microfibres as this can affect the shape of the fibres.



Maintain the surface appearance and textile by gently wiping your fabric once a week with a clean, dry cloth or vacuum with a soft brush which will remove dust.

NORWEGIAN QUALITY SINCE 1934

IT'S TIME FOR

Stressless[®]

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