



Certificate of Manufacturer's Warranty

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Q2 – The new spirit of quality

Q2 is the modern upholstery material for those who demand a high standard of living: an innovative, high-tech fabric, which beautifully combines aesthetic value with the highest standards of quality.

Q2 is a high-quality, entirely synthetic upholstery fabric with a pleasantly dry feel, which offers all the luxury that can be expected of a modern upholstery fabric: exceptionally pleasing and contemporary appearance, outstanding quality and durability, easy care and cleaning, and it comes with a comprehensive 5-year manufacturer's warranty.

Q2 is made of choice synthetic materials, has a pleasant touch and offers an excellent seating climate. The use of polyacrylic yarns prevents a build-up of heat or moisture. Above-average light fastness and colour fastness, as well as, excellent abrasion resistance ensure Q2's lasting beauty even when subjected to hard wear, provided it is given correct regular care.

It is not permitted to apply additional finishes to charmelle as the high-tech fibres will lose their properties. This also applies to all types of anti-stain finishes. In the case of application of any additional substances or finishes the manufacturer's warranty does not apply and is no longer valid.

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Q2 – durable and resource-efficient

From the very beginning, the development of Q2 takes into account factors such as the selection of materials, the individual manufacturing and production processes, as well as the durability of the upholstery fabric. Q2 is designed for a long service life and impresses with its high durability and reliability.

Q2 – safe, strong and reliable

Q2 reliably guarantees your personal safety. It complies with Cigarette test according to DIN EN 1021 Part 1 without addition of extra finishes. This is a very important point as additional finishes are ecologically questionable.

Q2 – medically tested



All materials used in a Q2 fabric have been tested for their kindness to the skin. A very stringent test procedure was followed, which is normally applied for testing fabrics for the use of underwear and clothing. The result proves that Q2 upholstery fabrics are kind to your skin. The seal of approval guarantees that there are no substances which cause irritation to your skin. All components of Q2 are bio-compatible.

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Product profile

- above average light- and colourfastness
- modern colour and pattern collection
- pleasant seating climate
- good usage and care properties
- fully synthetic
- excellent abrasion resistance
- washable at 30 °C
- 5-year manufacturer warranty on all usage and care properties, when used in a residential environment
- Awarded the seal of approval for bio-compatible textiles



Cleaning and Care - General

As with most objects which are in daily use, such as clothing or carpets, your furniture is also constantly subjected to dust and contact soiling. Naturally, regular care and cleaning are essential for Q2, and serve to maintain the value, as well as, the beauty of your upholstered furniture.

Q2 is made entirely of performance fibres. All normal household stains can be removed easily. Even stubborn stains caused by lipstick or shoe polish can be removed.



delicate cycle



do not
iron



dry clean



Chlorine bleach
possible



dry at low
temperature



do not allow the
fabric to come
into contact with
sources of heat

Regular Care

- Vacuum clean your upholstered furniture regularly at the lowest setting, with the furniture nozzle of the vacuum cleaner. Pay special attention to edges and piping. In addition, you should wipe your upholstered furniture several times a year with a moist cloth.
- Removable covers and pillow cases can be washed in the washing machine at 30° C on the delicate cycle.

Please note:

- Velcro fastenings can stick to the fabric in wrong places during washing or dry cleaning and cause damage. In order to avoid this make sure Velcro fastenings are done up before washing.
- The washing machine should not be loaded to full capacity.
- In addition of a commercial stain removal to the washing powder can be very useful, especially when washing lightcoloured fabrics.
- The spin cycle should not be set at more than 800 RPM.
- Finally, coverings can be dried in the tumble drier at a low temperature setting, or, alternatively, on the washing line.

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Stain Removal

In principle, all stains with the exception of permanent ink can be removed from a Q2 fabric. Always try and remove stains immediately by dabbing the stain with an absorbent cloth.

**a) normal household, oil- and protein-based stains
(e. g. chocolate, ketchup, milk, red wine, fruit juice)**

Firstly, soak dried-out, encrusted and sticky stains in warm water and a mild detergent, adding a commercial stain removal when cleaning light-coloured fabrics. Then wash the stain including a large area surrounding it and rinse with plenty of water.

Don't try to pull or pluck off encrusted soiling, this could damage the pile.

Finally, remove any remaining soap with plenty of clear water. Rub dry with a clean cloth, and allow the cover to dry overnight at room temperature.



Stain Removal

b) solvent-based stains

(e. g. nail polish, lipstick, felt-tip pens, ball-point pens, shoe polish, etc.)

These stains can be removed with acetone solvent following this procedure: firstly, work around the outside of the stain with the acetone solvent. This prevents the stain from bleeding into the clean part of the fabric. Then, apply acetone solvent directly to the stain and wipe it off with a clean, absorbent cloth or kitchen paper. Continue to repeat this procedure until the stain has disappeared. Finally, rinse the whole area thoroughly with plenty of clean water.

Please note: many pens contain non-permanent ink and stains caused by them can easily be removed with water. There is no need to use acetone solvent for this kind of stain.

Please note: this applies for all cleaning procedures: only use the furniture after the cover has dried completely.



Special Treatments

a) Discolouring caused by denim fabrics and other garment dyes

Due to the dictates of fashion, many clothing fabrics – first and foremost dark denim fabrics – have insufficient colourfastness. As a result, dye is transferred from the dress fabric onto the upholstered furniture. This effect is particularly noticeable on light-coloured furniture coverings. At worst, non- colourfast fabrics can rub off on upholstery fabric and stain at first contact. Many manufacturers now supply their garments with special labels warning their customers of the risk.

Please note:

This type of discolouring is different to normal soiling. The stains are extremely stubborn and cannot be removed from most upholstery fabric. Discolouring caused by other textiles is excluded from the manufacturer's warranty. It does not constitute a flaw in the upholstery fabric, but in the dress material. Complaints should be made to the store which sold the piece of garment! Here the following principle applies: the party responsible has to pay. As Q2 consists of entirely synthetic fibres, however, even discolouring of this type can be removed, albeit after considerable effort and application of a bleaching procedure. Discoloured coverings can also be decoloured by professional cleaning companies. Detailed cleaning instructions can be obtained from us by contacting our service number +49 9292 59126.

Please note: discolouring caused by other textiles is excluded from the manufacturer's warranty.



b) Pressure marks and pile crush

Pressure marks as a result of mechanical action (e. g. transport) can be removed by slightly warming the affected area with a hairdryer, which is held about 10 cm away. The pile then needs to be brushed with a clothes brush in different directions, thus making the pile vertical once again.

The hot nozzle of the hairdryer is not to come into contact with the fabric.

A certain degree of pile crush is typical of all pile fabrics and cannot be completely avoided. However, regular maintenance care and occasional brushing of the pile in different directions can prolong the beauty of your fabric.

Please note: Pile crush and pressure marks are inherent properties of pile fabrics and are excluded from the manufacturer's warranty.

c) Static electricity

If Q2 should become charged with static electricity, simply wipe the fabric with a moist cloth and make sure that the humidity in the room is sufficiently high.



d) Pulled Threads

Care should be taken that textured fabrics with flat and raised areas do not come in contact with pointed objects as they can damage the fabric's surface.

In case of
questions or
problems:
service hotline
+49 9292 59126

Important information:

- Do not use a hot iron!
- Do not apply hot liquids to the fabric!
- Do not put hot water bottles, electric blankets, glowing cigarette ash, or other heat sources onto the fabric!
- Do not use a steam cleaner!
- Stains caused by pens with permanent ink may not be able to be completely removed!
- Do not scratch off encrusted stains, as this could permanently damage the pile.

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Warranty

In addition to a seller's warranty, we offer a 5-year manufacturer's warranty on the following: all usage and care properties of the material for all kinds of private usage, the extremely high durability and resilience of the fabric, the colourfastness, the complete easy care, which means that all standard household soiling can be removed from Q2.

The manufacturer's warranty applies under the condition that all points listed in the warranty certificate regarding the cleaning and care of charmelle fabrics have been carried out as described.

Claims which result from a flaw in the upholstery fabric will be dealt with promptly and without charge. In this instance, the processing of the claim follows due legal process. The invoice has to be presented. There are no claims for reimbursement of expenses incurred.

Choosing your upholstered furniture is a decision for many years to come. Good to know that we will support you with all your questions and problems. Whether you have a query regarding stain removal or other usage properties, simply phone us and we promptly assist you, without any fuss.

Please note:

Due to its weave construction Q2 does not require additional fabric insurance.

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Excluded from Manufacturer's Warranty and Service Claims are:

- wilful damage caused by pointed objects and damage caused by pets
- soiling due to insufficient regular care and cleaning
- discolouring of the cover caused by other textiles with insufficient colourfastness
- damage caused by the influence of heat (hot water bottles, electric blankets, hot liquids, hot objects, etc.)
- damage caused by improper cleaning methods
- pressure marks (these are inherent characteristics of every pile/chenille weave)
- The faint strié effect contributes to the lively appearance of the fabric, and is not due to a flaw in the upholstery fabric
- Please note:
In the case of application of additional substances or finishes (e. g. anti-stain finish) the manufacturer's warranty does not apply and is no longer valid.

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