

charmelle
timeless

**Certificate of
Manufacturer's Warranty**



designed & produced by
ROHLEDER
DIE HITEX[®] MANUFAKTUR



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Charmelle - timeless

This design-focused collection presents innovative HITEX® upholstery fabrics not only meeting the highest demands on aesthetics, quality and touch but also on durability and sustainability.

Made in Germany, in the case of charmelle, stands for maximum of product safety: *charmelle* is made from synthetic HITEX® yarns, which boast an exemplary environmental performance, using unique weaving and finishing technologies. Entirely produced without chemical treatment, complying with the highest quality and environmental standards, *charmelle* guarantees all the comfort that can be desired from a modern upholstery fabric: creative design, wide range of colours, incredible touch, extreme resilience, easy care and cleaning, durability and, in particular, eco-friendliness.

All of the above is combined with a reliable 5-year manufacturer's warranty.

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Technology

charmelle has an above-average fabric density ensuring, on the one hand, excellent tensile strength and abrasion resistance and, on the other, protecting the pile from being rubbed off. Deep dyeing of the fibre guarantees the excellent light fastness of the fabric ensuring long-lasting colour intensity.

Due to its unique weaving technique, *charmelle* provides a pleasant and breathable seating ambience, which is especially suitable for allergy sufferers. Even sitting over a longer period does not result in accumulation of heat and moisture.

The fascinating softness and the pleasant touch of *charmelle* create a skin-friendly experience.

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 In the case of application of any additional substances or finishes the manufacturer's warranty does not apply and is no longer valid.

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Skin-friendliness

All high-tech fibres used for *charmelle* have been tested with regard to their levels of kindness in contact with the human skin. A very stringent test procedure was followed, which is normally applied for testing fabrics for the use of underwear and clothing.



The seal of approval guarantees that there are no substances which cause irritation to your skin. Overall, every component of *charmelle* is body-compatible.

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A smiling couple, a woman in the foreground and a man behind her, are shown against a background of a textured, yellow and grey fabric. The woman has short dark hair and is wearing a light grey top. The man has dark hair and a beard, also wearing a light grey top. The fabric background has a complex, woven pattern with yellow and grey threads.

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Environmental code and sustainability

As user of *charmelle* you can trust our environmental code. Through its holistic involvement, Rohleder actively contributes towards the protection of the environment and climate: this begins with the use of synthetic yarns with an exemplary environmental performance in the manufacture of *charmelle*, and is continued with the durability of the product, thus greatly supporting sustainable development.

Furthermore, Rohleder has defined high standards for ecologically responsible manufacture, which, naturally, also apply to suppliers: Rohleder places great importance on minimal use of energy and is continually working on the conservation of water, air, environment and climate.

Inherently strong

charmelle 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.



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Product profile

- awarded the seal of approval of biocompatible textiles
- high-tech fibres with high-quality finish
- above-average fabric density
- washable up to a temperature of 30 °C, using a gentle wash cycle
- gentle softness, high colour intensity
- extremely hard-wearing, resistant to abrasion, excellent colour fastness
- salt water resistant
- excellent seating ambience due to excellent breathing properties
- excellent care properties and easy stain removal
- excellent environmental evaluation
- pleasantly skin friendly
- 5-year manufacturer's warranty on all usage and care properties for residential use
- made in Germany

A smiling couple, a woman in the foreground and a man behind her, are shown against a dark background. They are wearing light-colored shirts. To their left, several rolls of textured fabric in shades of green and grey are visible, suggesting the product being advertised.

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Easy care

Just like any other object in every day use, such as clothing or rugs, your upholstery fabric is exposed to dust and soiling as a result of usage. It goes without saying that routine care and cleaning are essential also with *charmelle* in maintaining the value and beauty of your upholstered furniture.

charmelle can be cleaned in ways which one would not normally consider for conventional upholstery fabrics. *charmelle* is made of 100 % high-tech fibres, which have been refined in a thermo-mechanic finishing process, thus, allowing easy care and cleaning of all stains normally occurring in a household situation. Even stubborn stains, such as lipstick and shoe polish can be removed. Thorough stain removal prevents breeding grounds for bacteria and mildew making *charmelle* perfectly suitable for allergy sufferers.

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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

Maintenance cleaning

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

Please note

- The washing machine should not be loaded to full capacity.
- The addition of a commercial stain removal to the washing powder can be very useful, especially when washing light-coloured fabrics.
- The spin cycle should not be set at more than 800 RPM.
- Finally, covers can be dried in a tumble drier at a low temperature setting, or, alternatively, on the washing line.

A smiling couple, a woman in the foreground and a man behind her, are looking towards the camera. They are wearing light-colored shirts. The background is a dark, textured rug with a pattern of yellow and grey. The text 'charmelle timeless' is overlaid on the top left of the image.

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Stain removal

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

a) Normal, grease and protein-based stains
(e. g. chocolate, ketchup, milk, red wine, fruit juice)

Use a mild detergent dissolved in warm water. For light-coloured covers a conventional stain remover can be added. Wash the stain including a large area surrounding it with a generous amount of water. Dried out, encrusted and sticky stains should be soaked before washing out the stain.

Don't try to pull off encrusted soiling. This could damage the pile.

Remove any soap with plenty of clear water. Rub dry with a clean cloth, and, for best results, allow the cover to dry overnight at room temperature.

A smiling couple, a woman in the foreground and a man behind her, are looking towards the camera. They are wearing light-colored shirts. The background is a dark, textured rug with yellow and grey patterns.

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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 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, which is water-soluble. Stains caused by them can easily be removed with water and detergent. There is no need to use acetone solvent for this type of stain.

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



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Special treatments

a) discolouring caused by denim fabric and other garment dyes

Many clothing fabrics – in particular and foremost dark denim fabrics – have insufficient colourfastness. As a result, dye is transferred from the dress fabric onto the upholstered furniture and other fabrics. 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 fabrics. It does not constitute a flaw in the upholstery fabric, but in the dress fabric. Complaints should be directed to the store where the garment was purchased. Here the following principle applies: the party responsible has to pay. As *charmelle* consists entirely of 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 59151.

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

A smiling couple, a man and a woman, are shown from the chest up. They are wearing light-colored shirts. The background is a close-up of a pile fabric with a yellow and grey pattern. The word "charmelle" is written in a large, white, lowercase font, and "timeless" is written in a smaller, italicized, lowercase font below it.

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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 *charmelle* 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.

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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 59151**

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 soiling (except for discolouring caused by other textiles and soiling caused by permanent ink) can be removed from *charmelle*.

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 *charmelle* does not require additional fabric insurance.

service hotline
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A smiling couple, a man and a woman, are shown from the chest up. They are wearing light-colored shirts. The background is a dark, textured fabric with a yellow and grey pattern, likely a rug or carpet. The word "charmelle" is written in a large, white, lowercase font, and "timeless" is written in a smaller, italicized, lowercase font below it.

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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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