



## SUPPORT / WARRANTY

CUSTOMER SERVICE FAQ PRODUCT CARE WARRANTY SERVICE REQUEST

**Our warranty covers the repair (Labour / 1-year) or replacement of parts due to manufacturing or material defects for the original purchaser only, on presentation of the original proof of purchase.**

### LIFETIME WARRANTY

- Reclining mechanism
- Frame
- Wood Parts
- Swivel base
- Springs

### 2-YEARS WARRANTY

- Leather covering
- Combination leather/vinyl covering
- Electric motor

### 1-YEAR WARRANTY

- Labour
- Fabric covering
- Vinyl covering
- Foam
- Battery: regular & power pack, remotes, power buttons (for motorized recliners)
- Electrical wiring
- Inspection charges
- Shipping charges on parts
- Any other unspecified parts

Parts: Warranty covers manufacturing or material defects.

Fabric, vinyl: Warranty covers sewing defects, separation of fabric, and abnormal wear and tear of fibres.

Leather: Warranty covers manufacturing or material defects. Scars, folds, marks and pin pricks are natural characteristics of leather and are not considered defects.

**IMPORTANT:** This warranty does not apply to defects or damages except as related to manufacturing (e.g. discolouration or wear and tear due to exposure to sunlight, proximity to heat source, use of unsuitable cleaning products, excessive soiling, accidents, clawing by pets, etc.), nor to abusive use of the product.

Warranties do not apply as stated if the product has been used for rental, for institutional or non-residential use, or has been modified by any individual or company without obtaining written consent from a duly authorized Elran representative.

Should spare parts or replacement material not be available, Elran reserves the right to offer reasonable compensation instead of repair or replacement. In addition, if the model was purchased at a promotional or liquidation price, please find out from your retailer whether it is a floor model or discontinued model and whether certain aspects of the warranty are still in effect.

Modern technology cannot guarantee that any fabric, vinyl or leather used in the repair or replacement process will be a perfect match, but Elran will attempt to match the original shade as closely as possible.

## MAINTENANCE

Fabric and vinyl: Do not apply the vacuum nozzle directly to fabric or vinyl; we suggest using the soft brush attachment instead. For complete cleaning, we recommend consulting a professional cleaner.

### **Please note:**

Some fabrics may pill or fade; this is not considered a manufacturing defect. To avoid discolouration, protect your furniture from direct, prolonged exposure to sunlight. Velvet: with use, shiny patches may appear on the fabric; this is normal and does not constitute a defect.

Leather: We recommend using a damp (not soaking) cloth dipped in warm water, then wiping with a soft cloth. Never use wax, cream, oil, or detergent on leather.

Foam and springs: For even wear, we recommend rotating the use of seats.

## HOW TO FILE A SERVICE CLAIM

It's simple: just call the Elran After-Sales Service department directly at (514) 630-5656 or 1-800-361-6546. You will need your original proof of purchase and the serial number of your furniture, which may be found on the label behind the seat.

**Please note:** Certain conditions of this warranty may be modified if the Elran products are located in isolated areas or regions where there are no expert furniture repair technicians. Elran is not responsible for the choice of repairman or the cost of transportation to the premises of the expert repairman.

If you have purchased other services such as fabric treatment, extended warranties, or cleaning services that are not mentioned in this document, please contact the company directly to file your service claim.

## SAFETY

All motion furniture should be used in a careful and gentle manner.

Do not let children activate reclining furniture.

Leave furniture in fixed position when not in use.

Keep hands and feet away from the mechanism at all times.

Place furniture at a reasonable distance from the wall to avoid causing damage.

For flammability standards, please contact the Canadian Council of Furniture Manufacturers (CCFM)/ Upholstered Furniture Action Council (UFAC).



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