

Care

Good aesthetic design must go hand in hand with great functionality and good comfort. Therefore, our team of designers, product developers and technical brains work together to integrate it all in every single Innovation product. Over their lifetime our products will need a little care and attention. This guide will help you care for your Innovation product in the best possible way.

Location

It is important to be mindful of the placement of your furniture. Avoiding environmental factors such as direct sunlight, heat, pets and humidity may help to reduce fading and structural movement.

Outdoor

Innovation products are designed for indoor living. Please do not place your Innovation product in direct sunlight or exposed to harsh weather conditions.

Fabrics

All Innovation textiles should be vacuumed regularly to remove dust, dirt and any pet hairs. Spills are to be treated as soon as possible by wiping with a damp luke-warm cloth. For difficult stains we recommend contacting a specialist fabric cleaner. For furniture that has been fabric protected, refer to the care guidelines and warranty instructions received on delivery.

Cushions

Regularly shape and rotate loose cushions to maintain shape. It is natural that cushion filling and seat foams and springs may soften over time.

Timber Finishes

For items with a lacquered timber finish we recommend that you protect the timber from hot and wet objects. Liquid left to sit on timber may penetrate the surface and cause staining and damage. Do not use any harsh chemicals (cleaners | polishes) on the timber. Remember to avoid contact with direct sunlight | reflective sunlight.

Metal

Regularly wipe metal surfaces with a damp soft cloth to remove particles which can abrade the surface with wear. Avoid contact with liquid and heat and particular salt air environments.

Moving Components

Due to the nature of your Innovation product some parts may move and loosen with use. It is important to check all bolts and fittings every 3-6 months to ensure that bolts are tight. All fittings use standard tools. A care package and instruction manual is also available from any Innovation Melbourne showroom.

Mechanisms

Upon delivery of your item please ask delivery drivers to demonstrate the mechanism. We recommend trialing whilst in store to familiarize yourself with the mechanism. Please refer to our warranty guidelines to learn more.

Intended Use

All Innovation products are designed to stand the test of time. It is important to note that all warranties specifically relate to frames, suspension and support, it ensures your purchase is free of defective workmanship in furniture that is subject to normal application and has been carefully maintained and sensibly used.

Warranty

Innovation products are designed to last. If an issue does arise we are here to help. Please read below and review our extensive warranties on all Innovation products.

Steel Frame

All Innovation sofas, sofabeds, daybeds and chairs are covered by a 5 year structural warranty. This warranty specifically relates to all steel components frames | springs | support. The steel frame warranty ensures your purchase is free from defective workmanship in furniture subject to normal application and proper care.

Timber Frame

A 5 year warranty covers the structural integrity of all timber products. After many years of refined design product development we expect our furniture to last and to provide enjoyment when subject to expected use. Any Innovation sofa with timber components is not designed or intended to be dragged along the floor. Furniture should only be lifted and moved with care. Environmental conditions can affect the performance and appearance of furniture. Aim to avoid exposure to heat and humid conditions as this may cause expansion or bowing. Given that our finishes are subject to everyday wear and tear they cannot be warrantied. Please refer to our care instructions to keep your timber product looking its best.

Fabric and Vinyl

All Innovation textiles have been selected by a dedicated team of designers in Denmark. In every collection we release a new range of textiles from the highest quality mills around the world. Our textiles are covered by a 12 month manufacturer's warranty. Fabric protection can be used on all fabrics (not vinyl's) at an additional cost for a 5 year warranty. All fabrics and vinyl's can be spot

cleaned. Fabrics can be steam cleaned. Avoiding direct exposure to sunlight will help with the longevity of the fabric. With Vinyl products avoid direct contact with heat (laptops, tea mugs etc...) as this can lead to potential degradation over time.

Hinged Components

A lifetime warranty covers all hinged components. This includes all Innovation products with a click clack mechanism and models with a steel hinge. The lifetime warranty ensures your product is free from defective workmanship. Click Clack mechanisms may be damaged if not properly cared for. For ease and longevity of all hinged mechanisms ensure that the mechanism is pulled from the side or the front of the unit, rather than pushed from the back. This will be demonstrated upon purchase in store, as demonstrated by video tutorials available online. For more information please contact a sales member at any showroom.

Warranty Claim

Your warranty claim can be made in store, via telephone or email. In most instances photos of the specific issue will need to be passed on to a sales staff. In instances where an inspection is necessary by an Innovation team member a mutually convenient time for inspection will be arranged.