



THE INNOVATORS OF COMFORT™

## The Ultimate Guide to Stressless®



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

**EKORNES®**

**Stressless® - the pleasure of  
comfort awaits you**



All the hustle and bustle that come with a modern way of living, makes a true time out essential. Stressless® really does give you the feeling of ultimate comfort, so you can drift away from it all - even if for just a little while. Our innovative sofas and recliners are able to give you a sense of total relaxation. Imagine furniture that provides you with unparalleled comfort.

Since 1934 we have had the pleasure of filling homes all around the world with comfort. Our longevity has helped to make Stressless® one of the best-known brands in the furniture industry. Our passion for detail and innovative solutions which is shared by all our employees, enables us to continually invent new systems designed to give your body the best possible sitting experience; while giving your lounge that beautiful look and feel.

## Contents

Your  
Stressless®  
Guarantee



Guarantee information	04
How to use your Stressless® function and lumbar and neck support	06
Stressless® features and functions	08
Caring for your Stressless®	10

Find out more: [www.stressless.co.uk](http://www.stressless.co.uk)

Plus our dedicated owners website:  
[www.stressless-world.com](http://www.stressless-world.com)



Made in Norway  
by Ekornes since 1934

# Your Stressless® Guarantee

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

## 10-year internal mechanism guarantee

We guarantee the internal mechanism of our recliners, reclining sofas and footstools against faulty materials or faulty manufacture for a period of 10 years from the date of initial delivery to you (the initial consumer purchasing the product).

The 10-year guarantee covers:

- The Plus™, Balance-Adapt™ and Ergo-Adapt™ systems
- The internal metal frame, including the metal springs and gliding system

It does not cover damage to leather, fabric or woodwork.



## 1 year guarantee on leather upholstery

We also guarantee the leather upholstery (including stitching and zipped closures) of our recliners, reclining sofa and footstools against faults or faulty manufacture for a period of 1 year from the date of initial delivery to the consumer making the initial purchase.

### What is excluded?

Any issues attributed to the normal wear and tear of use, improper care, accidental damage or damage arising from repairs made by persons not authorised by Ekornes. No guarantee is valid when the product has been self-assembled. Please refer to the Guarantee Terms and Conditions within this document for full details.

### Reporting an issue with your Stressless product (claim)

Any suspected issues should be reported promptly to the Stressless® retailer of purchase. You will need to make the product available for inspection when requested at a residential address within the UK/Ireland. Alternatively you can arrange for the product to be inspected at the retailer of purchase.

- Registering your guarantee with Ekornes Limited will aid the efficient processing of any issues/claims.

### Your statutory rights

The above guarantees are in addition to and do not exclude or affect your statutory rights under the relevant consumer legislation if our products are faulty or not as described. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office.

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, you will need to provide proof of purchase at the time of claim. The claim should be made by contacting your retailer of purchase with reasonable details of the problem giving rise to the claim.
2. Both the 10 year and 1 year guarantees offered by Ekornes are valid for the initial purchaser and any subsequent purchaser less the time that has elapsed since the delivery of the product to the initial purchaser.
3. Ex-display items do come with the 10 and 1 year guarantees subject to the Guarantee Terms and Conditions as outlined in this document.
4. None of the guarantees are valid where product has been:
  - self-assembled
  - misused, handled carelessly or not used in accordance with the manufacturer's recommendations
  - altered, or adapted without the written authorisation from Ekornes
  - repaired by persons who are not authorised by us
5. None of the guarantees 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.
6. The 1-year guarantee does not apply where the product has been exposed to excessive temperature change that is outside what would be reasonably expected in a residential home or exposure to air conditioning/radiators situated within 30cm of the product.
7. The 1-year guarantee does not apply to damage caused by dye-transfer from non-colourfast materials, including fabrics, plastics and clothing.
8. 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.
9. The 10 year guarantee does not apply when the manufacturer's care instructions and recommendations (as included) have not been followed.
10. In the fulfilment of the guarantees offered, Ekornes reserves the right to undertake the least costly option in resolving any guarantee matter. This includes rectifying faults by way of part/component repair/replacement, full or part refund.
11. Where a full refund is offered (either by Ekornes or by the retailer in conjunction with Ekornes) and is accepted, the product must be made available for collection by Ekornes and becomes the property of Ekornes.
12. 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. The guarantees only cover repair, replacement or refund of the purchase price and do not cover any other loss or damage (see section on "your statutory rights").
13. All guarantees offered by Ekornes Limited are subject to you (the consumer) making the product available for inspection within the UK/Ireland.
14. All guarantees offered by Ekornes Limited are limited to domestic use only.
15. 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 and 1 year guarantee, The Furniture Ombudsman will be asked to rule and we will follow their decision.

# A guide to using your Stressless®

Comfort is more than a promise - it is a promise fulfilled. The unique cushioning in our Stressless® recliners and sofas embraces and supports your body like nothing else out there. Read on to find out more about getting the ultimate comfort from your new Stressless® furniture.



# 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.



**Warning:** If it is desired to sit on the stool, the slide function must be locked.





## 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.

The Plus™ system functions in conjunction with the glide function and there are no separate adjustments.



### This is how you 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.



### This is how you 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.



### This is how you benefit from the height-adjustable neckrest

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.



**The Stressless® sofa features individually adjustable seats.**





## Get to know the unique Plus™ system

Every Stressless® has the unique Plus™ system. The Plus™ system ensures that the headrest and lower back support are always correctly positioned in relation to the sitting angle. As well as having proper and comfortable support, you can watch television and read while in the reclined position.



**The Plus™ system is synchronized - the lower back support and headrest function together to give you the ultimate comfort whilst seated.**



## 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 Combustability. 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 either medium or large care kits plus 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.

### Instructions for use

1. Shake the bottle well before use.
2. Pour the Stressless® Leather Cleaner onto a soft sponge and form a lather by squeezing it repeatedly.
3. Work the foam into the leather using light circular movements. Dab the sponge into areas where the soiling is heavier. The larger the sponge, the faster the job will be done. When the sponge gets dirty, rinse it out in clean water.
4. Remove the excess foam and dirt using a soft, white cotton cloth.
5. When you are satisfied with the cleaning results, we recommend you leave the leather to rest for 30 minutes before applying the Stressless® Leather Protection, which will renew the protection effect on the leather.

Store at room temperature. Keep out of the reach of children.

Ingredients meet LL (EC) Regulation N.648/2004: ≤5% anionic surfactants, preservative.

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## 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.

### Instructions for use

1. Shake the bottle well before use.
2. Pour a small amount of Stressless® Leather Protection onto a soft, clean cloth and apply to the surface of the leather evenly. Repeat on areas subject to heavy use as armrests, seats and backrests.
3. Leave about 30 minutes to dry.
4. Buff the leather lightly using a clean, soft cloth.

Store at room temperature. Keep out of the reach of children.



## 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 that you are aware of one thing; 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. Royalin, being one of our more natural leathers, is being particularly sun sensitive. 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.

Ekornes® recommends the Stressless® care kits for cleaning and protecting your furniture. Other brand kits should be used at your own discretion. Please note that other cleaning products other than those specifically designed for leather furniture will undoubtedly have a detrimental effect on your Stressless® furniture.

**Stressless® Leather kits are available online or via your local retailer.**









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by Ekornes since 1934



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