

Parker Knoll
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Farmwell Lane
Sutton in Ashfield
Nottinghamshire NG17 1BX



Parker Knoll

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www.parkerknoll.co.uk

Parker Knoll Upholstery Ltd.
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A Sofa Brands International Company

BD018/0120

Thank you for choosing
Parker Knoll

No one cares more for your comfort

We would like to take the opportunity to thank you for selecting your furniture from the Parker Knoll collection and hope that you will be delighted with your new suite.

With a little care and a few tips from us, your furniture should last for years to come. This booklet contains all the information you need to ensure your furniture continues to look fabulous.

For over 150 years, Parker Knoll has been synonymous with a heritage of British craftsmanship, and a passion for comfort and style. This tradition continues today.

Parker Knoll

MADE IN BRITAIN | ESTABLISHED 1869



Parker Knoll

Questionnaire

To help us to understand the needs of our customers and to validate your 25 year guarantee, we would be grateful if you could register your new sofa and/or chair.

To do so, please submit the details of your purchase online at parkerknoll.co.uk/register-your-guarantee, or fill in the questionnaire below and return it to us.

Your 25 year frame and frame construction guarantee is effective from date of purchase upon receipt of this form. The guarantee is only applicable to the purchaser as detailed below, and is non transferable.

PLEASE COMPLETE THE APPROPRIATE BOXES.

Section 1 - Details about your household

Title: _____ Full name: _____

Address: _____

Postcode: _____ Email: _____

Age range: Under 25 25-34 35-44 45-54 55-65 Over 65

Gender: Male Female

Household income: Less than 20k 20-30k 30-40k 40-55k 55-70k Over 70k

Do you own or rent your property? Own Rent

Type of property: Maisonette/Flat Bungalow Semi Detached
Detached Terraced

How long have you been living at your current address? _____

Current employment status: Employed Retired Other

Current/Pre-retirement occupation: Manager Proprietor

Company director Professional Self employed Other

Fold

Please state which newspapers and magazines you read regularly: _____

_____ Print read Electronically read

Section 2 - Details about your purchase

Name / Address of store where purchased: _____

Date of purchase: _____

Product/s purchased: _____

Which other manufacturer/s did you consider? _____

Were you aware of Parker Knoll before you made your purchase? Yes No

Have you previously owned any Parker Knoll furniture? Yes No

Please indicate the main reasons for choosing Parker Knoll: Reputation Comfort
Quality Style Advice from retailer Recommendation Website

Please indicate the main reasons for your purchase: Room re-decoration Moving House
Fancy a change Improved comfort Worn out sofa

Tick box if you do not wish to receive mailings from any of our associated outlets

Parker Knoll is registered under the Data Protection Act 1984.

Your details will not be distributed to any external agencies or parties.

Tick this box if you do not wish to receive any email updates and further information from Parker Knoll

Thank you for taking the time to fill in this questionnaire.

Please tear along the perforation, moisten the adhesive strips, fold the questionnaire and return to us.

Moisten glue to seal

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Our quality

Parker Knoll furniture is handmade in Britain by the finest craftsmen and women. Every piece we make at our factory in Nottinghamshire is characterised by its quality, distinctive design and attention to detail. We are very proud of our unique heritage, and these values remain at the heart of our business. Today we carefully select high quality timber and fabrics to provide the ultimate in unparalleled comfort and durability.

Parker Knoll Upholstery is proud to have been awarded the BSI ISO 9001 QMS certificate. Our ISO 9001 Quality Management System at Parker Knoll is continually assessed demonstrating our commitment to continual improvement and customer satisfaction.

All Parker Knoll products are regularly subjected to independent testing to ensure safety, product performance, and reliability, always maintaining the highest possible standards for our customers.

The Parker Knoll Guarantee

With over 150 years' experience behind Parker Knoll, you can feel confident when choosing your sofa or chair. To support this, we provide you with a unique guarantee.

- All our furniture is supported by a 25 year frame and frame assembly guarantee.
- The 25 year guarantee applies to all wood and wooden components in your furniture.
- In addition, our recliner furniture is supported by a 5 year guarantee for motors and mechanism.

NB The 25 year guarantee applies to all integral legs. Legs and feet are covered for 1 year.



Fire retardancy

UK legislation includes fire and safety regulations for upholstered furniture. This legislation defines the standard to be met by both the filling materials and the covering fabrics. Two labels are attached to your furniture to show that it meets these requirements. These are:-

- A swing-ticket.
- A permanent label, usually attached to the underside of the seat.

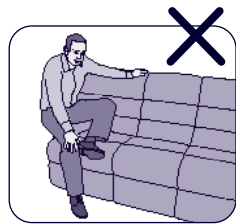
Properly cared for and well maintained furniture should last for years.

Please take the time to register your purchase with us and validate your guarantee, either by completing the form at the back of this booklet, or registering online. In the unlikely event that you experience a problem with your furniture, please contact your original retailer where you purchased your furniture.

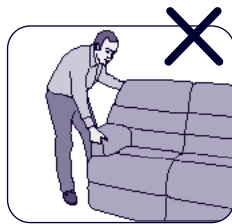
General Information

A few simple tips:-

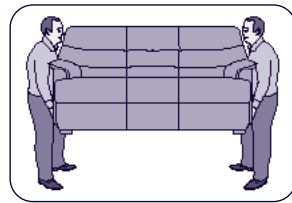
- 1 Your upholstery is designed to be used in a comfortable and ergonomically correct way. Sitting on the edges of cushions or on the arms may cause premature wear or distortion of the fillings or fabric.
Permanent damage may result from allowing people or animals to jump on the furniture.
- 2 Do not allow pets to snag the fabric. If a snag does occur do not pull it, carefully feed through to the back of the fabric with a blunt needle.
- 3 Please keep sharp edged objects, buckles and jewellery clear of the upholstery.
- 4 Do not allow children to use furniture to demonstrate their gymnastic ability.
- 5 Furniture should not be exposed to long periods of direct heat which could cause frame distortion or strong direct sunlight which can cause fading.
- 6 Avoid sitting on upholstery with non-colourfast clothes or heavily soiled clothes.
- 7 Do not leave newspapers on upholstery as this can stain.
- 8 When regularly using your sofa, it is advised to regularly turn and move loose cushions. Furniture with fixed seats will require dressing out with use. (see page 12 - weekly cushion care)
- 9 Please make sure your sofa is kept in a well ventilated room. Upholstery fabrics have better longevity under normal humidity circumstances.



Do not sit on the arms or back of your sofa.



Do not move your sofa by pushing or pulling it by the arm pads.



Your sofa should be moved by two people lifting from the base.

Caring for your fabric upholstery

Our extensive range of fabrics are selected from the finest mills across the world.

In order to maintain your furniture in the pristine condition in which it was delivered, please take a little time to read the following helpful tips.

- 1 Some fabrics have a pile, such as velvets and chenilles, which may shade, show pressure marks or flatten. Creases may form in seat and back cushions where fillings flex. These are normal characteristics of pile fabrics, and should not be regarded as a fault. (see page 8 - Special care for Velvet and Chenille upholstery)
- 2 Accumulated dust and dirt will accelerate wear and can dull colours. We recommend you carefully vacuum your upholstery, at least once a week to keep it in good condition.
Dust removal may be improved by pre-brushing with a soft brush.
- 3 Never use soap or detergents on fabrics, as upholstery fabrics are not 100% colourfast. Excessive wetting could cause shrinkage. Minor soiling can be removed by using a proprietary dry foam cleaner available from most furniture stores. Please test before applying to whole area and follow instructions for use.
- 4 The application of additional stain repellent treatments may affect the feel, colour and performance of the fabric.
- 5 It is advisable to have heavy soiling cleaned by a Professional Upholstery Cleaning Service.
- 6 Removable (loose) covers must be cleaned in accordance to the label attached to the cover. In most cases this will mean dry cleaning at a Professional Dry Cleaners only.

Parker Knoll will not accept responsibility for any damage caused through incorrect cleaning.

Special Care for Velvet and Chenille upholstery

Velvet and Chenille fabrics have a high pile as a result of a double weaving process. Consequently this pile may cause fabrics to shade, show pressure marks or flatten. These qualities are unavoidable and as such should not be regarded as a fault but instead a unique characteristic of these natural fabrics.

A few simple tips:-

- 1 Brush off any dust with a soft bristled hairbrush or cloth in the direction of the nap.
- 2 You can vacuum with a specific attachment for velvet or chenille to remove fuzz formed on the fabric.
- 3 Remove any creases with a steamer - holding the nozzle right up to the velvet moving at a moderate pace across the crease in the direction of the nap.
- 4 Never use soap or detergents on fabrics, as this can have a negative impact on the fabric and even change the colour appearance.
- 5 Please keep sharp edged objects, buckles and jewellery clear of the upholstery.

Caring for your leather upholstery

Our leather range offers a super soft feel with sumptuous colours – a stylish option for your Parker Knoll suite. Parker Knoll leathers are selected from premium tanneries worldwide, they are natural products and every hide has a unique life story. Leather will stretch and move, and may display traces of the past, such as healed scars, insect bites, growth marks, veins, sometimes even brand marks. These are all hallmarks of hide and in no way detract from wearing qualities of leather.

No two hides are alike, grain structure will always vary. The dyes and finishes penetrate to varying degrees in different areas of the hide to give an attractive finish. Whilst every attempt is made to achieve uniformity, this is not always possible as a suite requires at least eight hides, each with various textures therefore, perfect colour matching between individual pieces cannot be guaranteed. Swatch books should be regarded as a colour guide only.

Pull-up hides have an aged appearance, with a considerable degree of variation in colour texture and natural features. Modern tanning processes mean that our leather has a soft glove-like feel and will remain supple throughout its life. These factors mean that after a few weeks of use, wrinkles and creases will form naturally in the leather giving a 'puddling' effect. These are quite normal and should cause no concern, in fact they give a soft inviting look.

General care

A few simple tips:-

- 1 Leather furniture should not be exposed to long periods of strong direct sunlight, which can cause fading, drying out and cracking, neither should they be exposed to direct heat, which could cause frame distortion.
- 2 Sitting on the edges of cushions or on the arms may cause distortion and permanent damage.

- 3 Please keep sharp objects, buckles and jewellery clear, as these could tear the leather.
- 4 Do not allow pets to claw or climb on leather furniture.
- 5 Plump up all feather/fibre filled cushions on a daily basis, and foam filled cushions once a week. This will not only enhance the look of your furniture, but will prolong the life of the fillings. (see page 12 - Weekly cushion care)
- 6 Avoid sitting on leather with non-colourfast clothes or heavily soiled clothes.

Leather care

Whilst leather will provide many trouble free years of comfort, as with all natural products, a little extra care will help maintain its good looks.

- 1 Dust weekly with a clean soft cloth.
- 2 Clean quarterly by wiping over with a lukewarm mild solution of pure natural soaping agent, using a damp cloth or soft sponge in a circular motion. If using a sponge, work the sponge to achieve a lather; it is better to use the suds to clean with.
- 3 Do not rub the leather as this could damage the surface.
- 4 It is important not to over wet the cloth or sponge.
- 5 Failure to carry out regular cleaning could result in the leather becoming discoloured permanently.
- 6 Any accidental spills should be mopped up immediately with an absorbent tissue or a soft, clean cloth. Always work from the outside of the spill towards the centre, to prevent it spreading. This is important to avoid a stain. Then follow the 'soaping' cleaning procedure.
- 7 Never use:- polishes, creams, detergents, leather food, solvents, varnishes, white spirit or stain removers. They will damage the leather beyond repair.

We advise that in the event of severe soiling, you should consult your original retailer where you purchased your furniture.

Caring for your Cushions

- 1 Reversible cushions, if provided, should be rotated daily on chairs and sofas in order to avoid localised excessive wear or soiling.
- 2 All scatter cushions should be plumped up on a daily basis especially if they are fibre or feather filled. This will not only enhance the look of your furniture but will help prolong its life.
- 3 We recommend that feather cushions or feather mix cushions are not vacuumed, only brushed.

Our visual guide overleaf will help you to ensure your upholstery is always at its best.

Encore seat interiors

The Parker Knoll Encore seat interior offers a solid foam core encased with pocketed roll carded fibre, giving the look and feel of a fibre seat with the added durability of foam.

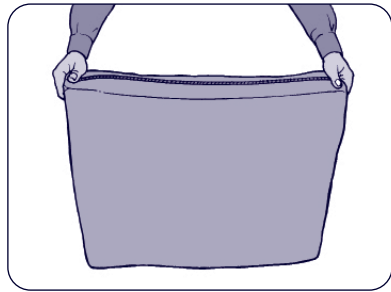
- 1 With an Encore seat interior your seat cushion will recover its shape and maintain its plumpness.
- 2 Unlike standard fibre seat interiors, which need constant plumping and maintenance, the Encore seat interior only needs regular turning and dressing to maintain its shape.
- 3 On receipt of your sofa or chair you may see an exaggerated plumpness to the seat cushion. This will reduce with use over a short period of time as the interior pockets of fibre settle into the ideal shape

Premium Comfort Foam

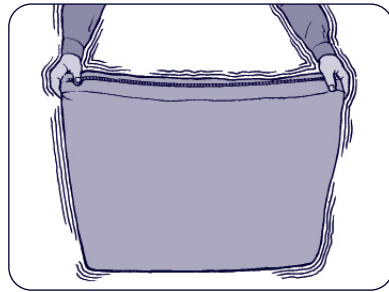
Premium Comfort Foam has been developed by Parker Knoll in conjunction with a leading foam supplier to create a supremely comfortable seating experience. This seat interior option has a foam core and super soft topper, creating pockets of air when you sit as well as offering excellent recovery properties with an elegant, tailored appearance. Premium Comfort Foam will conform to your body shape, perfectly ensuring you have a premium comfort experience.

Weekly cushion care

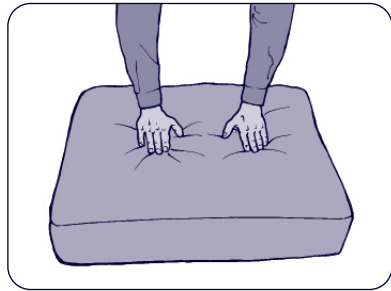
Excluding Encore and Premium Comfort.



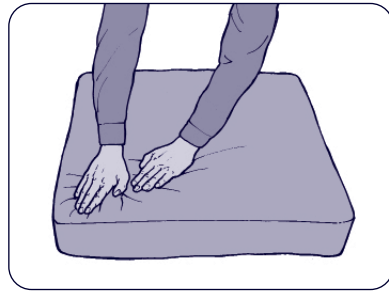
1 Hold the zip.



2 Shake vigorously.



3 Plump the fibres.



4 Work into corners.

Caring for your show wood and castors

Show wood

- 1 Timber or show wood areas of your furniture should be simply wiped with a soft duster.
- 2 Periodically they can be cleaned with a diluted solution of warm water and vinegar and then buffed with a soft duster to restore the shine.
- 3 Do not use spray furniture polish.

Castors

- 1 Some items are fitted with castors for ease of movement.
- 2 Check the condition of your castors and feet regularly, as if damaged or faulty they could dirty or damage wooden floors or carpets.
- 3 Avoid dragging furniture across exterior surfaces as this may damage your castors.

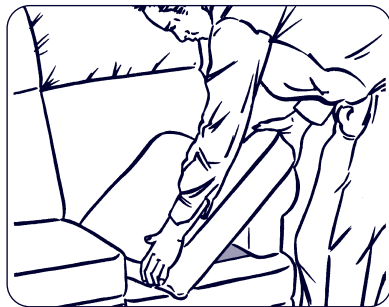
Fitting your Arm Caps

Parker Knoll arm caps are tailored to fit, but as they are removable their appearance will differ from the fixed upholstery beneath.

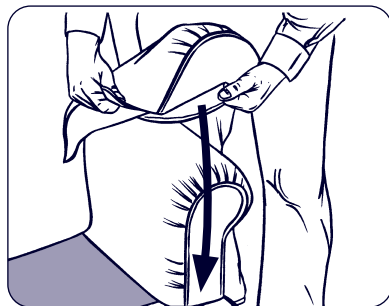
Arm caps, if purchased with your suite, are usually supplied fitted to your furniture.

Not all Parker Knoll models are suitable for arm caps, please check with your retailer for availability.

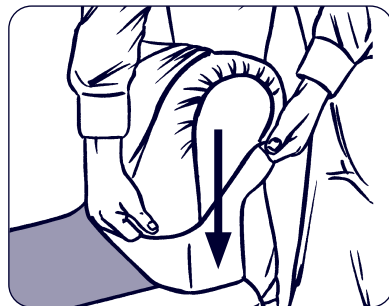
Please note fabric for arm caps may not be cut to pattern match the furniture.



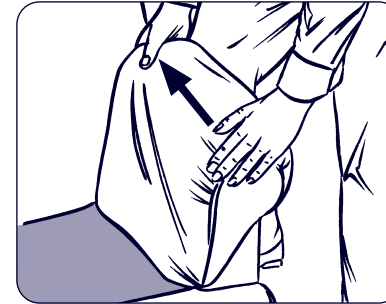
1 Remove the seat cushions from your sofa or armchair and carefully put to one side.



2 Select the appropriate arm cap and offer up to the arm of your chair or sofa. Please note that the arm caps are specially tailored for right and left hand facing arms.



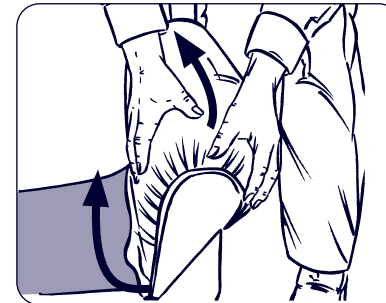
3 Place the arm cap over the arm and carefully pull into position, ensuring the arm cap fits snugly over the arm front and that the bottom of the arm cap is pulled down towards the seat platform.



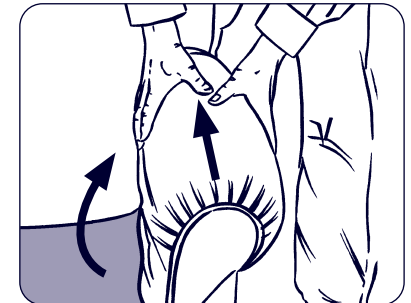
4 Place a hand over the front of the arm to secure the arm cap in position and pull the rear of the arm cap towards the back cushion of the sofa or chair.



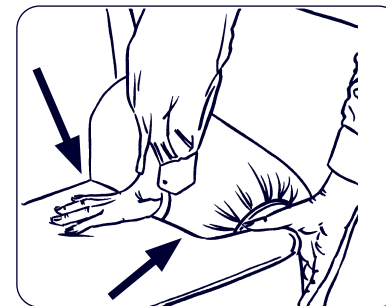
5 Using both hands simultaneously, smooth the arm cap fabric backwards and diagonally down towards the corner of the back cushion and seat platform.



6 To ensure the arm cap fits snugly over the arm of the furniture, carefully grasp the fabric with both hands and pull backwards and downwards until taut.



7 Repeat until a snug fit is achieved. Finally, tuck the back edge of the fabric between the arm and back cushion of the furniture.



8 Carefully replace seat cushion ensuring a close fit between the arm cap and the cushion. Repeat procedure on the opposite arm.



9 The seat cushion will hold the arm caps in place, but please note that with regular use of furniture, the arm cap could move and the fitting process will need to be repeated as necessary.

General information:

for your motion furniture

Having positioned your chair/sofa

- Check that all leads from motors, transformers and plugs are secure.
- Check all mechanisms function correctly to full recline and upright position before sitting down.

Please note: body weight needs to be applied to Rise and Recline chairs once the chair has returned to standard seating position to allow it to fully close before moving to the next position.

- Remove wall plug when not in use.

Weight restrictions

- Our products have been designed to support a maximum weight of 140kgs.

Caution

- Do not place the chair/sofa, cables or transformer
 - Underneath or close to, any other object or piece of furniture.
 - In an area which is exposed to long periods of sunlight.
 - In or near an area which is, or may become, wet or damp.
 - Near open fires, heaters, gas or electrical appliances.
- Ensure children and pets are clear of the chair/sofa when it is being operated, and children are supervised whilst on or around the chair/sofa.
- Do not try to retrieve objects from the chair/sofa whilst in motion.
- Do not use the chair/sofa for lifting objects. The footrest should only support feet and legs.
- Do not swivel whilst reclined.
- Never dismantle motor or transformer.
- Do not attempt to exit chair/sofa whilst in the reclined position, wait until the chair/sofa is fully closed.

- Do not tip the sofa forward, and ensure that the mechanism is securely fastened prior to moving the sofa.
- Do not operate the evolution two button power recliner or/and USB port if your hands are not completely dry

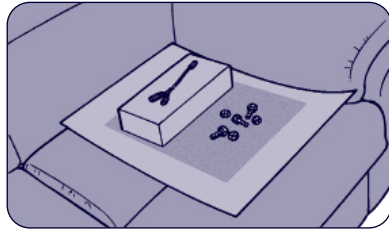
Please note: on models with a USB port, the output voltage is 5V with a maximum output current of 2A. Do not connect any devices that are outside of these specifications. Please refer to your device's user guide for further information.

In the event of a breakdown

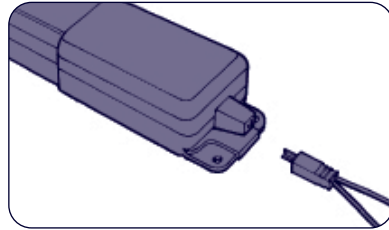
- Your transformer is fitted with a battery back up, in case the main power supply fails. Over time the back up will need to be replaced with two 9 volt batteries.
- Check the chair/sofa is plugged in and switched on.
- Check that all leads are connected.
- Consult your original retailer from where you purchased your furniture for advise.

Motion sofas and chairs

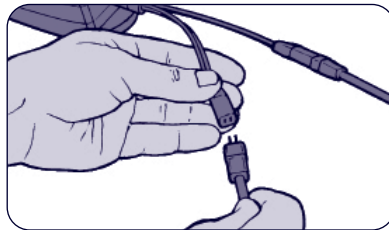
Powered motion unit



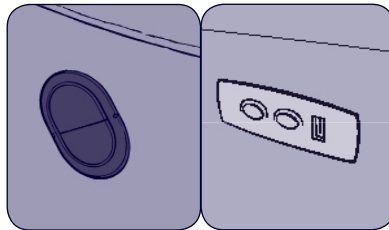
1 Your shrink wrapped transformer will be situated within the seating area.



2 Insert your cable from the motor into the transformer. Plug the transformer into a nearby 240 volt electrical wall socket. A green DC light will illuminate indicating the power is on.



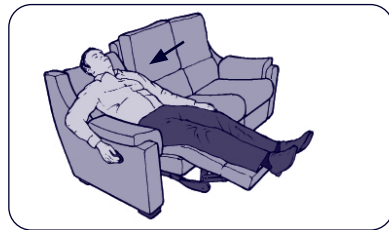
3 A sofa will have a 'twin lead' allowing one transformer to be used on a double recliner.



4 To activate your power recliner, simply press the button control on the outside of the arm.

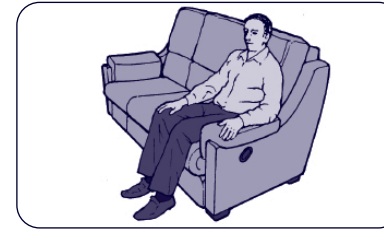


5 The front half of the button control will raise the kick board to the 'TV position'...

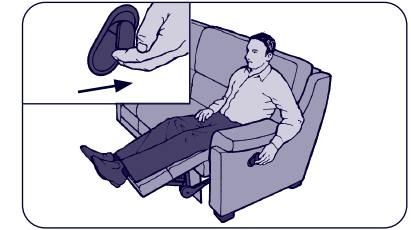


6 ...and finally through to the 'full recline' position. To return to the closed position simply press the back half of the button control.

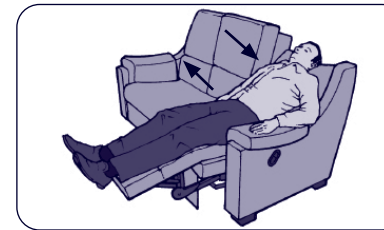
Manual motion unit



1 To activate your manual recliner, position your body weight to the rear of the seat. Correct positioning of body weight will assist the opening function.



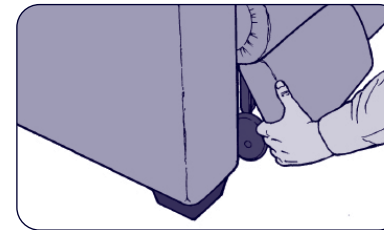
2 Release the footrest by using the 'latch lever' on the outside of the arm.



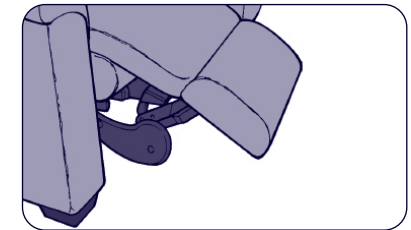
3 Once you have achieved the 'TV position', push your upper body weight backwards using the arm as leverage to gain the 'full recline' position.



4 To return to the closed position, bring your upper body forward and encourage return of the footrest by using your lower legs.



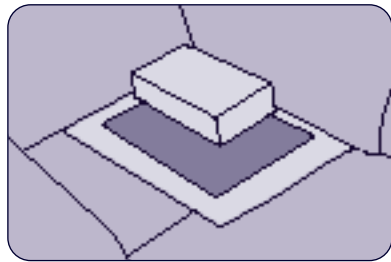
5 The footrest is spring loaded and will not lock in the closed position on a trapped object. Simply raise the footrest to release.



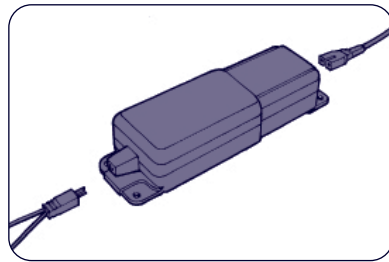
6 This product is fitted with finger shields on the footrest mechanism for your safety. These should not be removed.

Operating your Rise & Recline chair

Getting started



1 Your shrink wrapped transformer will be situated within the seating area.



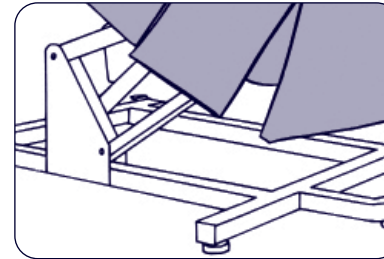
2 Insert the cable from the motor into the transformer. Plug the transformer into a nearby 240 volt electrical wall socket. A green DC light will illuminate indicating the power is on.



3 Your handset is located in a pocket situated on the side of the chair below the arm.

NOTE:

- The transformer has a battery back-up.
- Maximum weight 25 stone / 160kg.
- 5 year warranty on all motors.
- 25 year frame construction guarantee.



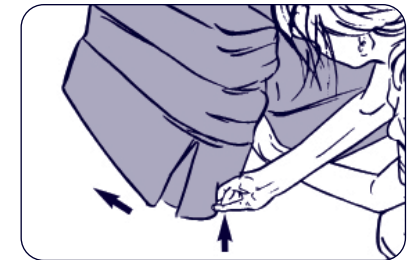
1 In the 'full rise' position, the chair's metal sub-frame sits securely on the floor with the front castors raised up for maximum stability.



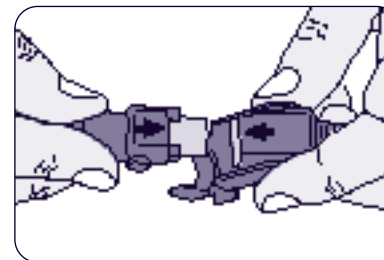
2 Your chair can be fully raised for both easy exit or access. Simply walk away or follow step 3 to return to seated position.



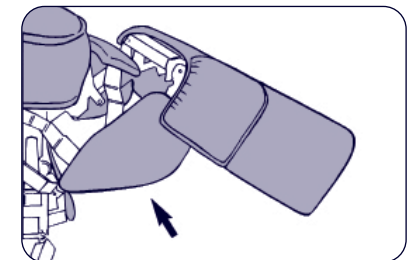
3 To return your chair to the floor from either a standing or a seated position, press the RESET button on the handset.



4 Some models are fitted with a spring-loaded footrest and will not lock in the closed position on a trapped object. Simply raise the footrest to release.



5 On some models the handset is equipped with a quick release connector to remove the handset from the chair. When reconnecting line up the arrows in the connector mouldings.



6 Some models are fitted with finger shields on the footrest mechanism for your safety. These should not be removed.

How to use your handset

The handset is ergonomically designed to fit in your left or right hand.

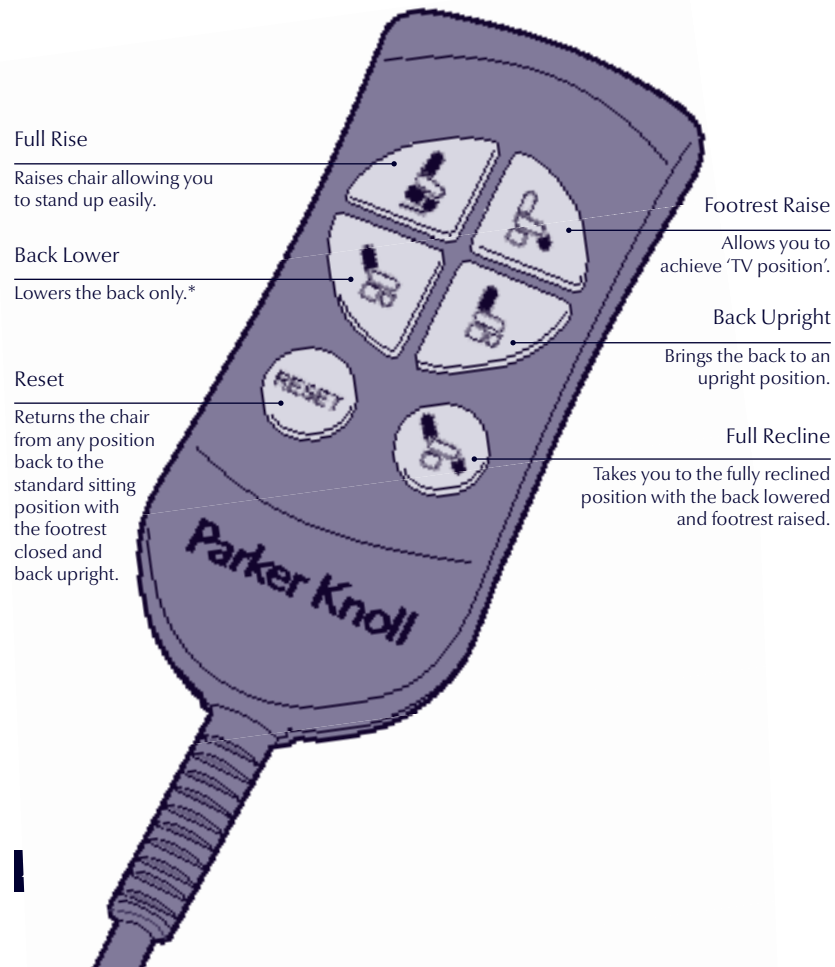
Dual Motor Operating

The Dual Motor feature enables the footrest and the back of your chair to operate independently.

* An additional safety feature has been applied. You cannot adjust the back rest position if in the raised mode. If you attempt to lower the back, the chair will return to ground position. This prevents the user accidentally slipping or falling from the chair.

Quick Release Handset

Quickly remove the handset and store away from children.



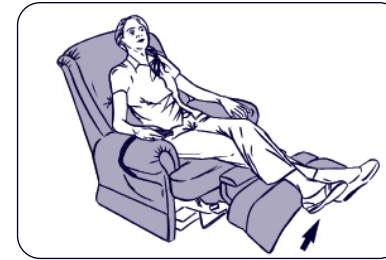
Using your Rise & Recline chair



1 For the 'fully reclined position' press the green button on the handset.



2 To return the chair from any position to the normal seating position, press the red RESET button.



3 For the 'TV position' press the button on the handset to raise the footrest. The chair back will remain upright.



4 The rise operation must start with the chair in the closed position and the user seated comfortably and securely.



5 To achieve the 'full rise' position, press the button on the handset.



6 When the 'full rise' has been reached you can simply and easily exit the chair with the minimum of effort.

How to use your Norton Handset

The handset is ergonomically designed to fit in your left or right hand.

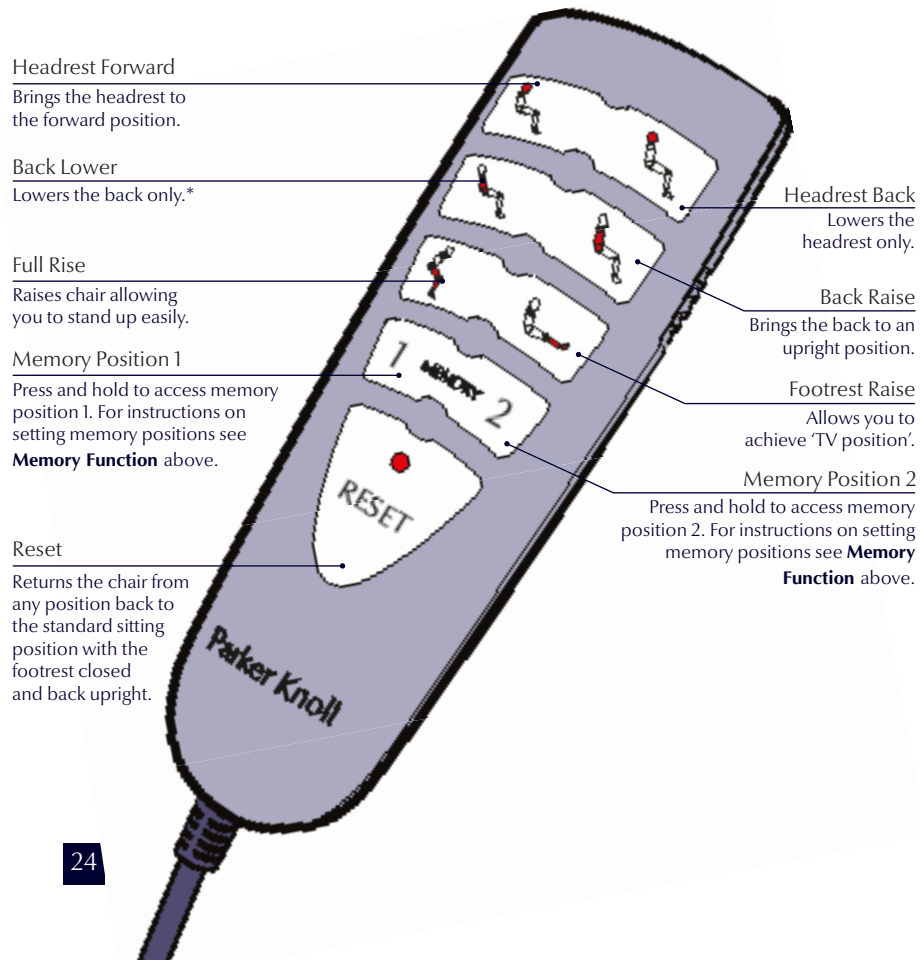
Three Motor System

The Three Motor feature enables the footrest, back of your chair and headrest to operate independently.

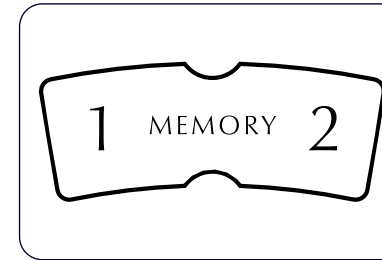
* An additional safety feature has been applied. You cannot adjust the back rest position if in the raised mode. This prevents the user accidentally slipping or falling from the chair.

Memory Function

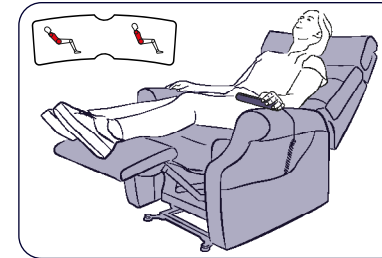
The Norton model features memory functionality, allowing you to save and easily access your favourite positions. To set the memory function adjust the chair to your preferred position, to save this position press either the Memory 1 or the Memory 2 button 3 times to allocate the setting accordingly. The red LED will flash to confirm the position has been recorded. To reset either of these positions adjust the chair then repeat the memory process.



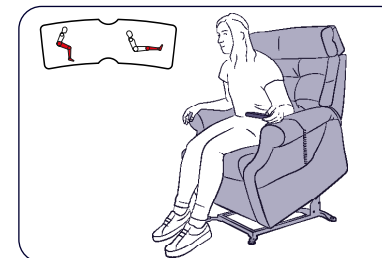
How to use your Norton Rise & Recline Chair



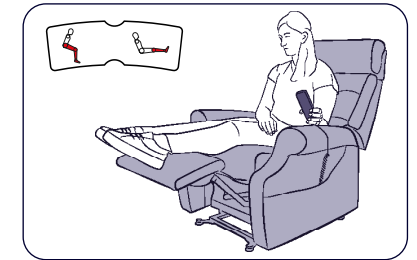
1 To access either of the saved memory positions press and hold one of the two memory buttons until the chair stops. For instructions on setting memory positions see **Memory Function** on the previous page.



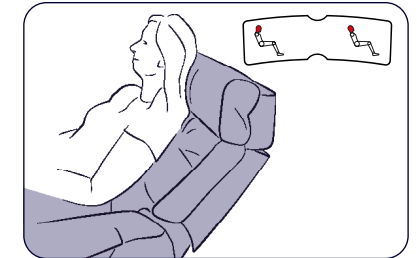
2 For the 'fully reclined position' press the back lower button on the handset.



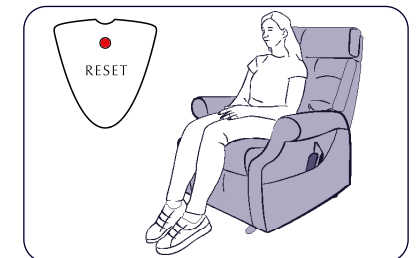
5 To achieve the 'full rise' position, first reset the chair to its normal seating position. Then press and hold the rise button on the handset. When the 'full rise' has been reached you can simply and easily exit the chair with the minimum of effort.



2 For the 'TV position' press the button on the handset to raise the footrest.



4 The headrest can also be adjusted forwards and backwards using the button on the handset.



6 To return the chair from any position to the normal seating position, press the RESET button.

Register your purchase

We hope you will find this information helpful and by following these guidelines, your furniture should give you pleasure for years to come. In the unlikely event that you should experience a problem with your Parker Knoll furniture, please contact your retailer.

In the interests of improving quality, design and safety, Parker Knoll may alter specifications or discontinue models and fabrics without notice.

For further information and advice on Parker Knoll products, please contact your local retailer or visit our website at:
www.parkerknoll.co.uk