

YOUR FURNITURE  
**CARE GUIDE**

ARIGHI — BIANCHI

# IMPORTANT INFORMATION

After carefully selecting and investing in your new furniture you will want to keep it looking at its best. Care and maintenance go a long way in improving the life of your furniture and this care guide lists some helpful advice to keep your furniture looking great. If you would like more information about the product you have purchased please speak with our Customer Service Department or your Sales Advisor.

## ORDER CHECKING & CHANGES

Some of our manufacturers do not allow any changes to an order once it has been submitted to the factory. It is important that any changes are made within the first 48 hours after the order has been placed. This includes sizes, colour selection and finishes.

## OUR CANCELLATION POLICY

You are able to cancel bespoke orders up to the point of the manufacturer's order confirmation. Cancellation of a bespoke order that has gone into production will result in forfeiting the 25% deposit. Deposits will also be forfeited on cancellation of in-stock items at the discretion of Arighi Bianchi. This does not affect your statutory rights.

## ACCESSIBILITY

It is your responsibility to ensure that any goods purchased will fit through the doors and into the room. Failure to deliver to a desired location is not a reason for cancellation and no returns will be offered if the goods do not fit. For a stress free delivery, we offer a 'check for access' service, please contact your Sales Advisor to arrange this.

## DISPOSAL OF FURNITURE

Unwanted furniture is disposed of in an environmentally responsible way with as much of the item being recycled as possible. This is a non profit service and charges only cover our furniture disposal costs.

If you have asked us to dispose of your furniture, please ensure that you are properly covered in the event of any accidental damage caused to your home during removal.

We are unable to remove/dispose of fitted or semi-fitted furniture due to its complex nature when being fitted.

## HAVE A QUESTION FOR US?

No matter the query, however big or small, we've got you covered

☎ Call us on **01625 613333**

✉ Email us at **[enquiry@arighibianchi.co.uk](mailto:enquiry@arighibianchi.co.uk)**



# UPHOLSTERY

The manufacturing process of upholstery involves a great deal of hand finishing, you could therefore expect slight differences in the tailoring of each finished item.

## GENERAL CARE

We do not recommend placing upholstery in sunlight as this can cause fabrics to fade in a very short period of time. Prolonged exposure to the sun in your home can also cause the fibres that make up the fabric to break down and become weak.

Feather interiors can be re-filled in the future by a qualified upholsterer, although this can lead to a change in the feel of the interior.

We recommend that you vacuum your upholstery occasionally using the soft brush attachment. If you have feather seat interiors, brush the cushion cases with a soft brush instead of vacuuming.

## SEAT CUSHION INTERIORS

Feather interiors give a soft luxurious feel and casual look. Once sat on, feather cushions will immediately flatten and will require shaking to regain their shape.

Fibre interiors are lower maintenance than feather but still require regular attention. Fibre cushions still need to be shaken and turned on a daily basis. Fibre interiors lose their shape over time and interiors may need re-packing or re-filling by an upholsterer. Failure to 'turn and plump' your cushion interiors properly will result in you having to replace them earlier than you anticipate.

Foam interiors retain their shape better than feather or fibre and give a crisp clean line to the cushion and upholstery. Avoid sitting on the front edge of the cushion as this can cause a rounding effect. Cushion interiors will lose some of their initial shape and soften through use – this is perfectly normal.

If you would like any further information or advice regarding your cushion interiors please contact our Customer Service Department or your Sales Advisor.

## SHARP OBJECTS

Take care to avoid snagging upholstery or plucking threads. Do not be tempted to pull a loose thread, pulling it will damage the weave. Instead just cut it with some sharp scissors.

## PILLING OR BOBBLING

Tiny loose fibres woven in at the time of manufacture can cause fabrics to pill. This results in small balls appearing on the top surface of the fabric. These can easily be removed by using a device to de-pill the fabric. This is a characteristic of many fabrics and is not detrimental to the wearability of your upholstery.

## LOOSE COVERS

Loose covered upholstery is designed to have a casual lived in look. Designs are usually soft and squashy and tailoring is designed to be baggy and less formal.

## DRALONS

Dralons give the same hardwearing durability as ever before. However, many dralons are now coated on the reverse of the cloth with a fire-retardant backing to meet with the UK Fire Retardant Regulations. This backing can cause the dralon to crease. You may notice this from the day your dralon furniture is delivered. Creasing is a characteristic of modern day dralons and is not a fault.

## FABRIC PROTECTION

We are happy to provide a fabric protection service to help protect your upholstery. Please contact our Customer Service Department or your Sales Advisor for more details.

## CLEANING

We recommend that you use a professional cleaning company to clean your upholstery. If using spot cleaners to remove any marks (including those supplied by Arighi Bianchi), we recommend testing it in an inconspicuous area first.

## PILE FABRICS

Pile fabrics can become flattened or crushed over time, giving an impression of wear. Crushed pile can usually be restored by brushing and cleaning by a skilled upholstery cleaner. It is not a fault but a characteristic of this type of cloth. Flattening pile can make the cover look shaded as the light reflects off the cover. This is more noticeable in strong light.

## SHADING / PILE REVERSAL

Fabrics that have a pile such as dralons or chenilles can flatten through use. When the pile flattens the light will react differently on the surface and give the appearance of shading. This is known as shading/pile reversal. This is quite normal with pile fabrics and is not detrimental to its wearability. A plain fabric is more likely to show the effects of shading/pile reversal as there is no pattern in the fabric to draw the attention of your eye. This is a feature of the fabric and not a fault.

## MEDICAL CONDITIONS

Some medications come with unwanted personal side effects which can cause a person to perspire more than normal. Skin contact with fabric and leather upholstery can cause premature wear or discolouration. To maintain the condition of the upholstery, protective treatments or cleaning may need to be applied more frequently.

## DYE TRANSFER

Please ensure that any new fabrics that come into contact with your upholstery are colour-fast, as sometimes the colour can transfer on to your upholstery. Dye transfer is more obvious on lighter shades. As a precaution we would advise that you pre-wash and check for colour fastness on any new items before bringing them into contact with your new upholstery.



# LEATHER

Leather is a natural material where imperfections such as colour, grain variations (roughness), and unique markings may be found. These imperfections are the natural characteristics of the hide and confirm the genuineness and authenticity of real leather. We would expect to find these imperfections and would not regard them as faults.

## GENERAL CARE

Avoid placing leather furniture in direct sunlight as this can cause the hide to fade.

Apply a protective cream to your leather furniture, where appropriate. Apply when your furniture is first delivered and after cleaning.

Clean your leather two to four times a year with a recommended leather cleaning solution.

Remove any dust particles with a soft cloth (or the soft brush attachment of your vacuum).

Avoid placing your furniture too close to radiators as this can cause the leather to dry out.

## SAMPLES

Please note that samples shown or supplied may not be from the batch of hide that is ordered and you can expect a level of variation in colour and texture. If colour matching is critical to you, then please make us aware of this at the time of the order.

## NUBUCK

This is a specialist luxury leather and we do not generally recommend it for everyday upholstery use.

## OLD SADDLE LEATHER (PULL-UP HIDE)

A natural leather beautifully aged. This leather is designed to look old, worn and lined. Everyday scuffs and scratches will show on this hide and add to its character. Panels will differ in colour and rough patches will not take the stain applied in the finishing process.

## ANILINE LEATHER

These leathers are the closest to a pure and natural hide. They are tanned and coloured with transparent aniline dyes. This dying process allows you to see rich colour hues unique to each hide as well as show off each hides one-of-a-kind grain pattern. This leather reflects the unaltered full top grain of the surface and offers a remarkable skin-like feeling. Rough patches in the hide may take more colour in the dye process than other areas and these dark patches can be a feature of this type of hide.

This hide does not have a high protection and requires extra care and maintenance. The leather is very porous and liquids will stain very easily.

## SEMI ANILINE

These leathers contain a proportion of pigment but the surface retains the natural characteristics and markings of the hide. These leathers do have a degree of protection and are suitable for everyday use.

## PIGMENTED LEATHER

These leathers offer a higher level of protection as they undergo careful processing to make them more resistant to liquids, sunlight and wear and tear. The leather has a more consistent grain pattern and colour yet still retains its softness. These leathers are perfectly suited to the busiest areas of your home, they are easy to clean and are ideal for families with active children and pets.

## DYE TRANSFER

Please ensure that any new fabrics that come into contact with your furniture are colour-fast, as sometimes the colour can transfer over. Dye transfer is more obvious on lighter shades of leather. As a precaution we would advise that you pre-wash and check for colour fastness on any new items before bringing them into contact with your new furniture.

Any liquids dropped onto a leather surface can cause loss of colour. Please do not rub the surface in one place as this is likely to leave a light patch on the hide.

## CREASING & STRETCHING

Your leather furniture will begin to crease and soften once used. As leather is a natural material it will stretch over time. This is especially noticeable on the seats of sofas and chairs making the leather appear baggy. This is part of the look and is not a fault.



# WOOD & CABINET FURNITURE

From traditional to modern, nothing compares to the ageless beauty of quality wooden furniture. No two pieces of wood are the same, each may have different colours and textures which will shade and mature differently giving each piece its own identity.

As wood is a natural product you can expect to find knots, marks and shakes (dark lines) in the grain on various surfaces. These marks show that the timber is real and reflects the nature of the product. These can be more visible in lighter timbers such as maple, oak and teak. The same piece of wood can vary in texture and colour, showing distinct lines when polished. These are not faults but part of the characteristics that you can expect from a natural material.

## CLEANING & GENERAL CARE

To clean most wooden surfaces, wipe with a slightly damp cotton cloth. For greasy marks add a few drops of vinegar to the water.

Never leave a surface wet as this can be harmful to the finish and always wipe up all spillages immediately.

Polishing your furniture with a furniture wax each year will help to maintain the appearance of your furniture. Some ranges have an oil finish which require more attention especially if used often. A thin coat of boiled Linseed oil (available from DIY shops) will keep the surface in a great condition and will stop the absorption of liquids into the surface. We would suggest that this should be carried out monthly when the furniture is new and as necessary after six months.

Avoid using aerosol polishes as these can be detrimental to the finish.

Putting hot items directly onto a wooden surface can be damaging. Always use a coaster or a heat protective mat which can be purchased from our store.

## CRAZING OF VENEERS (FEATHERING)

As with solid wood all veneers will move slightly during their lifetime. This will result in a crazing of the surface wax or lacquer. This is a perfectly natural occurrence and is a feature of originality, apparent in some of the finest antiques.

## MOVEMENT

Wood is a natural product which 'breathes' in different temperatures. As it breathes some movement will occur in your furniture. This is perfectly normal and most pieces of cabinet furniture are designed to allow for movement. In some cases, a white line may appear where

two surfaces that meet have moved.

This can easily be stained to match with the existing colour. In rare occasions some movement may occur in the drawer runners making them more difficult to open and close – this can be easily rectified too. Movement can occur very early into the life of your furniture.

Similarly, hidden pressures in the grain of any piece of wood can cause it to twist or 'warp'. This is more noticeable in longer pieces of wood such as wardrobe doors and often becomes more apparent after changes in temperature and humidity.

In areas of the house that are prone to extremes of temperature such as conservatories or sun-rooms, we would expect solid timber to move in a more marked fashion.

## MEDULLARY RAYS

Medullary rays are formed in the growth of the tree and are shown as light streaks in the wood. This is a natural characteristic of the timber, making each piece unique.

## OILED FURNITURE

It is important to oil your furniture regularly to avoid it drying out. Manufacturers recommend different treatments for looking after oiled furniture, please contact your Sales Advisor if you are unsure of what is recommended for your furniture.

Wood is more porous in its early life and can easily absorb spills and stains so please be careful and wipe all spills up immediately.

## SHADING & MELLOWING

It is quite normal for a new piece of furniture to shade or mellow as part of the ageing process, and that is more evident in new pieces of furniture, as

the hue of the wood comes through when exposed to daylight. This is more obvious in items such as extending dining tables as the table surface is exposed to sunlight more than the leaf. Once the leaf is exposed to natural light it will begin to shade to the same degree as the table. The principle is the same for all pieces of cabinet furniture.

## FINISHING

The traditional method of finishing furniture is with wax and very fine wire wool leaving minute scratches in the finish, usually running in the same direction as the grain. These can be especially noticeable in certain lights.

It is important to avoid extreme changes of temperature and to keep your furniture away from radiators and direct sunlight where possible.

## ANTIQUÉ & DISTRESSED FINISHES

Many cabinet ranges come with an antiqued or distressed finish. This is a deliberate feature adding character and individuality to each piece.

## ADDING TO YOUR COLLECTION

Please bear in mind that if you order furniture from the same range in the future, your original furniture may have changed colour and the pieces will not be an exact match. You may also find that slight details, finishes and specifications may have changed from your original furniture. This is especially the case with leather and cabinet furniture.

## ELECTRICS

When ordering units with lights or electrical fittings please ensure that there is a power socket close to the unit. We supply the cable and plug for a standard UK power supply. It is not possible for our fitters to take on any electrical work.





## MODERN LACQUER & HIGH GLOSS FINISHES

Be especially careful to avoid scratching high gloss finishes. Only use very soft, clean cloths and wipe with a light pressure.

For satin finishes, always rub in line with the existing sheen – dust is very abrasive and can scratch the finish. To avoid scratching, dust the items lightly with a feather duster, or alternatively, wipe lightly with a soft damp cloth to pick up the dust and follow immediately with a dry cloth.

The cloth should be soft cotton such as flannel. Do not use coarse or synthetic fabrics as these can scratch some finishes. Wring out the damp cloth thoroughly so it leaves no visible moisture on the surface. To avoid creating swirl marks, always wipe with long straight strokes rather than circular motions.

Wipe with the grain for natural wood finishes, or in the direction of the existing sheen pattern for solid-colour satin finishes.



## CONSERVATORIES

The extremes of temperature, humidity and prolonged sunlight can have a premature ageing effect on any furniture used in a conservatory and it would not be unusual to see more marked movement of timber or accelerated wear on items.

In order for your furniture to continue to look its best, please try to protect it from direct sunlight and environmental extremes.

## MARBLE & TRAVERTINE

Whilst travertine itself is a hard and durable product, it is the finish on the top of the travertine that will react to spills and stains and while some finishes can be more durable, others are more delicate and require more attention.

Care and maintenance of your marble is simple. Genuine marble has received a varnish treatment to ensure that the surfaces are resistant to grease, wine, and spirits etc. These surfaces should be washed with a mild soap solution.

Do not expose to solvents such as cellulose thinners etc.

Travertine and marble are natural stone materials and can be vulnerable to hard knocks or scratches.



## CANE & RATTAN

To care for cane and rattan furniture simply wash with warm soap suds and chamois dry afterwards.

# BEDS & MATTRESSES

## GENERAL CARE

We recommend that you turn and rotate your mattress regularly. Do this monthly for the first three months and then every three months thereafter.

Remove dust and fluff from your mattress by brushing with a soft brush. Do not vacuum the surfaces of the mattress as this can disturb the filling and pull fibres through the mattress.

Try not to consistently sit on the edge of the mattress as this places extra stress on the edge springs and borders and can cause flattening.

Mattresses can compress during transport and initially appear short, after a short period the mattress will spread to its correct length.

## VISCO-ELASTIC & LATEX BEDS

Most non-spring mattresses, such as Tempur, do not need turning but can be rotated if required to even out any wear. It is normal to notice body indentations in this type of mattress over time and this is not considered a fault.

## ZIP & LINK SETS

Zip and Link mattresses and bases are usually fitted with a zip to both faces of the mattress. It is important to unzip these when turning or transporting.

## ELECTRONICALLY OPERATED BEDS & CHAIRS

Make sure that the bed or chair is plugged in and the power is on. Ensure that the mains cable is free from damage or obstruction and entanglement with the operational positions.

The mains plug is sometimes fitted with a green button to reset the motor in the event of a power cut or the chair or bed being switched off.

Most mechanisms carry a back up battery supply to return the item to a safe position in the event of a power cut. Please ensure that you check and change the batteries regularly so that they are functioning properly.

If your bed or chair is inoperable, please consult the store. Do not attempt to carry out your own repairs.

It is important to not sit on either end of the bed when in the raised position. This could strain the mechanism.



# BEDROOM FURNITURE

Please ensure that your floors are level before fitting and assembling wardrobes and large cabinets. We can occasionally help level wardrobes and furniture, however, this may be at an extra cost.

When ordering units with lights or electrical fittings, please ensure that there is a power socket close to the unit. We supply the cable and plug for a standard UK power supply.

Whilst it is not possible for our fitters to take on any electrical work, we are happy to liaise with you and your electrical contractor when installing furniture. If this is required, we would need prior knowledge of this to avoid delays or added costs.



# CARPETS & WOODEN FLOORING

## SHADING

All carpets will flatten to a certain degree over time and as a result cut pile carpets will tend to shade. The degree of noticeable shading will depend upon the pattern in the carpet and the depth of colour.

A plain carpet is more likely to show greater shading than a darker, heavily patterned carpet as the design distracts from the shading. This effect can vary depending on lighting conditions and traffic.

Sometimes a 'watermark' will appear for no apparent reason, this phenomenon is attributed to your home conditions, it is fundamental in all pile carpets and is not a fault of the manufacturer or installation.

Whilst flooring supplied will be manufactured within fine tolerances, some variations of shade and finish is possible. A wider variation should be expected with 'Berber' yarns and natural flooring.

Vacuum at least once a week (or more in areas of heavy footfall). This will keep the pile fresh and clear of dirt and grit.

## SAMPLES

Please note that samples shown or supplied may not be from the batch of carpet that is eventually fitted. Please advise us if colour matching is critical to your furnishing scheme.

## SHEDDING & PILLING

Just like fabrics, some carpets can pill. This is perfectly normal and can be removed. Please contact your Carpet Sales Adviser for more details.

## CARPET PROTECTION

We can provide a stain guard protection service to help protect your carpet. Please contact your Carpet Sales Advisor for more details.

## WOODEN FLOORING

As with any genuine wood product, wooden flooring will move slightly in your home. When fitted, a wooden floor is left with a gap around the edge of the room to allow for shrinkage or expansion. This gap is usually concealed by a quadrant beading. Laminate flooring is less prone to movement.

If fitting the flooring yourself, always take expert advice.



# ACCESSORIES

## LIGHTING

Please check the bulb rating on any lamp before installing in your home. Failure to do so can cause irreparable damage. All lighting supplied should be fitted by a qualified electrician in accordance with the manufacturer's instructions. All fittings must be correctly earthed and should not be altered in any way. If you are in any doubt, please consult a qualified professional.

## WALL MOUNTED FURNITURE, MIRRORS & PICTURES

We stock a vast array of mirrors, pictures and wall-mounted furniture, some of which is very heavy. Please ensure that the items are suitable for the walls in your home before ordering.

