

VENJAKOB

Enjoy your
Feelgood



FURNITURE

REGISTER NOW TO
GET AN EXTENDED GUARANTEE:
YOUR VENJAKOB QUALITY PASS.



SUSTAINABILITY AT VENJAKOB COMMITMENT TO THE CLIMATE AND ENVIRONMENT

Sustainability is deeply rooted in the Venjakob philosophy. We avoid using exotic woods and we work long-term and consistently on improving our climate and environmental footprint. With success: Venjakob is one of the first companies in the furniture industry to voluntarily offset its emissions completely. We follow this environmental philosophy resolutely and our responsibility towards future generations is a guiding light in this process.

FURTHER INFORMATION AT:

<http://www.venjakob-moebel.de/en/company/sustainability.html>



GÜTEZEICHEN



CLIMATE-NEUTRAL FURNITURE MANUFACTURING

In cooperation with FOKUS ZUKUNFT we procured carbon offset certificates for climate-neutral manufacturing. With these certificates we support a reforestation project in Uruguay. The trees absorb CO2 from the atmosphere and store it for decades.

EMISSION LABEL

The verification of the classification is provided via testing for harmful substances by a neutral testing institute according to the testing methods and requirements of the granting principles. The label is only awarded by the Gütegemeinschaft Möbel. Our cabinets, chairs, benches and tables were all tested and got ranked in the emission category A, the best out of four categories.



VENJAKOB: 5 YEAR GUARANTEE



IMPORTANT, PLEASE NOTE!

As a first purchaser of our furniture we grant you a 5 year guarantee for the material and surface condition, functionalsafety as well as proper finishing of our models in accordance with the quality and testing regulations RALGZ430 of the Deutschen Gütegemeinschaft Möbel e.V.

When buying new goods, we will issue the guarantee including the legal warranty of 2 years. A transfer is not possible. The guarantee extends to the physical private scope of the applicable law when finalising the contract for the sale of goods. A claim outside this scope is ruled out. The legal warranty or guarantee of the respective manufacturer applies to merchandise, e.g. electronic components etc. Covering fabrics are not included in the guarantee, for some fabrics the guarantee of the respective manufacturer applies. Legal guarantee claims, such as supplementary performance, withdrawal or compensation for damages are not affected by this guarantee.

TERMS OF THE GUARANTEE:

- Granting of the guarantee is as chosen by the warrantor, either through subsequent improvement or new delivery.
- The guarantee is neither restrained nor interrupted by services. Thus the guarantee ends 5 years after the delivery date.
- Notifiable pre-requisites for an error free contract fulfilment are the conditions and hindrances determined by the building (incl. access, doors, corridors and stair widths, elevator etc.).



- The constructional conditions of the building as well as all safety instructions- and given load values must be considered in advance during the determination of requirements in the consultancy.
- Make sure that the furniture, equipment and building technology is compatible und check any possible constructional changes to the building (antenna, electricity, water, gas) with your specialised electrician or plumber.
- Before mounting any furniture to your walls, please check the condition of the walls, since the provided rawplug systems are only intended for building walls that can bear a sufficient amount of load (concrete walls and solid brickwork). If there are deviations (plaster board, hollow bricks, uneven wall surfaces etc.) other special fasteners, suitable for the load, must be acquired.
- Only through precise vertical and horizontal alignment of your furniture, adjustment of the assembly condition to the constructional situation and with the exact adjustments of the fittings you will achieve a high degree of usefulness and functionality of your furniture.
- Mandatory guarantee requirements are correct storage, transportation, assembly, installation and following the instructions of authorised and specialised staff.
- The guarantee does not include a 5-year-new-condition of your furniture.
- No liability will be accepted for damages of any kind that are caused by picking up the goods by the customer themselves, assembly by non-authorised staff or self-assembly, operating errors or changes to the product, the assembled condition or expendable supplies
- A 5-Year-Guarantee can not be granted for self pick-ups and/or self-assembly of the furniture as well as deliveries with external transport companies, logistics or other external companies on the part of the furniture retailer.
- An unauthorised request for removal of deficiencies constitutes breach of contract (§ 439I BGB = German Civil Code) with an obligation for compensation if the purchaser knew or has not recognised through negligence and/or non-observance of important product information, that there are no defects in the purchased product and that the purchaser himself is responsible for the assumed defect.

NOT COVERED BY THE GUARANTEE ARE:

- Damages of normal wear and tear caused by the customer,
- unusual, e.g. commercial use outside the private living area,
- natural and normal wear caused by daily use or wear caused by excessive or improper use,
- improper assembly or services by non-authorized personnel,
- environmental influences such as extreme dryness, humidity, light and temperature,
- wilful destruction, misuse and damages caused by accidents or overloading,
- improper handling of dampness, liquids, detergents, care products and heat,
- damages caused by hot, moist, pointed or sharp edged objects,
- damage and soiling caused by pets, heating sources or weather conditions,
- soiling, such as body sweat, or caused by body and hair care products,
- moisture expansion through stagnant moisture or condensate that has not been removed,
- discolouring through contents of medicines (toxic reaction),
- all changes due to agents containing acid, solvents or alcohol,
- unsuitable attempts at cleaning, repairs or subsequent improvement,
- product properties typical of the goods that do not represent any material defects,
- changes to the subject matter of the contract,
- electrical functional parts (legal guarantee applies),
- cover materials.

EXCEPTIONS:

- Excluded from the guarantee and warranty are damages caused by external products, for example steam cleaner, impregnation and cleaning agents not recommended by the manufacturer, discolouration of jeans, other textiles that are not colour fast, velcro on clothing or substances that have been glued on, contain saccharics, acid, softening agents or solvents.
- Exhibition products are also excluded from the guarantee, since they do not correspond with the new condition due to frequent relocation, use and the effects of being displayed. In this case, the legal guarantee of 2 years and the recommendation to document traces of usage or erroneous functioning

- when transferring risk to ensure traceability of the guarantee applies.
- Additional services in connection with planning and installation.
 - Subsequent orders and changes are only guaranteed until the discontinuation of the model or decor or finish discontinuation as is practice in the industry.

CLAIM OF GUARANTEE:

The claim to guarantee services only exists after clarification of responsibility and liability for the defective object and not automatically for the entire scope of delivery. We request photos with details of the defective goods for this purpose. Remedy of the defect is usually done by the trading partner and is only offered against presentation of the contract for the sale of goods.

Therefore please always contact your contract partner first!

VENJAKOB: 5 YEAR GUARANTEE GUARANTEE CERTIFICATE (DOES NOT APPLY FOR SELF-ASSEMBLY)



The consumer is granted a 5 year guarantee for our models – appropriate use and treatment assumed.

This guarantee is only applicable for new models and first purchase and contains the legal warranty of 2 years for material and surface conditions, functional security and the professional manufacturing of our models. Changes that occur because of normal, natural wearing and changes that are caused by environmental influences, especially exposure to light, are except from the guarantee. Also except are show room models, cover materials and traded goods, like electric components, for these the legal warranty and/or the guarantee of the respective manufacturer applies. The guarantee can not be claimed for pick-ups by the customer, self-assembly and external delivery/assembly by a logistics company (see terms of guarantee and exceptions).

Granting of the guarantee takes place as chosen by the warrantor, either through subsequent improvement or new delivery. For subsequent improve-

ment we repair the deficient part or exchange it. If the article is not available anymore you will receive an equal value replacement.

Your furniture retailer that handed over the product information, this quality pass and your sales contract with your purchase is always your first contact in case of a guarantee claim!

PLEASE IMMEDIATELY REGISTER ONLINE AT: [www.venjakob-moebel.de/en/ service/5-year-guarantee.html](http://www.venjakob-moebel.de/en/service/5-year-guarantee.html)

Registration is
**mandatory within
three month** after
delivery of the goods,
otherwise the extension
of the guarantee to
5 years is inapplicable.



Dear customer,

we are delighted that you have decided to purchase a product from our company. To ensure complete satisfaction with your furniture, we would like to explain in detail the product properties and typical characteristics of the products, this includes changes through daily use, light, sun, your living environment as well as important cleaning and maintenance information.

Daily use leaves its traces on all items used. We spend a large part of our lives in our residences, so the indoor climate plays a crucial role. Doctors and scientists recommend an annual average of 18 - 23 °C and a relative air humidity of 45 - 55% indoors.

This is generally good for our health and particularly important for people suffering from allergies or asthma. A decrease in humidity can cause unpleasant, electrostatic charging connected to synthetic carpets, textiles and covering materials. Electrostatic charging does not depend on the material, but is almost always caused by air that is too dry or by synthetic or coated materials.

Natural products, for example solid wood, react to a decrease in humidity. This then leads to warping, shrinkage or fine hairline cracks in the wood. They are caused by usage and have no influence on the life of the furniture.

To ensure that Venjakob furniture is used as intended, please make sure that they are only used in the general living area. They are not suitable for use outdoors or in public / commercial property areas. Special agreements have to be made for orders for exteriors or public facilities (hotels, conference rooms, retirement and assisted living homes etc.)

Proper use (no misuse) and regular maintenance and care of our living room, dining room and functional furniture as well as coffee tables with many different materials must therefore be self-evident. If you want longterm satisfaction with the furniture, you must observe the obligation to care for and maintain your furniture properly.



USEFUL FACTS FROM A - Z

GENERAL USE, CLEANING AND MAINTENANCE INSTRUCTIONS, PROPERTIES TYPICAL OF THE GOODS AND IMPORTANT INFORMATION FROM A-Z.

A

Air humidity (Indoor climate):

Wood is a natural material constantly absorbing and emanating moisture. Furniture should therefore not be exposed to any extremely high or too low air humidity. Otherwise, the wood begins to work again, to get warped or to show open glued joints or cracks. The indoor climate that is best for humans and plants, according to doctors and scientists, has annual average values of 45–55 % relative air humidity at 18–23° C. It is therefore recommended to have a thermometer and a hygrometer in the room. There is a threat of mould and damage to material if the walls are permanently moist. That applies to wood furniture as well as leather covers that also need the right indoor climate.

Anziano oak:

Old wood in its most beautiful form. With the charm of the past and the radiance of the new, Anziano oak is one of furniture manufacturing's visual delights. The veneer, which is the basis for the manufacturing process, is produced from beams of castles, houses and barns in a time consuming process. The raw material is between 100–500 years old and is pre-selected by qualified purchasers.



The wood is prepared for processing in a boiling process before it is cut. 1,5 mm of strong veneer is thus created layer by layer. In the preliminary stages colour changes are achieved through damping to create a homogeneous appearance. Some beams cannot be used, e.g. from stables because they have a dark finish

due to tanning processes. After being cut, the veneer layers are selected with great care and assorted into a veneer grain. In a further processing stage, the veneer is applied on to a carrier material for transporting and processing.

In further manufacturing of Venjakob furniture, the surface is treated by sanding, buffing, brushing and varnishing. Inclusions, structures, swirls and unevenness that can be felt on the surface are deliberate and prove the authenticity of the product. Colour play varies from product to product and cannot be influenced - it is, after all, an unique item. A filler repairs cracks and knotholes. However, despite taking great care, there will always be open spots, but they do not reduce the usage properties. Anziano oak is something special for customers seeking the charm of the past and the traces it has left!

Assembly instructions:

Assembly instructions are enclosed with the product at the time of delivery. Please read them carefully before assembly. If they are not observed the guarantee/warranty will not apply.

(see also »Terms of guarantee: self-assembly«).

You can also find the assembly instructions online at:

<http://www.venjakob-moebel.de/en/service/assembly-instructions.html>

B

Beech (*Fagus sylvatica*):

Origin America

Beech is a whitish, pale brown wood and is very hard. Traditionally it is used for chair frame production but lately is more commonly used for veneered or solid wood furniture in general.

Bending:

A certain amount of bending/warping cannot be avoided in shelves, bookshelves, drawers, wall shelves, table tops or panels depending on the material and size and is permissible (see testing standards), as long as the safety and function is not impaired.

C

Casual Upholstery:

(See »Crimping / Creases / Folds«)

Ceramic:

The table tops are very robust, easy to care for and easy to clean because the surface is nearly completely scratch- and heat-resistant. The processing of these table tops is the result of extensive research and development. A clay-quartz-mixture with added colour pigments is high-compressed with mit 24.000 t pressure and then sintered at 1200°C. Therefore ceramic is fire-resistant and can endure high temperatures. We nevertheless do not recommend to put hot objects - like cooking pots etc. - directly on the table top since it can be damaged by spontaneous, direct heat. The surface of the ceramic can contain areas with a lighter or more contrasting colour than the basic surface colour, the roughness of the surface can vary as well. This is caused by a combination of smaller variations of the natural compo-



nents out of which the ceramic plates are build and which determine the design of the surface. Smaller areas of lighter or darker colours or a rougher feel are within the quality standards and not a deficit of the material, in fact, they are a determining characteristic of the design. Ceramic is resistant to UV-light, the colour will not change with daily use of the table. It is a natural product and does not emit any pollutants. The surface is extremely versatile with a great visual impact and is high-resistant, reliable, practical and long-lasting at the same time. Ceramic is food-safe, hygienic and very easy to care for since fluids can not permate into the table top.

Please note: Despite these outstanding product characteristics breaks of the ceramic table top can happen in exceptional cases when intense load strain is applied on a small area of the surface. This kind of load should therefore generally be avoided.

Daily cleaning is necessary for hygenic reasons. You can clean off stains with a glass cleaner (please note: without protective film properties!) and a micro fiber cloth. For stronger stains you can use a intensive or an universal cleaning agent. Important with these cleaners is a two-step cleaning in areas of food processing and use. Exceptional dirt, like metal abrasions from pots or knives as well as crusted food waste can be treated with a dedicated cleaner for Ceran surfaces a micro fiber cloth. After that any bound dirt remaining, can easily be cleaned off with a dedicated glass cleaner and a dry clean micro fiber cloth. For hygenic cleaning and removal of limscale remains you can use a cleaning agent on the basis of amido-sulphonic acid or phosphoric acid. To avoid that these substances are transfered to food, please clean again with a dedicated glass cleaner and a microfaser cloth. Ceramic is very chemically durable but not completely insusceptible. For this reason please do not use any harsh products on the basis of von saline sulfuric acids or hydrofluoric acids (i.e. wheel rim cleaners) as these are generally not suitable for kitchen or bath cleaning. High-alkaline products like oven cleaners or caustic pot ash can negatively affect the surface, the same applies to quarz scrubbing agents or sand. Common dish detergent in connection with dirt remains can lead to an unhygienic film on the surface and are not recommended for hygienic cleaning of ceramic surfaces. A greasy film that on the surface

through continued use of a contaminated rinsing cloth can be eliminated with a dedicated Ceran surface cleaner.



www.venjakob-moebel.de/en/service/videos/full-screen/ceramic-surface.html

Cleaning and Care instructions:

Please note: Always observe the manufacturer instructions for the product! Make sure that no hot, too heavy, sharp edged, scratching or wet objects, that cause pressure points, indentions or rims are placed on high quality furniture surfaces. Please immediately clean off spilled acidic liquids, such as fruit juices and alcohol, and do not let them penetrate. Never rub on the spot with great pressure. Tobacco smoke, kitchen vapours and environmental influences also leave their traces. To ensure that your furniture remains beautiful for a long time, you must care for your furniture regularly. Surface care requires some effort, but if properly executed you can enjoy your furniture for a long time.

Cleaning and Care Products:

We recommend:

-Cleaning and Maintenance Kit 1 for normal oiled surfaces:

order-no. 0000-1427

-Cleaning and Maintenance Kit 2 for all light oiled surfaces:

order-no. 0000-1428

-Cleaning and Maintenance Kit 3 for oak rustico light:

order-no. 0000-1430

For cleaning, care and protection of oiled surfaces. With the regular use of the Care and Maintenance Kits you ensure the continuous beauty of the surface and ensure its protection.

- Puratex® intensive cleaner for fabrics, also Tritex and Melange fabrics:

order-no. 9999-1717

Despite its gentleness and effectiveness without bleach, it is particularly suitable to clean off older staining.

-Keralux® Leather Care Kit P - gentle cleaner and care lotion for smooth leathers: order-no. 0000-1461

-Keralux ® Intensive Cleaning Kit Aktiv Plus P for all smooth leathers:

order-no. 0000-1462

-Keralux ® Leather Care Kit Vintage for Buffalo leather:

order-no. 0000-1465

-Keralux ® Intensive Cleaner Vintage for Buffalo leather:

order-no. 0000-1467

-Sedicur ® Intensive protection lotion for synthetic leathers:

order-no. 0000-1463

-Sedicur ® Cleaning Kit for synthetic leathers:

order-no. 0000-1464

-Glass Cleaning and Care Kit:

order-no. 0000-1455

Ideal for professionell cleaning and polishing of high-quality, sensitive glass surfaces.

Further information for cleaning and care of the various materials and surfaces can be found in this Quality Pass, see each entry of the respective material. You can order the Cleaning, Care and Maintenance Kits at your furniture retailer or online at: www.venjakob-moebel.de/zubehoer-shops



Colorado walnut (*Juglans nigra*):

Origin America

Depending on the type and origin of the walnut tree, the darker Colorado Walnut shows a wide range of colours from greyish brown too dark stripes or brown to reddish brown with up to almost black varying stripes. All walnut wood types, particularly the lighter wood parts become darker under the influence of intense light. Each surface structure is individual, the furniture piece is a unique

specimen. Branch and growth marks occur in varying proportions and are characteristic of Colorado Walnut. They reflect the uniqueness of each and every piece of furniture.

Coffee tables:

An extensive and varying range of coffee tables is available. This includes a large number of continuously new materials made of natural and artificial products. You can find information on maintenance and properties of use in this document.



Colour and structural differences in solid wood and real wood veneer (tolerances):

(see »Air humidity«)

These unmistakable natural and growth properties make each individual piece of authentic, wooden furniture a »unique specimen«. They have a unique appearance just like our personal thumbprint. Wood changes with sunlight and light irradiation as well as different climatic conditions. The more it is exposed to natural conditions, the quicker these changes take place. Absolute uniformity in colour and structure, for example between the plan sample and delivered item or the horizontal and vertical grain direction of the wood, can therefore not be guaranteed and is typical of the item. Wood types and veneers from different tree trunks do not fit together structurally and as far as colour is concerned. Deviations in colour will occur during use at the latest. If there are additions of furniture pieces later on, there will be clear differences in colour between old and new pieces at the beginning, which will adjust with time. Special, model specific processing methods, such as vertical and horizontal direction of the veneer, »precipitated« veneer cutting between doors, side parts or drawers are the industrial standard. Depending on the type of wood, position and incidence of light, veneer and solid wood combinations result in light and dark differences in colour and structure. This colour play is a property typical of the item of a naturally grown material and an important and unmistakable characteristic of authenticity.

Colour samples:

If we manufacture according to a colour sample, the final colour finish can only be approximated, since the structure of the wood can be very different with each delivery. Complaints and exchanges are therefore not accepted for deliveries according to colour sample. We try to match the colour to our best possibilities.

Cork bark :

Cork bark has a rough surface that is rich in contrast and shows marks left by wind and weather. Its natural colours vary between light brown and dark brown. It is a renewable resource that can be obtained from the cork oak every nine years without having to cut down the tree. Before it is processed for furniture the cork bark is steamed. Because of its unique cell structure cork oak creates a natural room climate.



Crimping / Creases / Folds:

This behaviour of the covering fabric/leather/synthetic leather is mostly caused by mere use. If you have a preferred sitting position, e.g. only on the middle part of the seat, you will notice some crimping on this seat surface at some point, which will not reduce by itself as time passes. It will even not disappear and become as it once was when the corner bench or the chair was still new! The difference in the remaining, less or never used surfaces can be explained in one sentence: What you use, will change. This behaviour of the item has various causes: On the one hand, the manufacturer calculates supplementary material when producing the covering material, to guarantee that the seams or even the covering material will not tear due to the load. The manufacturer always assumes that heavily built people will also use his goods. On the other hand, the seat width and depth contribute to crimping. Generally, the bigger the seating surface or the more fabric / leather / synthetic leather the seating surface has, the more likely it is that crimping and folds will form. If the seating surface is divided into seams fixed in the frame with fasteners, in a typical 3 seat sofa, for example, you will have 3 seat surfaces that are quite

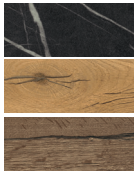
narrow compared to a continuous seating area, such as, for example, in settees. These can often have a dimension of 1,60 m or more and thus have a lot of material favouring the formation of crimping. Industry has standard values for the formation of crimping and folds. In the case of normal and solid cushion set up the height of the fold in a seat width of approx. 50 cm can be 1,40 cm, if the seat width is 70 cm approx. 2 cm, and in the case of seat widths of up to 160 cm or above, even 4 cm. The fold height is determined by stroking over the covering material from the outside to the middle using slight pressure, so that a fold is created in the middle - the height of this fold determines the value. The materials themselves also have their own tensile and expansion properties according to the type of weave. This means, the denser the material is woven, the less the material expands under stress!

One exception is the so called light cushion type, which is based on a separate cushion set up. An especially soft seating comfort is often possible connected to a deep subsidence into the item. In this case, a certain ability to fold is definitely intended and folds created later on also do not represent a defect (casual upholstery). Additionally, it must be mentioned that real leather additionally reacts to body heat and has the tendency to expand somewhat. Direct sunlight or the warmth of heaters, ovens or a fireplace strongly influence this behaviour of leather as well!

D

Decor:

A Eurodecor MDF table top is finished with melamine impregnated decor paper from both sides and is suitable for interior living areas. The synchronous ST37 Feelwood structured surface of the Halifax oak appears as a solid wood surface because of its striking fissures and knotholes. Specifically developed end-grain edges complete the authentic natural look. The ST9 Smoothtouch matt structured surface creates the matching cool-matt feel for the marble optic finish Pietra Grigia black. The decor finish Metal Slate unites a slate optic with an metallic effect. Its ST16 Mineral Plaster structured surface supports the stone characteristics.



Advantages:

- abrasion-, impact- and scratch-resistant
- hygienic and food safe
- not sensitive to stains and easy to clean
- heat-resistant
- eco-friendly and recyclable
- authentic surface structures

Cleaning and care: Common, daily staining can easily be removed. Please note that the surfaces have to be cleaned and disinfected regularly. The anti-bacterial properties do not replace the need for cleaning and disinfecting. Without required regular cleaning, dirt and biological layers can impede on these properties.

Discolouration (textiles that are not colour fast):

Textiles that are “not colour fast”, e.g. blue jeans, t-shirts or similar items, can easily bleed on light or uni coloured covering materials, especially if the colours are strong. This discolouration cannot be removed from most materials and only in the initial stages of discolouration when leather covered items are affected. This is not a reason for complaints since the cause are external materials that are not colour fast, e.g. jeans.

Door hinges / drawer guide rails:

The adjustment of the door hinges should be done by an expert, also the re-adjustment if necessary. In addition any adjustment needed to the guide rails of the drawers should be done by professional personnel as well.

E

Electrical components:

Only replacement lamps or equipment with the same capacity (check transformer) can be used. They should not be closed off or covered with curtains (trapping of heat). Trapping of warmth or heat can cause consequential damages.

F

Fabrics:

The price of a fabric does not necessarily say anything about its robustness and durability, but can express other quality criteria, such as the exclusivity and elegance of the materials used, for example (silk), the refinement of the printing or weaving process, the high aesthetic value or the extreme fineness.

Care and maintenance can be compared to daily human hygiene. Dirt formed in daily use (dust, breadcrumbs, pills, etc.) is removed in regular care and maintenance through regular vacuuming (low suctioning capacity) with a normal household vacuum cleaner with an upholstery brush. You must use a nozzle with soft brushes for velour and flat fabrics and work in the direction of the nap. Then brush off with a soft brush (e.g. clothes brush).


Now and then the cover should be wiped off with wet chamois leather. The moisture keeps the fibres elastic and thus has a positive effect on durability. The textile covering materials exhibit the highest variety in quality, materials, designs and colours. Individual product information is especially important in this case. On no account should micro-fibre cloths, steam cleaners or irons be used! Stains are removed best immediately after they have formed; it is important that spilled liquids are dabbed off immediately with absorbent kitchen paper or cloth - not rubbed! - so that they cannot even penetrate into the fabric.

DALLAS Q2 + FREIBURG Q2:

The Q2 fabric offers many advantages:

- Q2 is produced without chemical additions
- Q2 is eudermic and suitable for persons affected by allergies.
- Q2 offers outstanding cleaning and care qualities.
- Q2 guarantees high abrasive durability.
- Q2 offers excellent resistance to fading.
- Q2 is washable and easy to care for.
- Q2 offers a 5-year-guarantee by the manufacturer.
- Q2 is made in Germany





With the use of specially developed Hitex®-threads the fabric gets a natural cotton look. For the dyeing only colourants approved in Germany are used. After strict medical testing the Q2 brand was awarded with the „seal of approval for biocompatible textiles“. Q2 fulfills the requirements for the „Blauen Engel“ seal and all Q2 threads are certified after the „ÖKO-Tex-100“ standard and are ecologically sound.

Cleaning and care: Stains containing fats or other foods (e.g. ketchup, mustard, red wine, beer, condensed milk and chocolate) can be cleaned off with common, mild-household cleaning agents (Rei, Priil, Persil etc.). Clean off fresh stains with a clean cloth. Soak dried stains with water before cleaning them off. Wash out remaining stains with tepid soap suds and a clean sponge and also all soap remains (tensides) with clear water. Solvent-containing stains (e.g. lipstick, nail polish, ball-pen, felt tip pen and shoe polish) can be removed with common acetone (available in hardware stores, for example). Remove the staining by carefully apply the acetone in circular motion around the stain. Immediately clean off the dissolved staining with a clean, absorbent cloth. If needed, repeat the process. The acetone evaporates completely after the cleaning process. Stains from colour bleeding or wear debris from extraneous material (e.g. jeans) can be removed by a solution of 1 part chlorine and 10 parts water. Moist the stained area with the solution. The extraneous colour particles are destroyed after approx. 15 - 20 min. Clean off the dissolved colour particles with a clean cloth and carefully wash off all remaining chloride salts.

DENVER (synthetic leather)

As is the case with all soiling, the sooner a stain is removed, the greater the chance of removing it completely. Dried substances or substances that permeate the fabric for a longer time have a much smaller chance to be cleaned off. Soiling caused by oils, fats or ink have to be cleaned immediately. Please note that discolouration

caused by jeans or other textiles is exempt from any manufacturer guarantee.

Cleaning and care: Soak up spilled liquids with a common, soft and clean micro-fibre or cotton cloth. Never scrape off dried stains! With heavier soiling use a warm and mild soap solution and a soft handbrush. The cleaning process might need repeating several times. Afterwards remove the remains of the cleaning solution with a damp cloth and tepid water. Regular and careful cleaning guarantees that you can enjoy the fabric for a long time.

Never use household cleaning agents, chlorides, polishing agents, chemical cleaners, wax polish or agents that contain alcohol and solvents.

If you want to use a cleaning agent, never apply it directly to the affected spot. Test it on a concealed area of the cover fabric first, using a soft, white cloth. We assume no liability – cleaning and stain removal are always carried out at your own risk. If stains are particularly resistant, you should seek advice of a professional cleaning company. For the fabric care you can use a mild, solvent-, oil- and fat-free synthetic leather care product which is obtainable in most drugstores. We recommend the Sedicur® intensive cleaner to clean every day soiling, especially oily and fat containing stains. For ideal protection against early soiling, discolouration and for long-lasting beauty and life of the fabric we recommend the Sedicur® intensive care lotion for synthetic leather. You can obtain the Cleaning and Care Kits in furniture stores or online at:

www.venjakob-moebel.de/zubehoer-shops

FUNCHAL

Fabrics with the Aqua Clean treatment can easily be cleaned only with water, even stains caused by milk, soft drinks, oil, wine, coffee, alcoholic drinks, ketchup and even ballpoint and colour pens. Because of its characteristics, the most difficult stains can be cleaned off easily and comfortably. We recommend the following cleaning process: Gently remove any remaining liquid from the fabric. Apply water to the fabric directly or with a absorbent, clean cloth without completely soaking the fabric. Then wait for a few seconds. Dab at the stain with an absorbent cloth using slight pressure, then clean off the fabric in circular motions. Repeat as often as needed if the stain was not removed completely.

Cleaning and care: Do not use bleaching products or substances like imp-



regenerating agents, stain solvents or similar chemical agents. Do not dry in sun light. Only brush off when dry!

OXFORD

Efficiency is a registered quality brand for upholstery fabrics. Efficiency fabrics are technically superior and combine easy care, durability and eco-friendliness. Efficiency stands for human-friendly and green design.

The Oxford fabric has the following characteristics:

- easy stain removal
- resistant against soiling
- pilling resistant
- easy to clean and care for
- durable
- odor repellent
- highly suitable for households with children

 Efficiency™

Cleaning and care: Stains can be removed by careful cleaning with water and mild soap, the upholstery air dries quickly. Please avoid heat and strong light. It is best to treat the stains as soon as they occur. First remove any excess material with absorbent paper, and then gently rub the stain with a clean cloth dampened with soapy water. With persistent stains the stain can be treated directly with a bit of soapy water and then gently rubbed dry.

ROM



The fabric that protects itself! ROM is completely different: The surface tension, that prevents permeation of stains, is not created by a single, firm coat on top of the fabric, but by billions of single nano-coats that are connected with the fabric fibers separately. The big advantage of this system

reveals itself in the long run because the stain-repellent characteristics of the fabric do not get lost during use. The common effects that could lead to ineffectiveness of conventional stain protection do not have any influence on the fabric. All damages by cleaning, rubbing and scratching are limited to a few stain protection molecules in the nanometre range. The function of those damaged molecules is then transferred to neighbouring molecules. ROM can be

compared with a flexible and breathable protection shield, built of billions of single parts. The advantages compared to rigid, and easily broken, conventional protection coats are obvious: Because of its excellent characteristics the ROM fabric even keeps its water-repellent characteristics (DIN EN 24920) of >80% after 20 common cleanings (ISO 6330) and an oil-repellent characteristic (DIN EN ISO14419) of >4.

Flextex:

The Flextex core consists of individual threads that are manufactured from rubber. This natural product offers a high degree of flexibility and very good elastic recovery characteristics. Due to the bundled arrangement and the great number of threads the overall elasticity of the cable remains if it is damaged by external factors. Shocks, crushing or the like, only damage threads that are directly involved whereas all of the rest remain intact. Braiding protects the elastic core and makes it durable. It consists of TriTex threads that are made of polyamide.

Floor protection:

To protect the floor from scratching, you have to ensure that the respective floor is protected by using special pads under standard feet and legs of the furniture. Complaints about the pads used will generally not be accepted, wear and tear also included, despite time of use. Customers are responsible for protecting their floor materials from damage themselves. Our chair models are always equipped with plastic pads, felt pads are available at a surcharge and are enclosed with the order when ordered additionally.



Please order with your furniture retailer.

Functional parts:

Functional parts are technical components between solid and movable material. To make sure that this technology functions reliably on a permanent basis, it is very important that they are handled carefully. The stress limits must always be strictly observed (see our type descriptions and assembly instructions). Visually,

they often also look somewhat different or deviate slightly from the dimensions. Fittings can be stressed through one-sided handling, for example. Functional parts require some movability depending on the process and material as well as the dimension tolerance, e.g. on a complementary section etc. Depending on the type and surface, regular maintenance and care is recommended.

Furniture fittings:



The proper use of furniture includes the obligation to ensure subsequent adjustment if there are deviations from the assembled condition later on to guarantee permanent functional safety and to rule out consequential damages (e.g. suspended front).

Furniture surfaces in general:

Since the variety of furniture surfaces is very large as far as materials (reproductions, plastics, real wood veneer, solid wood), colour and quality are concerned, they also have different strengths and weaknesses. You can best judge yourself, on how intensively the furniture parts are used. Beauty, elegance or pure natural products, e.g. solid wood, does not automatically equal high durability and life at the same time.

All surfaces more or less change in the course of time through the effects of artificial light and also sunlight. With use a patina, e.g. streaks, is formed, similar to the effect on glass or car lacquer. The principle, the more »natural« a surface, the more sensitive it is, applies here as well. Reproductions or artificial materials, like plastics, are sometimes superior to the natural materials, in their characteristics but also as far as ease of cleaning and maintaining is concerned. Solid wood or real wood veneer, meaning pure natural materials, need the right personal approach and attitude. Therefore, get some detailed advice before the purchase, also in respect to the care properties and changes of the furniture during use.

G

Guarantee:

(see pgs. 3 - 7 »5-Year-Guarantee/extension of guarantee«)



Glass:

Glass produced in the float process corresponds with EU standards and DIN 1249. When light is polarised, irritating aspects such as clouds, rings, streaks or drawing defects in the spectral colours are caused physically and are unavoidable. Glass surfaces are sensitive to scratches. Sharp edged objects cannot be put down or pulled over the surface without protection. Float glass can burst in contact with hot objects or bottles from the freezer in particular. Cleaning is done with a commercially common glass cleaner. Permissible material properties such as small bubbles, core flaws, streaking or wavy impressions cannot be a cause for complaints, as long as the safety and functionality of the glass is not impaired. The criterion for clearance when identifying possible errors with corresponding light sources is RAL GZ 430.

Since glass is applicable as a usable and decorative surface in a large variety of variations and qualities, the respective manufacturing information and the cleaning and maintenance tips must be very specially observed (ask your specialist retailer.)

COLORGLAS

Our colour glass is a non-transparent, lacquered glass, which is produced by applying and curing of an opaque, highly resistant lacquer on the reverse side of the glass. Different colour optics can be created through various glass strengths. The colouring can be different depending on the thickness of the glass. Moreover, glass production is subject to certain fluctuations in the production process and in the raw material, quartz. The different types of glass can have various percentages of green hue to this factor and the colour shade can have a different effect. This production process cannot be influenced. We cannot accept complaints based on this aspect.

FROSTED GLASS

We offer frosted glass in a chemically roughened (acidified) surface finish. With pleasant haptics, there are no unpleasant reflections. For cleaning use washing up liquid (not with a commercially common glass cleaner).

OPTIWHITE GLASS

A standardised saline mixture is added to normal float glass, which can have different colour nuances, depending on the origin of the quartz sand. A green hue is formed in the process. Optiwhite glass is a particularly tint-free glass which is discoloured using the most precise, dosed addition of certain metal salts. It has less of a green tint. Optiwhite glass is also offered in certain models with an acidified surface and thus obtains a matt surface appearance.



Glass breakage and safety glass, **ESG!**

Safety glass distinguishes itself through its increased strength, in particular. This is achieved through special treatment, known as »tempering«. The glass pieces must already have been already processed for this purpose, as they would have become too hard for certain tools after this process. During tempering, the glass panels are heated in a furnace to approx. 700° C and then abruptly cooled down again (shock cooling). The surface of the glass is hardened in the process, areas of stress in the glass are smoothed out and both its bending strength and resistance to impact are greatly increased. The resistance to impact is limited at the edges. In case of glass breakage only very small glass particles form, which are also not sharp edged - compared to float glass, which shatters into sharp edged, pointed pieces and can lead to injuries.

Due to the high temperatures when hardening the glass, it becomes slightly wavy. However, this unevenness can hardly be spotted by the observer, just as little as the tiny inclusions and burned areas, which are also normal properties of safety glass. Safety glass cannot be exposed to extreme temperatures (hot/cold) when used. Nickel sulphide inclusions can release glass breakage in this way. Additional information can be found in DIN 1249.

I
Indoor Climate:
(See »Air humidity«)

Intended use:

Please ensure that your furniture is only used in the general living area. It is not suitable for use outdoors or in public / commercial property areas. Special agreements have to be made for orders for exteriors or public facilities (hotels, conference rooms, senior or assistend living homes etc.).

L Lacquered wood surfaces:



For the regular care of lacquered wood surfaces we recommend wiping it with a dry, soft and non-linting cloth. In addition of the use of such a dust cloth, the surface can be treated as follows to clean off finger prints or other light soiling:

Cleaning: Wipe furniture surface with a damp cloth. We recommend to use a mild, neutral soap. Please always clean large areas to avoid chavng marks. Wipe dry with a clean cloth to avoid small crakcs in the lacquer caused by remaining moisture on the surface. Do not use chemical cleaning agents with added ammonia (ammonia solutions/spirit of hartshorn), alcohol and softening agents as well as scrubbing cleaners with scouring agents (please check the labels of the common household products for contents before use!). Protect the surface from hot objects, adhesive labels and rubber coated objects. Please note that you can not use oil care kits with a lacquered wood top.

Lacquer surfaces (colour lacquer matt):

Our colour lacquers cover in a silk matt finish.

Cleaning: A mild furniture cleaner commonly used in households or a wet leather cloth is recommended to clean the high-quality colour lacquer surface. The area must then be wiped dry with a lint-free cotton cloth to avoid streaks on the surface. Never use acidics, scrubbing agents, microfiber cloth or dirt eraser rubbers to clean the surface! The creation of a patina when the item is used is a typical characteristic. The lacquer is low-pollutant and corresponds to the regulations of the German Federal Health Office.



Leather:

Please note that leather is organically grown and tanned animal skin. Leather breathes and expands, and therefore acquires beauty and character with »age«. Every piece of leather has its own type of scars, structure and colouring and distinguishes itself through natural properties such as mandrel cracks, pricks, burning marks, prominent neck folds and natural expansion. These natural irregularities are not beauty defects, but evidence of authenticity and lasting value.

Always remember that leather also bleaches out due to strong incidence of light, particularly sunlight and continuous proximity to running heaters dries out the leather and makes it porous or brittle. Remedy: Ensure shade or air humidifiers, since hot and dry air is also harmful to humans.

Care: To retain the natural beauty of leather, it must be cleaned and maintained regularly. Taking care of leather is not time consuming. Apart from normal maintenance (light vacuuming and occasional wiping off with a damp cloth), it is recommended to clean the leather according to use, once or twice a year, with specially suited cleaning products and to treat it appropriately with a suitable leather care product according to their instructions.

Please do not experiment with unsuitable agents such as shoe polish, floor wax or cosmetics, for example. When in doubt, consult a specialist.

Cleaning: Never try to remove stains by rubbing on the spot or with solvents (e.g.

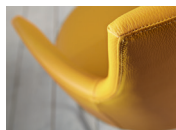
stain remover, turpentine, cleaning benzine)! Please remove liquids or foods immediately with an absorbent cloth. Do not treat grease stains in natural leather - they are often absorbed into the leather and become invisible after some weeks. Work on remaining stains with a leather cleaner.

Protection from stains can also be impregnated later on, depending on the leather type. Leather care kits contain active substances that are ideal for protecting the leather. You can order them at your furniture retailer or online at:

www.venjakob-moebel.de/zubehoer-shops

[See »Cleaning and Care Products«]

Important notice about the use of leather for covers of chairs and benches: When processing leather, a material-related, additional seam in the seat and back of your furniture can occur due to technical production reasons.



BUFFALO LEATHER

The very rustic nubuck surface has very distinctive, natural characteristics. Buffalo leather is barrel-dyed, completely sound in tone, with high-quality colours. Later it is grinded unevenly by hand, so the dark and covering pigments on the surface create accents for a worn look from the first day. The original surface with all natural and growth characteristics remains partially visible and retains its breathability. A robust leather with a pleasantly warm feel and an authentic used and vintage look is created,

including possible variations of colour, luster and grinding. The interplay of coloured and naturally matt surfaces imitates the natural ageing process. Through time this artificially created patina is intensified by natural signs of daily use.

Cleaning and care: Please clean the Buffalo leather carefully with a damp cloth and a natural soap solution. For regular cleaning and care we recommend the Keralux® Care Kit for leathers with a vintage effect. The mild cleaning agent cleans daily soiling and the care lotion offers the ideal moisture

and regreasing for the leather. After a successful cleaning the Keralux® impregnation spray N protects the leather and prevents early colour fading. To clean more resistant staining we recommend the Keralux® intensive cleaner and for the mending of slightly colour faded leather with a vintage effect the Keralux® Colour Repair Kit.

You can order the cleaning and care kits at your furniture retailer or online at: www.venjakob-moebel.de/zubehoer-shops



LEATHER SAUVAGE

The natural, silk soft and fine pored Anilin leather from European cattle hides has a soft grip, antique spotting and is 1,0 - 1,2 mm thick. It preserves a smooth, soft grip through high-quality grease substances and is deep-dyed in a barrel with premium colourants.

Please note that leather is organically grown and tanned animal skin. Leather breathes and expands, and therefore acquires beauty and character with »age«. Every piece of leather has its own type of scars, structure and colouring and distinguishes itself through natural properties such as mandrel cracks, pricks, burning marks, prominent neck folds and natural expansion. These natural irregularities are not beauty defects, but evidence of authenticity and lasting value.

Please note, that leather bleaches out due to strong incidence of light, particularly sunlight and continuous proximity to running heaters, ovens or a fireplace dries out the leather and makes it porous or brittle. Remedy: Ensure shade or air humidifiers, since this is also harmful to human beings. The bigger the area of the leather, the bigger the likelihood that it creates folds or indentations. Body heat, body humidity and body weight support this natural process so that the leather expands and gets »wavy«. This is an optic change that has no bearing on use function or longevity of the leather and is no material defect! (see also »Crimping/Creases /Folds«)

Cleaning and care: Leather must be cleaned and maintained regularly for it to remain beautiful for a long time. Taking care of leather is not time consuming. Apart from normal maintenance (light vacuuming and occasional wiping off with

a wet cloth), it is recommended to clean the leather according to use, once or twice a year, with specially suited cleaning products and to treat it appropriately with a suitable leather care product according to the instructions. Please do not experiment with unsuitable agents such as shoe polish, floor wax or cosmetics, for example! When in doubt, consult a specialist.

Stain removal: Never try to remove stains by rubbing on the spot or by treatment with solvents (e.g. stain remover, turpentine, cleaning benzine)! Please remove liquids or foods immediately with an absorbent cloth. Do not treat grease stains in natural leather - they are often absorbed into the leather and become invisible after some weeks. Work on remaining stains with a leather cleaner.

Protection from stains can also be impregnated later on, depending on the leather type. Leather care kits contain active substances that are ideal for protecting the leather. You can order them at your furniture retailer or online at:

www.venjakob-moebel.de/zubehoer-shops

LED lighting:

The high energy efficiency of LEDs makes an important contribution to climate protection. Low power consumption reduces CO₂ emissions and electricity costs are drastically reduced. Compared to a halogen lamp of the same light intensity, LEDs not only impress with explicitly lower energy consumption, a higher degree of effectiveness and greater amount of light provided, but also with an extraordinarily long life.



Light fastness (effects of light on furniture):

Light fastness is the resistance of a material to the effect of light (especially sunlight, daylight, halogen lighting etc.). Such light sources and particularly sunlight change surfaces, especially wood surfaces. Natural wood types can become dark or turn yellow, pickled wood can bleach. You must protect your valuable furniture from the extreme effect of light, since an absolute light fastness can not be achieved. The elemental force of the sun changes all materials! Special care must therefore be taken in south facing rooms with a lot of glass

windows. When there is direct exposure to sunlight, curtains or blinds should be closed since a surface can otherwise become lighter or darker at the places exposed to light - even after just a few weeks. Such »colour changes« have no influence on the use or lifetime of an item.

Load capacities:

The load capacities of shelves, drawers, book shelves, wall shelves and table tops - whether glass, wood, metal or anything similar - can greatly vary. The specifications on maximum load limits must be strictly observed. When installing or assembling furniture, a correct and sufficient wall attachment / mounting must be observed.

M

Maintenance:

(See »Cleaning and Care« or »Fabrics« and »Leather«)

Regular maintenance of furniture can be compared with the hygiene of humans: dirt and staining of daily use is removed. It is important that spilled liquids, like fruit juices, alcohol etc., are immediately patted dry with absorbent kitchen paper or a soft cloth - not rubbed off! - so they can not soak in the surface. Do not rub on the spot and do not use any furniture cleaners containing silicone. Never try to remove resistant staining with solvents, like harsh stain removers, turpentine or washing benzene.

Measurement, assembly and alignment:



Measurement when planning furniture and the right alignment when assembling the furniture are among the most important tasks when planning new furniture for your rooms. Floors, walls and ceilings are never completely even, so a certain amount of unevenness has to be factored in when assembling and setting up new furniture. Tall single elements and heavy cabinets have a danger of tilting and falling over so they have to be attached to a wall for your safety (security angle bracket). Please make sure to

check the properties of your rooms and walls and load capacities of e.g. hanging elements so that a correct assembly can be secured. Furniture made of veneer or solid wood as well as covering materials such as leather or fabrics should not be kept too close to heaters or light sources and must be aligned absolutely evenly. If this is not observed, subsequent damages can easily happen (e.g. tilting, getting stuck, squeaking, tearing, scratching, warping, bleaching out and drying out) right up to rupturing of materials. In new buildings it is crucial to ensure a sufficient distance from walls and air circulation (risk of mould).

Melange:



The Melange fabric adjusts to your back because of its elasticity. Through interaction of design and material a breathable fabric is created that also looks light and transparent. Melange consists of 70% new wool and 30% polyester.

Other than common upholstery covers, Melange is not woven but knitted, every cover is individually manufactured so it can not be ordered by the metre.

Cleaning and care: Not suitable for steam cleaners as polyester is not resistant to high temperatures so it would lead to destruction of the fiber. Normal stains can be easily cleaned using tepid water and non-aggressive cleaning agents. Suitable cleaners are common washing-up liquids. We recommend the Puratex® intensive cleaner for our chair covers, despite its gentleness and effectiveness without bleach it is particularly suitable to clean off old stains. Available at your furniture retailer or online at:

www.venjakob-moebel.de/zubehoer-shops



Metal lacquered, anodised or polished aluminium:

Use a light soap solution to clean these metals (then rub dry). Do not use alcohol or cleaning/scrubbing agents!

Metal with surface treatment:

Chromed or nickel-plated metal can be cleaned with common metal cleaning agents, wipe dry after.

N

New buildings:

When moving into new buildings there is usually extremely high floor and wall moisture. Values above 90 % construction moisture and a relative humidity of more than 65 % can often not be avoided in the initial months. In this state, no furniture parts should be directly or extensively mounted on the wall, but only after properly drying out of all floors and walls. Otherwise, damage due to moisture, swelling up of materials or formation of mould or mould stains can quickly occur. The north facing side of the building is particularly affected. In such cases sufficient air circulation behind furniture parts must be ensured. This is particularly important. Air that is too dry harms humans and materials just as much as air that is too moist. The correct temperature is an annual average of 18–23° C and a relative humidity (RL) of 45–55 %.

O

Oak (*Quercus robur*):

Origin Germany, France, Croatia, Ukraine

The oak is the queen of all trees can get up to 30 metres high and 1000 years old. The slow growing oak wood is relatively hard and has a typical ring structure with distinctively wide markings. The lighter colour can get darker when the wood is drying over time.

Oak rustico:



Origin France, Croatia

Oak rustico is a strong veneer that sets itself apart optically by a special veneer selection. The rustic wood selection with knots, streaks and natural defects provides an authentic look and is not a reason for complaint. The surface is additionally refined with an aqua-oil which can be refreshed easily with a Cleaning and Care Kit. You can order it with your furniture retailer or online at:

www.venjakob-moebel.de/zubehoer-shop

Odour:

New products smell a certain way initially. This is well known and can last a few weeks or months depending on the material. The material specific intensity of the odour evaporates with use and is influenced by constraints such as indoor climate, season, temperature fluctuation, ventilation behaviour, degree of use and duration, sensitivities of people and is not considered a defect (Stiftung Warentest, product testing). Certain natural products, such as leather, solid wood etc. for example, always have their own smell, typical of the item. The German Quality Association for Furniture e.V. (Deutsche Gütegemeinschaft Möbel e.V.) provides quality and testing regulations for furniture, which ensure that no risks to health and the environment originate in furniture.

Oiled surfaces:

Your oiled furniture must be cleaned and maintained with the right products from the start. Regular care guarantees a long life of the surface. Loose dirt should be removed with a duster. It is important that all dirt and spilled liquids (e.g. drinks) are removed immediately, to avoid a long contact time. To wipe up spills, a small amount of neutral soap can be added to the water, then wipe the surface dry. It is important not to let the surfaces get permanently wet. Sharp and scrubbing cleaning agents should not be used. Dirt scratches can be cleaned with a fine Scotch pad in the direction of the fibre. We recommend our Cleaning and Care Kits for cleaning, care and protection. The beauty and protection of the surface will remain through regular use of the Care Kit (please do not use for lacquered surfaces). With the use of different, external cleaning and care agents the surface could be altered. The Cleaning and Care Kit can be ordered with your furniture retailer or online at: www.venjakob-moebel.de/zubehoer-shops



Optiwhite glass:

(See »Glass«)

P

Pilling:

Pilling or the formation of small knots can occur mainly in flat woven or mixed fabrics in the initial stages. They mostly occur due to the rubbing of external textiles with which the user sits on the furniture. This is known as external pilling and is a characteristic of the item, not a material defect. There are special pilling shavers for this purpose, with which the pilling can be easily removed according to the manufacturer instructions, without damage to the cover material. Pilling as well as the removal of pills do not impair the durability of the material. This aspect, typical of the item, has no influence on the lifetime of the material.

Platicizers:

Plasticizers in goods of daily use can generally lead to changes or even damage of wood, glass or textile surfaces.

Q

Quality and testing criteria:

according to the guidelines of the German Quality Association.



R

Real wood veneer:

(See also »Solid wood« and »Colour and structural differences«)

Real wood veneer, an industrially made sliced veneer, is a natural product. It should therefore not be confused with PVC, paper or similar foils. Ecology sound: By using wood from controlled forestry, handling of these resources is very careful and gentle because we want to protect our environment.

Replacement and expendable parts:

The use of replacement and expendable parts of third party manufacturers can lead to risk and danger. Only original parts may be used! Common expendable parts like illuminants or similar are exempt from the warranty and guarantee. Please note that the plastic and felt pads for chairs can show different signs of wear depending on the floor characteristics.

Resin inlay:

In its original state the resin is colourless but gets intensified in colour by an addition. It can not be deformed by heat (up until 200 degrees) or other influences and is food-safe. The processing for furniture manufacturing is done with wood working machines, like saws, moulding cutter etc. The complete table top, including the resin inlay, gets sealed with a matt lacquer. Therefore, the inlay is almost



scratch-resistant. It seems slightly transparent but has a great longevity and durability achieved by this refinement. Small particles, like tiny vesicles, dust or similar residues in the resin can not be avoided for manufacturing reasons and are not a reason for complaints.

Cleaning and care: Because the table top is lacquered completely, it does not need much care. In daily use, wiping it clean with a moist cloth or a mild soap solution is usually sufficient.

(see »Lacquered wood surfaces«)

Rub fastness / colour fastness:

Colour fastness is referred to regarding colours of furniture materials or leather if they neither discolour nor rub off. Light colours usually have a higher fastness to rubbing than darker colours. Nowadays, most cover materials have good fastness to rubbing values. Only very dark or intensive colours bleed some colour in the initial stages. Light discolouring lies within the tolerance range. Only use distilled water and neutral soap for cleaning and rub carefully with a white, soft and clean cloth, always from seam to seam, lightly and without much pressure and never only on a single spot (danger of rubbing off colour

and creating rims)! Please do not use any microfibre cloths and steam cleaners
Please note: Always observe the manufacturer instruction on the product first
 (See also »Cleaning and Care Instructions«)

S

Santana oak:

Origin France, Croatia

You cannot bring a more natural look into your home. Santana oak embodies noticeable expressiveness and a unique rustic character. The appearance of the real wood veneer is marked by irregularities such as cracks, knots and ray flecks. Knots and cracks are also filled with a dark hydro compound. Unevenness in structure and surface support the character of the material and make it unique. These features are material-cause and not a reason for complaint. In the process of creating Venjakob furniture the surface is also treated with brushing and oiling - this is how Santana oak obtains a special depth effect.

Sap wood:

We deliberately use light or dark parts in solid wood and veneer to give the surface a more lively appearance. Depending on the growth area, the proportions can differ. Sap wood parts in furniture do not justify complaints. Varying intensity or the fading of the shine level can not be fully avoided.

Seat sheen / Shiny marks:

Seat sheen can occur on velvety materials such as velour or sometimes micro fibres when tuft of the fabric lays flat by the pressure of regular use and thus, depending on the incidence of light, creates a different visual »imprint«. This is not a quality defect, but a property of the material, typical of the item. This visual change has no influence on use, function and life and is not a defect in the material.

Solid wood:



Solid wood is a phenomenon, »it always works«. Solid wood is one of the most multi-faceted, high-quality and beautiful, natural products used for furniture and interiors. Proverbially, it is »traditionally unique«. With it, nature shows how difficult it is to subdue. It is not the solid wood that adapts to humans and their residences, but exactly the other way round. Humans must adapt their living areas to nature and its properties. Owners of antiques are well aware of this fact.

What is indispensable for wood is also particularly important for humans: the living and indoor climate. This means an annual average of 45–55 % relative air humidity. Even then, »working«, warping, swelling, shrinking or small cracks can not be avoided. (see also »Air humidity / Indoor climate«)

Special colours / special pickling shades:

An absolute similarity between colour and structure for custom-made products is not possible in industrial production due to productional restraints.

Stainless steel optic:

The stainless steel optic is created by a galvanised surface: After nickel plating a satin finish is applied manually (by a craftsman) and the look of polished stainless steel is created. Use a mild soap solution to clean the surface and then gently rub it dry. Please do not use common household detergents for stainless steel maintenance to clean it.



Stone:



DEGASTONE® - mineral marble

The Degastone® table tops consist of ground natural stone types, such as marble and dolomite. These ground stones are bound using artificial resins and natural colour pigments. The results are elegant tables with a resistance to

breaking that is more than twice as strong as that of concrete. After joining the table panels, they are sealed with a high quality lacquer.

Cleaning and care: The table tops do not need much cleaning and care. Wiping the surface with a wet chamois leather is usually enough. You can clean the surfaces with water and a bit of a mild soap. To preserve the natural character and the colour variety of the surface, we recommend to seal the table top with a common stone wax from time to time. Please note for all stone surfaces: Be careful with acidic fluids, like orange juice or red wine. Wipe them off immediately when spilled so they can not affect the surface.

Structure beech (*Fagus sylvatica*):

Origin: Germany, France, Balkans



The beech is the “Queen of the Forest.” Without human intervention, it would cover almost the whole of Germany. It roots itself well into the soil and is hardly at risk from damage from insects and storms. In spite of these positive properties, old beech trees are increasingly rarely found. As they get older, beech trees have a tendency to form a dark core. Processing beech heartwood into decorative pieces of furniture requires much more care. Qualitatively, the heartwood is almost equivalent to white beech wood, but its appearance is much more individual and exclusive. When processing red beech heartwood for furniture, unique and singular colour structures are formed. Heartwood is naturally interfused with knobs and tends to form cracks. We largely confront these properties through the appropriate cut of the core planks and through artificial drying of the wood to the average indoor climate of centrally heated rooms that is common nowadays. Further characteristics like connations and colour differences as well as the darker colouring are an expression of an organic manufacturing process and is consciously desired as such. They give structure beech furniture an unmistakable and unique appearance.

Care: Clean lacquered or oiled surfaces regularly. Protect them from light especially sun light. Wipe off acidic soiling, fruit juices, lemonades or alcohol immediately and do not let them penetrate. Clean resistant stains with tepid

and some neutral soap. Do not use any sharp cleaning agents, they could damage the surface and make it blunt. Request additional information from your specialist dealer. (See also: »Oiled surfaces«)

T

TriTex:

The TriTex fabric adjusts to your back because of its elasticity. Through interaction of design and material a breathable fabric is created that also looks light and transparent. Other than common upholstery covers, melange is not woven but knitted, every cover is individually manufactured so it can not be ordered by the metre.

Cleaning and care: Not suitable for steam cleaners as polyamide is not resistant to high temperatures so it would lead to destruction of the fiber. Normal stains can be easily cleaned using tepid water and non-aggressive cleaning agents. Suitable cleaners are common washing-up liquids. We recommend the Puratex® intensive cleaner for our chair covers, despite its gentleness and effectiveness without bleach it is particularly suitable to clean off old stains. Available at your furniture retailer or online at:

www.venjakob-moebel.de/zubehoer-shops



Tolerances:

Tolerances can not be avoided in the industrial mass production of furniture for technical reasons. This refers to ready-made goods that are manufactured in large numbers. The opposite is individual production of single items by craftsmen. This is applicable in particular to functional furniture, which requires additional leeway. If variations (tolerances) in colour, dimensions and structure fall within the national and international standards and are in a negligible range, then there is no material defect.

TV- and multi functional parts:

Please allow enough space for air circulation of the heat-absorbing electrical parts. Overheating can cause consequential damage.

V

Veneer:

[See »Real wood veneer« and »Colour and structural differences«]

Great care is taken when selecting veneers for table tops with a veneer finish. Since the veneers are processed in individual strips, the veneer images must, of course, fit together. The grain texture of the precious wood veneer is enhanced in a particularly beautiful way using surface finishing with lacquer or linseed oil free of contaminants. Veneer images are often also processed with a deliberate proportion of sap wood. The proportions of the dark or light wood vary to create a lively appearance.

W

Wall fastening / wall attachment:

Before the assembly of furniture, the wall condition (solid brick work) must be tested and the fitting and tools specified by the manufacturer must be used, so that safety is ensured and the walls can later bear the weight of the furniture.

Wheels:

Testing of the suitability of the wheels for the existing floor material is incumbent on the customer. Damage caused by the wheels is not part of Venjakob's product responsibility.

Wild oak (Quercus robur):

Origin France, Croatia, Ukraine

The descriptions wild oak or also knotty oak do not indicate a special wood type or a separate type of oak. Rather, this description serves the purpose of making clear that it concerns a special selection of the oak. Trees that have many

knotholes and grow at the edge of the forest or in shadowy locations are deliberately selected. Properties typical of the wild oak are knots (in different sizes and varying proportions) and differences in colour. The appearance always varies because of this and each piece of furniture is a unique specimen in itself. Larger natural defective spots and cracks are filled with a special hydromass.

The finish wild oak light soft brushed oiled impresses with the different variations of knots and has a special feel due to a softly brushed surface.

(see also »oak«)

Wild oak cracked:

Origin France, Croatia, Ukraine

The cracks in this wood are deliberate and are created with a special drying technique. The coffee tables that are equipped with this cracked wood are absolutely unique. During the selection process for the wood we look out for special characteristics: crack, knotholes, splintering or deformations. They are typical of the item and therefore no reason for complaint. During the processing of the wood for our high-quality Venjakob furniture the surface is treated with sanding and oiling. Inclusions, structures, swirls and palpable roughness, like cracks and splintering of the surface, are deliberate and testify for the authenticity of the product. We cannot control natural colour variations within the product range.

Wood materials:

The quality of a product is basically not dependent on whether a piece of furniture consists of wood materials or solid wood, but rather on the quality of the wood used. The chipboards, medium density fibreboards (MDF), plywood, three-layer panels or core board plywood are of the highest quality, extremely stable with veneer, foil or lacquered surfaces, less susceptible to temperature fluctuations and can be used in a variety of ways. Their content has been tested for sound health standards according to the strict DIN and EU standards.

Wrinkling: (See »Crimping/Creases/Folds«)

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