



COLLINS & HAYES

CARING FOR YOUR FURNITURE



# COLLINS & HAYES

## CARING FOR YOUR FURNITURE

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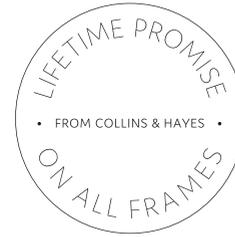
Sink into the irresistibly indulgent comfort of Collins & Hayes, and experience the true luxury of being at home.

Collins & Hayes design and make the finest, most luxurious upholstered sofas and chairs in state-of-the-art workshops in rural Nottinghamshire.

Every handcrafted Collins & Hayes piece is distinguished by effortlessly elegant, smart yet casual styling, and features irresistibly soft, deep cushioning, hand-stitched details and solid oak feet. We're so confident in the quality and comfort of each Collins & Hayes piece that we offer a lifetime promise on every frame.

**Please take time to read the following instructions to ensure your furniture is kept in the best possible condition. With the correct care it will give you many years of enjoyment.**





## LIFETIME PROMISE

Congratulations for choosing this luxurious Collins & Hayes piece. You've given yourself the gift of extraordinary comfort and understated elegance you'll always love coming home to.

We pride ourselves on the exceptional build quality of our furniture, that's why we offer our lifetime promise. We promise to repair or replace any Collins & Hayes frame that fails structurally due to workmanship or materials.

This applies to all wooden components in your furniture with the exception of feet, which are guaranteed for 1 year.

In the unlikely event that you should experience an issue with your fabric, springs or cushion interiors within the first 12 months of purchasing your Collins & Hayes sofa or chair we will work with your retailer to repair or replace your furniture.

This guarantee excludes issues arising as a result of normal wear and tear, improper care or accidental damage.

## Fire Retardancy

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

These are:-

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

Properly cared for and well maintained furniture should last for many years. In the unlikely event that you experience a problem with your furniture, please contact your original retailer where you purchased your sofa or chair.

## CARE INFORMATION

Your Collins & Hayes sofa is designed and developed to provide luxurious comfort, that's why we suggest the following to ensure your furniture looks great and feels comfortable for many years.

- Sitting on the edges of the cushions or on the arms may lead to premature wear or distortion of the fillings or fabric. Allowing people or animals to jump on furniture may result in permanent damage.
- Do not allow pets to snag the fabric. If a snag does occur don't pull it, carefully feed through to the back of the fabric with a blunt needle.
- Take care with sharp edged objects and jewellery around your sofa or chair.
- Furniture should not be exposed to long periods of direct heat which could cause frame distortion or strong direct sunlight which may cause fading.
- Avoid sitting on upholstery with non-colourfast or heavily soiled clothing.
- Prolong the life of your furniture by regularly turning loose cushions.
- Make sure your sofa is kept in a well ventilated room. Upholstery fabrics have better longevity under normal humidity circumstances.





## LOOKING AFTER YOUR COLLINS & HAYES

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

- Accumulated dust and dirt will accelerate wear and can dull colours. We recommend you carefully vacuum your upholstery, at least once a week to keep it in good condition.
- Dust removal may be improved by pre-brushing with a soft brush.
- Never use soap or detergents on fabrics, as upholstery fabrics are not 100% colourfast. Excessive wetting could cause shrinkage. Minor soiling can be removed by using a proprietary dry foam cleaner available from most furniture stores. Please test before applying to whole area and follow instructions for use.
- The application of additional stain repellent treatments may affect the feel, colour and performance of the fabric.
- It is advisable to have heavy soiling cleaned by a Professional Upholstery Cleaning Service.
- Even though some of our covers are suitable for machine washing, we would always recommend professional dry cleaning. Refer to your retailer for more information and advice.
- Reversible cushions, if provided, should be rotated daily on sofas and chairs in order to avoid localised excessive wear or soiling.
- All scatter cushions should be plumped up on a daily basis especially if they are fibre or feather filled. This will not only enhance the look of your furniture but will help prolong its life.
- We recommend that feather cushions or feather mix cushions are not vacuumed, only brushed.
- Timber or show wood areas of your furniture should be simply wiped with a soft duster.
- Periodically they can be cleaned with a diluted solution of warm water and vinegar and then buffed with a soft duster to restore the shine.
- Do not use spray furniture polish.

Collins & Hayes cannot accept responsibility for any damage caused through incorrect cleaning.

## LOOKING AFTER YOUR FABRIC UPHOLSTERY

Our extensive range of fabrics are selected from the finest mills across the world. In order to maintain your furniture in the pristine condition in which it was delivered, please take a little time to read the following helpful tips.

- Some colour variation can occur between fabric batches. Although we monitor this very closely, it is advisable to order pieces together if you want to place them in the same room.
- Your Collins & Hayes fabrics are all made with natural fibres. A natural fibre yarn may show characteristics such as knots, slubs and irregularities as part of their inherent quality. Fibre slubs should not be regarded as a defect and instead a natural characteristic of the yarn spinning process.
- Upholstery should not be exposed to long periods of heat or sunlight. Prolonged exposure could cause the fabric to fade. It is advisable to protect your upholstery by drawing the curtains or blinds.
- Some fabrics have a pile, such as velvets and chenilles, which may shade, show pressure marks or flatten. Heavy objects for example can leave a pressure mark. Creases may form in seat and back cushions where fillings flex. These are normal characteristics of pile fabrics, and should not be regarded as a fault (see page 13 - Special care for Velvet and Chenille upholstery).

- Accumulated dust and dirt will accelerate wear and can dull colours. We recommend you carefully vacuum your upholstery, at least once a week to keep it in good condition.
- Dust removal may be improved by pre-brushing with a soft brush.
- Never use soap or detergents on fabrics, as upholstery fabrics are not 100% colourfast. Excessive wetting could cause shrinkage. Minor soiling can be removed by using a proprietary dry foam cleaner available from most furniture stores. Please test before applying to whole area and follow instructions for use.
- Even though some of our covers are suitable for machine washing. We would always recommend professional dry cleaning. Refer to your retailer for more information and advice.
- The application of additional stain repellent treatments may affect the feel, colour and performance of the fabric.
- It is advisable to have heavy soiling cleaned by a Professional Upholstery Cleaning Service.
- Slip covers must be cleaned in accordance to the label attached to the cover. This will mean dry cleaning at a Professional Dry Cleaners only.

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## SPECIAL CARE FOR VELVET, CHENILLE AND WOOL UPHOLSTERY

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

A few simple tips:-

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



## LOOKING AFTER YOUR LEATHER UPHOLSTERY

Collins and Hayes leathers are selected from premium tanneries worldwide, they are natural products and every hide has a unique life story. Leather will stretch and move, and may display traces of the past, such as healed scars, insect bites, growth marks, veins, sometimes even brand marks. These are all hallmarks of hide and in no way detract from wearing qualities of leather.

No two hides are alike, grain structure will always vary. The dyes and finishes penetrate to varying degrees in different areas of the hide to give an attractive finish, perfect colour matching between individual pieces cannot be guaranteed.

Swatch books should be regarded as a colour guide only.

Aniline and Semi Aniline hides have an aged appearance, with a considerable degree of variation in colour texture and natural features.

These factors mean that after a few weeks of use, wrinkles and creases will form naturally in the leather giving a 'puddling' effect. These behaviours should cause no concern, in fact they give a soft inviting look. Collins & Hayes use top quality leather which will gain character over time.

We recommend some caution to buckles, pets and sharp objects.



## LOOKING AFTER SHOW WOOD & CASTORS

### Show Wood

- Simply wipe any timber or show wood areas of your furniture with a soft duster.
- Clean periodically with a diluted solution of warm water and vinegar then buff with a soft duster to restore the shine.
- We advise that you do not use spray furniture polish.

### Castors

- Some of our furniture is fitted with castors for ease of movement.
- We advise that you check the condition of your castors and feet regularly, any faults could damage or stain wooden floors or carpets.
- Avoid dragging your furniture across exterior surfaces as this may damage your castors.

# FABRIC CLEANING INSTRUCTIONS

Fabric names	Composition	A damp cloth to remove slight stains do not use detergents	Professional upholstery clean only	Steam without direct contact	Soap and warm water sponging
ACRE	100% Leather	•			
ASTLEY	100% Cotton		•	•	
AWAKEN	48% Viscose 29% Cotton 13% Linen 10% Acrylic		•	•	
BLISS	51% Viscose 23% Polyester 15% Linen 11% Cotton		•		
BREEZE	42% Cotton 29% Viscose 14% Polyester 11% Linen 4% Polyacrylic		•	•	
BROWNSHOLME	100% Cotton		•	•	
CALM	51% Viscose 15% Polyacrylic 13% Linen 8% Wool 7% Cotton 5% Polyester 1% Silk		•	•	
DAYDREAM	44% Viscose 34% Cotton 9% Linen 9% Polyester 4% Polyacrylic		•	•	
ECHO	80% Viscose 20% Linen		•	•	
ELEMENT	60% Cotton 26% Viscose 9% Linen 4% Polyacrylic 1% Silk		•	•	
EMBRACE	100% Pure New Wool		•		
ENCHANTED	50% Viscose, 25% Linen 13% Cotton 12% Polyester		•		
ENLIGHTEN	60% Cotton 40% Linen		•	•	
FLOURISH	80% Viscose 20% Linen		•	•	
FLOW	52% Viscose 22% Linen 19% Cotton 4% Polyester 3% Polyacrylic		•		
GENEVA	60% Cotton 40% Linen		•	•	
GENEVA VINTAGE	60% Cotton 40% Linen		•	•	
GLOW	52% Cotton 29% Viscose 14% Linen 3% Acrylic Chenille 2% Nylon		•		
GROVE	100% Leather	•			
HAMLIN	63% Cotton 37% Linen		•	•	
HARMONY	50% Viscose 20% Linen 19% Cotton 11% Polyester		•		
HEARTLAND	82% Cotton 15% Acrylic 3% Polyester		•	•	
INSPIRE	39% Viscose chenille 38% Polyester 18% Nylon		•	•	
KAIKO	63% Cotton 37% Linen		•	•	
LEIGHTON	100% Cotton		•	•	

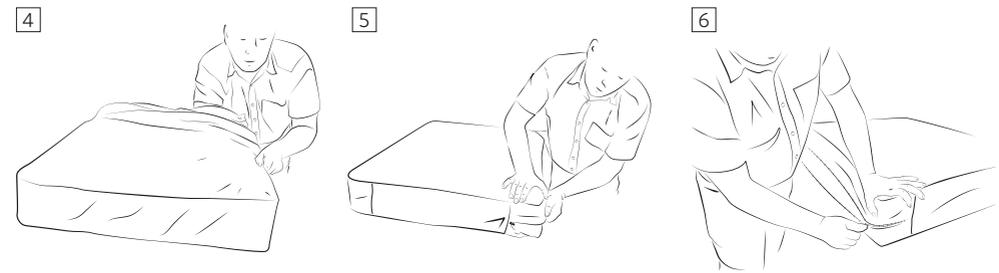
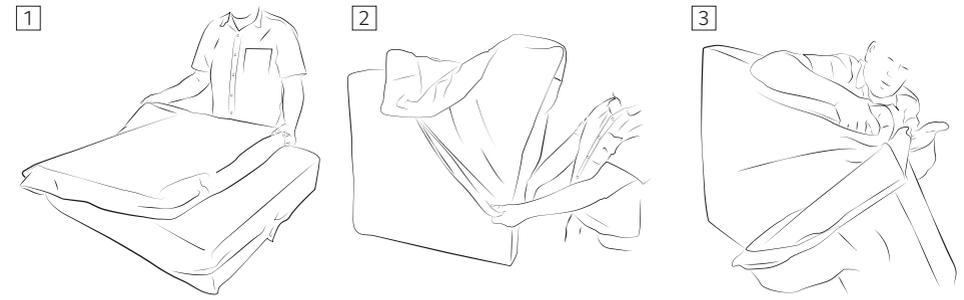
Fabric names	Composition	A damp cloth to remove slight stains do not use detergents	Professional upholstery clean only	Steam without direct contact	Soap and warm water sponging
HORIZON	47% Viscose 32% Cotton 10% Linen 7% Polyester 4% Polyacrylic		•		
LIBERTY	100% Cotton		•		
LINARA	63% Cotton 37% Linen		•		
NOURISH	68% Viscose 20% Polyester 12% Cotton		•		
PASSION	49% Viscose 24% Linen 21% Cotton 4% Polyester 2% Polyacrylic		•		
PASTURE	100% Leather	•			
PEACE	8% Cotton 27% Viscose 15% Polyester 9% Linen 1% Silk		•	•	
PERFECTION	49% Viscose 24% Linen 21% Cotton 4% Polyester 2% Polyacrylic		•		
PURITY	70% Viscose 16% Linen 12% Cotton 2% Silk		•	•	
RADIANCE	49% Viscose 24% Linen 21% Cotton 4% Polyester 2% Polyacrylic		•		
REFRESH	60% Linen 40% Cotton			•	•
RITUAL	70% Viscose 30% Linen		•		
SERENITY	58% Viscose 18% Cotton 15% Polyester 8% Linen 1% Silk		•		
SIGNATURE	48% Viscose 48% Cotton 4% Linen		•	•	
SOOTHE	36% Wool 25% Viscose 21% Polyester 9% Cotton 8% Linen 1% Silk		•		
SOULFUL	77% Cotton 13% Polyester 10% AF		•	•	
SUBLIME	54% Viscose 34% Cotton 12% Polyester		•		
SUBTLE	47% Viscose 30% Cotton 23% Linen		•	•	
TRANQUIL	60% Linen 40% Cotton (Bleached cloth)			•	•
VERVE	47% Viscose 18% Polyester 17% Linen 17% Cotton 1% Silk		•		
WHISTFUL	51% Viscose 25% Linen 12% Cotton 12% Polyester		•	•	

Cover story fabrics	Composition	Professional upholstery clean only	Steam without direct contact	Steam without direct contact. Machine wash 30°. Cold rinse short spin, DO NOT TUMBLE DRY
SPIRIT	75% Cotton 25% Polyester	•	•	•
SENSE	85% Cotton 10% Viscose 5% Polyester	•	•	•
CLARITY	48% Viscose 46% Cotton 6% Linen	•	•	•

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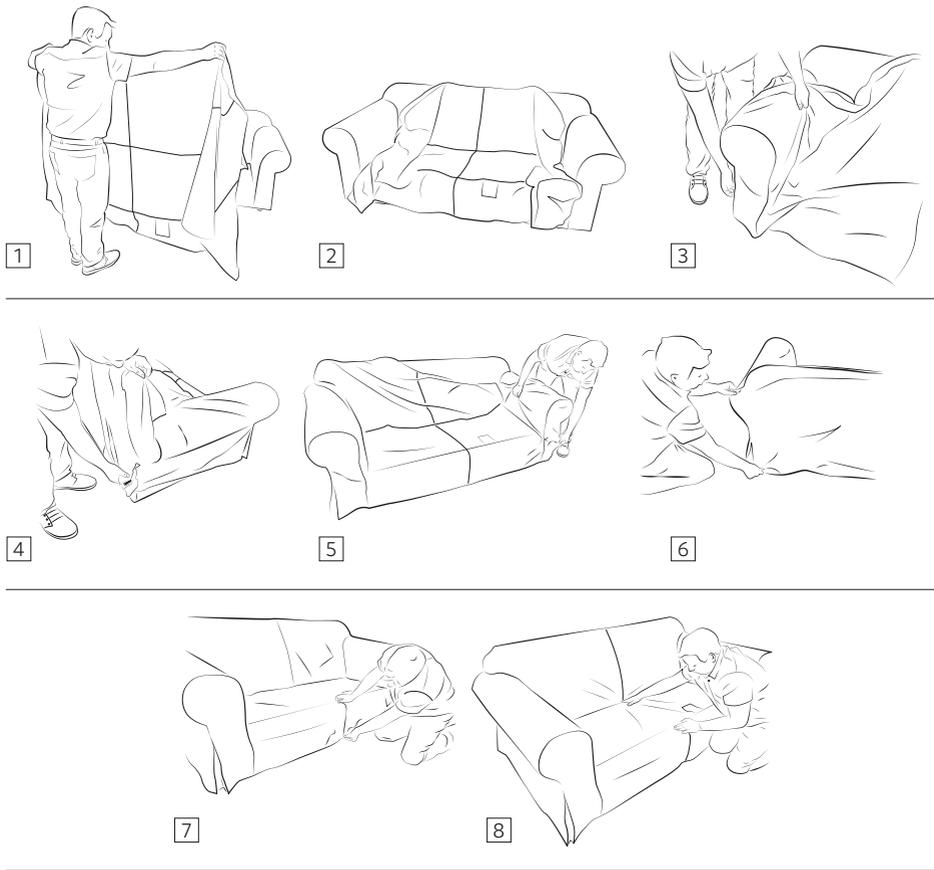
# COLLINS & HAYES

## THE 'HOW TO' GUIDE



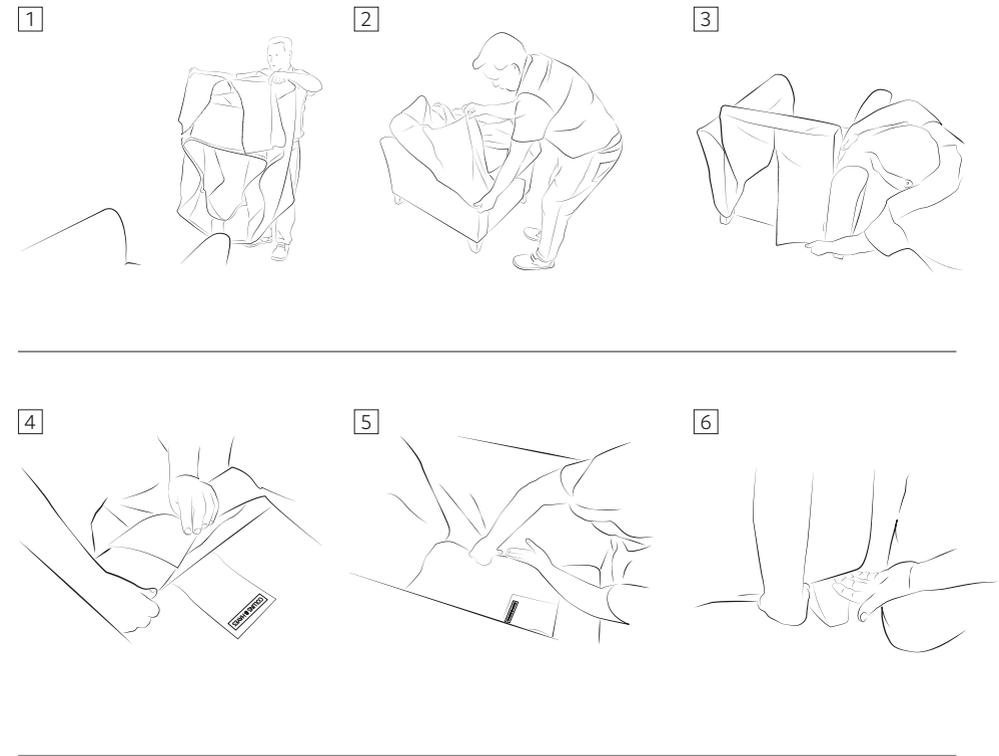
## HOW TO FILL YOUR SEAT CUSHIONS

1. Prepare your cover by placing it over the seat cushion.
2. Stand your seat cushion up and place the back cover over the back corner of the seat cushion.
3. Now turn the seat cushion over and compress the corner of the seat cushion into the cushion case.
4. Lay your seat cushion flat and pull the cover down, ensuring the top of the seat cushion is pulled into the corners fully and lines up correctly.
5. Ensure the cushion fills the bottom of the cover.
6. Gently zip the cushion cover closed.



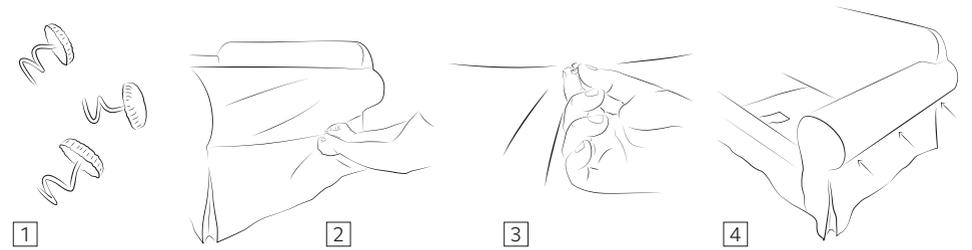
## HOW TO FIT YOUR SLIP COVERS

1. Firstly hold out the slip cover, taking care to line up the slip cover to each sofa arm end.
2. Lay the slip cover on top of the sofa in position. Ensuring the seams run down the centre of the sofa lay the slip cover on top of the sofa in position.
3. Take the arm of the slip cover and pull this over one of the sofa arms.
4. Move to the back of the sofa and pull the cover so you can begin pulling the cover fully across.
5. You can then repeat for the other side of the sofa.
6. Then pulling the sofa cover over the back of the sofa.
7. Line the seams up and pull the front of the cover down, ensuring the sofa valance runs straight.
8. Finally, tuck the cover in the back of the sofa and down the sides.



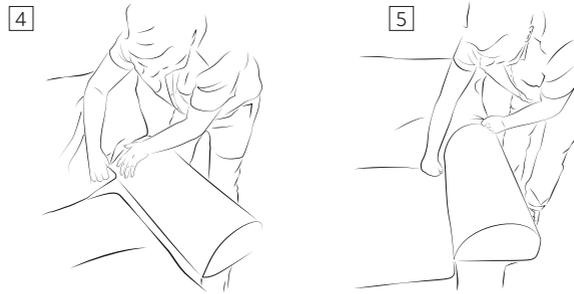
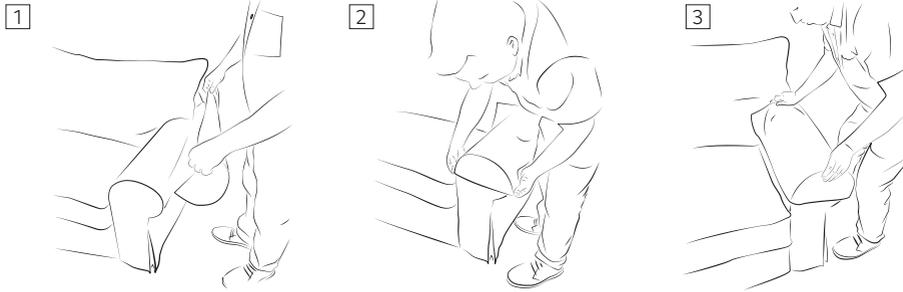
## HOW TO FIT YOUR TAILORED SLIP COVER

1. Set the slip cover at the top of the inside back, lay the cover over the sofa.
2. Position the front of the arm cover over the top of the sofa, ensuring the cover is only placed half way down the front of the arms.
3. Place the rear of the arm and top of the inside back over the edge of the sofa. Pull the cover to the bottom of the sofa. Tuck the cover between the arm and back, then carefully close the zip at the back of the sofa.
4. Attach the top of the front panel to the corresponding Velcro sewn into the seat platform on the body.
5. Place the bottom of the arm/inside back cover to the Velcro on the sofa.
6. Finish by attaching the cover along the bottom of the frame, ensuring the cover is set into the recess along the top of the leg.



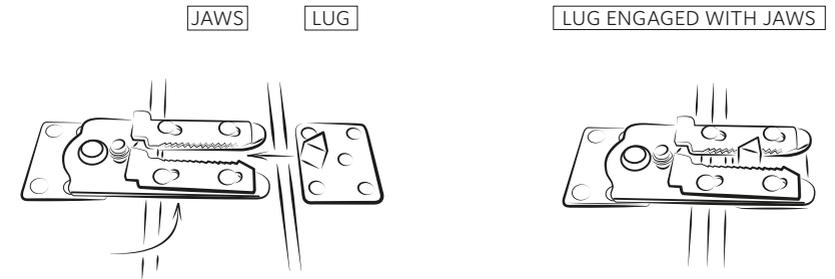
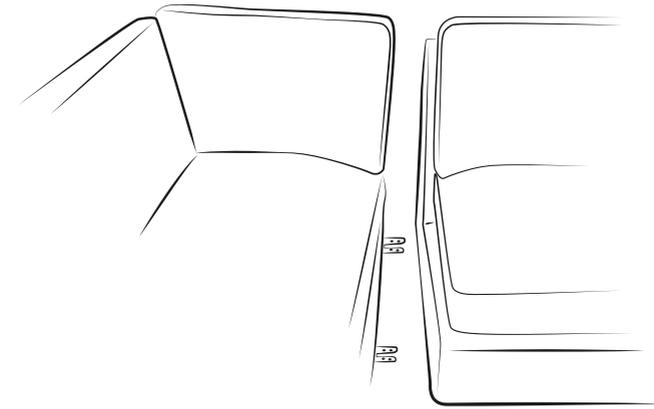
## HOW TO FIT YOUR TWIST PINS

1. The Lavinia sofa comes with six twist pins (3 per arm) to maintain the shape of your sofa.
2. To refit your twist pins simply push the pin in under the arm.
3. Then twist to secure.
4. Repeat this for the twist pins under each arm. Ensure they are evenly spaced under the arm. Remember to remove the pins before removing your slip covers.



## HOW TO FIT YOUR ARM CAPS

1. Firstly ensure you have the correct arm cap for each arm. There will be a left and a right.
2. Place your arm caps over the arm ensuring the front of the arm caps runs across the middle of the arm facing.
3. Line the arm cap up correctly, removing any creases.
4. Lift up the back cushion and tuck the back of the arm cap behind the cushion.
5. Gently place the back cushion back down. Your arm cap will now be fully fitted.



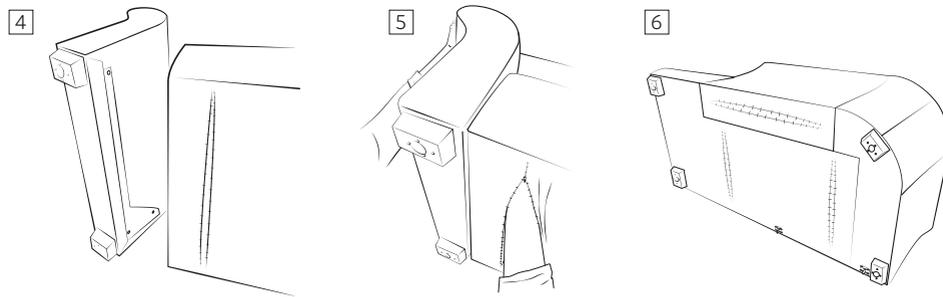
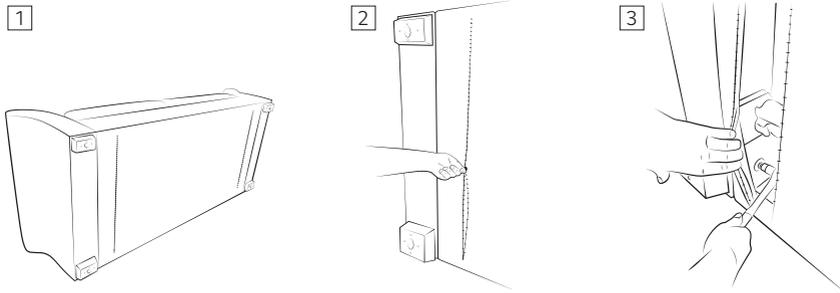
## HOW TO LINK MODULAR UNITS TOGETHER

### Connecting

1. To connect modular units together, firstly swivel the main bracket out.
2. Position the unit so the lug on the small bracket lines up with the jaws of the large bracket.
3. Push the unit together firmly ensuring the lug engages with the jaws.

### Disconnecting

1. Simply lift up the unit with the small lug bracket. This will pull the lug up through the jaws and uncouple the units.
2. For transporting, fold the large bracket back under the unit.



## HOW TO BOLT AND UN-BOLT YOUR ARMS

1. Lie the sofa on its back.
2. On the underneath of each sofa next to the arm there will be a zip. Gently unzip to reveal the bolt holes.
3. Use a ratchet to loosen the bolts.
4. Once all the bolts have been removed the arms will detach from the sofa. Take care to ensure all the bolts are kept together for reassembling.
5. Reverse the first 4 steps to bolt arms back to the sofa. Ensure the bottom of the sofa is lined up with the bottom of the arm for reassembly.
6. Close the zips. On chaise end models and corner groups there may be more zips, ensure they are all closed before placing the sofa back on its feet.

# COLLINS & HAYES

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