

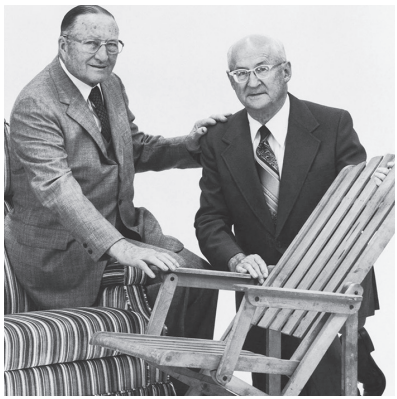
LA-Z-BOY®

warranty

Care Guide

A legacy of Comfort

‘Since 1927, our goal has been to enrich people’s lives by transforming houses into homes’











How it all began...

It was 1927 in Monroe, Detroit when two cousins, Edwin Shoemaker and Edward Knabusch, designed their first La-Z-Boy recliner. Until then, no one had considered designing a chair that reclined…a simple yet effective concept.

Comfort & Quality

By 1983 La-Z-Boy was stocking its first range of stationary sofas and chairs, proving the diversity in the brand - which also meant appealing to a broader market. La-Z-Boy was set to then put their mark on the world and expanded into other continents, including in New Zealand and Australia.

Into the Future

It is not just the design that allowed for the global success of La-Z-Boy, but rather a combination of branding, planning, people and innovation, joined together under the umbrella of the La-Z-Boy core values of comfort, quality and style. For 95 years, these values have been the backbone of why La-Z-Boy has been so successful.

Congratulations on your new La-Z-Boy!

You have just purchased furniture made by the world's most popular recliner brand. You will be reassured to know that your La-Z-Boy comes with industry leading international warranties.

La-Z-Boy delivers comfort, quality and style that you can depend on

For over 95 years, La-Z-Boy has meant quality time with family, conversations shared and memories created. This has not changed, despite La-Z-Boy's design having evolved over the years to meet changing style trends and advancements in technology and innovation.

With functionality that now allows for powered recliners, lift recliners (allowing you to almost stand up out of the chair) and fabrics that are resistant to water - to name a few. La-Z-Boy has plans to be around for a while, creating new memories and providing more comfort for families young and old in Australia, New Zealand and across the globe.

Please take the time to read our guide with care instructions and warranty information.



What to expect

It's an exciting time unpacking your new La-Z-Boy. Here are a few tips to help you.

At the start of your La-Z-Boy's life

1. If you are removing any protective wrapping, do not use any sharp tools which could damage the fabric or leather.
2. Immediately after delivery, you may notice compression of padding or cushions, or creases in the leather or fabric. This is completely natural and will rectify itself within the first 2-3 months of usage.
3. When you first use your new lounge suite, sofa or recliner, it may feel firmer than what you recall in-store. Breaking in of foam is normal and you will find the foam will soften and then stabilise over time and use.

For amazing comfort that looks and feels good

- Our furniture is crafted by hand and therefore the size, weight and upholstery workmanship of these products may have minor variations from the showroom models, or from the product specifications you have been quoted.
- When you receive your purchase, the foam seating areas will be a little firmer than the one you sat on in-store at the time of purchase. This is completely normal, foam in general will soften with use over the first 6-18 months. This estimate is dependent on use, and will only effect the cushions that get regular use.

  For example; if you own a 2 seater sofa and you always sit on one side of the couch for the majority of the time, and the other cushion only get used when you have visitors, it is expected that your seat will soften faster than the other seating areas. This is no different to the likes of a bed mattress moulding to the shape of your body over time.
- To enhance the performance of the filling it is important and necessary to refresh the look of your cushions by plumping them and altering your seat choice regularly.

Experience the La-Z-Boy difference

To keep your La-Z-Boy furniture looking fabulous, it's good to know the best way to care for it.

- With use, you may notice the leather or fabric upholstery becomes less taut on the surface. This is known as puddling or comfort creases and is a natural result of the upholstery stretching. This is not considered a warranty issue.
- To ensure your La-Z-Boy is kept at its best, keep it away from direct sunlight to minimise fading of your furniture.
- Please ensure that each part of the furniture is placed at least 50cm away from any heat source, including electric or gas heaters.
- If you move your La-Z-Boy, always lift at each end, from the base and with assistance.
- Please do not use the cushions sewn into the frame to move the furniture.
- If you do not care for your La-Z-Boy and clean it regularly it will lose its appearance and stains, odours, dirt and grime will be harder to remove.

Follow the fabric and leather care guides to help care for your La-Z-Boy.



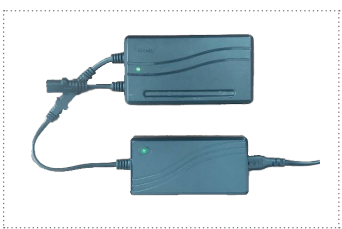
Welcome to the future of reclining

With every recliner comes our commitment to innovation, exceptional durability and long-lasting comfort.

Recliners

Caring for your recliner can help to keep it reliable, comfortable and long lasting.

- Please ensure your product is located a suitable distance away from the wall so the chair can recline fully without obstruction.
- The footrest must be retracted prior to standing up from the seated position.
- Please do not sit on the footrest when the recliner is in the open position.
- Always keep hands and feet clear of moving parts.
- To close the footrest on La-Z-Boy recliners that are operated by the handle, open the footrest fully to the third position and then push the handle forward to close.
- Our recliners are made for sitting on and reclining. They are not designed to be used as a replacement for a bed.



Power Recliners

Put the power in your hands at the touch of a button for the ultimate reclining experience.

- Always disconnect the electrical cord attached to the unit from the power source before cleaning or moving the unit.
- If your powered recliner stops working, please check all connection cords are properly connected and the power is turned on at the wall.
- Please follow the battery charging instructions provided with your battery.

Lithium Battery Pack Troubleshooting

If your battery pack appears not to be working, follow the steps bellow.

1. Check whether the LED light on the battery pack is green, which indicates that the battery pack should be operating normally.
2. If there is no green light or the LED light is not working, please check the connection between the transformer and the battery. Press firmly onto the terminal to ensure adequate connection.
3. If your power product is fitted with a USB port and is being used to charge a device, this will significantly reduce the battery, and you will need to charge your battery pack more frequently.



Caring for your Leather

Leather Cleaning Advice

Leather is one of the most beautiful and durable upholstery materials in the world and needs to be cared for correctly.

- Your leather furniture should be dusted weekly with a soft, damp cloth and dried thoroughly.
- Clean and condition the entire leather surface 3-4 times per year, with our recommended leather cleaning kit. Leather cleaning kits are available for purchase at all La-Z-Boy stores.
- Pay particular attention to body contact areas when cleaning, as the build up from naturally occurring body oils and perspiration, hair and body producats may cause damage to the leather.
- Keep out of direct sunlight as fading and cracking can occur.
- Be aware of sharp edges on clothing and accessories, as these can damage your furniture.

For Spots and Spills

- Blot excess liquid immediately with a clean, absorbent cloth or sponge. Dry with a clean towel and allow to air dry.
- Please do not use solvents, saddle soap, shoe cleaners or harsh chemicals on any leather surface.
- For minor or slight scratches on the surface, use a chamois or clean finger to gently buff the scratch.
- Butter, oil or grease spills should be wiped with a clean, dry cloth. The spot should dissipate into the leather in time.

A note about medications

If leather furniture is used constantly by individuals on some medications, including but not limited to, chemotherapy, blood pressure and heart medications, extra care should be taken to protect leather surfaces from direct skin contact as the chemistry in these medications may react with and damage the leather finish. Headrest covers and arm protectors are advisable.



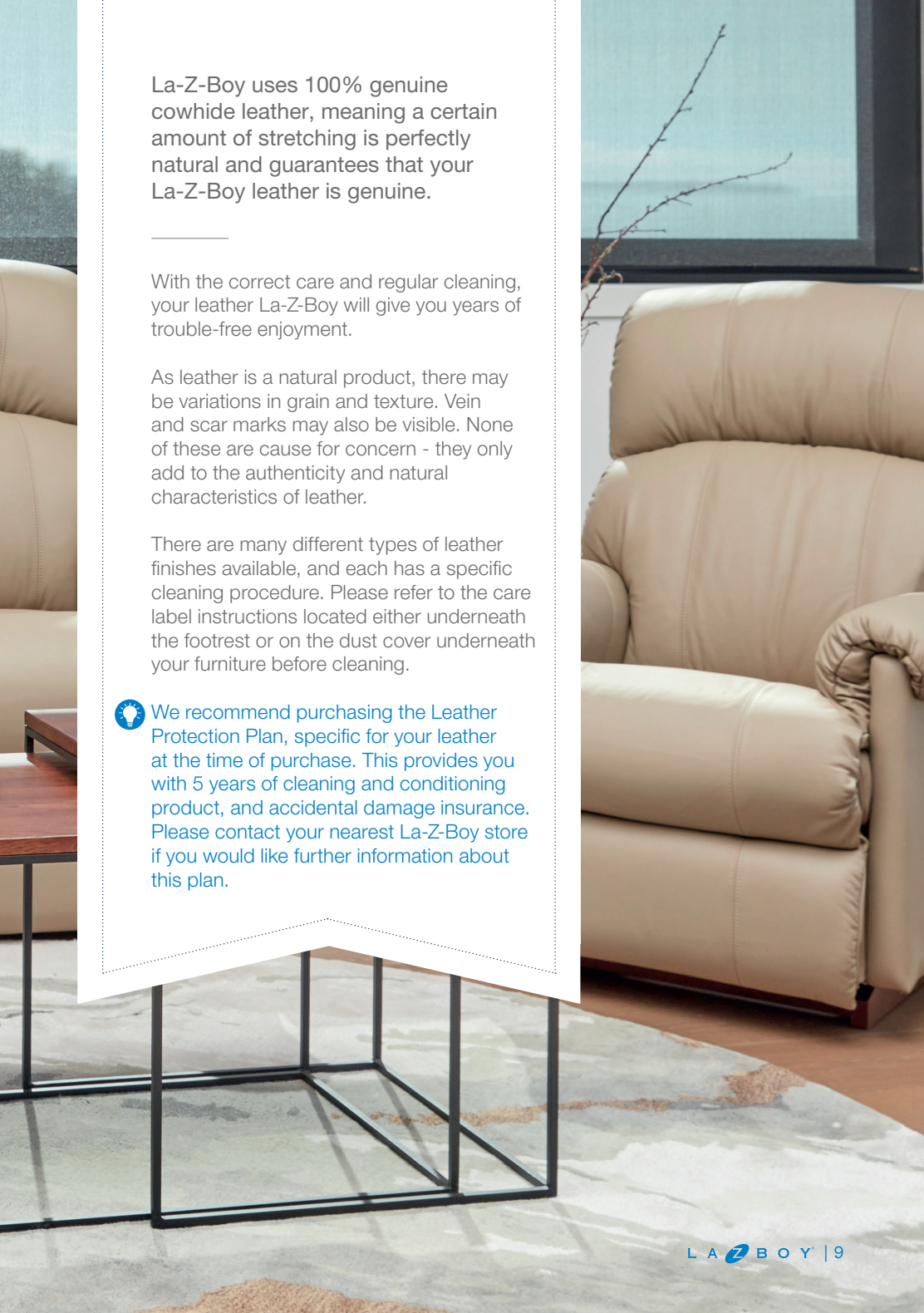
La-Z-Boy uses 100% genuine cowhide leather, meaning a certain amount of stretching is perfectly natural and guarantees that your La-Z-Boy leather is genuine.

With the correct care and regular cleaning, your leather La-Z-Boy will give you years of trouble-free enjoyment.

As leather is a natural product, there may be variations in grain and texture. Vein and scar marks may also be visible. None of these are cause for concern - they only add to the authenticity and natural characteristics of leather.

There are many different types of leather finishes available, and each has a specific cleaning procedure. Please refer to the care label instructions located either underneath the footrest or on the dust cover underneath your furniture before cleaning.

We recommend purchasing the Leather Protection Plan, specific for your leather at the time of purchase. This provides you with 5 years of cleaning and conditioning product, and accidental damage insurance. Please contact your nearest La-Z-Boy store if you would like further information about this plan.



Caring for your Fabric

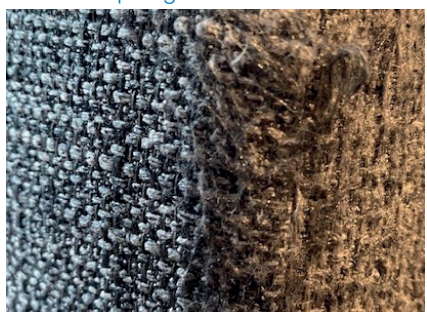
Fabric Cleaning Advice

- Determine the type of fabric and recommended cleaning code. You'll find this information on the tag attached to the furniture, either underneath the footrest, or on the dust cover underneath your furniture.
- Use a low suction vacuum weekly to remove any accumulated dirt or dust.
- Keep the product away from direct sunlight to prevent fading.
- Clean spills and stains as soon as possible. Gently scrape any excess off the surface of the fabric. Do not scrub the area, as this can create a noticeable difference in the texture of the fabric. Gently dab the spill, taking care not to saturate the fabric.
- Apply fabric cleaners strictly according to the instructions. Always test cleaners on an inconspicuous area before using. Recommended cleaning products can be purchased from your La-Z-Boy store.
- Be aware of sharp edges on clothing and accessories, as these can damage your furniture.

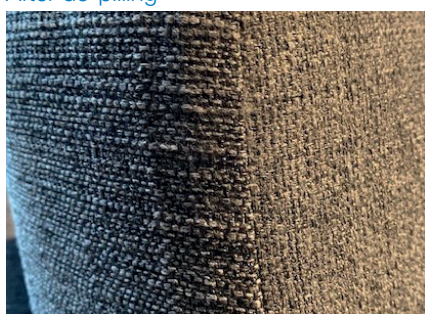
Pilling

- Pilling is a natural occurrence that is common in most woven fabrics.
- Pilling is a result of regular daily use and is not considered a fault.
- Pilling is most successfully removed with battery operated pilling tools.
- De-pilling only removes loose surface fibres and does not affect fabric performance.

Before de-pilling



After de-pilling



Your La-Z-Boy is made from high-quality fabrics. We only use the best materials so that your furniture will look and feel good for years.

Various factors determine the life of your fabric, such as colour, weight and fibre content.

However, you can be rest assured that all La-Z-Boy fabrics are tested to best practice standards. Your upholstery will last longer with the correct care and maintenance.



An exceptional La-Z-Boy warranty

With every La-Z-Boy product you receive the famous La-Z-Boy warranty - one of the best in the industry.

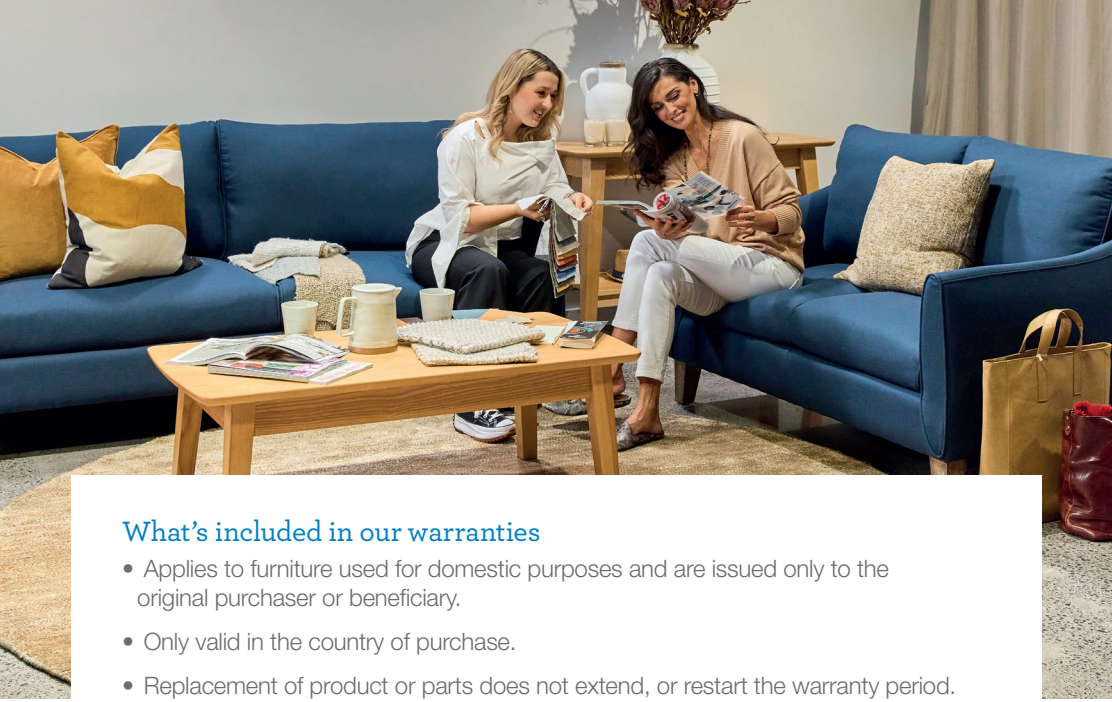
Lifetime warranty

Rocker & Glideaway Recliner Mechanism

5 years	10 years	10 years
All Other Mechanisms	Frame, Foam and Workmanship	Legs, Handles, Wooden and Chrome Arms

3 years	2 years	1 year
Leather	Electrical Parts, Motors and Batteries	Fabric

All other parts – 2 years



What's included in our warranties

- Applies to furniture used for domestic purposes and are issued only to the original purchaser or beneficiary.
- Only valid in the country of purchase.
- Replacement of product or parts does not extend, or restart the warranty period.
- The warranty does not extend to cover furniture that exhibits normal wear and tear, or has been damaged or rendered defective through misuse, abuse and negligence. If a furniture assessment identifies that damage is not a result of a manufacturing fault, La-Z-Boy reserves the right to charge for the assessment.

3 Years Leather, or 1 Year Fabric

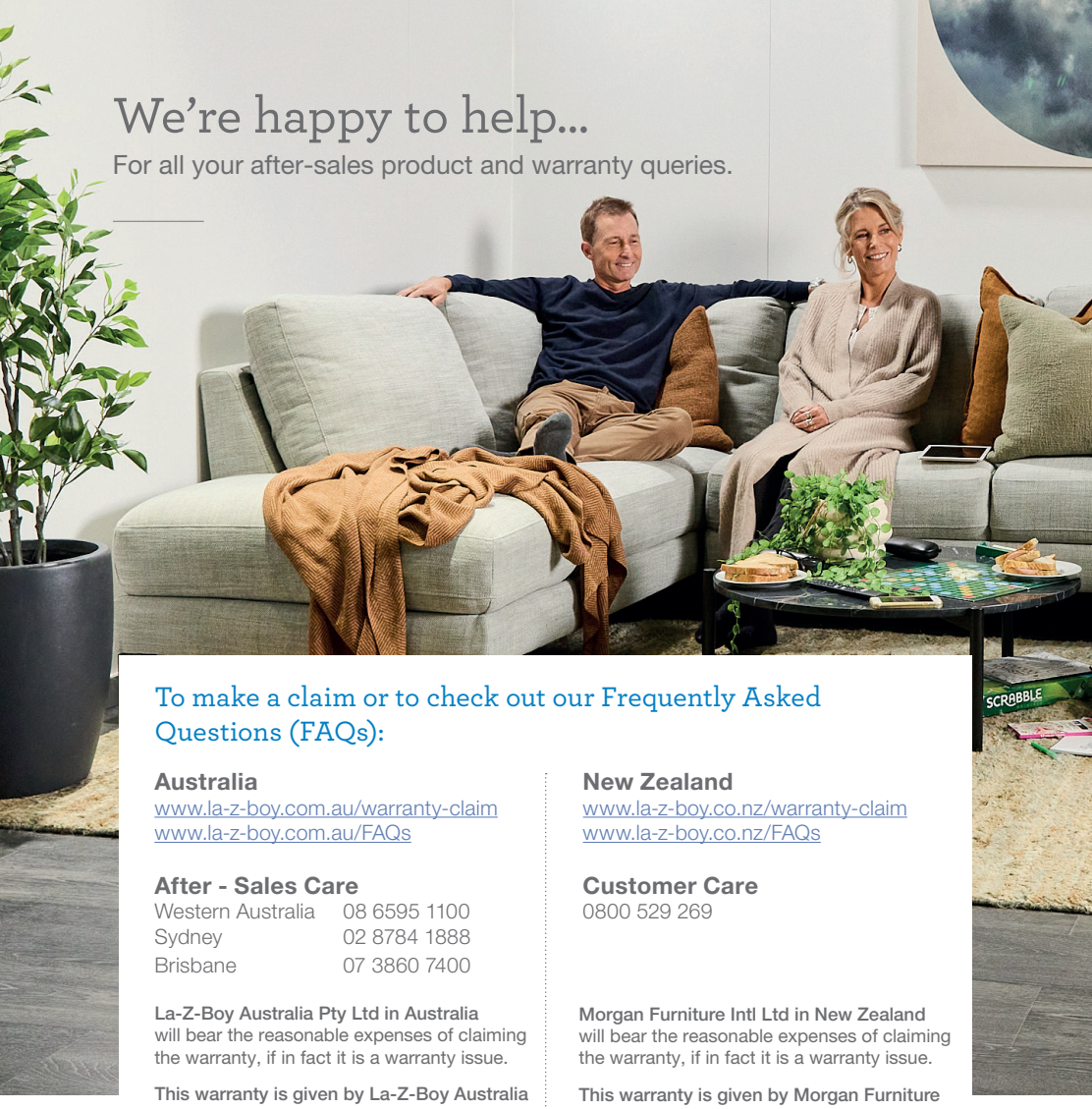
- The leather and fabric warranties do not apply where there is evidence of excessive soiling, improper cleaning or abuse.
- Damage caused by dye transfers, spills, solvents, ink, paint, bodily fluids and other corrosive materials is not covered by the manufacturer's warranty.

Warranty Terms & Conditions

- When a defect or concern is identified, please limit the amount of use and inform your local La-Z-Boy store immediately.
- If you require assistance to make a claim please go to the La-Z-Boy website (see page 12 for more details).
- Once a claim has been received by La-Z-Boy we will assess your claim and respond to you directly, or through the Independent Retailer who you purchased the item(s) through.
- If you live outside of a 50km radius from the store you purchased the goods from, additional freight costs will apply.
- These warranties are not intended to change or exclude any statutory consumer rights against the seller that are mandatory under Australian and New Zealand Consumer Law.

We're happy to help...

For all your after-sales product and warranty queries.



To make a claim or to check out our Frequently Asked Questions (FAQs):

Australia

www.la-z-boy.com.au/warranty-claim
www.la-z-boy.com.au/FAQs

After - Sales Care

Western Australia	08 6595 1100
Sydney	02 8784 1888
Brisbane	07 3860 7400

La-Z-Boy Australia Pty Ltd in Australia will bear the reasonable expenses of claiming the warranty, if in fact it is a warranty issue.

This warranty is given by La-Z-Boy Australia Pty Ltd in Australia:

La-Z-Boy Australia Pty Ltd
PO Box 172, Hoxton Park, NSW 2171, Australia
81 Jedda Road, Preston, NSW 2170
+61 2 8784 1888

New Zealand

www.la-z-boy.co.nz/warranty-claim
www.la-z-boy.co.nz/FAQs

Customer Care

0800 529 269

Morgan Furniture Intl Ltd in New Zealand will bear the reasonable expenses of claiming the warranty, if in fact it is a warranty issue.

This warranty is given by Morgan Furniture Int Ltd in New Zealand:

Morgan Furniture
PO Box 305227,
Triton Plaza, North Shore 0757,
New Zealand



Pursuant to this warranty we will not be liable for any special, indirect, consequential or economic loss or damage or loss of profits (in contract or tort or arising from any other cause of action) suffered by you or any other person as a result from any act or omission by us.



12/2022

LA-Z-BOY®

Live life comfortably.®

Great style begins with great care. Every piece is handcrafted for the ultimate combination of style and function to meet your lifestyle needs. It's built for comfort, with quality that lasts.

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la-z-boy.com.au/warranty
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