



Dear Customer,

We would like to thank you for choosing **Enza Home**.

The product you have selected was produced at the eco-friendly facilities of Yataş Group, one of the market leaders in furniture and with Yataş's commitment to the protection of the our environment.

It passed all quality control stages with great care and was presented to your liking.

So that you can enjoy your new product for many years, please read the manual carefully and keep it for reference.

Enjoy it in health!

 enza HOME

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1. GENERAL INFORMATION



1.1. INTRODUCTION

Taking firm steps towards becoming a global brand with its developing technology and increasing quality since its foundation, we are pleased to see you among us as a member of Yataş Group family.

As a Yataş Group customer, you are now going to benefit from the many years of experience of Yataş Group, which meets all of the criteria regarding comfort, quality, durability, style, serviceability and design.

1.2. PURPOSE OF USER MANUAL

This manual contains the technical information, the terms of use and recommendations on cleaning and maintenance of the products you have purchased. It will also guide you about the warranty and service process of your product. We recommend that you read this manual. If you do not comply with the terms of use and maintenance, and therefore experience a problem with the product, you might forfeit your rights of free of charge servicing and exchanging the product.

1.3. MANUFACTURER INFORMATIONS

Manufacturer's or Importer's:

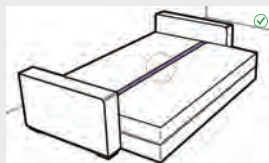
Title : Yataş Yatak ve Yorgan San. Tic. A.Ş.
Address : Organize Sanayi Bölgesi, 18. Cadde, No:6, Kayseri / TÜRKİYE
Telephone : (0352) 321 24 00
Fax : (0352) 321 20 97
E-mail : yatas@yatas.com.tr

2. USER MANUAL



2.1. PRODUCT SPECIFICATIONS

- All materials used in our products are being tested for compliance with international standards.
- Fiber paddings used in the products are manufactured from highly durable virgin fibres.
- The comfort and support foams are produced from raw materials that preserve their high flexibility like the first day over many years.
- Our products are being designed via high-engineering work and they have passed international tests of fatigue, accelerated ageing and durability with outstanding performances.
- Although all wooden materials have been processed the same way, colour, pattern and tone differences may occur in the products due to the nature of wood. This fact may occur due to the age of the tree, its vein structure and the climate in which it grows and should not be perceived as an error.
- When the fabric of the product has to change for any reason, there may be colour differences between the old and new fabrics. This difference, which is caused by the fact that fabrics have different dates of production, is a globally accepted case.

2.2. PRODUCT TERMS OF USE AND WARNING

When you set the product up into the lying position, differences may occur in the nominal values at the intersection points of the back and seat sections of the furniture. This is a property of the product itself.



In case the furniture has a scissor-lift mechanism; when you want to set it up as a bed, you should perform this procedure by keeping a distance of 15 cm from the wall.



Use the bottom case of the furniture after you fix the section with the scissor-lift mechanism on the frame. Do not enter the case. For children's safety, do not allow them to use moving products.



When using the bed functions in the sitting room products, use the furniture with flat sheets and sleeping pads in order to prevent it from getting dirty.



Clean the furnitures in accordance with the instructions in the cleaning and usage instructions.



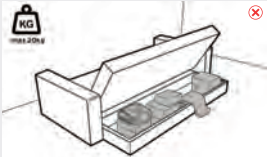
Do not wash the covers of cushions and throw pillows in the washing machine. This may cause discolouration or shrinkage of its fabric and hence a decrease in its lifetime.



Make sure that the furniture is not exposed to direct sunlight.



Keep every type of flammable and combustible materials (cigarette, iron, stove etc.) away from furniture.



Do not place heavy goods that will overload (max. 20 kg) and exceed the height of the storage unit of your furniture. Spread out the items you place into the storage homogeneously.



Do not clean your product with vacuum and wet cleaning machines such as carpet washing machine etc.



Do not step on the accessories such as armrest, coffee table and bookshelf of the furniture for any reason. Never sit on the armrests of the furniture.



Do not step on the armrest in order to hang curtains, paintings or any other accessories. These can cause damage to the case and the arm connections, thus causing the arm to break and sag. Do not step over the back of the product in order to hang or remove curtains or for similar actions.

You can fall as the mechanism is moving. This may result in damage to the product and personal injuries.



Do not lift the product by holding it from a single point. Lifting by holding from a single point causes the product's leg to break and damage to the connection points.

3. MAINTENANCE

3.1. CLEANING AND PERIODICAL MAINTENANCE

- Clean your product by wiping it with warm soapy water. Do not soak your product with an excessively wet cloth. Do not use chemical and bleaching agents for cleaning.
- If your product is stained, follow the instructions in the Cleaning and Usage Manual.
- Never use sharp and abrasive tools for cleaning.
- After cleaning with water, do not use the product before drying.
- Periodically ventilate the room where your product stands.

3.1.1 POINTS OF CONSIDERATIONS WHEN REMOVING STAINS

- Remove any dust on the products before the stains can form.
- To remove the stain, you need to know the type of the fabric well and choose the right cleaning method.
- Stains exposed to heat, light and air set-in and become difficult to remove. For this reason, as soon as it is formed, remove the stain without allowing it to dry.
- Apply the cleaning products on an unseen part of the fabric before using them on the stained area. Press a white towel onto the part where you have applied the cleaning product and wait 20 sec. If the colour of the fabric has not got onto the towel after waiting, proceed to apply it on the stain. Otherwise, do not apply these products to the stained area.
- Do not apply bleach directly on the fabric.
- Use dry cleaning when necessary.

3.1.2. SUGGESTIONS FOR CARE OF FLOCK, ALCANTARA

AND NUBUCK FABRICS

Removing Liquid Stains

- Dry the liquid stain on the fabric with the help of a piece of absorbent cloth or paper towel.
- Dampen the piece of cloth with warm soapy water and apply it on the stain with circular movements.
- Do not pour soapy water directly on the stained area; apply the foam on the fabric. Use a material of similar quality as the fabric (flock, alcantara and nubuck) for cleaning. If none is available, you can use any non-cotton fabrics.
- Leave the fabric to dry and soak in the foam. After the fabric has dried, clean the stained area with circular movements, without rubbing. After



cleaning brush the fabric with a soft brush 2 to 3 times in the direction of pile.

- Do not use alcohol for cleaning. In case of contact with, leave this area of the fabric to dry. If stains still remain after drying, remove the stain with the above mentioned methods.

Removing Stains That Have Been Dried

- Wipe the stain with circular movements by using a sponge or a soft piece of cloth. Use a soft brush or cloth instead scraping the fabric with hard objects, as this will damage the fabric.
- If the stains on the fabric still remain, apply the same method used against liquid stains.

3.1.3. SUGGESTIONS FOR CARE OF CHENILLE AND GOBELIN FABRICS

- Apply the cleaning recommendations listed above in the same order for chenille and gobelin fabrics.

3.1.4. SUGGESTIONS FOR CARE OF ARTIFICIAL LEATHER:

Removing Liquid Stains

- Dry the liquid stain on the fabric with the help of a piece of absorbent cloth or paper towel.
- Dampen the piece of cloth with warm water and apply it on the stain with circular movements.
- Do not pour soapy water directly on the stained area; apply the foam on the fabric.
- Use a synthetic cloth or sponge for cleaning.
- Leave the leather to dry. After the fabric has dried, clean the stained area with circular movements, without rubbing.

Removing Stains That Have Been Dried

- Wipe the stain with circular movements by using a sponge or a soft piece of cloth. If the dried stain cannot be removed with this method, scrape the stain with a hard object such as wood or plastic, softly, without damaging the leather. Use a soft brush or cloth to remove any residue on the leather.
- If stains on the leather still remain, use the procedures applied to liquid stains.

Cleaning Recommendation for Application Methods and Order of the Cleaning Process:

- A.** Mix the decolourant stain remover with water in a ratio of 1:1 and apply it on the stain then rinse the stained area.



MAINTENANCE

- B.** Pour a small amount of alcohol onto the ink stain; proceed with wiping until the stain is removed.
- C.** Mix a teaspoon of colourless dishwashing liquid is with a glass of warm water and apply it to the stained area.
- D.** Mix a tablespoon of ammonia with half a glass of water and apply it to the stained area.
- E.** Mix a small amount of vinegar mixed with two parts of water and applied on the stain for 5 min. then rinse.
- F.** Lightly scrape the dried stain off the fabric surface after cooling the stained area with ice wrapped in nylon.
- G.** Mix the detergent, apply it to the stained area for 5 min. then rinse the area.
- H.** Choose the cleaning products recommended by the dry cleaning specialist.

STAIN TYPE	APPLICATION					
	(After selecting the stain type you should continue in alphabetical order appearing in the application field)					
BLOOD	C	D	E	A		
COFFEE	C	D	E	G		
INK	B					
OIL	H	C	D	E		
COLE	C	D	E	G		
KETCHUP	C	D	G			
EGG	H	A				
TEA	C	D	E	G		
TOOTHPASTE	H	C				
MILK	C	D	E	G		H
CHOCOLATE	G	H				
MAYONNAISE	C	H				
COUGH SYRUP	C	D	G	H		
GUM	F	H	C			
WAX	F	H				
URINE	C	D	E	A		
VOMIT	C	D	E	G		

Caution!

- The cleaning methods recommended here only cover removing methods for stains within 5 minutes after they were formed.
- Do not apply excessive pressure on the fabric surface when employing these methods. Avoid using point and sharp edged tools.
- Pile fabrics should be wiped in the direction of the pile, while pile-free fabrics need to be wiped in circular movements.

4. TERMS OF WARRANTY



4.1. WARRANTY PERIOD

- Yataş products and all related components are under warranty for 2 years.
- The warranty period starts on the date the product is delivered to the customer with no problems. The warranty start date is provided in the warranty documents delivered to you. Please make sure that the warranty certificate is delivered to you confirmedly.
- The warranty period of the replacement product and spare parts is limited to the warranty period of the product sold.

4.2. SCOPE OF WARRANTY

- When the products need to be repaired due to production, installation and transportation errors during the warranty period, all transactions are carried out free of charge by authorized services or dealers. If there is a user error, transactions will be carried out not free of charge.
- Please make sure to get invoice for your payments out of warranty services.
- The warranty certificate or invoice of the product must be delivered to the authorized service.
- Vendors, dealers or agencies are responsible for ensuring that the warranty certificate has been delivered confirmedly to the consumer and proving that this obligation has been met.

4.3. REGULATORY REQUIREMENTS

- All parts, including all components of the good, are covered by the warranty.
- In case the goods are found to be defective, the consumer may use one of the following rights in the article 11 of the Law on the Protection of Consumers No. 6502:
 - > Right of withdrawal from the contract,
 - > Asking for discount on the amount of purchase,
 - > Request for free repair,
 - > Request for the replacement of the good with a defect-free fungible one.



TERMS OF WARRANTY

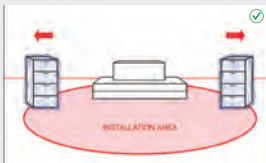
- In case the consumer chooses the right of free repair from these rights; the Seller is obliged to repair the good or get it repaired without any charge under the name of labour cost, changed part price or any other name. The Consumer may also use the right of free repair against the manufacturer or importer. The Seller, Manufacturer and Importer are conjointly responsible for the consumer to use this right.
- In case the consumer uses the right of free repair;
 - > When the good fails again within the warranty period,
 - > When the maximum time for the repair process has been exceeded,
 - > When it has been determined by authorized service branch, seller, manufacturer or importer with a report, that the good is beyond repair, the consumer can request from the seller a refund, price reduction in the same amount of the defect or the replacement of the good with a defect-free fungible one. The seller cannot refuse the consumer's request.
- If this request is not fulfilled, the seller, the manufacturer and the importer shall be conjointly liable.
- According to the Law on Protection of Consumers No. 6502, the repair period of any good cannot exceed 20 working days. This period starts on the date of notification of the defect to the authorized service branch or the seller when within the warranty period and on the delivery date of the good to the authorized service branch when beyond the warranty period.
- If the problem cannot be remedied within 10 working days, the manufacturer or importer has to allocate another good with similar characteristics to the use of the consumer, until the repair work of the goods can be completed. When the good fails within the warranty period, the time spent during the repair should be added to the warranty period.
- Malfunctions arising from the use of the product due to non-compliance to the instructions contained in the operating manual are not covered by the warranty.
- The consumer may apply to the Consumer Arbitration Committee or the Consumer Court at the place of residence or where the consumer transaction had been done, in case of disputes that may arise regarding the use of the warrant rights.
- If this certificate of warranty has not been given by the seller, the consumer may apply to the Directorate General of Consumer Protection and Market Surveillance of the Ministry of Customs and Trade.

5. SAFETY CONDITIONS



5.1. SAFETY CONDITIONS BEFORE THE INSTALLATION

- The products are shipped according to the transport instructions and in good condition.
- Products are moved from the vehicle to the installation site according to the transport rules.



Measures are to be taken to prevent damage to the products during transportation.



It should be remembered that corners are the most sensitive points for all products and products should not be placed upon their corners during handling.



Take required precautions in order to protect the customer items during handling and mounting the product.



In order to prevent damage to the products, the packages are opened at the installation site.



When delivering products, the fabrics cannot be touched with dirty hands and armchair and sofa fabrics, glass and similar surfaces cannot be made soiled. For hygiene purposes, hands are to be washed or cleaned with a cleaning kit (wet wipes, towels, etc.).

SAFETY CONDITIONS

5.2. SPECIAL INFO ON TRANSPORT OF THE PRODUCT



Before transporting your product, the storage unit should be emptied and cleaned.



Before repacking the product, the accessories, legs etc. on the product should be disassembled and packed. For products with a mechanism, the mechanism should be fixed so that it cannot be opened.



The product should be packaged by using high-weight bubble wraps and the open remaining packaging ends should be taped.



Do not use the dragging method to change the position of your furniture. With this method you may break the legs of the product, damage its fabric and scratch the floor of the room.



If you want to change the position of your corner sofa set, disassemble it by the joints. Reassemble after the repositioning is complete. Refer to the assembly diagram for this operation.



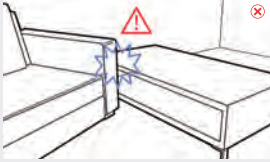
Armchair and sofa should be transported by at least 2 persons. Armchair and sofa shall be handled without contacting the floor or dragging.



5.3. UNPACKING THE PRODUCT



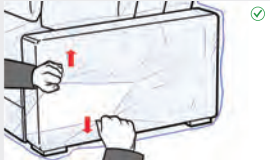
Do not use cutting, piercing tools to open the package as it can damage the product.



When taking the product out of its package, make sure that it does not get damaged by hitting any object.



The packaging or package of the upholstered products cannot be cut open with cutting tools such as scissors and knives etc. Such products can be opened with a safe box cutter.



Unpack sofas, sitting rooms, corner sofa sets or living rooms that are packed by carefully tearing the nylon packaging from taped points (by removing the tape), from the nylon seams or cutting it open using a safe box cutter.

5.4. DISPOSAL OF THE PACKAGING WASTE

- Each recycled material is an indispensable source for our nature and national wealth.
- The packaging wastes of the product are collected by the responsible mounter within the scope of social responsibility and disposed in accordance with the legal requirements. In accordance with customer demand, packaging waste can be left in place. If you want to contribute to the re-evaluation of these packaging materials, you can obtain information from environmental organizations or your municipalities.

5.5. STORAGE AND PROTECTION OF THE PRODUCT

- Store the product in a clean, non-humid environment if you intend not to use it right away; and make sure it is not exposed to direct sunlight. For upholstered products, do horizontal stacking and avoid placing any heavy objects on them
- Follow the related instructions if you are going to use the product.

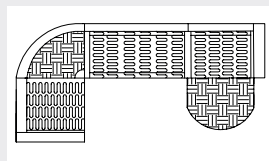
SAFETY CONDITIONS

5.6. WORK TO BE DONE BY AUTHORIZED PERSONNEL ONLY

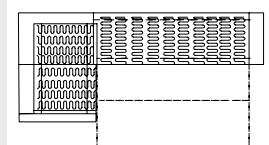
- In case of moving and relocating, if the products are assembled, they should be disassembled before transporting and reassembled at the new location by a team from the authorized service branch.
- Assembly operations are carried out by the logistics unit and dealers.
- For simple repair and detail adjustments which may occur over time depending on usage support should be asked from authorized service.

5.7. DIFFERENT FIRMNESS LEVELS**5.7.1. FRAMEWORK-RELATED DIFFERENCES**

- For technical reasons, the type of springs may vary in the sitting group or corner sofa set.



Example 1: A group or set can be equipped with S springs, but for technical reasons, some parts use an elastic column and therefore differences at firmness level can be felt.



Example 2: The seat firmness of sofas that are equipped with a bed-mechanism may vary. Firmness of sofas can be felt more keenly than other sitting furniture as sofas contain more foams and there is no room for flexibility available for springs.

5.7.2. FORMATION OF WRINKLES AND CREASES

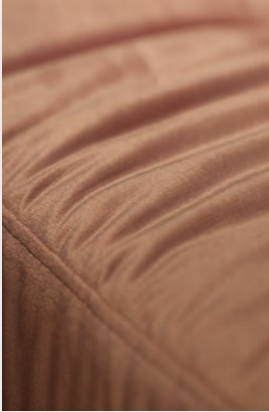
- Comfort is priority for Enza products. The softness and firmness surfaces of the products manufactured with different production techniques bend. The inner material and fabric of the products with high softness levels are released, do not adhere to the surface and are stapled only from the edges of the framework. Therefore, the surfaces appear loose, voluminous and wavy.

Usage-related Differences

- Each delivered new product starts to experience a process defined as “internal fracture”. The upholstery has an initial resistance value and daily use “breaks” this resistance. For this reason, differences in comfort levels occur between the products being sat on rarely and frequently.



Model Based Font Shape



In some products, a special shape for sitting is designed and supreme comfort for sitting is achieved. For technical reasons, the same shape may not be applied to each part of a set and the sitting firmness may vary. If one side of the seat is used continuously, softening occurs there over time. To prevent this, change your sitting location from time to time. Otherwise the number of creases and wrinkles will increase. The larger and longer the upholstered area, the higher the probability of a potential formation of creases. Body temperature, moisture and weight are among the factors affecting the formation of creases on the fabric.



Creases are expected to form in sitting areas with a length or width of 70 cm. Creases can be expected to form on the seat, back and armrest. The sagging and deformation of the back cushions may form depending on the usage. After each sagging, you can fluff your cushions with your hand.

Iridescent Colour Effect



Since the knitted and velvet type fabrics are piled, this difference is felt in the corner sofa sets according to their directions of display and causes some parts to appear darker or lighter in colour. In these types of fabrics, reverse direction of the pile is perceived as if an area has been stained and the reverse direction of the pile appears darker or lighter in colour.



5.7.3. ABOUT UPHOLSTERY FABRICS

- Upholstery fabrics are produced from raw materials that are harmless to health. Fabric that has been exposed to approximately 1250 hours of use per year, wears off due to factors such as weight, friction, light, heat, dust, environment and body moisture. Personal habits of use significantly affect the service life of the fabric in this case.

Colour Fastness and Colour Shades

- It is expected that colour tones between products will form in time. For technical reasons regarding fabric production, there can be no guarantee that the exact same colour can be achieved again during painting process.

Lightfastness

- Each fabric is known to be light-resistant and basically each fabric is subjected to a lightfastness test. However, fabrics that have been exposed to direct sunlight must be protected from sunlight to avoid fading.

Pilling / Fuzz balls

- Upholstery fabrics are subjected to tests against pilling and fuzz ball formation before being used. However, piles and hairs of casual clothes can interact with the upholstery fabric and cause pilling and formation of fuzz balls.

Static Electricity

- Upholstery fabrics have a very low level of natural conductivity. The fabric of clothings can create static electricity on the upholstery fabric in dry air environments by means of friction. In order to minimize this situation, it is useful to have a plant or air humidifier in rooms.

Colourfastness

- Light-coloured upholstery fabrics can be stained due to dye of dark-coloured jeans and denims.
- This occurs not due to the quality of the upholstery fabric, but due to the dye quality of the clothing fabric.

6. IMPORTANT CONSIDERATIONS



6.1. DURING INSTALLATION

- Follow the installation instructions provided with the product.
- Make sure that the components are installed completely and without damage.

6.2. DURING USE



Electrical accessories should not be left on for extended periods.



When you transport electrical equipment to another place, first check if they are connected to mains and disconnect them.

7. CUSTOMER SERVICES



7.1. CUSTOMER SERVICES POLICY

Our main purpose is to provide customer satisfaction by evaluating the demands, suggestions and feedback of our customers quickly in line with our Customer Relations Policy, we have adopted the principles of Speed, Quality And Serviceability from;

- We continuously research and develop channels that our customers can reach us most easily and quickly. We aim to communicate frequently with our customers, we encourage them to leave feedbacks.
- We treat all complaints we receive as an opportunity for further improvement, we handle them within the framework of legal regulations and company procedures and we conclude them quickly.
- We share all suggestions that contribute to the development of our brand with our departments and focus on increasing the contribution of our customers to the processes.
- We support the contribution and willingness to share of our employees, business partners and stakeholders towards increasing customer satisfaction and provide environments where they can develop new ideas.

7.2. CONSUMER COMPLAINT

Call Centre : 0850 850 0 987

E-mail : musterihizmetleri@yatas.com.tr

Web : www.enzahome.com.tr

INFORMATION OF THE PURCHASED PRODUCT

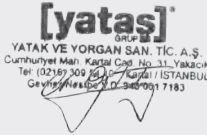
Type:
Brand:
Model:
Warranty Period: 2 years
Banderole and Serial No:

OF THE PRODUCER OR IMPORTER:

Title: Yataş Yatak ve Yorgan San. Tic. A.Ş.
Address: Organize Sanayi Bölgesi, 18. Cadde, No:6, Kayseri / TÜRKİYE
Telephone: (0352) 321 24 00
Fax: (0352) 321 20 97
E-mail: yatas@yatas.com.tr

Authorized Signature:

Company Seal:



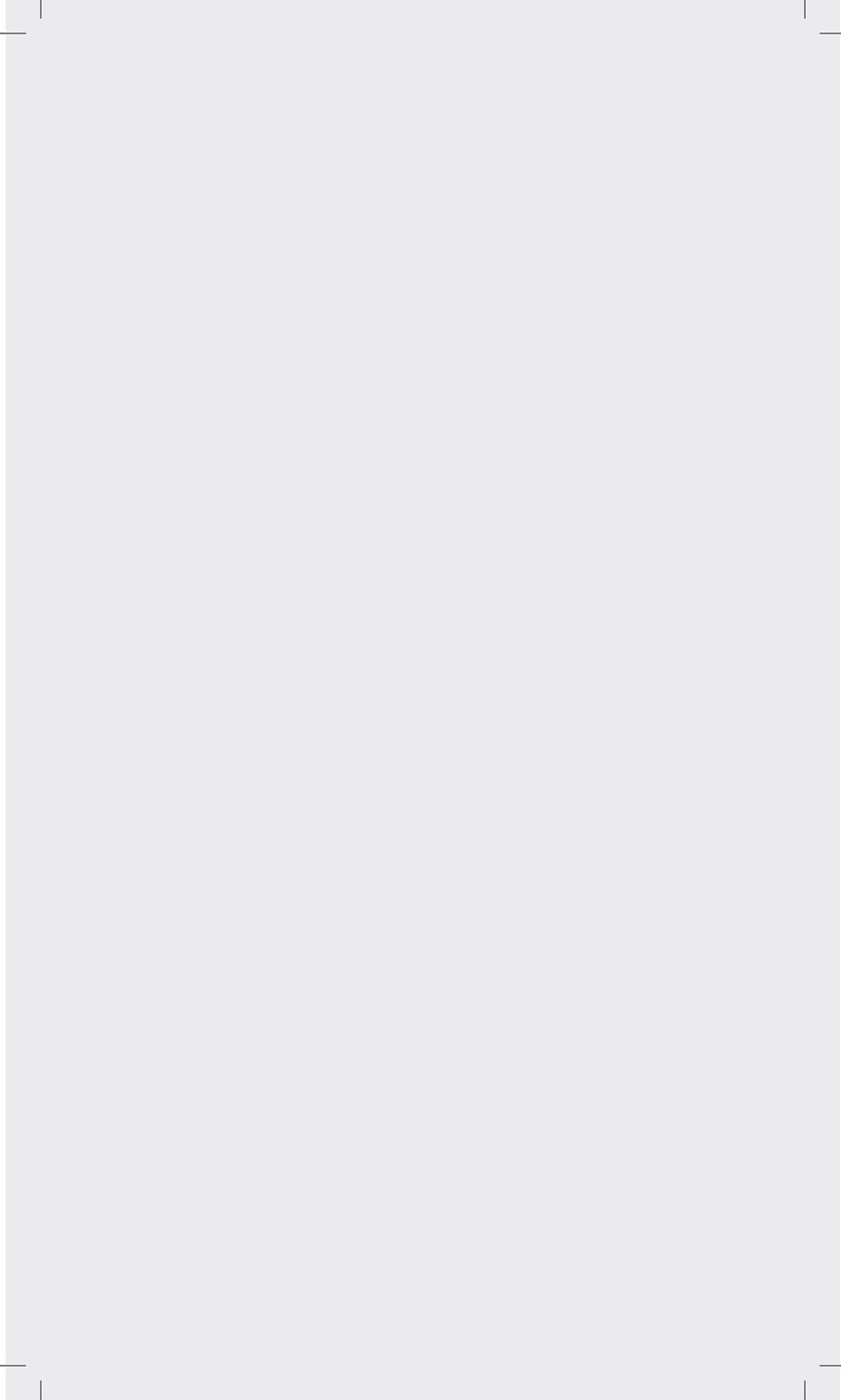
OF THE VENDOR:

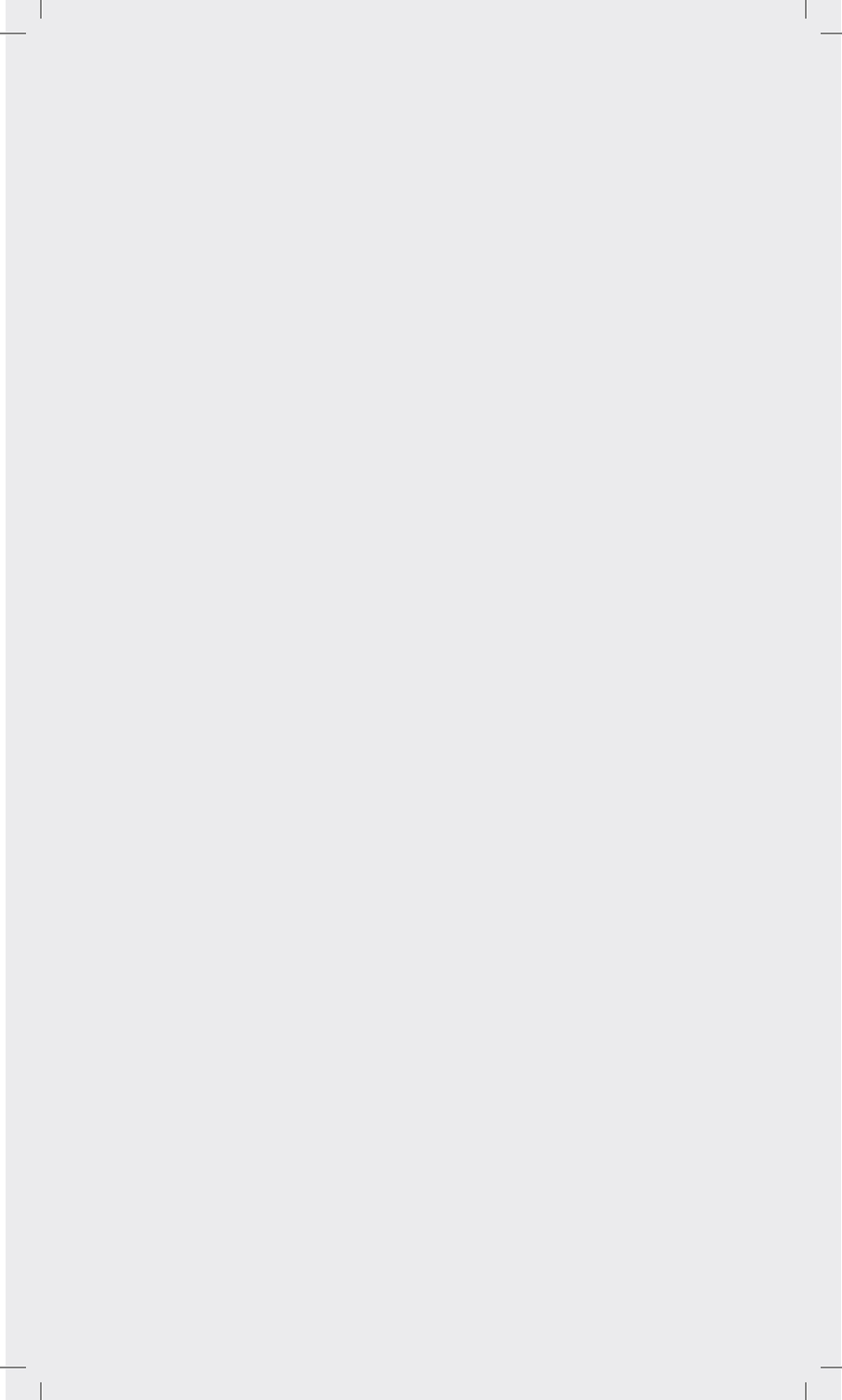
Title:
Address:
Telephone:
Fax:
E-mail:
Invoice Date and Number:
Delivered to and on:

Authorized Signature:

Corporate Seal:

This document is issued by the Republic of Turkey Ministry of Industry and Commerce General Directorate for Protection of Consumer and Competition in accordance with the Law on the Protection of Consumer no. 6502 and the regulation on the Implementation Principles of the Warranty Certificate, put into force based on the same law.





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