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Warranty

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Our warranty covers the repair (Labour / 1-year) or replacement of parts due to manufacturing or material defects for the original purchaser only, upon presentation of the original proof of purchase.

Lifetime Warranty

Reclining mechanism
Frame
Wood parts
Swivel base
Springs

2-Year Warranty

Leather coverings
Combination leather/vinyl coverings
Electric motor

1-Year Warranty

Labour
Fabric covering
Vinyl covering
Foam
Inspection charges
Shipping charges on parts
Battery: regular and power pack, remotes, power buttons (for motorized recliners)
Electrical wiring
Any other unspecified parts

PLEASE NOTE



Parts

Warranty covers manufacturing or material defects. The warranty does not cover damage caused by misuse, excessive dirt, and improper cleaning methods (see maintenance section).

Foam & Fibers

Arms, seats and backs will soften with use – it is inherent of this type of material. A regular fluffing will help prevent flattening of interior fibres. For even wear, we recommend rotating the use of foam seats.

Fabric, Vinyl

Warranty covers sewing defects and separation of fabrics. The warranty does not cover any fabric or vinyl supplied by the consumer. The warranty does not cover pilling, shrinking and fibre migration. The flattening of velvets and microfibres are a characteristic of this type of fabric and is not considered a defect.

Leather

Warranty covers sewing defects, tearing, delamination and depigmentation. Leather is a natural material therefore variations in shade, grain, texture, as well as scars, brand marks, wrinkles, mosquito bites and stretch marks are normal and not considered defects.

PLEASE NOTE

Leather has a natural elasticity, with use, it will soften and stretch creating comfort pleats. This is not considered a defect.

IMPORTANT

This warranty does not apply to defects or damages except as related to manufacturing (e.g. discolouration or wear and tear due to exposure to sunlight, proximity to heat sources, use of unsuitable cleaning products, excessive soiling, accidents, clawing by pets, etc.) It does not apply to the abuse of the product.

Warranties do not apply as stated if the product has been used for rental, for institutional or non-residential use, or has been modified by any individual or company without obtaining written consent from a duly authorized Elran representative.

The limited warranty extends only to the ORIGINAL end user of the product and is not assignable or transferable to any subsequent purchaser/end user.

Should spare parts or replacement material not be available, Elran reserves the right to offer reasonable compensation instead of repair or replacement.

In addition, if the model was purchased at a promotional or liquidation price, please find out from your dealer whether it is a floor model or discontinued model and whether certain aspects of the warranty are still in effect.

Modern technology cannot guarantee that any fabric, vinyl or leather used in the repair or replacement process will be a perfect match, but Elran will attempt to match the original shade as closely as possible.

Maintenance

Fabric and Vinyl

We recommend dusting and cleaning your furniture on a regular basis. Do not apply a vacuum nozzle directly on fabric or vinyl. We suggest using the soft brush attachment instead. For complete cleaning, we recommend consulting a professional service.



Leather

We recommend using a warm damp cloth to clean, then wipe dry with a soft cloth. Never use wax, cream, oil or detergent/soap on leather. Clean your leather often to remove dust, body oils and sweat. For complete cleaning, we recommend using a professional service.

Foam & Springs

For even wear, we recommend rotating the use of seats.

How to File a Service Claim

It's simple, just call Elran's After-Sales Service Department directly at [514-630-5656](tel:514-630-5656) or [1-800-361-6546](tel:1-800-361-6546). You will need your original proof of purchase and the serial number of your furniture. This can be found on the label behind the seat.

PLEASE NOTE

Certain conditions of this warranty may be modified if the Elran products are located in isolated areas or regions where there are no expert furniture repair technicians. Elran is not responsible for the choice of repairman or the cost of transportation to the premises of the expert repairman. If you have purchased other services such as fabric treatments, extended warranties or cleaning services, please contact the company directly to file your service claim.

Safety Precautions Warning

Failure to comply with these directions could result in serious injury and/ or damage to the property. In order to reduce the risks, please observe the following:

Safety Directions

Before starting installation, read and understand all instructions and warnings that came with the furniture.

Use care when moving the furniture. Securely grip non-moving parts only.

Place furniture at a reasonable distance from the wall.

Do not move furniture on bare, hardwood floors. Always place furniture on a protective rug or use protective hardwood felt pads to help prevent your floors from scratching.

Do not expose your furniture to any type of the following products as they may cause permanent damage: any type of strong detergents or soap, bleach, any type of chemicals, oily substances, body oils, fluids, ink.

Do not place your furniture in direct sunlight or near a direct heat source.

Do not allow children to play on furniture or operate the reclining mechanisms (manual or power).

Do not stand on chairs and/or seats.

Do not sit on furniture arms.



Warning: Flammable

Keep upholstery away from flames or lit cigarettes.

Upholstery may burn rapidly, producing toxic gas and thick smoke.

Keep children away from matches and lighters.

Fires from candles, lighters, matches or other combustible materials are still possible.

Be careful when smoking.

Smoke detectors properly installed and maintained save lives.

This furniture is certified and made in accordance with UFAC, methods designed to reduce the likelihood of an upholstery fire from cigarettes.

For flammability standards, please contact the Canadian Council for Furniture Manufacturers (CCFM) / Upholstered Furniture Action Council (UFAC).



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