

Quality & Care Booklet

Use and care instructions for our furniture



THIELEMEYER



We use the best
that nature has
to offer

- its uniqueness!

Our Values



Quality –
Made in Germany



Environment &
Responsibility



Wood &
Nature



Individuality &
Design



Tradition &
Craftsmanship

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Our history is colourful and our values make us strong – even today, as an international company.



Thank You

To our dearly valued customer,

We wish to express our deepest gratitude and to congratulate you on your decision to purchase a quality product from Thielemeyer. We wish you all the very best with your new furniture.

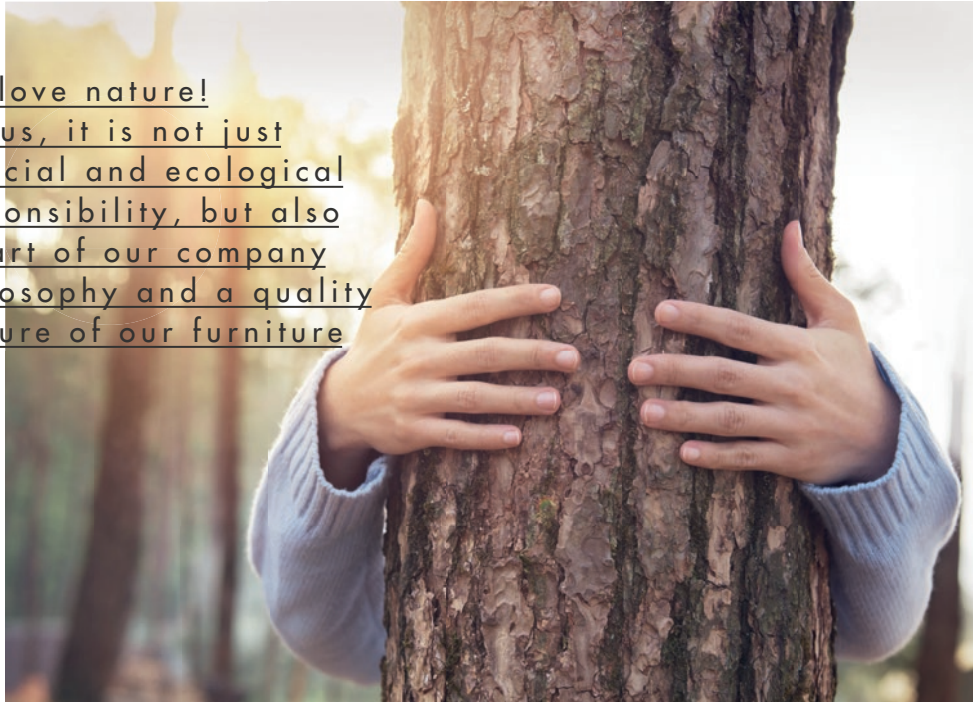
Our commitment to design, quality and craftsmanship follows a single goal: your complete satisfaction. Having begun as a small carpenter's workshop, with origins in traditional craftsmanship, we have stood for progress with tradition since 1922. We take a holistic approach to our products: Beds, ancillary furniture, wardrobe and bathroom systems are designed to create an exclusive environment. Thereby creating unique quality products and the room to dream.

So that you can get more enjoyment out of your new furniture, we have taken the opportunity throughout this booklet to comprehensively inform you about the most important features and characteristics of our products.

Handwritten signatures of Ulf Thielemeyer and Bernd Thielemeyer.

Ulf Thielemeyer and Bernd Thielemeyer
Managing Directors Thielemeyer GmbH & Co. KG

We love nature!
For us, it is not just
a social and ecological
responsibility, but also
a part of our company
philosophy and a quality
feature of our furniture



Excellence

Quality, trust and safety are important to us from the outset. And this is why our furniture is produced in accordance with the applicable DIN and RAL guidelines of the German Quality Association for Furniture (Deutschen Gütegemeinschaft Möbel (DGM)), as well as the general expertise of the Stiftung Warentest (Product Testing) "Buy Furniture – Recognise Quality". As such, our furniture complies with all the valid and applicable German and European guidelines. The "Golden M" Award, awarded by the DGM, is only given to furniture that meets the criteria in relation to quality, health, safety and the environment. These specifications are checked with regular, rigorous tests. The Seal of Quality awarded to us demonstrates our efforts to continually develop ourselves and show initiative.

Seal of Quality and Initiatives



Our heart beats in Germany. Our entire furniture collection is produced exclusively in our factory in East Westphalia, Germany. And we are very proud of this.



Our furniture has been thoroughly tested and awarded the seal of quality of the German Quality Association for Furniture e.V. (DGM). Therefore, we can guarantee you safety and quality.



The surfaces of our bathroom furniture are treated with a special lacquer that has passed the strict and independent test "moisture resistance test" of the INTERTEK Institute.



Consumers are now even better protected from adverse health effects, in relation to pollutants, thanks to the emission label developed by the DGM. For us, only the best is ever in question, and as such our entire furniture collection carries the Classification A.



As a founding member of the Pro Solid Wood Initiative, it is important to us to emphasize the special quality and value of solid wood furniture. And also to point out, that by buying solid wood furniture a choice is being made to live healthier and to do something good for the environment.

Our Warranty



The Furniture Retailer is Your Contact

In the unlikely event of any complaint, your first point of contact is the furniture retailer, from whom you purchased the furniture. All documentation related to the purchase of the furniture should be carefully retained, even beyond the warranty period of 5 years. This makes it easier for you, if ever required, to provide all the necessary information regarding the model name, year of production and so on.

5 Year Warranty

We provide you with a 5-year warranty on the material and surface condition, the functioning of moving parts and professional processing of the product, provided the product is used in the intended and proper manner. A mandatory part of our warranty is that the installation of the furniture be carried out by authorised specialist installers in compliance with our specifications and according to the installation instructions. In the case of consequential damage due to self-assembly or failure to follow the installation instructions, no liability is assumed.

Not covered by the warranty:

- Incorrect installation by unauthorised persons
- Usage dependant wear and tear
- Wear due to excessive or improper use
- Unusual use outside private residential use. For example, commercial use
- Extraneous/prolonged contact with heat, moisture, liquids and care/cleaning products
- Damage caused by pointy, sharp, hot or wet objects
- Environmental influences such as extreme dryness, humidity, light or temperature
- Intentional destruction, misappropriation, overload or accidental damage
- Damage and soiling from pets, heat sources, weather, storms
- Soiling such as, for example, from body perspiration or hair care products
- All changes due to acids, solvents or alcohol
- Unsuitable cleaning, repairs and/or repair attempts
- Typical properties of the furniture

So your room can become that of your dreams, we deliver quality down to the smallest detail – and we are happy to guarantee that!



Sample images of details come from our bedroom model Cubo



Please read carefully and hold on to this booklet!
Failure to comply can void the warranty and guarantee.

Service
from
A to Z

Good to know

We produce quality furniture! And our commitment to design, quality, craftsmanship and tradition follows a single goal: your complete satisfaction. The Thielemeyer A to Z guide helps answer your questions.





A

Allergies

As a responsible furniture manufacturer, we use primarily natural materials in our production. However, given that the reaction and sensitivity of each person is different, there is no such guarantee of anti-allergic furniture. If required, your furniture retailer is at your disposal and you are able to request material samples in advance.

Abrasion Resistance

Abrasion resistance refers to the resistance of a fabric against wear.

The wear resistance test is performed using the Martindale method. The test result is expressed in the number of revolutions

made by the instrument before a maximum of three fibres of a tissue have been destroyed. The higher this value, the more resistant the fabric is to wear.

Assembly

The assembly of our products should only be performed by authorised specialist installers. The enclosed installation instructions must also be read before installation and use. Improper handling may cause damage.

B

Bowing

A certain bowing of shelves and drawers is unavoidable despite proper use. This is permissible within the scope of the test

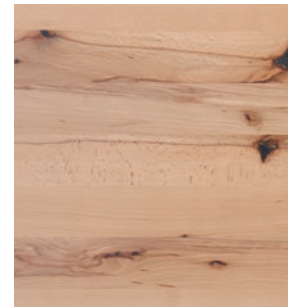
standard DIN 68874, as long as safety and function are not compromised.

C

Colour & Structural Differences of Solid Wood

Furniture pieces made of solid wood are very special products. The material is so versatile in its processing possibilities. At the same time, each piece of furniture that is produced from it is truly unique, bringing character and uniqueness to the spaces in which we reside, sleep and live. Natural characteristics, such as knots, cracks or a special grain, are therefore normal and are no cause for claim or complaint. In many models, the knots are deliberately processed in a way to bring out the natural character of the wood. Larger knots are filled with a specially developed and predominantly biological filling compound, to better emphasise the character of the wood piece and to produce a uniform surface.

Natural wood reacts to light over the long term. In particular, UV-light from the sun and strong artificial



light can alter the colour of the wood. If solid wood furniture is protected from harsh and direct sun light, the original colours are better and longer preserved. However, in saying this, aged wood, that has matured in colour, has a distinctive charm.

Wood originating from different tree trunks, but actually also from the same trunk, can differ fundamentally. Therefore, no absolute structure and colour uniformity between individual elements can be guaranteed. This is because the history and life of each individual tree is different, and therefore so are the wood pieces produced from it.

D

Discolouration

Non-colourfast textiles, such as jeans and other dyed garments, may cause discolouration on light coloured fabrics or leather upholstery. These stains are often very difficult or impossible to remove.

Upholstery fabrics are often spoken about in terms of friction resistance. Most modern upholstery fabrics, such as those that we offer, have a high friction resistance. Initially, however, darker colours may still lightly stain. This is a commercial characteristic.



E

Electrical Devices and Components

Our transformers, lights, cable connections and so on comply with all current standards and regulations. For example, lighting complies with the EN 60598 standard and transformers with the EN 61347 (Safety), EN 55015 and EN 61000-3 (EMV) standards. Compliance with the standards and regulations is confirmed by the manufacturer's Declaration of Conformity (CE) or by an existing mark of conformity from an independent testing institute. Replacement of the light bulbs is only permitted when the light is switched off. Only original parts or parts approved by the manufacturer may be used. When replacing or changing light bulbs, atten-



tion should be paid to the correct wattage specified by the manufacturer. General parts, such as LED lamps, bulbs, batteries or similar, are excluded from the warranty/guarantee.

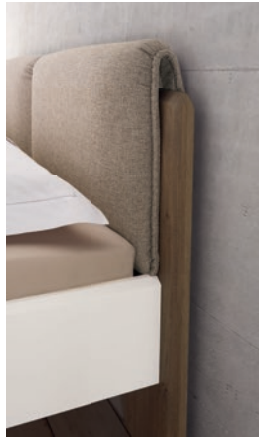
F

Fabric

The upholstery fabrics we use differ from model to model. It is important to us, that the high-quality fabrics used perfectly match the appearance of our furniture. Please contact your furniture retailer for further information about the quality of the fabrics used.

General Cleaning of Fabric

Stains are best removed immediately after they occur. It is important that any spilled liquids are



immediately cleaned by dabbing – not rubbing! – an absorbent paper towel or cotton cloth to prevent them from penetrating the fabric in the first instance. To remove more extreme dirt or soiling, use a wet cotton cloth with a little bit of neutral soap in water. Regular vacuuming (using low suction power) with a normal household vacuum cleaner can have a positive effect on the life of the fabric. However, be sure to use an appropriate upholstery attachment (with soft bristles and work in line with the nap direction of the fabric) and then follow with subsequent brushing with a soft brush (e.g. a clothes brush). Vacuum cleaners with rotating bristles/brushes or steam cleaners should not be used in any circumstances for cleaning!



Fittings

By fittings, in relation to our furniture, we refer to everything that supports the function of opening, closing, tilting and pulling out etc. Handles, bed fittings, joints, hinges, clothing rods, fastening elements, closures, wall mounts etc. are also included in this definition. All fittings used are corrosion resistant and have been carefully tested for durability, longevity and resilience. Different loads within a cupboard combination or type of flooring (carpet, floorboards, laminate, screed etc.) can result in possible slight deviations from the installation state. Due to this natural occurrence, slight visually perceptible differences in the horizontal orientation and

alignment of the doors and drawers may be noticed. The three-way adjustable hinges and the adjustable drawer extensions allow easy restoration of dimensional accuracy and a correct stop.

Care of fittings

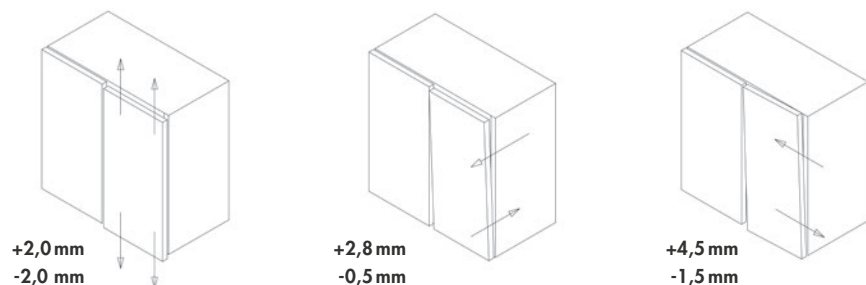
Fittings require no special or extra care. Their optimal

function is only guaranteed by proper and correct installation. The cleaning of dust should be done with a clean cotton cloth. Do not use cleaning agents as they will attack the surface.

Adjusting fittings

The possible setting options can be found on the following page.

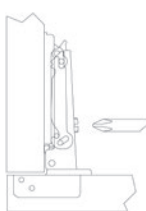
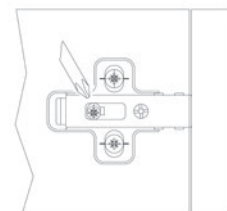
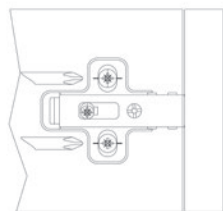
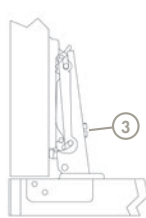
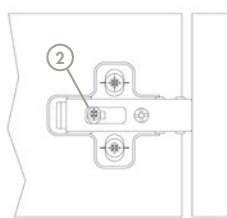
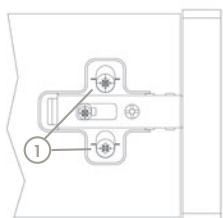




+2,0 mm
-2,0 mm

+2,8 mm
-0,5 mm

+4,5 mm
-1,5 mm



Height adjustment: The height of the doors can be adjusted by loosening the screws ① between -2.0 and +2.0 mm. The screws must be tightened again afterwards.

Depth correction: The doors can be adjusted in depth by loosening or tightening the screw ② between -0.5 and +2.8 mm.

Lateral correction: The doors can be adjusted laterally by loosening or tightening the screw ③ between -1.5 and +4.5 mm.



Drawer Correction: The QR code allows you to easily download the assembly and settings app from our supplier to your smartphone or tablet. The perfect way to get help, should you not know!

Friction Resistance

This term is used to describe the resistance of the colour of upholstery fabrics, leathers and imitation leather to rubbing or staining other dry or damp textiles. As a rule, light colours achieve higher friction resistance than darker tones. See Discolouration.

Functional Parts

Functional parts provide technically necessary connections between stationary and mobile materials. In order for moving functional elements to perform reliably over time, careful and prudent handling of them is very important.

It is essential to observe the assembly instructions or the instructions of the authorised specialist installers.

Furniture Care

Like all high-quality products, furniture should be treated with care.

Sharp-edged, hot or damp objects can damage wood surfaces. Any spilled liquids should be immediately removed. We strongly advise against the use of commercial cleaning or scouring agents. For everyday care, it is sufficient to clean the surfaces of the furniture with a dry or slightly damp soft cotton cloth, doing so in the same direction of the grain of the wood. Any



remaining moisture or dampness, from the use of a damp cloth, should be wiped off with a dry cotton cloth immediately after.

We warn against the use of any purported wood cleaning products, such as furniture polish, unless otherwise explicitly stated by us, as they often contain aggressive surface solvents. During the initial cleaning of the product, care should be taken to first clean the interior surfaces with a soft, clean cotton cloth. Then, using a different clean cotton cloth, the outer surfaces can be cleaned. This prevents any dust particles from the cleaning of the interior surface leaving scratch marks on the outer surface. Should any of the individual parts of the furniture be more heavily soiled, neutral soap can be used. These areas can be easily rubbed with a new, commercially available cotton cloth along with a little water and some neutral soap. The soap must then

be wiped off and the wood rubbed dry. Special care products are not required for normal daily use.

G

Glass

All glass used, such as clear glass, colorglas, bronzed mirror glass or crystal mirror, comply with the DIN 249 and Euro standards. The glass we use, is industrially manufactured out of a high-quality flat glass, primarily with a one-sided sealed coating. Clear glass and bronzed mirror glass is produced with a one-sided transparent, ceramic coating (providing easy care with high durability and abrasion resistance). Ceramic coatings are nuanced in colour. Therefore, due to different reflections, small colour variations represent a material and typical characteristic.



Attention: Do not place any hot or frozen objects on a glass surface without an appropriate coaster, mat or pad. Glass can get material fatigue and can consequently splinter, bust or break and cause injury. Sharp-edged objects should also not be placed on the glass surface without any protection, or moved across the glass surface, as scratches and/or cracks can occur. Glass and mirrors are both susceptible to scratching.

Screwed Handles Mounted on Glass

Handles that are screwed on to the glass should never be fastened or tightened with an electric/cordless screwdriver. Please always use a manual screwdriver to avoid any glass breakage.

Glass Cleaning

For the correct cleaning of the glass, we recommend a mixture of water and a small amount of neutral soap.

When using a glass cleaner however, care should be taken to protect any wooden parts to avoid staining the wood or causing any other material changes.

For clear glass or bronzed mirror glass, use normal, commercially available cleaning agents. Clean and dry the glass thoroughly. To avoid affecting the coating and seal, scouring products or acidic solutions (especially steel wool, chlorine, fluorine or lye) should not be used.

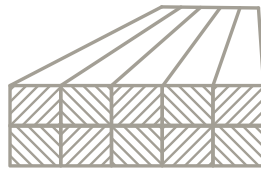
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Humidity in the bedroom

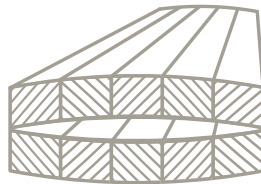
A natural feature of solid wood is the absorption or release of moisture due to its porous surface. And this is dependent on the ambient temperature and humidity. If the ambient humidity is high (for exam-

ple, during summertime or in newly-built buildings), the open-pore solid wood furniture absorbs this moisture. It can "swell" the solid wood, that is, it expands in its dimensions.

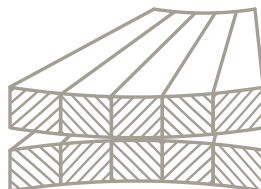
At a lower ambient humidity (for example, in heated rooms during winter) the open-pore solid wood releases moisture, that is, it shrinks or decreases in its



Optimal conditions:
Constant room climate with a humidity between 40% and 60%
Room temperature: 18 to 23°C



Swelling:
Too humid room climate with humidity over 60%



Shrinkage:
Too dry room climate with humidity below 40%.

dimensions. As a result, the open-pore solid wood furniture, in one sense, acts as a regulator for room humidity and is good for human well-being.

Solid wood furniture likes a balanced climate. And he who wishes to use his solid wood furniture "appropriately" and without permanent malfunction, should ensure a slow acclimatisation of all solid wood furniture parts (inside and out) in a balanced room environment that is not too dry or too humid. For new solid wood furniture, it is advisable to leave doors and drawers open during the first few days in order to avoid one-sided swelling or shrinkage of the furniture parts (i.e. a bowing of the wood). For newly-built buildings, it is also advisable to allow a clearance of at least 1cm from the wall. Over a longer period of time, a too dry or humid room climate can result in more extreme swelling or shrinkage up to the point of cracking.

Humidity in the bathroom

Our bathroom furniture is suitable for a normal indoor climate. We recommend, however, that you ensure adequate ventilation in the bathroom. The briefly increased humidity, through bathing or showe-

ring, should be ventilated quickly so that it does not harm the furniture. Moisture residue, splashes of water or condensation should be removed immediately with a dry cloth, which results in swelling or damage, is no reason for complaint and can void the warranty.

L

Leather

The pigmented leather used is robust and easy to care for. Leather should be protected from direct sunlight and also halogen lights.

After surface treatments are applied, pigmented leather no longer shows a natural grain pattern. Instead it has a uniform embossed surface. The pores of the leather are closed due to the applied layers of colour.

As such, liquids are not able to easily penetrate the surface, making stain removal much easier.

Leather Cleaning

After thoroughly cleaning with a clean, damp cotton cloth, a commercially available leather care product can be applied. Your furniture retailer can advise you at any time about the correct care.

Lacquer Elements

Lacquer elements allow colour accents to be achieved, whilst simultaneously offering the possibility to harmoniously integrate them into the existing ambience. Naturally, the paints used comply with all the strict provisions of the healthcare regulations. The environmentally friendly water-based paints and UV coatings used are applied by rolling or spraying. These paints stand for longevity and quality of the surfaces they are applied to.



Lacquer Element Cleaning

Only clean your furniture with a soft, damp cotton cloth. Avoid any type of cleaning agent or detergent and avoid rubbing with excessive force or pressure in the same spot. Also, purported microfibre clothes are known for their abrasive properties. So please do not use any aggressive or abrasive cleaners or solvents in any circumstance.

LED Lighting

LED lights are characterised by their small compact size and energy efficiency. This is an important contribution to environmental

protection, as CO2 emissions are reduced and electricity costs cut.

Some advantage of LED lights are:

- Very good colour reproduction
- Low energy consumption
- Impact resistant
- Long lifespan
- No toxic substances, such as mercury
- Low heat build-up

Load Capacity

The load capacity of our shelves, drawers, clothing rods and hanging units vary according to size, material and other factors. The clearly specified upper

limits in our type lists for each model must be observed. Please check during the planning stage, and most definitely before any installation is performed, whether the wall or the solid masonry wall can withstand the weight of the furniture it must support.

For safety reasons, use only suitable fittings and tools for assembly and installation. Our supplied mounting materials are only suitable for masonry walls. If this safety instruction is not followed, the wall mounting can not be carried out sufficiently and can therefore cause consequential damage!

Loden

Loden refers to spun merino sheep wool, which is woven and produced exclusively through fulling. The process of interweaving results in a very strong material. Loden consists of 100% pure new wool and is therefore a high-quality natural product. Wool, as a raw material, is very durable, air-permeable, skin-friendly, elastic, insulating and, thanks to its fat content, stain-repellant.

The production of loden involves many steps and can result in slight colour deviations in the end product that cannot be avoided. This is especially important to consider when comparing samples and originals.

Loden Cleaning

Dirt and stains should be cleaned as soon as possible through gentle vacuuming, brushing or with a damp cotton cloth. For heavier soiling, a little neutral soap can be used. Please take care not to use steam cleaners and avoid heavy or intensive rubbing.

Leatherette

Leatherette is the term used to describe leather-like composites such as synthetic (man-made) leather or imitation leather.

Leatherette Cleaning

To clean leatherette, we recommend using a damp



cotton cloth with, for example, a mild neutral soap solution. Stains should be removed as immediately as possible, and should be allowed to dry out. Cleaning with solvent-based products or leather-specific care products should be avoided, as the surface of the material will otherwise become dull and the structure will be altered and change.

M

Measure, align and install

Professional and skilled room planning requires careful measurement, positioning, aligning and installation of the furniture. Potential obstacles should be considered and accounted

for right from the planning stage. By obstacles, we refer to things such as sloping roofs and the nature of walls and floors. Not all furniture can be completely dismantled, and the necessary passage width must also be allowed. The local conditions may vary and therefore the responsibility for the furniture to fit into the house or apartment lies with the buyer. In order to ensure a consistent quality, our furniture should be planned, delivered and installed all through the furniture retailer.

The furniture must always be aligned horizontally and vertically and must not be placed too close to light sources or to heat sources. Such precautions will prevent possible malfunctions such as drying out, fading or tearing.



Metal Surfaces

The metals used, such as for handles, feet and fittings, come in either chrome plated, brushed aluminium or galvanised and additionally sealed. All the materials are treated in such a way that they are corrosion resistant, smooth and clean in the open and visible surface areas and have rounded edges and corners.

Cleaning should be done with a damp clean cotton cloth and then immediately dried with an absorbent paper towel. Furthermore, a suitable chrome polish can be used for care of the chrome surfaces. After any application of such products, the surface should be polished with a soft cotton cloth until streak free.



R

Replacement and Spare Parts

Only original parts from the manufacturer or parts approved by the manufacturer may be used. No guarantee is given as to the safety of parts from third parties.

S

Smell

New products often initially carry a distinct smell. Smell is highly subjective and perception of it depends on the sensitivity to it, which invariably varies

from person to person. We recommend to regularly ventilate the room and the furniture piece/s, as natural wood that has undergone a surface treatment always has its own inherent smell that is retained in the furniture.

Surfaces

Our materials for surface treatment are selected based on the type of wood and its natural properties. Each one complies with DIN EN 71-3 (safety of children's toys) and DIN 53160 (saliva and sweat resistance).

The surface-friendly, high-quality and environmentally friendly hydro or PUR coating systems are used.

Given our tested and hygienic surfaces and the materials used, we are not aware of any impairment or adverse effects they can lead to.

V

Vanities

Ceramic

Protect the surface from hard objects falling on it. This can lead to irreparable fractures and cracks in the surface. Use a commercially available ba-



throom cleaning agent. In the case of heavy soiling, we recommend the use of cleaning milk such as „Stahlfix classic“.

Mineral Stone

The material is highly dense, providing water and wear resistance as well as good hygiene properties. In addition, it is also heat-resistant and food-safe. A commercially available bathroom cleaning agent can be used for daily cleaning. If heavily soiled, we recommend

using cleaning milk such as „Stahlfix classic“.

If cleaning is not possible with these cleaning agents, scouring cream such as „Viss“ and a sponge or the rough side of a non-abrasive sponge e.g. „Scotch-Brite Art.-5502“ can be used.

Scratches can be removed with fine sandpaper (320-400 grit) in a circular motion. Afterwards, the surface can be cleaned with cleaning milk as recommended e.g. Saturate „Stahlfix classic“.

W

Wall Mounting

Please check during the planning stage, but in any event prior to installation, whether the wall or the solid masonry can withstand the weight of the furniture parts.

For safety reasons, use only suitable fittings and tools for assembly. Our supplied mounting materials are only suitable for solid masonry walls. If this safety instruction is not followed, the wall mounting can not be carried out sufficiently and can lead to consequential damage!

Wood

Laminated Wood

Laminated wood panels consist of several solid wood slats, which are continuously finger-jointed in width or length and then glued together. Naturally, the colours of the individual slats vary.

Plywood

Plywood consists of cross-glued veneer. Therefore, plywood is ideal for back panels or drawer frames and floors due to its high strength and structural integrity.

Melamine coated chipboard

Melamine coated chipboard consists of different sized, glued chips, which are usually pressed into multilayer boards of three to five layers. The outer layers, which are covered in a melamine layer, almost always consist of a finer chip material.

Our melamine coated chipboard are equipped with an ABS edge before several coats of paint are applied.

Legal Notice

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Valid until further notice: Keep this quality & care booklet for future reference, as it is an important part of your purchase contract. The included product information and typical characteristics and properties are to be observed.

Subject to alterations in construction, colour and material in the course of technological progress, just as sizes and technical specifications may alter slightly.

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