



Owner's Guide

SETTING UP, OPERATING AND CARING FOR YOUR G PLAN ERGO CHAIR

ergoform[®]
INTELLIGENT COMFORT

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Thank you for choosing us

We hope that you're delighted with your new purchase!

Over the years, we've perfected our craft so you can enjoy life's little moments. Here at G Plan, we are continually looking at ways to evolve our much-loved products. Innovative design, premium materials and exceptional comfort are at the heart of our ethos.

This guide has been created to provide care and safety advice, to help you get the very best from your furniture. Please take a few minutes to read this information – it's important, we promise.

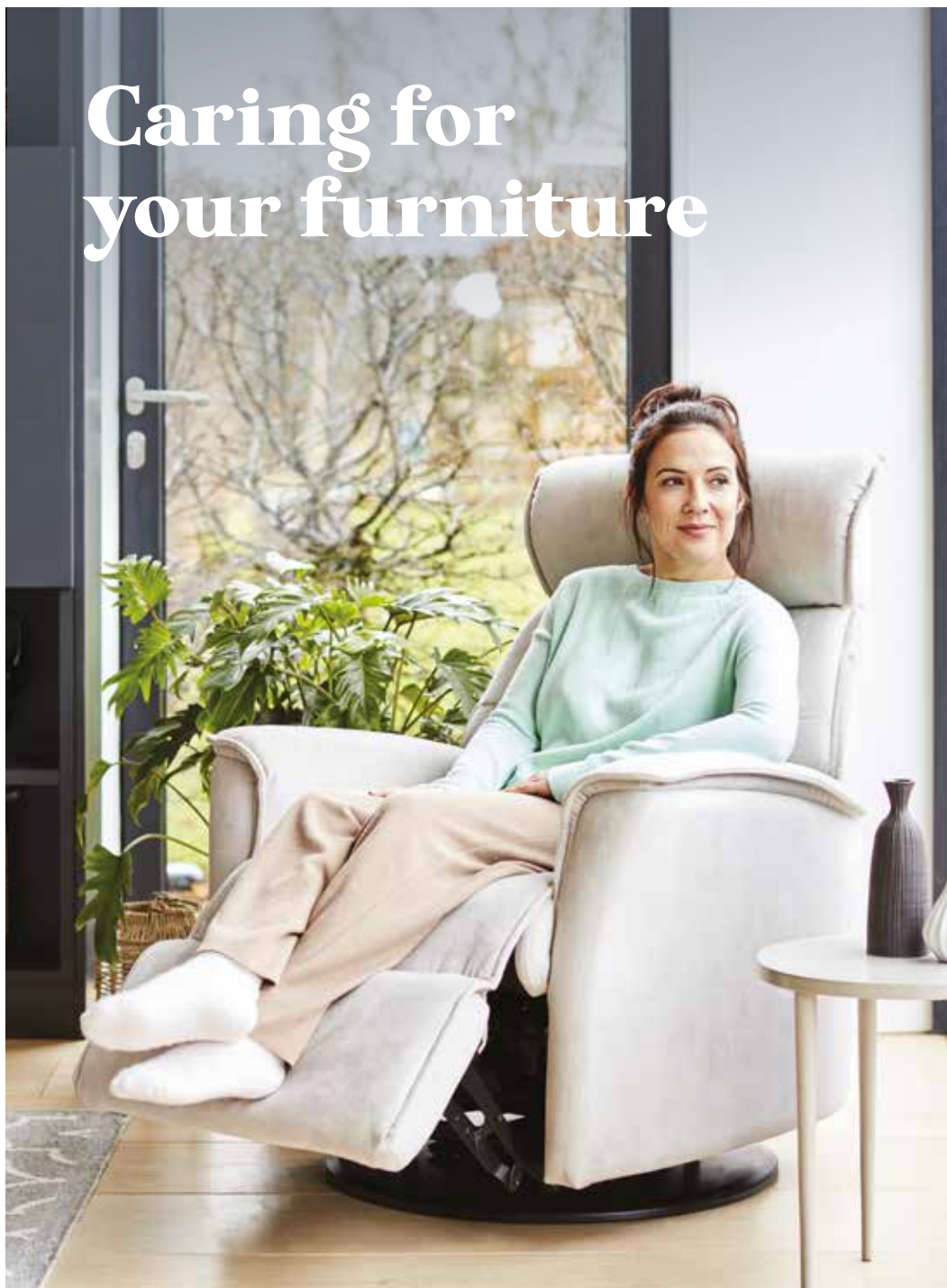
If you have any queries or concerns about your furniture, please contact the store you purchased it from in the first instance. They will be happy to assist you and will contact G Plan where necessary to help facilitate your query.

Don't forget to visit www.gplan.co.uk to register your furniture by clicking on the '**Register Sofa**' button on the home page.





Caring for your furniture



What to avoid

Avoid sitting on upholstery with heavily soiled or non-colourfast clothes. Also, do not leave newspapers on your chair as the ink can stain.

Direct sunlight can cause fading and cover deterioration, so protect furniture where possible by drawing curtains and blinds.

Keep furniture away from direct heat or air conditioning, as this can damage your upholstery.

Avoid sitting or standing on the arms of chairs to prevent damage to the fillings, padding and fabric.

Care should be taken with sharp-edged toys, buckles and jewellery. Take extra care when operating recliners with concealed buttons to avoid scratches and marks.

Trim off any loose threads with sharp scissors, as pulling a thread could leave a hole.

Keep pets off furniture to avoid scratches and marks.

Don't over-wet leather when cleaning (See page 12).

Avoid dragging the furniture across exterior surfaces (paths, driveways etc.) as this can damage the feet and subsequently your flooring.

How to care for fabric upholstery

There are several things you can do to keep your chair looking in good condition.

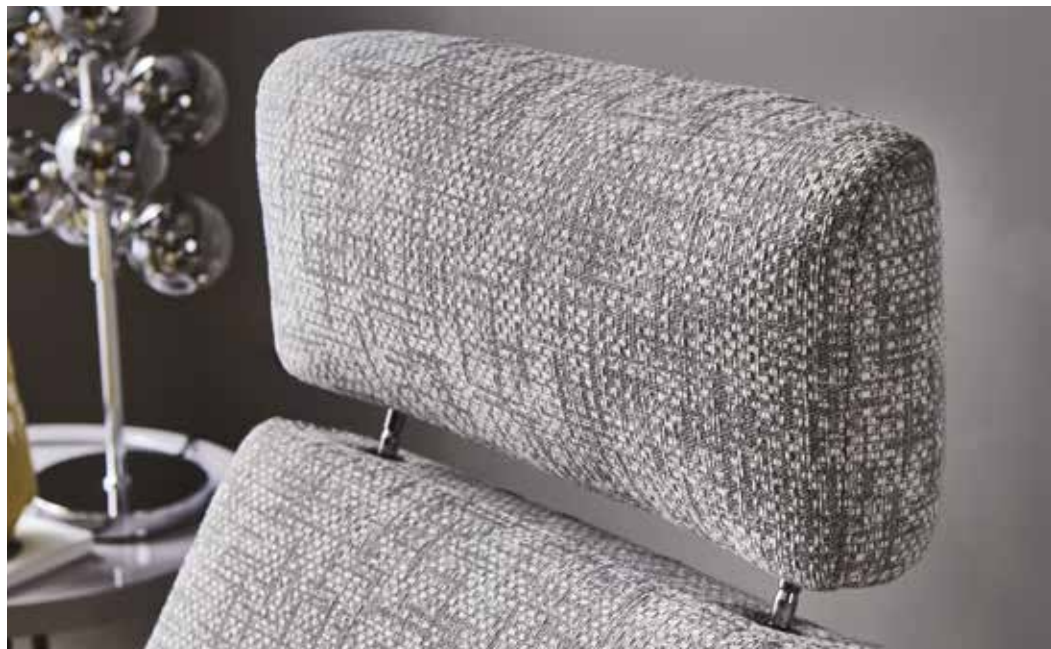
If you have purchased a fabric care treatment for your upholstery, please consult your care treatment provider for cleaning advice.

Chenille and velvet style fabrics may change appearance after use. This is due to the pile in the fabric moving in different directions as you sit on the upholstery, it is not a fault with the fabric. By brushing the fabric gently with a soft brush, you may be able to restore the pile to its original position.

A light steaming or gentle brushing in the direction of the pile will be beneficial and reduce pressure marking. Avoid heavy or hard brushing or this may damage the fabric.

Lightly vacuum your upholstery once a week to prevent dust from building up. If you allow dust and dirt to accumulate, it can dull colours and speed up wear.





Caring for chenille fabrics

Chenille yarns consist of several strands of thread twisted together with short fibres running crossways trapped between them. It's these short fibres that create the pile effect.

Chenille yarns are often used to create an uneven, random effect with a soft surface texture. The fabric may then be tumbled to further add to the soft texture. Shading can occur across the piece due to the pile running in different directions. For example one arm may appear darker than the other.

Chenille fabrics have more yarn joins which appear on the surface and are a natural characteristic, rather than a fault.

The thickness of chenille yarns tends to vary slightly giving a random unevenness to the surface. This may appear as slightly raised lines across the fabric and should not be confused with rogue yarns which sometimes occur as faults in other fabrics.

Chenilles can be subject to 'pile movement', particularly in areas of heavy use. This can create a shading look which is a natural characteristic and not a fault in the fabric (please see our care section to minimise this). This is a feature of these types of fabrics which means the character of the furniture builds as it is used. It can be compared with the signs of use that appear over time on good quality leather.

What to do if you spill something

In the event of a spillage, prompt action can reduce the likelihood of permanent staining.

Remove as much of the spillage as possible with a spoon or blunt palette knife.

Work towards the middle of the spillage to prevent spreading the stain.

Soak up liquids with a clean cloth, towel or kitchen paper without rubbing the stain.

Blot up as much of the spillage as possible using a damp cloth (not wet) with warm clean water, again without rubbing. We strongly advise against using any liquids or damp cloths to clean velvet-style fabrics.

Seek specialist upholstery cleaning advice if required.

Cleaning your upholstery

Due to the variety of fibre and fabric constructions used, G Plan recommends that you use a specialist upholstery cleaning company for your chair. If you have purchased a fabric care treatment for your upholstery, please consult your care treatment provider for cleaning advice.

Covers should never be machine washed or dry cleaned by a launderette as this can damage the fire retardant treatment, fade colours and affect the finish of the fabric. Where zips are fitted, this is often to assist ease of manufacture and does not necessarily mean that the cover is removable for cleaning.





aqua
clean[®]
TECHNOLOGY

G Plan 'Worry Free Fabric' cleaning and maintenance

G Plan Worry Free fabrics with Aquaclean[®] Technology have an advanced protector, which covers every fibre of the fabric with an invisible molecular layer, enabling the majority of household stains to be removed with just water.

Cleaning

It is best to clean stains as soon as possible and the following steps should be taken.

Remove any excess residue from the upholstery.

Apply water on the stain, either directly or using a damp cloth and wait a few seconds.

Press down over the stain with the damp cloth and rub gently over the fabric using circular movements.

If the stain does not come off completely, repeat the process as required. For larger or tough stains seek professional upholstery cleaning advice.

Maintenance

For normal chair maintenance we recommend that you vacuum the entire surface area regularly with a brush fitting.



Caring for leather upholstery

Lightly vacuum your upholstery and dust with a soft brush weekly to prevent dirt from building up. If you allow dust and dirt to accumulate, it can dull colours and speed up wear.

All leathers can also be wiped weekly with a damp cloth to remove any dirt. Please also do not allow hair products, bodily oils, hand creams/lotions, hand sanitiser or perspiration to settle as this could break down the finish over time. If you don't carry out simple, yet gentle cleaning of your leather sofas on a weekly basis, it can reduce the life of your upholstery.

We do not recommend or endorse any leather cleaning products as polishes, detergents, solvents, white spirit and stain remover may damage the leather. Do not use baby wipes for cleaning your leather upholstery.

Cleaning of any wooden trim is best done with a soft clean cloth, dampened with water only. Furniture polish will not harm the wood but should be avoided to prevent soiling the fabric or leather cover. Any wood on show is manufactured from natural timber and so the grain and colour can vary.





The natural characteristics of leather

Leather is a natural material and some of the animal's natural characteristics may feature on your furniture. Marks such as veining, creases, healed scars, tone and grain difference should be appreciated as a mark of authenticity. No two hides are alike, just as no two animals are alike.

If your furniture includes any of these features, please do not worry. These are natural characteristics of leather that help to make your piece of furniture completely unique.

When cutting leather hides to make upholstery, the following general guidelines are applied to all leathers.

Front facing parts of the upholstery can include light natural markings and minor surface blemishes including a variation in grain.

Side and rear facing parts of the upholstery may show more visible natural marks including variation in grain.

Non-visible parts (for example under seat cushions or behind back cushions) may contain marking, blemishes and occasional light brand marks as long as they do not impact on the structural integrity of the leather.

After a few weeks use, leather will begin to 'stretch' and 'give' (much like a pair of leather shoes) forming a natural 'sat in' look with creases and folds developing as you use the furniture. These are quite normal and should not cause concern. They add to the soft inviting look that is inherent with leather upholstered furniture.





Stretch marks



Tone difference



Grain difference



Veining



Scars

Leather finishes

All G Plan leathers are made from cattle hides. A hide becomes leather when it is tanned. We supply various grades and finishes in order to suit your individual circumstances. All G Plan leather is 100% top grain.

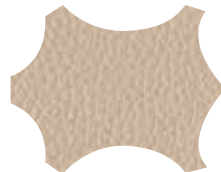
Texas

A semi-transparent pigment base coat provides good light-fastness, durability and stain resistance. Most of the natural markings and leather variations are visible in the finished product.



Cambridge

A lightly pigmented finish provides good light fastness, durability and stain resistance. Most of the natural markings and leather variations are visible in the finished product.

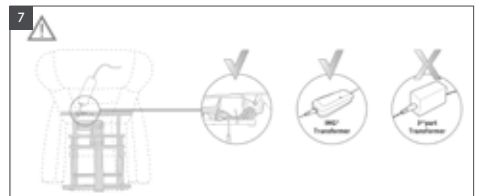
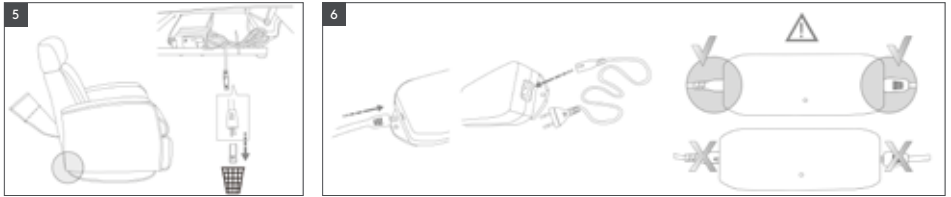


Setting up your furniture



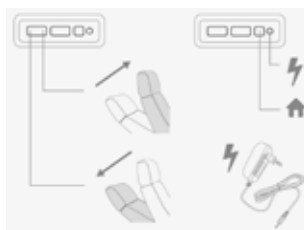
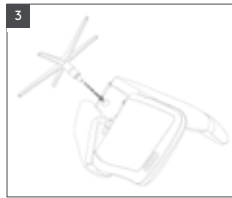
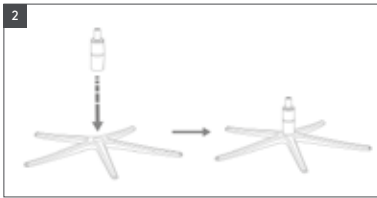
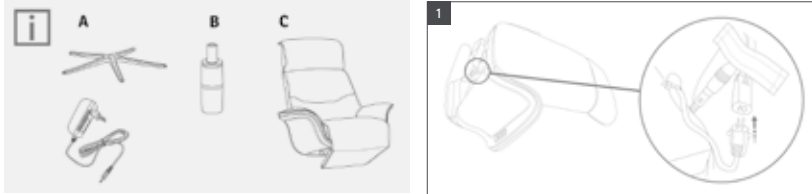
Malmo and Albury

Follow these instructions to set up your new Ergo Chair.



Oslo and Varde

Follow these instructions to set up your new Ergo Chair.

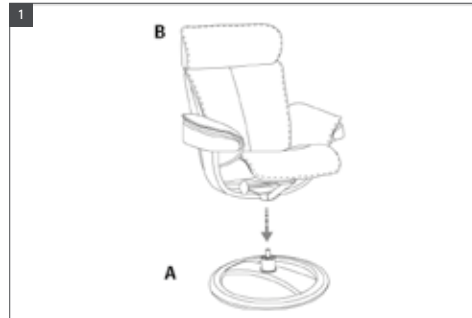
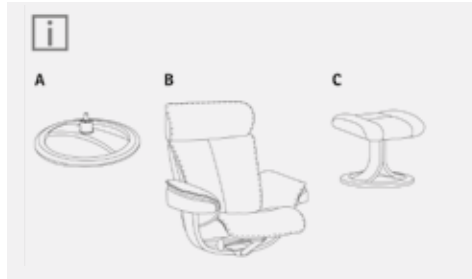






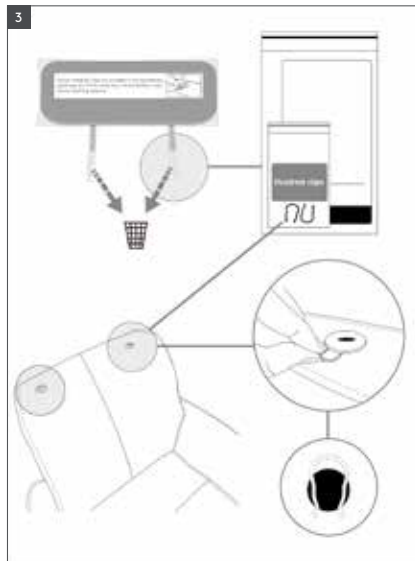
Bergen, Belsay, Kalix and Lukas

Follow these instructions to set up your new Ergo Chair.



Lund and Vida

Follow these instructions to set up your new Ergo Chair.





Operating your furniture





General safety tips

There are some sensible precautions that we would advise for all of our chairs.

Ensure there is adequate room behind and in front of the chair to allow the back to recline and the footrest to open.

Ensure the space underneath the footrest is kept clear of objects when in the open position, to ensure it can then close without obstruction.

Keep hands and fingers clear of all moving mechanism parts when operating the controls.

Always ensure your recliner furniture is fully closed before attempting to get up/ reach out of the furniture.

Ensure children or pets are not playing near to or lying in the way when the mechanism is operated.

Recliner mechanisms are not suitable for use by children.

Do not allow anyone to sit or stand on the footrest when it is open as it could tip or damage your recliner.

Close the footrest when not using the chair to prevent people tripping over it.

In the case of power recliners, ensure the cable between the transformer and the plug is kept clear of the mechanism under the chair.

Please note: G Plan do not endorse the use of footstools as seating.

How to operate your power recliner

G Plan power recliners can be operated by several buttons on the chair. One button reclines the back and raises the integral footstool and the other button reverses this operation. You can release the button at any stage of the opening or closing operation to find the most comfortable position for you.

Dependent on the model, control buttons may be located on the outside arm or underneath the arm.

Chairs such as Koppla, Oslo & Varde have 5 buttons. A pair of buttons to release the footrest and bring the footrest in and a second pair of buttons to recline and return the recliner back, with one home button to reset the chair back and footrest.

Touch-sensitive buttons are featured on selected models and only require light contact with part of the button to operate. Making contact with just the button is sufficient to operate. Contact should only be made with one button at a time. If contact is made with both buttons, the recliner mechanism will not operate.

Recliner furniture must always be returned to the fully upright position before attempting to get up or reach out of the seat.





How to operate your manual recliner

A manual recliner uses a combination of a balanced mechanism and your body weight to operate.

Sit well back in the seat to ensure your body weight is in the correct position to operate the manual mechanism.

To recline, pull the catch and push your body weight backwards.

To return the chair to its upright position sit forward whilst pulling the release catch.

For chairs such as the Malmo. The footrest will also open when you pull the release catch on the inside right hand side of the chair.

Advice on rechargeable power packs and transformers

Before using the power pack, please carefully read the following instructions.

- Do not use extension cables or use the unit with a damaged cable or plug. Damaged parts have to be replaced immediately. Contact your upholstery stockist if any parts become damaged.
- All rechargeable batteries dissipate energy over a period of time even if they are not used. It is recommended that they are fully recharged at least every four weeks, or when a noticeable drop in power or operation of the recliner unit is noticed.
- For models which have a swivel AND recliner function powered by a rechargeable battery pack you must not use the swivel/recliner functions when charging the battery pack. Battery life will depend on use of these functions.
- Should you need to charge a cold battery (approx 5°C or less) in a warm room, leave the battery for at least one hour inside the room and charge only after the battery has been warmed to room temperature (otherwise the battery may not fully recharge). Do not charge the power pack in temperatures below 0°C.
- The transformer and power pack are specially coordinated. The transformer must not be used for any other equipment or tools. Never charge the power pack with another transformer/charging unit other than the one supplied.
- The transformer and power pack are not designed for external use and must not be used in damp places.
- On separating the transformer from the wall socket please always grasp the plug to avoid damage to the cables or cable connections.



- Before cleaning the transformer/power pack, disconnect from the power supply and do not immerse in water. Cleaning should be done with a dry cloth or duster only.
- Do not store the transformer and power pack in rooms with a temperature of more than 35°C or less than 0°C.
- Never burn exhausted power packs; they may explode.
- Avoid mishandling and damage to the cable. Keep it away from extreme heat, naked flames and sharp implements.
- Always recharge the power pack in a well ventilated room. Never cover the transformer or power pack with textiles or other material during the charging process.
- Ensure that the transformer cable is routed to avoid causing a trip hazard.
- We recommend that it is put away when not in use. It should never be left under the recliner unit as it can be damaged by the mechanism.
- When used according to these instructions and guidelines the rechargeable power pack is supported with a two-year guarantee.
- Battery life will also depend on the use of the USB functionality.
- Wires and batteries should be kept away from your recliner mechanism(s) to avoid damage and malfunction of electrical components.
- Please note - the transformer or rechargeable power pack should only be used with G Plan products.



USB operation and trouble-shooting

For your convenience, certain models are fitted with built in USB power outlet ports, to be able to charge your devices whilst sitting in comfort. The USB power outlet is low voltage; 5.1 V/2.1 Amps/10 Watts and must only be used to charge mobile equipment. Do not place any other objects or cables into the USB outlet.

When fitting a USB cable, if you are unable to plug in the connection head; rotate the head by 180° and try again. Should your device not charge, please check all connections including the condition of your personal charging cable.

If your USB power outlet port is part of an electric recliner toggle switch, ensure the seat reclines. If the seat reclines, power will be present at the outlet. Please test your cable on another USB power outlet.

Do not leave USB cables plugged in to the USB ports for long periods of time, to avoid over heating.

If there are any concerns over the functionality of the USB power outlet, please contact your retailer.

Product warnings

These are the warning labels, which will appear on various products. Please read carefully.

**IMPORTANT, READ CAREFULLY,
RETAIN FOR FUTURE REFERENCE:**

G Plan SAFETY information for Manual and Electric recliners. (complies with BS8474:2013)

WARNING: This is an electrical item and should be treated with caution.

WARNING: The motion lockout control must be engaged when the chair is not in use.

WARNING: Always ensure that there is nothing to obstruct the free movement of the chair, for example children or pets, or solid objects, e.g. a wall.

WARNING: This chair is not suitable for use by children. Any children in the vicinity must be supervised at all times.

WARNING: Take care when adjusting positions to avoid trapping or pinching of body parts.

WARNING: Do not sit on footrest.

WARNING: Only the occupant or a responsible person should operate the chair.

WARNING: Exercise care when lowering into the chair as shock loads can severely damage the chair and the mechanism.

- Recommended maximum load for safe operation of the recliner: 110kg/17.3 stone.
- Only operate movement of the recliner with the controls provided.
- Recliners are only to be used once fully and correctly installed.
- When recliners are not in use, always return them to the seated position.

Register your furniture

Don't forget to visit www.gplan.co.uk to register your furniture by clicking on the 'Register Sofa' button on the home page.

Our website is also home to a range of information on our product collection, materials and also an electronic copy of this guide.

Sign up to our newsletter to receive the latest updates on the G Plan brand, care information and details on our latest offers. If you do not have access to our website, please call **01225 792327** to register your sofa.

Our guarantees

We're so confident and proud of the quality of our craftsmanship, we offer a range of different guarantees with your chair.



10-Year Steel Frame & Moulded Foam Guarantee on all our Ergo and ergoform chairs, which have been crafted in Europe to exacting G Plan standards, by our specialist manufacturing partner.

5-Year Guarantee on mechanisms.

2-Year Manufacturing Guarantee on motors and battery parts.

All G Plan guarantees cover claims by the first owner of products with normal use, purchased from our approved stockists only. They do not cover damage caused by abnormal use or storage conditions, accidents, negligence by you or a third party or any commercial or institutional use. Failure to follow the written instructions in the Care Guide or provided with the product will invalidate the claim. Any alterations or repairs carried out without our written permission will also invalidate the claim. We do not recommend or endorse any form of stain protection on our fabrics. Our guarantees do not affect your Statutory Rights.



More information

If you require any more information please don't hesitate to contact us.

www.gplan.co.uk

Telephone: 01225 792327

Email: consumercare@gplan.co.uk

Address: G Plan Upholstery Ltd, Hampton Park West, Melksham, Wiltshire SN12 6GU

If you are looking for inspiration on how to style your chair, visit our social media channels and blogs. For other information on how to assemble your furniture, operate your furniture, dress your furniture and more, scan the QR code below.





G Plan Upholstery Limited is registered by
BM TRADA under the management
systems of ISO 45001;
Occupational Health and Safety and
ISO 9001:2015; the International Standard for Quality.

Your furniture was designed and manufactured
under the control of an Integrated Management
System which has been independently assessed by
BM TRADA for conformity to these standards.

October 2022