

ruf | BETTEN
Perfektion der Sinne

Quality certificate

Your personal certificate
for quality and confidence.

REQUEST

*before using your
new product
please read
this document
carefully.*

**INTEGRAL PART OF THE SCOPE OF DELIVERY
PLEASE PRESENT TO THE END CUSTOMER ON DELIVERY / INSTALLATION**

RUF SINCE 1926

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Congratulations!

You have selected your personal RUF product that has been fully customised in line with your wishes and requirements. We are delighted that we have been able to convince you with our international design, fantastic functional versatility and high standards of comfort. Our high level of innovation and the renowned RUF quality guarantee a high-quality product, which will assure you of long-term satisfaction if the product is used properly and regularly maintained.

This quality certificate is designed to provide you with additional assurance that you have made the right choice in the long term. Please take the time to read this leaflet carefully, as non-compliance with the conditions could invalidate the warranty.

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Preamble

A bed is much more than just a place to sleep. It is an oasis of peace and relaxation that gives you strength to face the challenges of everyday life. For manufacturers of high-quality branded furniture, it is therefore self-evident that their bed products must meet high standards.

RUF|Betten has been a consistent advocate of high quality since the founding of the company in 1926 and is regarded as a leading manufacturer of products for restful and healthy sleeping. In particular, the “invisible” quality is of central importance to you as a customer and an important criterion that sets our products our products from those of manufacturers that cannot or do not want to meet this requirement.

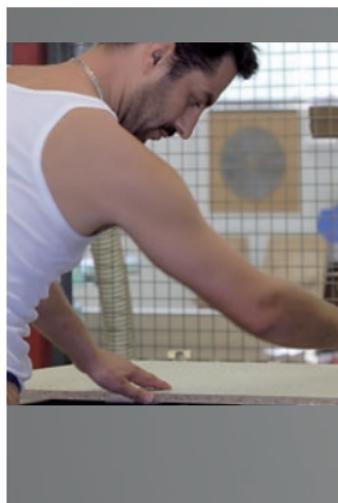
In addition, all our beds are tested before the market launch by authorised testing institutes and/or by our own factory inspections for

| durability

| function

| handling

| and environmental compatibility.





The computer-controlled processing system (BAZ) ensures maximum perfection during drilling and milling.



Each individual model is tested at RUF|Betten for quality and readiness for series production.



www.blaue-engel.de/luz38

All RUF spring wood frames (except for LRB frames) are entitled to bear the environmental quality sign RAL-UZ 38 (“Blue Angel”), whereby the corresponding standard can only be achieved by the selection of optimum materials and state-of-the-art technology. This ensures that only environment friendly products and production processes are used.



RUF mattresses are provided with covers according to the OEKO-TEX STANDARD 100, an environmental quality label for textile and clothing products.



A description of the origin which confirms that key features of a product were manufactured in Germany. RUF|Betten solely manufactures in Germany and stands for an especially high quality standard that is synonymous with quality of life.



www.lgai.info
ID 1111212463

(Almost) all RUF products are tested for durability, function and environmental compatibility before market launch by independent testing institutes, and as a consequence bear a sign for tested quality. Electrical devices are validated by the CE mark. Installation work is carried out according to VDE specifications.



EMISSIONSKLASSE

für Möbel

Emission class for furniture

Betten / beds

Hersteller-Nr. / manufacturer-no.

15007

Kollektion / collection / Modell / model

Kollektion 2017/2018

Prüfnummer / control number

7015007-03



A

Emissionsklasse für Möbel nach der
RAL-Registrierung RAL-RG 437
der Deutschen Gütegemeinschaft
Möbel • Emission class for furniture
according to RAL-RG 437 •
www.emissionslabel.de

The models marked with the emissions label meet the requirements of the German Association of Quality Furniture (DGM e.V.) in the respective category. To be entitled to display this emissions label, RUF|Betten must provide proof of its classification by having tests for harmful substances carried out by an impartial testing institute according to DGM standards. The specifications far exceed the statutory standards, and include odour emissions, biocide content, synthetic azodyes, flame retardants and many more. Particular importance is also attached to the aspect of “sustainability”.

KLIMAPAKT

für die Möbelindustrie

Climate Pact for the furniture industry

Hersteller-Nr. / manufacturer-no.

K16-013

Prüfnummer / control number

16-013-01



Nach den Richtlinien für den Klimaschutz der **Deutschen Gütegemeinschaft Möbel** • According to the guidelines for climate protection of the DGM •
www.dgm-klimapakt.de

RUF|Betten has joined the “Climate Pact for the Furniture Industry” of the German Association of Quality Furniture (DGM e.V.). With this initiative, the members aim to support the German government’s climate change targets and the United Nations 1.5-degree goal. The underlying commitment is the accounting and subsequent reduction of the greenhouse gas emissions and hence of its carbon footprint by RUF|Betten. RUF|Betten thus makes an important contribution to climate protection and is entitled display this label as a responsible and forward-looking manufacturer.



For your healthy night's sleep

The components of your bed should be individually selected for your personal needs. Bed unit or bed base, slatted wood frame, mattress and bedding.

Our dream is to give you a “healthy” night’s sleep, every night. However, it is important for you to understand some of the factors that are important to the use of your bed / mattress and that help guarantee you a healthy night’s sleep. These factors include your weight, whether you are a stomach, side or back sleeper, the room micro-climate and the ambient hygiene of your bedroom, regular turning and airing of the beds, the average service life of mattresses, great quality differences and much more. Detailed information on all individual components can be found in this quality certificate under the respective section.

Bed base

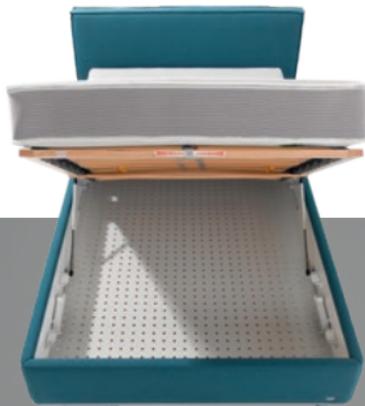
Load bearing capacity



The load bearing capacity of upholstered beds and functional parts varies greatly. In the standard quality tests for upholstered beds, guest beds and functional

furniture for seating and reclining for general home furnishing requirements, a max. user weight of 120 kg is assumed. When using bed bases it is important to ensure that they are not overloaded or are filled with heavy objects. Otherwise, there is a risk that the inserted or mounted base plates will break. The bed box is designed and dimensioned so that it can be used to hold light objects up to a max. of 5 kg, e.g. quilts and pillows etc..

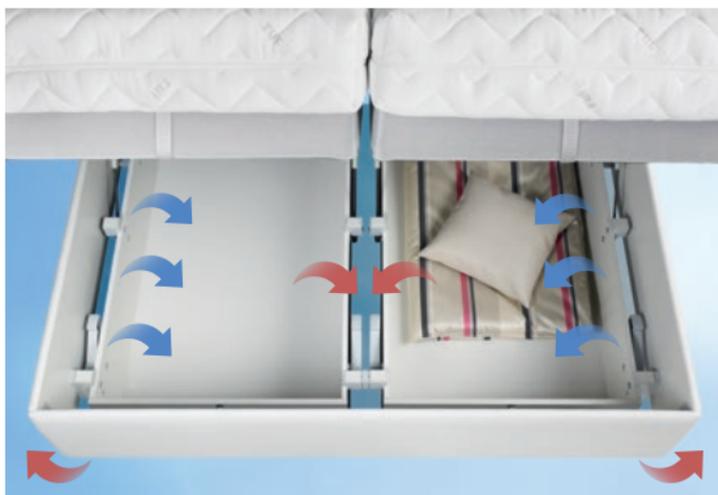
Upholstered beds are soft and deformable; they are designed for sleeping, lying or relaxing and are not suitable for jumping or bouncing. Please note that in particular point loads will result in irreparable overstretching of the materials and damage to the underframe. This also applies to point loading with the whole body weight, e.g. standing on the bed for window cleaning or similar.



*Support of
light objects
with weight
up to 5 kg*

Airing

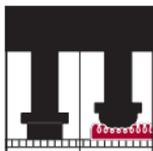
In contrast to other providers, our range includes generally ventilated bed bases developed in-house. We patented the basic principle of patent over 35 years ago. What is special about it: RUF bed bases not only provide enough storage space for bedspreads etc. but also ensure that the escaping body moisture (in summer up to ½ litres per night) does not lead to stains or mould in the bed base → *see care/cleaning/room climate/mould formation*, but is dispersed via the air circulation.



Ventilated bed base system from RUF|Betten integrating the principle of "climate control", i. e. fresh air reaches the interior of the bed base via the double-walled construction, while used air can escape.



Pressure points on floors



Furniture feet can cause pressure points and scratches on soft floors (wood, plastic, cork, carpet etc.). Purchasers are responsible for the protection of their own floorings and coverings. A specific standard for each model is ensured

by industrial series production. In order to protect floors from scratches or damage, it is important to ensure that separate protective underlays are placed under the furniture feet provided by the manufacturer. For smooth floors, for example, felt pads can help, in the case of rough floors furniture sliders.

Noises

POSSIBLE CAUSES	REMEDIES
Adjustable feet not adjusted	Bed is to be assembled free of strains as per assembly instructions. Examine adjustable feet!
Overloading of bed base	Remove heavy objects. The bed base is solely intended for bed linen or similar.
Height differences of the floor	One side of the bed may not rest on a carpet edge, for example. Compensate for difference with underlays.
Felt missing	Glue on missing pieces of felt
Screws not tightened firmly	Retighten screws
Joint rivets dry	Spread acid-free oil thinly on joint rivets. Then move several times.
Smooth floor	Underlay feet with felt or foam rubber

Assembly instructions

An important aspect is the torsion-free installation of the bed, e.g. resting one side of the bed on carpet edges, non-adjusted middle feet or a sloping floor lead to warping of the bed base system and thus to the risk of noise generation. RUF|Betten accepts no liability if the bed is incorrectly assembled or installed.

If the floor is uneven, underlays should be placed at the corresponding locations to compensate for any height difference. If support legs are required for a specific model, make sure that these are correctly adjusted and that the bed is not under mechanical strain. This prevents damage to your floor and furniture, as well as preventing disagreeable noises from the bed.

Boxspring beds

General

The term boxspring comes from the USA where these beds were first developed and as it implies these beds are based on a “springed box”. The bed base thus consists of a box, which however is much more than just that! It is the heart of every boxspring bed and this is where the differences begin. For this “heart” can consist of waist springs – also known as Bonnell springs – of pocket springs or of barrel-pocket springs. And this is precisely where we at RUF|Betten get to work: The minimum standard of RUF boxspring beds is a pocket spring core, i.e. springs individually sewn into pockets which are connected to one another at the contact points. The advantage: a high point elasticity, even after years, as the springs do not become fatigued and cannot rub against one another due to movement.

Boxspring beds are becoming increasingly popular in Europe, especially in Germany. This type of bed is often supplemented by the addition of a topper.



ORIGINAL DGM BOXSPRING

Boxspringbett / boxspringbed

Hersteller-Nr. / manufacturer-no.

B17-101

Kollektion / collection / Modell / model

Kollektion 2017/2018

Prüfnummer / control number

17-101-01



Geprüft und zertifiziert nach den Anforderungen der RAL-GZ 430 der Deutschen Gütegemeinschaft Möbel • Tested and certified according to the requirements of RAL-GZ 430 of DGM • www.dgm-boxspring.de

In order to give consumers guidance through the jungle of the boxspring beds and providers, the DGM has introduced a quality label which is only given to manufacturers whose boxspring beds have been carefully scrutinised and meet the strict requirements of the DGM. RUF|Betten can display this label with pride since all boxspring beds have been tested, certified and fully comply with the quality requirements of the DGM.



Characteristic appearance

Boxspring beds are softer and more voluminous than, for example, wooden or upholstered beds with a conventional mattress and slatted base. With the exception of the support level, all components of this bed type – in the RUF|Betten pressure distribution and immersion level, depending on the boxspring system also a damping level – are consciously designed to be soft and generally have a soft character. Because of this, there is no sharp edge definition in the substructure of this bed variant, that is to say straightness of the edge or corner is neither realistic nor, due to soft-edged appearance, necessary. Even normal sitting or lying can lead to material displacements. However, we are referring here to shifts in the millimetre range, which can be corrected by spreading or straightening out.



Boxspring mattresses

As with conventional mattresses, a slight superficial depression can form when lying down due to compression of the soft-pad layer in the hip and shoulder regions. This is important to achieve a close fit to the body.



RUF boxspring mattresses in combination with RUF boxspring beds have a Velcro connection on the underside in order to prevent slipping of the mattresses. The upper side of the mattress covers is similar to the other RUF mattresses.

IMPORTANT
to note
with these
mattresses:

When turning boxspring mattresses over, always only turn the MATTRESS CORE as such, since the hooks of the Velcro tape on the bed base would destroy the upper surface of the mattress cover.

Care and cleaning

→ See Care and cleaning of mattresses

DGM membership

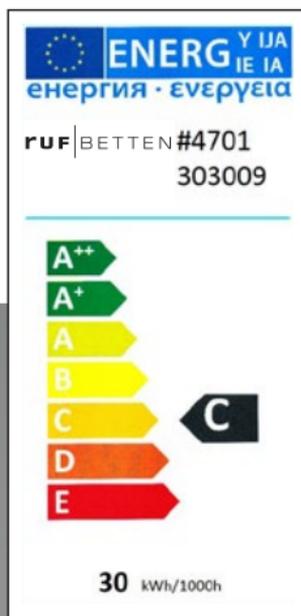
In addition to compliance with statutory requirements, which for us is a matter of course, RUF|Betten as a member of the German Association of Quality Furniture (DGM e.V.) has voluntarily committed itself to much more. For example, the requirements of the DGM also place restrictions on harmful substances, which are not subject to official restrictions. Furniture with the “M” quality seal is subject to regulation RAL GZ 430 of the DGM.



Energy efficiency/ electrical appliances/lights and lighting equipment

Energy efficiency

RUF|Betten as a supplier of lights is obliged to provide the required labels in electronic form. The corresponding labels can be found on our homepage www.ruf-betten.de under the respective light.



*Specimen energy
efficiency label
for lamps and
lamps*

Electrical components

Please note the → *chapter "Safety instructions"* in this quality certificate as well as the enclosed, product-specific assembly instructions, e.g. for electrically adjustable spring wood frames.

Lights and lighting equipment

The parts and ratings specified by the manufacturer are always to be used. If in doubt, please ask your specialist adviser.

Spring wood frames

All RUF spring wood frames, with the exception of the FHR-LRB frame, are entitled to bear the environmental quality sign RAL-UZ 38 ("Blue Angel") that is only awarded to products with optimum materials and state-of-the-art production technology. This ensures that only environment friendly products and production processes are used. RUF spring wood frames are designed for maximum comfort. RUF|Betten now offers spring wood frames in a wide variety of designs, either as a fixed built-in frames or as inlay frames. Please note that the comfort in the reclining position can be perceived differently with the same suspension, but different widths.

Manually adjustable spring wood frames

Correct adjustment is important: Always move the slatted wooden frame upwards and downwards in the middle of the head or foot section, i.e. do not place it under off-centred loading.



Otherwise, the resulting high compressive or tensile stresses may lead to component damage.

Manually adjustable RUF built-in spring wood frames can be opened wide from the foot section allowing free access to the bed base. If there is mattress on the slatted wooden frame, the latter can spring up quickly. The reason for this is that the respective spring force is designed for a spring wood frame with mattress. Therefore you should always raise the slatted wooden frame before you remove the mattress or press down the mattress on the slatted wooden frame! The tension spring lattice fittings must be locked or activated during the initial assembly, i.e. open the latticed wooden frame with the foot section handle until the lever

engages with the fitting pin. Your slatted wooden frame is now ready for use.



Electrically adjustable spring wood frames

The frame components can be adjusted with the cable switch – also optionally also with the remote control. In the built-in variant, there is also a manual head raising function operated a gas pressure spring, which allows the bed base to be filled without having to move the slatted wooden frame upwards with the electric motor. The adjustment motors run on 24 V low voltage. Please observe the detailed operating instructions, which are included in the bag containing fittings. Motorised versions of spring wood frames are not suitable for medical care. Electrically adjustable bed components may not be subjected to one-sided loading in the adjusted position (e.g. do not stand or sit on the raised foot section).

→ See the Safety instructions



Functional faults

CAUSES	REMEDIES
Power outage	Lower with emergency battery (battery must then be replaced), not possible with UNOMAT.
After the emergency lowering, the motors do not work even though the mains voltage is present.	Replace battery on motor! If, after prolonged non-use, the capacitor becomes discharged and the battery is (still) empty, press the green button on the mains power supply switch. The capacitor is then immediately recharged.
No connection to mains power supply	Insert plug in mains socket.
Hand switch not inserted	Insert plug.
Remote control not operational	Check receiver settings as per manual! - Remote control has to be programmed. - Receiver is covered by a protruding object. - if necessary, replace the battery



Care

→ See *Care and cleaning of spring wood frames*

Noises

→ see *bed base assembly instructions*

Odour

Something you have certainly experienced: You have purchased a new product and you notice that the material has its own distinctive odour. This is the case with cars, clothing, seat fittings, cabinets, and of course also with beds. This intrinsic odour is absolutely safe according to existing studies and tests performed for the DTM certification and disappears after a short time. This is also confirmed by the Oeko-Tex certificates of the suppliers. It should thereby be noted that “odour” is a very individual topic and the perception of individual odour particles varies greatly from individual to individual. In any event, frequent airing can help remedy this.

“Healthy Living” is also a very important maxim for RUF|Betten. That is why we place the highest demands on the quality of our merchandise and have this quality regularly tested and confirmed by independent institutes. For example, the tests performed and corresponding certificates for freedom from harmful substances mean that our entire bed collection has been entitled to bear the DGM emission label since October 2015, the very first German bed maker with this distinction!

Berechtigung/ Bestätigung

Die Deutsche Gütegemeinschaft Möbel e.V.
bescheinigt der Firma

Licence/ Validation

The Deutsche Gütegemeinschaft Möbel e.V.
certifies the company

RUF Betten GmbH
Im Wöhr 1

76437 Rastatt, Deutschland/Germany

das Emissionslabel für Betten nach den Vergabegrundlagen der Deutschen Gütegemeinschaft Möbel e.V. führen zu dürfen.

Die Anforderungen der Vergabegrundlagen wurden nachgewiesen. Somit kann das Emissionslabel für den Endnutzer sichtbar, innerhalb des Berechtigungszeitraums angebracht werden.

Folgende Kollektion/Modelle wurden geprüft und in der Emissionsklasse A eingestuft:

Kollektion 2017/2018



Collection 2017/2018

Der Nachweis der Klassifizierung wurde durch eine Schadstoffprüfung eines neutralen Prüfinstituts nach den Prüfmethoden und Anforderungen der Vergabegrundlagen erbracht. Die Vergabe erfolgt ausschließlich durch die Deutsche Gütegemeinschaft Möbel e.V.

Aus wettbewerbsrechtlichen Gründen ist die werbliche Verwendung des Emissionslabels nur für die im Antrag bestätigten Kollektion/Modelle zulässig.

Herstellernummer / Manufacturer number: 15007

Fürth, 12.01.2017


Jochen Winning
Geschäftsführer / CEO

Evidence of classification was provided based on a pollutant test that was carried out by a neutral testing institute according to testing methods and requirements of fundamental award criteria. Solely the Deutsche Gütegemeinschaft Möbel e.V. is authorized to award this label.

Due to competition law regulations, the promotional use of the emission label is permitted only for collection/models that are confirmed in the application.

Prüfnummer / control number: 7015007-03

Berechtigungszeitraum /
Calculation period until:
11.01.2019

Warranty/ liability

With us you can rest assured: Quality has the topmost priority. Therefore, RUF|Betten guarantees that all its products are carefully tested before market launch and are absolutely safe according to the latest state-of-the-art.

Of course this quality standard has its price, which is incurred by the harmonisation and selection of materials, the painstaking workmanship, the comfort, a high-quality finish, and last but not least, the permanently guaranteed excellent usage characteristics.

The “made in Germany” label as well as the associated safety and environmental guarantees offer clear quality advantages to our customers.

RUF products are subject to the generally applicable statutory warranty guidelines.



**Liability cannot be accepted
by RUF|Betten for:**

- | Nature wear & tear and non-intended use (such as use outside private homes, use for medical, nursing and commercial purposes)
 - | Soiling
 - | Attempts to clean the beds with unsuitable methods
 - | Commercial use or in public interiors
 - | Incorrect assembly by the buyer or the furniture store
 - | Damage by domestic pets
 - | Damage due to exposure to direct sunlight
 - | Incorrect use
 - | Deliberate damage
 - | Properties intrinsic to the merchandise
 - | Failure to perform regular care and maintenance
 - | Heavily soiled mattresses whose inspection cannot be reasonably expected for hygienic reasons (are excluded from any liability).
 - | Changes in the properties of the coating, e.g. due to additional impregnation.
 - | Combination of our products with third party products, e.g. spring wood frames and mattresses from other manufacturers
-

Wood

Just as no face or fingerprint is the same as any other, the different types of wood used in our products are just as different.



All forms of life of the same species are characterised by their individual characteristics. In the same way, there are always differences in the optical and mechanical properties between one natural material and another.

Woods, even the same tree species and from the same forest, exhibit considerable differences and singularities.

The reasons for these differences are

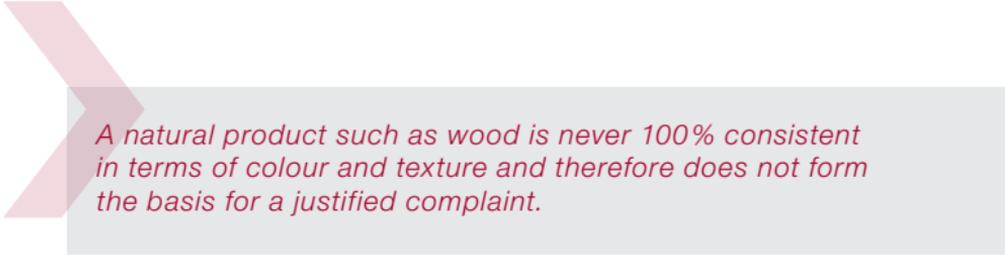
I Individual, natural environmental conditions such as:

- different soil conditions and hence differing availability of nutrients
- varying humidities
- differing light conditions

I and also different processing methods such as:

- cutting direction
- cut length etc.

This means that features such as the grain, knots, branches, and also colour nuances reflect the specific growth history of the tree. These singularities are therefore not faults, but growth-specific characteristics of wood as a natural material. As a result of variations in the natural material, colour and/or structural deviations can occur even in new furniture. Colour changes in the course of time are intrinsic to the wooden material and therefore to be regarded as a natural characteristic.



A natural product such as wood is never 100% consistent in terms of colour and texture and therefore does not form the basis for a justified complaint.

Headboards

General

A precise fit to the nearest millimetre is not possible with upholstered headboards due to the many soft materials of which they are made. Upholstery and sewing are handwork, therefore the dimensions are always to be considered as approximations.

A seam, for example, can never be 100% straight over a long distance. A slight ripple, viewed over the entire length, should therefore be regarded as absolutely normal for the reasons described above.

Adjustable headboards

Movable, adjustable headboards are not in any event designed to support the full body weight. Their max. load-bearing capacity is 30 kg (when leaning against the back part). An upholstered headboard is not comparable with an armchair, for example.



Functional parts are integrated in your upholstery bed to make its use more pleasant and comfortable. RUF beds are renowned for the many intelligent functions incorporated in the bed. However, it should be remembered that such functional parts require a certain amount of space for technical and material-related reasons.

Dimensional tolerances or a slight offset, e.g. in the case of adjustable headboards, can therefore not be avoided and are typical of this product.



Housses

The word “housses” used by RUF to describe covers comes from the French and means cloth cover. Under the influence of the idyllic country house style, housses have been adopted outside their native France. Generally speaking, housses have a consciously Mediterranean character and are drawn over an object as a loose covering. The housses used by RUF|Betten have the character of loose covers for design reasons, which are detachable and cleanable (see cleaning label), in accordance with the fabric specifications. However, it is important to note that housses may shrink as a result of cleaning, making them heavier and, if they are incorrectly cleaned, it may no longer be possible to draw them over the object covered. In contrast to products with fixed upholstery, in which the cover material is firmly stretched and fixed to the base of the bed, our housses often only have fixing points (Velcro) for attachment to the bed.



Light covering/firm upholstery

The German Association of Quality Furniture (DGM e.V.) makes a basic distinction between two different upholstery types: firm and light. The product range of RUF|Betten includes both firmly and lightly upholstered products.

In the light version, the cover lies lightly over the upholstery. Especially in extra comfortable, body hugging models with soft upholstery, ripple formations that are typical of this product cannot be avoided because of the design. In fact, these waves promise the highest degree of comfort: You do not lie on the upholstery, you are gently enfolded by it. The upholstery appearance and the cover only acquire their characteristic “homely” expression with use.

The type of ripples and folds is also dependent on the reclining and leaning behaviour of the user and the intensity of the use, meaning that the appearance will vary in accordance with use.



Firm upholstery



Light upholstery

The cover expands to a greater or lesser extent, depending on the loading and body heat. Owing to the often lower degree of cover stretching, the formation of ripples is unavoidable over time, particularly on large leaning or resting surfaces, which give the cushion the desired, casual look. The surfaces should be smoothed out again after use. This prevents the formation of permanent creases. Loose or attached/removable cushions should be shaken or fluffed up as required. Wave and crease formation are characteristics typical of the model and material.



Care and cleaning

→ See *Care and cleaning of fabrics and synthetic leather, stain removal, housses*

Dimensions

All dimensions of the industrially manufactured furniture are always approximate dimensions.

Mattresses

What is more wonderful than to wake up in the morning after a refreshing night's sleep? Something you are assured of with our mattresses. They are manufactured according to established quality standards and designed in accordance with the latest ergonomic research.

RUF mattresses are made of flexible materials, because this is the only way to achieve the desired, unique reclining comfort. Mattress, cover materials and their compatibility (for allergy sufferers) must be tailored to your personal needs. Special attention should be paid to weight, body size and your sleeping habits. Are you a stomach, back, or side sleeper? Get professional device and actually try the bed out.

Load bearing capacity

One of the key usability characteristics of mattresses is their usual load-bearing capacity. This varies greatly depending on the quality and also possible on functional parts. For this reason, the manufacturer's specifications for the maximum capacity limits and the related general state of the art should be taken into account.

For quality tests according to the standards of RAL GZ 430 for mattresses and upholstered beds for the general domestic use, an average user weight of up to maximum of 120 kg is assumed.



Dimensions

The stated dimensions are normally only approximate. Millimetre-precision in the series manufacture of such products is not possible due to the manufacturing process. In this respect, too, the specifications of RAL GZ 430 apply. Due to transport or in certain storage situations, dimensional variations in the length and width of your mattress may occur. If your mattresses have removable covers, you can remove the mattress core and shake it out if necessary. After a short period of use in the bed, the mattress generally regains its original size.

Mattress properties/alterations

Alteration in mattresses as a result of use is typical characteristic of this product and differs for each customer. This depends on many different customer-specific factors, such as

- | regular turning of the mattress in both vertical and horizontal axes

- | how much the user sweats

- | room temperature

- | bodyweight

- | the individual lying and sleeping habits of each user and thus also different material loading over the course of the time of use.

The point is that some individuals only sleep on their backs/stomach, which means that the surface force acting on the mattress core is significantly lower than with side sleepers, who have been shown significantly higher pressure peaks (partially deeper lying) in the shoulder and hip areas.



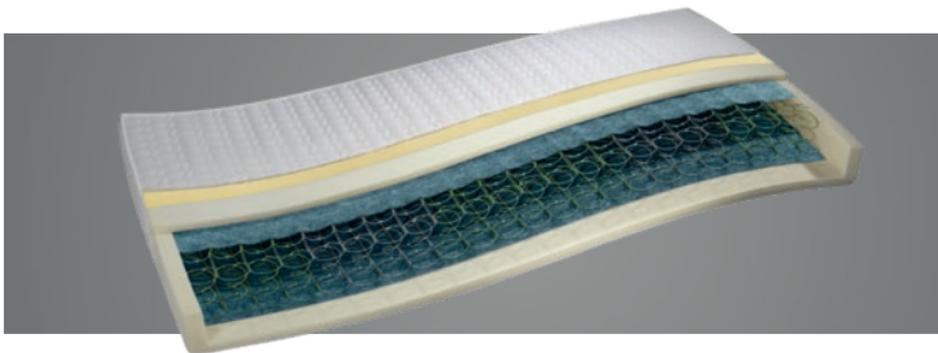
An important feature of your RUF mattress is its ability to adjust to your body. While the user lies on the mattress, a small depression can form in the surface by compression of the fine cushion layers, e.g. in the hip area. In the course of use, the volume of the fine padding and thus the height of the mattress may decrease somewhat. This alteration in the mattress surface is a natural process. The alteration is dependent on the material and does not impair the good reclining and micro-climate characteristics of your RUF mattress. This has been confirmed by long-term tests by various independent testing institutions.

The “virgin” material may still settle in the first 8–10 usage cycles (by up to 10%), which means that the mattress initially loses some hardness, but this does not continue in long-term use. Also in the case of mattress versions with furniture fabrics, the formation “recumbency impressions” over time cannot be avoided. The loss of height and hardness (softening) of the upholstery material, as well as the permanent stretching of cover materials within the standard industry and material-specific tolerances does not provide the basis for a complaint. Ripple formation in the cover is specific to the model and material, and are particularly characteristic of the delicately soft, loose upholstery surface and do not represent a quality deficiency.

Mattress covers

Permanently covered mattresses with drill cover

These mattresses have a zip fastener opening at the head end, which is only provided for production reasons. Please note that this may not be opened, and doing so will result in the warranty claim being cancelled.



Mattresses with removable, washable covers

The cover can be removed via the all-round zip fastener and washed in two parts. Covers can be straightened out after use, depending on the type and use. Note the care instruction in the cover.



Mattresses with one-sided fixable, detachable and washable covers (e.g. RUF boxspring mattresses)

With these mattress models for boxspring beds, only the mattress core can / must be turned around or turned length-wise and shaken out due to the cover structure (top and bottom sides of different materials). Please do not turn the complete mattress incl. cover, otherwise the top side of the mattress cover may be damaged by the hooks on the Velcro strip.



For hygienic and therefore health reasons, we recommend that the mattress or the mattress core is regularly turned and aired. In principle, a mattress should be replaced after 8–10 years at the latest.

Mattress toppers

Toppers are loose, separate padding layers and supplements for individual lying or sleeping comfort. Toppers are not mattress substitutes. Hollows, ripples or folds are typical for this material and unavoidable after the first use (bed or cushion effect). Toppers must be cared for with the usual standard of care. Waves and folds may occur or be present. Depending on the material composition of the topper, the formation of traces chambers, seams and/or filling materials is characteristic of the material or model.

For example, a new VISCO topper needs at least 24 hours to adjust to the room temperature. It is sensitive to heat and reacts to the ambient temperature or to body heat. Topper covers and removable mattress covers can easily be pulled out of shape, depending on the use. They can be shaken out and realigned as required.

Care and cleaning

→ *See Care and cleaning of mattresses*



Metal parts

Metal parts such as feet, runners, headboard components etc. are composed of painted metal, polished or brushed aluminium or chrome, in which slight colour variations unfortunately cannot be avoided. The surfaces are usually ground, polished, painted, chrome-plated or powder coated.

Depending on the incidence of light on the surfaces, minor optical phenomena can occur, e.g. streaks, waves, grinding marks, pimpling etc. Such phenomena can never be completely excluded due to the manufacturing process; such optical properties have no influence on the use, benefit or service life of the product. In case of doubt, any assessment is based on the test criteria and the visual inspection in accordance with RAL GZ 430.



Care and cleaning

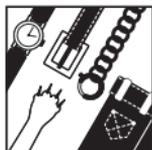


As with many objects in everyday use, regular care extends the useful life and maintains the value of your bed. The ventilation and heating patterns must be adapted to the specific conditions (building structure, how much the user sweats, heating problems, etc.); doing these helps avoid mould or mildew problems.

Beds are now more widely used than was the case even years ago. We have taken account of the changed patterns of use in the design. You should also pay close attention to the materials of your furniture, because every fabric, every type of synthetic leather has different qualities. Beauty, elegance or pure natural products do not necessarily mean robustness and durability. The surfaces cannot withstand all the loads to which they are subjected by everyday life.

Often it is the “little things”, things which we often do not think about, which leave traces on surfaces and covers:

- | bracelets, jewellery, wrist watches, belts
- | the claws of pets
- | hair gel, hair dyes
- | make-up, creams and body lotions, liquids etc.
- | Velcro fasteners on clothes
- | colour changes/ staining by non-colourfast textiles, etc.



Furthermore, all textiles are influenced by perspiration, greases, cosmetics, tobacco smoke and exhalations of persons who regularly take medication. Such wear is not covered by the general warranty.

Care of spring wood frames

The adjustment components and rivet connections should be cleaned once a year with a dry cloth. Carefully wipe the toothed racks and rivet joints at least once a year with Vaseline or acid-free grease. We recommend a good general-purpose oil for this purpose, e.g. Ballistol (available in sports or hunting equipment stores), which is harmless to health. This care extends the service life of the spring wood frames and prevents noise generation.

Felt gliders

In the course of the time and due to external influences such as sunlight, weight, moisture and heat, the felt pads can become flattened or may slip. Replacement of the felt pads should be performed as part of the normal duty of care.

Stain removal



Regardless of the cover material, the following rule generally applies: the faster you attempt to remove the stain, the more likely you are to be successful. Stains in fabric covered furniture are generally difficult to remove. It is therefore essential try to minimize the damage immediately by soaking up the staining substance with an absorbent, clean cloth. Do not use microfibre cloths!

Care and cleaning of removable covers

2-piece covers should always be cleaned together so that no colour difference results.

Influence of light



Like all materials in daily use, furniture coverings need regular maintenance as they are subject to constant exposure to dust and contact soiling as well as environmental influences. In general, visible soiling is greater and becomes clearly visible more rapidly in bright, light colours than in dark ones.

Light fastness is the resistance of a material to light (especially sunshine, daylight, halogen lighting, etc.). There is no such thing as absolute light fastness; the primordial power of the sun changes every material. You should therefore protect your furniture from direct sunlight. Upholstered furniture should not be exposed to the sun or bright light, because constant radiation changes and fades colours. High energy neon or halogen light can also cause colour or material alterations.

Care of mattresses / covers / mattress topper covers

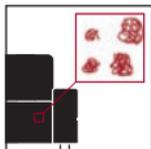
We recommend that you turn the mattress over and lengthwise when changing the fitted sheets (longitudinally and transverse / top and bottom side). In the case of fixed mattresses with a removable cover, the mattress core must be turned (e.g. with RUF boxspring mattresses). For mattress models in which the core structure is not symmetrical, the mattresses should only be turned from the head end to the foot end.

This improves the distribution of the load and extends the useful life of the mattress. In addition, you should ensure sufficient airing and the correct room temperature every day. Only in this way can the mattress give off the moisture absorbed at night.

If the user sweats profusely, the mattress should also be intensively aired once in a while. Breathable bedding made of cotton or wool is recommended in such cases.

Please see the care labels attached to the mattress covers. Before washing, remove the glued on labels as they can cause contamination from adhesive residues. Mattresses with permanent covers can be cleaned regularly with a vacuum cleaner (gentle suction setting).

Pilling

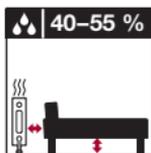


Especially in flat or mixed fabrics, pilling or knotting may occur. They are usually caused by the friction of external textiles which the user brings into contact with the upholstered furniture. This is “external pilling” and is a property to which is typical of the material, not a fault in the material. As a remedy special lint brushes can be used, with which the pilling can be removed without any damage to the cover material when used according to the manufacturer’s instructions.

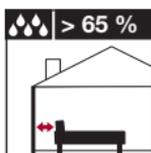
Examples from the huge RUF fabric collection.



Room climate



Medicine and science recommend an average of 18–21 °C (in contrast to the ideal sleeping temperature of 16–18 °C) for homes and a relative humidity of 40–55 %, maximum 60 %. This is important for our health in general, but especially for allergy sufferers and asthmatics.



Therefore, prevent the room air getting too dry. Make sure that sufficient distance is maintained to radiators and do not over fill the bed base, which hinders air circulation. In new buildings occupied for the first time, the floor and wall humidities are generally very high. Values above 90 % and a relative humidity above 65 % are often unavoidable in the first months, especially on the north side of buildings.

Ensure in such cases that no furniture parts are placed in direct contact with a wall or in contact over a large surface with the wall, at least until the new building has properly dried out. Likewise, adequate air circulation behind the furniture parts is desirable. Failure to do so can quickly lead to moisture damage, swelling of materials, or the formation of moulds that are harmful to health.



Care of hinges and joints

In case of movement noises, treat joints and pivot points with resin-free sewing machine oil; retighten the screws if necessary. Remove minor metal abrasion with a cloth soaked in a light soapy solution.

Mould formation



Mould spores are omnipresent; almost all materials offer them a good breeding ground. However, as long as no favourable micro-climate exists, no moulds colonisation can occur. This is why optimum air circulation is important on and under the mattress, which promotes the removal of humidity. For this reason, RUF|Betten only offers ventilated bed systems. Raisable spring wood frames support airing, the quilt and the pillows should be shaken out regularly and left folded back for a few hours so that the heat and moisture accumulated over night can escape. Do not cover the bed with the bedspread until the bed has been “aired”. Drying is also supported by frequent turning (lengthwise and top over bottom) and raising of the mattress additionally supports drying.

Fabric cleaning

Without care, upholstered furniture quickly becomes unsightly. Dust, crumbs, dirt etc. should be consistently removed. Depending on exposure, vacuum clean at least once a month with a padding nozzle with a low suction strength and then brush off with a soft brush.

Care and maintenance of textile covers*

COVER	FIBROUS MATERIAL	CARE TYPE		
		BRUSH	VACUUM CLEAN	WIPE OFF
Velour	Synthetics, mohair, wool, viscose, cotton, linen, silk	Brush down with a clean, soft brush (e.g. clothes brush) in the direction of nap.	Vacuum clean with upholstery nozzle (soft bristles) in direction of nap.	Wipe with damp, clean, soft chamois leather in direction of nap (light pressure).
Flat weaves	Synthetics, wool, viscose, cotton, linen, silk	Brush down with a soft brush (e.g. clothes brush).	Vacuum clean with a smooth upholstery nozzle (without bristles).	Wipe with damp, clean, soft chamois leather (light pressure).
RUF VELTEX	Polyester fabric with roughened surface	Brush up with a fine brush (e.g. clothes brush).	Vacuum clean with soft upholstery nozzle in direction of nap.	Spot wipe with a damp cloth and washing up liquid.

**If no specific instructions for the cover are provided, please follow these general instructions.*

Interim cleaning of textile covers*

COVER	FIBROUS MATERIAL	CARE TYPE		NOTES
		DRY SHAMPOO	LIQUID SHAMPOO	
Pile fabric velour, epingle	synthetics, mohair, wool, viscose, cotton	Spray on a dampened, squeezed out sponge and rub gently.	Foam up liquid shampoo with a sponge and apply only the foam.	Treat the entire surface of soiled furniture part, after each treatment brush with a soft brush in the direction of nap surface.
	linen, silk	Spray with dry shampoo and dab very carefully (do not rub!). Or even better: Get it done by a professional.		

**If no specific instructions for the cover are provided, please follow these general instructions.*

		CARE TYPE		
COVER	FIBROUS MATERIAL	DRY SHAMPOO	LIQUID SHAMPOO	NOTES
Flat weaves	synthetics, mohair, wool, viscose, cotton	Spray on a dampened, squeezed out sponge and rub gently. einreiben.	Foam up liquid shampoo with a sponge and apply only the foam.	Treat soiled furniture part over entire surface.
	linen, silk	Spray with dry shampoo and dab very carefully (do not rub!). Or even better: Get it done by a professional.		

Cleaning synthetic leather



Simply wipe the cover carefully with a clean, slightly damp and soft chamois leather. The moisture keeps the material elastic. When using cleaning agents, please refer to the manufacturer's instructions in the packaging. Normal washing and cleaning agents usually form sticky residues and thus promote renewed soiling. Do not in any event use care products for real leather!

Always test your cleansing agents in a concealed area or on an original sample obtained from the manufacturer.

If you want to clean your synthetic leather with professional cleaning agents, we recommend the company LCK. A corresponding order card is included with every bed delivery. Alternatively you can order the products online at www.lederpflege.de

Clean and care for your RUF upholstery according to our specifications and you will enjoy many years of use.



Required pre-testing

Pre-testing is required to select a suitable cleaning agent. Care should be taken to ensure that pH-neutral agents are used. Acid cleaners damage cotton and cellulose-based substances. Alkaline cleaners are not suitable for woolen fabrics. For effective stain removal and cleaning, it is important to ensure that the cleaning agent (surfactant) is completely washed out, as otherwise its residues lead to a faster re-soiling. Cleaning agents should never be directly applied to the product, but instead the agent should be first applied to a white cloth. Use this dampened cloth to remove the stain starting from the edge to the centre. Rubbing can cause alterations to the surface of the cover, so be careful! Dry stains can be treated in the same way as the residues of wet stains. If insoluble stain residues occur or be difficult to remove, they can simply be dabbed with a white cloth moistened with white spirit. For difficult stains, please contact a competent maintenance and cleaning agent manufacturer, as mentioned on the left.



Under no circumstances may furniture or upholstered beds or cover materials of any kind be treated with steam cleaners!

WATER-SOLUBLE STAINS

Blood*, egg, vomit, urine	Treat with cold, distilled water, possibly with solution of hair shampoo and water, do not use hot water as protein coagulates.
Coffee with milk, cocoa, copying pen, ballpoint pen*, lipstick, mayonnaise, perfume, cream, shoe polish, sauces, soup, ink, soot, vomit	Treat with lukewarm solution of hair shampoo and distilled water. If the stain cannot be removed in this way, treat it with alcohol, white spirit or stain remover (e.g. SAPUR).
Spirits, beer, cola drinks, fruit juices, lemonade, coffee, tea	Do not allow to dry in, immediately treat with lukewarm solution of hair shampoo and distilled water.

NON-WATER-SOLUBLE STAINS

Butter, floor wax, paint, grease, resin, coal, indelible pencil, varnish, oil, tar	Treat with solvents such as white spirit, alcohol or commercially available stain remover.
Chewing gum*, plasticine	Commercially available freezing spray according to the regulations, in the case of velour there is a risk of surface damage.
Candle wax	Do not use a heated iron! Crumble off as much as possible a) carefully peel off, in the case of velour, there is a risk of surface damage. b) retreat with white spirit several times if necessary.
Rust, old blood*	Dampen white cloth with citric acid solution (1 level tablespoonful to 100 ml of cold water) and apply. Work stain from edge to the middle (Not with cotton, linen, viscose, as acid damages the fibres).

* The removal of difficult stains (blood, chewing gum, ball-point pen, etc.) should be carried out, where possible, by experts or their advice should be obtained. Observe also our recommendations enclosed with every bag of fixings.



In any event, you should not use the upholstery until after it has dried properly, as otherwise stretching, troughs or folds can occur, which are usually no longer removable.

Safety instructions

The manufacturer's instructions for use must be observed in particular for all electrical or electronic devices and parts. Furniture products with electrical components can have an impact on persons with heart pacemakers, hearing aids, etc.

Please obtain expert advice. Only replacement bulbs, rechargeable batteries, transformers, etc., as recommended by the manufacturer or be used with the same power rating may be used and these may not be covered or blocked (heat accumulation!). Heat and heat accumulation can be dangerous and result in considerable consequential damage. In households with children, special attention must be paid to furniture with electrical features and its operating instructions. Electrical and motorised parts may not be left unattended.

Fabrics / synthetic leather

Cosy fabrics and synthetic leather materials in attractive colour combinations and fashionable designs are our specialty. But that's not all: Only selected raw materials are used for the covers of RUF beds. The greatest possible care is taken at all stages of the processing to ensure that the desired properties are retained. RUF fabrics impress at first glance with their great variety. In terms of colours and designs, printed fabrics or microfibres, flat weaves and velour, no wish is left unfulfilled, because RUF fabrics are furniture fabrics of the luxury class.

In addition, we offer products, such as housses or head-board aprons, which can be easily removed and cleaned.

Textile competence in the RUF material store with rod and shelf storage



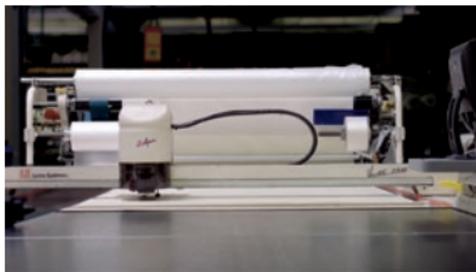
Testing

Web, printing or processing errors are immediately visible in the fabric screen machine.

We unsparingly test your favourite fabrics. In other words: All RUF cover materials are subjected to RUF in-house tests before they are included in the collection, which are based on the quality standards of the German Association of Quality Furniture (DGM e. V.).



Cutting

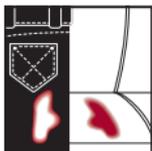


Fabrics are cut to the highest possible degree of precision by an automatic cutter system.



Small cuts of checked fabrics are done by hand. Close checked sample and strip materials are not worked to a pattern.

Dyeing

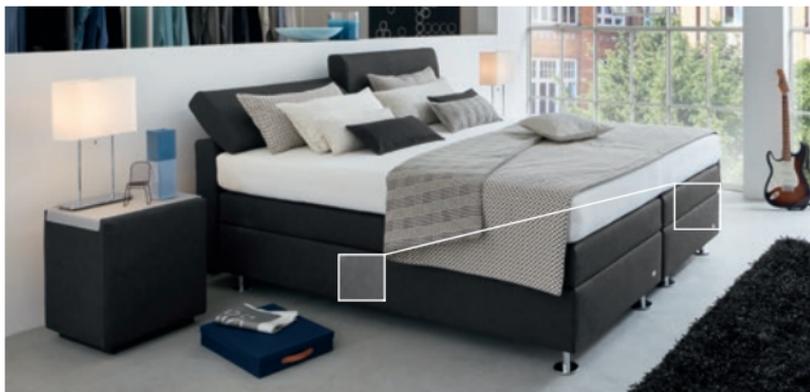


Many clothing and bedding fabrics, especially dark fabrics, do not have sufficient colour fastness due to fashion requirements.

The consequence: Dyes from clothing or bedding textiles can be transferred to the upholstered bed. In the extreme case, single contact of a non-colour-fast textile with the upholstered bed is enough to discolour the upholstery! Many manufacturers now point out this danger by means of special labels.

Colour deviations

In the case of cover materials, normal colour variations are possible, also with respect to exhibition samples or to previously supplied parts. Furthermore, there are production- and processing-related colour variations due to different nap direction, light incidence and mechanical loading conditions.



Feel free to order free samples from us directly or through your specialist dealer. Please send us an email or a fax stating the desired delivery address.

Alterations to pile layers

A change in the pile, known as “usage sheen”, can arise to varying extents as a result of normal use, pressure and heat, body and air humidity, as well as the type of under-upholstery and cover used. Depending on the incident light, the impression of “stains” can arise, especially with velour or flat weaves made of chenille and other velour-like fabrics. Depending on the colour combination and the incident light, these apparent stains may be lighter or darker. This usage sheen does not constitute a quality reduction or a defect. Neither, on the basis of previous experience, can they be completely eliminated by means of product care measures.

An appropriate selection of materials, taking into account the visual aspects, should take into account the following:

l the wear due to individual use

l the effect of light and room micro-climate

l the characteristics of use and of the product (material and processing) according to the product information

Synthetic leather (leatherlook)

Our synthetic leather is produced in the heart of Europe and is subject to strict European specifications. We process more than 100,000 linear metres of synthetic leather per year. Our synthetic leather consists of a substrate material and plastic. The dyed plastic compound is applied to the substrate material under heat, is combined with the substrate material and, in the next processing step, gentle rolling, its distinctive structure and the characteristic texture are created, which can hardly be distinguished from genuine leather (therefore leatherlook). Because the plastic is impermeable, even after completion of these operations, nothing can escape from the inside outwards.

Cleaning

→ See *Care and cleaning instructions, Cleaning of fabrics and synthetic leather*

Centre seams / attaching seams

Depending on the quality or finish of the fabrics, it may be necessary that the headboards, bedspreads and throws be manufactured with a centre seam. In addition, in the case of double beds not only centre seams but also attaching seams may be required (e.g. due to the super-comfort height in the BK DLX bed base). You are welcome to contact your contractual partner for queries relating to specific models.



Centre seam



Attaching seam

Declaration of product safety

We would like to thank you for opting for a product from RUF|Betten. In this way, you have chosen a “made in Germany” product, which comes from a factory with more than 90 years of experience in bed construction and which has been manufactured with great care.

RUF products are sustainable and, needless to say, comply with the strict legal requirements regarding pollutants and emissions.

RUF beds do not contain any substances which have an unnecessary impact on the environment. Foams and upholstery waddings meet the human ecological requirements of the “Oeko-Tex Standard 100”. Our wooden materials correspond to the emission class E1, our packaging is recyclable.

RUF products therefore comply with the latest version of the German Hazardous Substances Ordinance and the Chemical Prohibition Ordinance.

Helpful tips

A guide for complaints.

Do you have questions about the product? Simply contact your dealer and preferably present the invoice. From the invoice, he will be able to obtain all the necessary information to answer your questions. Photos and an exact description of the complaint are very helpful in expediting a decision.

If necessary, your specialist dealer will then also make the initial inspection of the complaint and do minor repairs on site. If necessary, he will then immediately contact RUF|Betten and creates a service report.

If a warranty claim exists, RUF customer service decides whether the piece of furniture must be returned to the factory for repair, whether it can be reworked or replaced (proportionality).

In the case of differences of opinion, by mutual agreement, a publicly appointed and sworn expert for industrially manufactured upholstery beds (IHK) can be appointed. As the arbitrator, he will inspect the piece of furniture on your premises to determine, with binding effect for both parties, whether a warranty claim exists. The costs shall be borne under the warranty by the party whom the arbitrator decides against. The warranty expires upon sale or transfer to a third party.

Service

Please inform yourself about any costs to be incurred before using Service. When you request the service from your RUF dealer, please take into account that after the statutory warranty period, costs for this service (labour and travel costs, packaging and freight costs) may be incurred by you.

