

USER &  
WARRANTY  
MANUAL

3iYo

***IMPORTANT NOTE:***

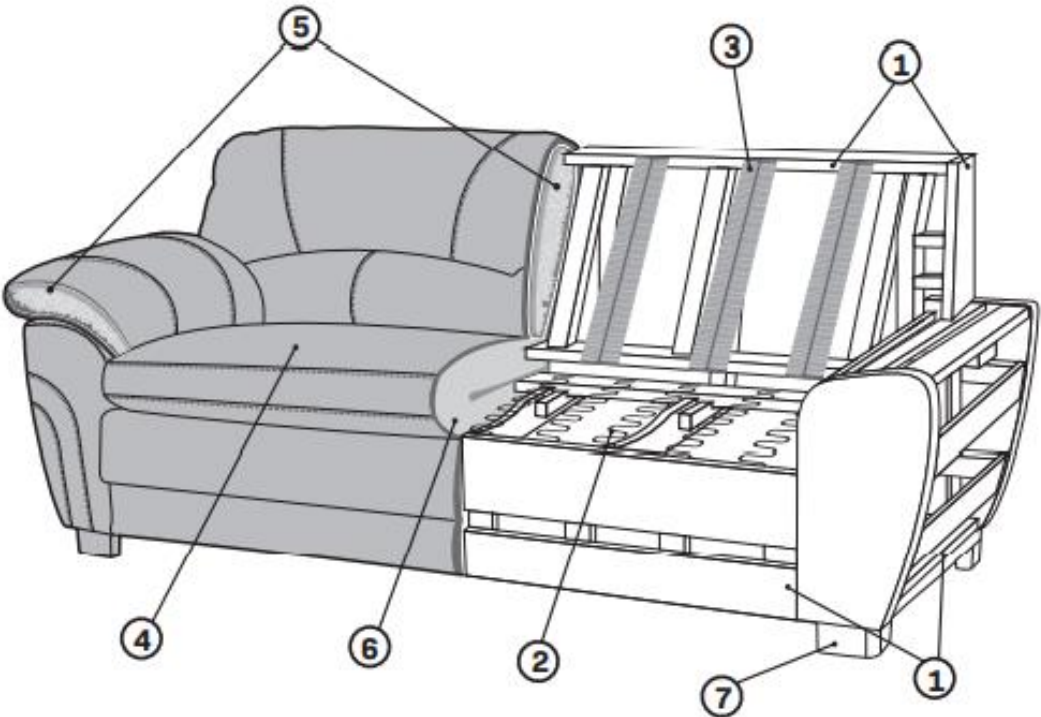
**Please carefully check your furniture upon receipt to identify any damage caused by transportation, handling, or unpacking. In case you find any anomaly, please report it immediately to your vendor.**

**W**e appreciate your preference when buying a piece of furniture from the 3iYo family. We are committed to quality and innovation. We support each piece the furniture we manufacture.

In this manual you will find important information about the characteristics, care, and warranties of your furniture. Please read it carefully and keep it for future reference.

**¡Thanks!**

# Structure and Components



1 **WOOD STRUCTURE**

2 **SPRINGS**

3 **ELASTIC BANDS OR SPRINGS**

4 **COVER**

5 **CUSHION FILLING (PU FOAM OR POLYESTER FIBER)**

6 **FOAM**

7 **LEGS**



Tempered steel spring



Elastic band

The type of spring system varies according to model

## Characteristics of the Materials

A fundamental aspect in the manufacturing of our furniture is the selection of raw materials. At 3iYO, we look for the best suppliers to obtain products that meet the highest quality standards. The materials are inspected by our quality control department to evaluate important aspects such as mechanical resistance, dimensions, appearance, and colorimetry, thus guaranteeing the quality of our products.

### Leather

As a natural product, leather has unique properties: it is breathable, flexible, durable, resistant, and easy to maintain. Genuine leather also has characteristics that are not considered defects, but properties that reaffirm its authenticity and natural origin (see images on page 3).

Leather located in the parts of the furniture with greater use can change its characteristics:

- a) Elongation or softness (wrinkles or looser parts).
- b) Change in tone (darkening, lightening or changes in gloss).
- c) Change of texture (variation of engraving from one area to another).

# Leather Characteristics



Engraving variation



Color variation



Scars



Insect bites



Wrinkles



Veins

NOTE: Leather color may be perceived differently depending on the type of lighting.

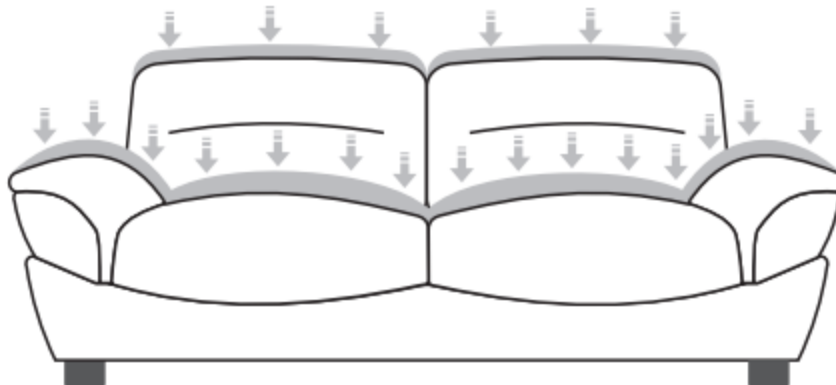
## Fabric & Vinyl

At 3iYo we offer a wide range of upholstery options in a variety of colors, textures, and styles, each with its own characteristics, attributes, and care. It is important to keep in mind that certain fabrics during use may present fiber detachment (pilling), which is a normal feature that should not be considered as a defect. Fabrics dyed in piece (suede type, microfibers, etc.) will present slight changes in tonality due to their manufacturing process, this is not considered a defect and thus not covered by this warranty.

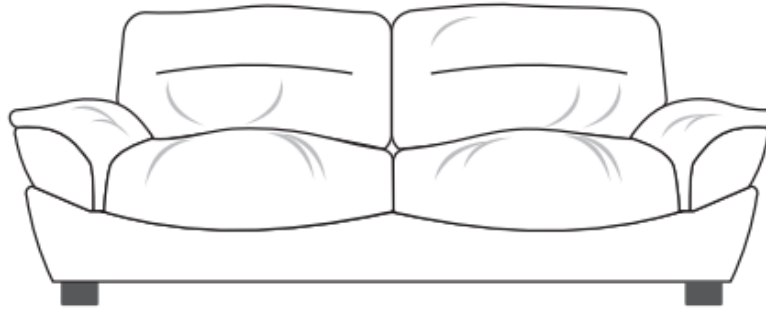
*NOTE: The color of fabric or vinyl may be perceived differently depending on the type of lighting.*

## Cushion (Foam and Polyester Fibers)

Due to their characteristics, the materials used to provide our furniture with its extraordinary softness and comfort can be compacted with use.



PU foam can lose up to 10% of its volume and polyester fibers up to 25%, which could be reflected in wrinkles. This is part of the expected behavior of the product and is not considered a manufacturing defect.



Some models contain memory foam, a viscoelastic PU foam that reacts to body temperature and molds around it. Its high density allows the seat to maintain its original shape for longer time.

All our furniture is designed to present its greatest support in the center of the seat, this perception can vary when sitting on the edges, where there will be a feeling of greater softness.

*NOTE: The comfort of a brand-new furniture may vary against one on exhibition room due to the use that the latter has.*

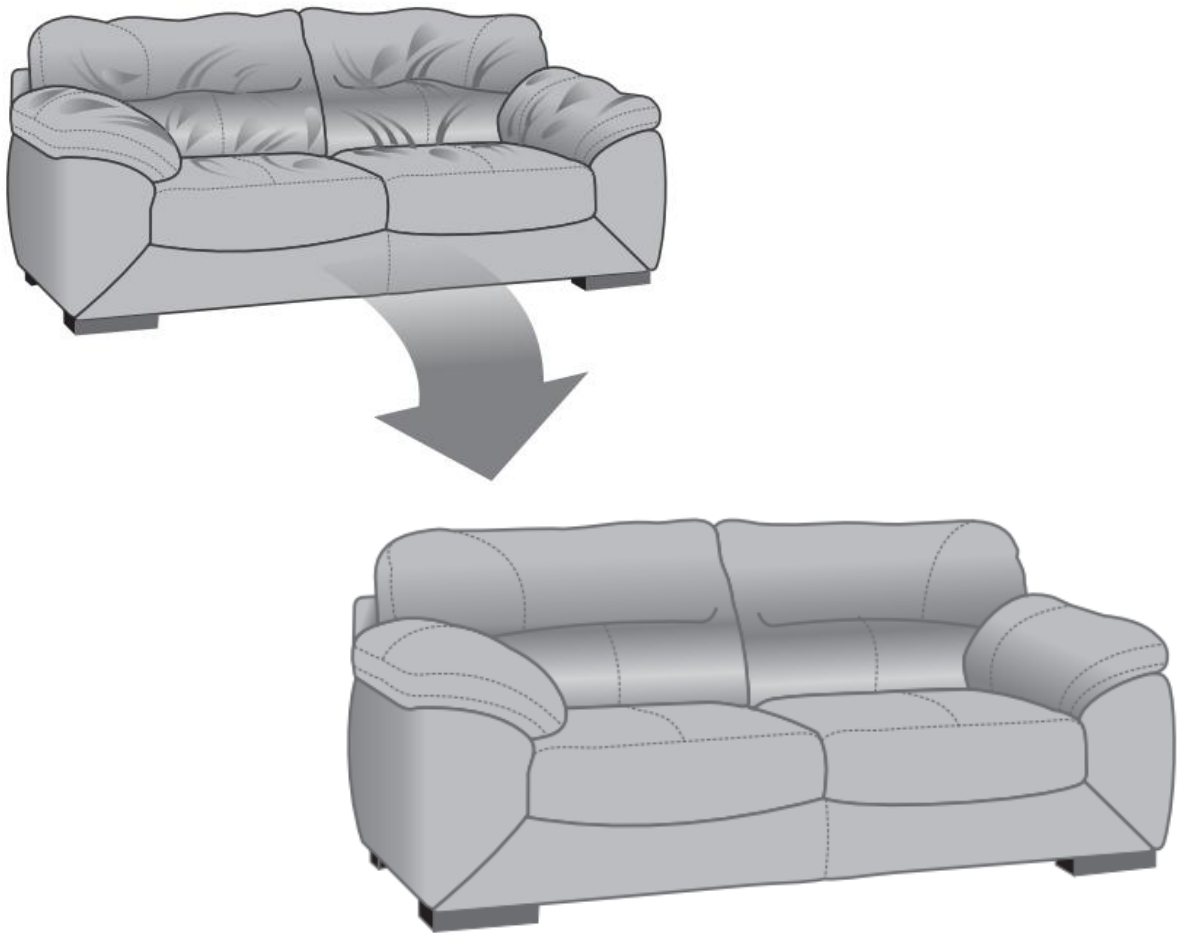
## Wood

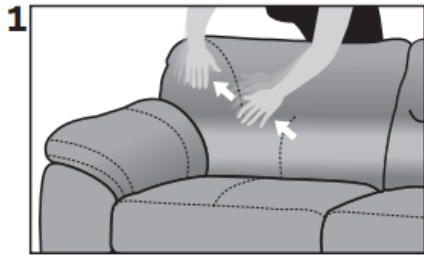
To ensure the durability and strength of the internal structure, the solid wood used in our furniture has been dried out with a heat treatment (stove) that removes excess moisture and any external or internal pests. The structure could contain some pieces of industrialized wood.

## Care and Handling

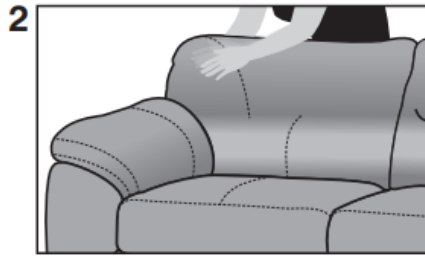
Cushioning parts containing polyester fibers, foam and/or goose feather require periodic molding to maintain their initial appearance, which can be lost during the transportation and normal use of the furniture.

We recommend that you follow the instructions below for maintenance.

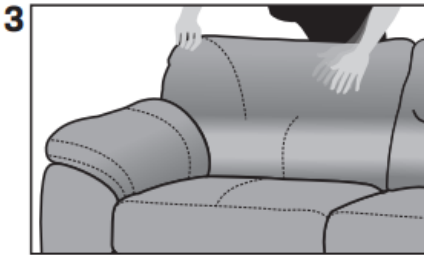




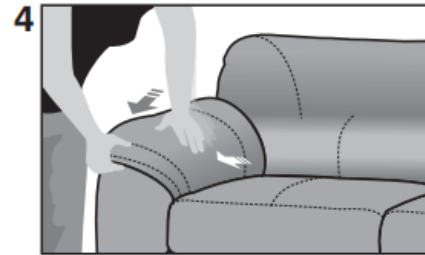
1 Massage the backrest with both hands from the inside to outside



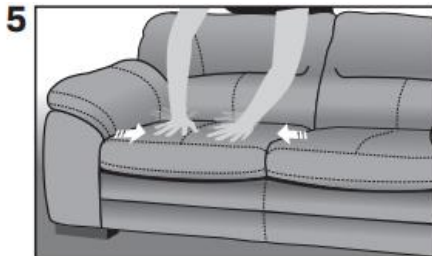
2 Then with one hand massage the backrest while you hold it firmly from behind with the other hand



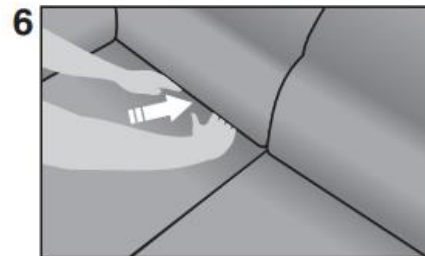
3 Pull the corner of the backrest with one hand and pat it with the other



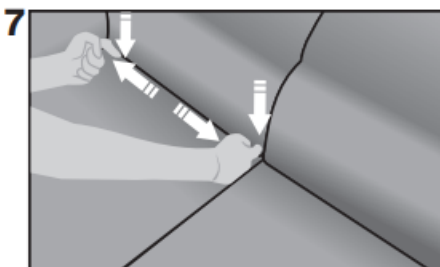
4 Then continue with the armrests, patting them evenly from the center to the outside.



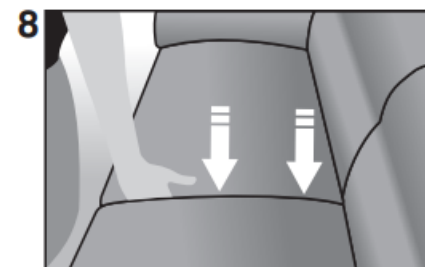
5 For models with a mat, pat the seat with both hands from the outside to the



6 Periodically extend the upholstery to the inside



7 And the upholstery of the backrest down and both sides to outside



8 Prevent the accumulation of wrinkles in the seat by extending the upholstery towards the center

- Never apply chemicals or use abrasive products, alcohols, or solvents. Also do not use multipurpose cleaning products.

Avoid exposing the furniture to direct sun light, since that will cause the upholstery to degrade (discoloration cracking).



- Maintain a minimum separation of 20 inches between furniture and heat sources. Extended exposure to heating or to radiators can dry out the leather or cause discoloration in certain fabrics.
- Do not place hot objects over the furniture.
- Do not allow pets to climb onto furniture as their nails and teeth can lead to scrapes or cuts; In addition, the saliva, and fats that animals produce can stain or damage furniture.
- Keep materials such as ink, nail varnish, acetone, paint, bleach, and household cleaners away from furniture.

## Daily Cleaning:

- **Leather and Vinyl:** Clean off the dust with a dry cloth or with the soft brush attachment of the vacuum cleaner (do not use water). It is possible to remove all dust from the surface of the leather as it cannot penetrate it.
- **Fabric:** it is advisable to vacuum the entire furniture or use a brush or very soft cloth to avoid the dust accumulation. This will highlight the beauty of the fabric and give it a longer life.
- Excessive cleaning can wear upholstery, it is recommended to clean only when necessary.

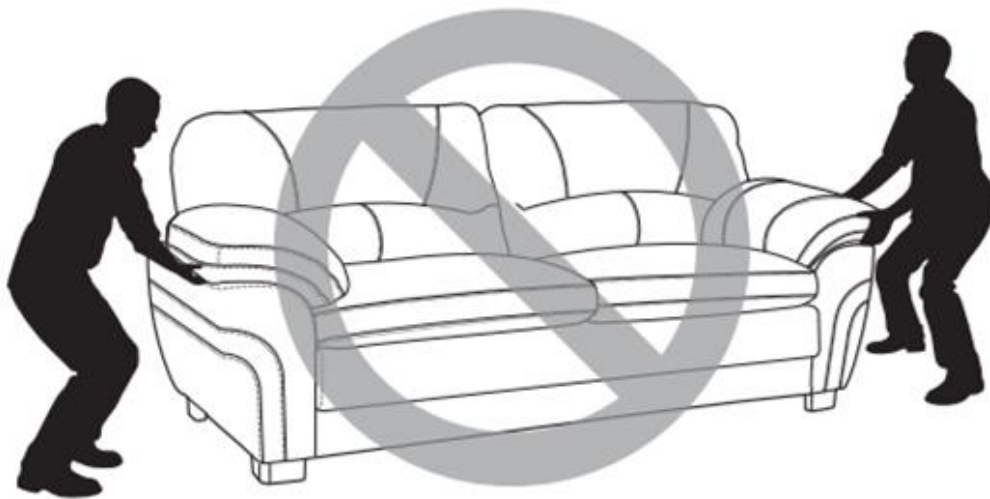
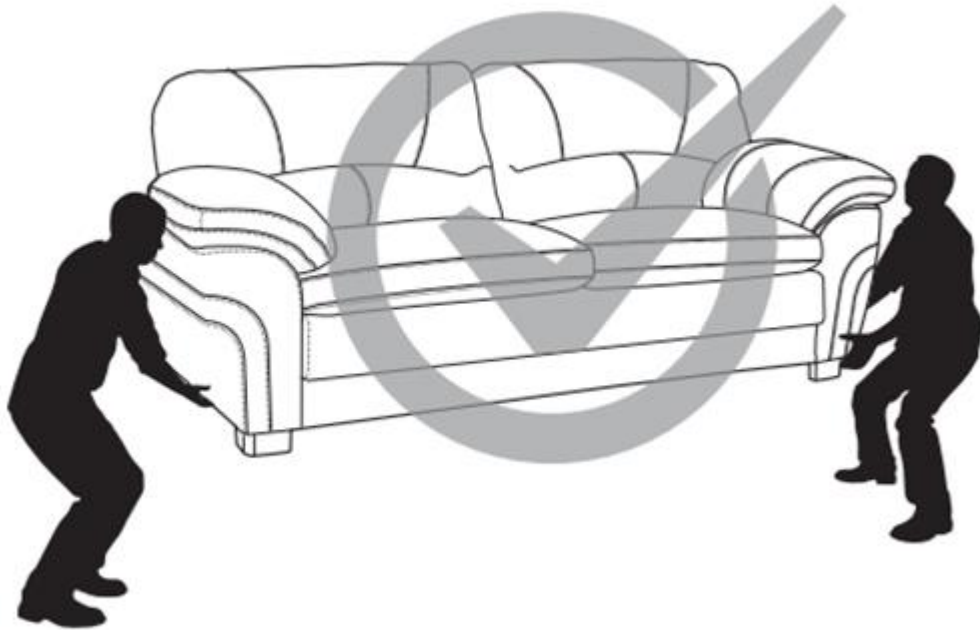
It is not necessary or advisable to apply any type of treatment to the upholstery (fabric, leather, or vinyl). However, if you want to do so, to avoid damage or discoloration of the entire piece, we suggest you perform tests over a not so visible area or somewhere hidden in pieces upholstered in fabric or vinyl.

For furniture upholstered in fabric, avoid contact with textiles made with natural materials such as linen, cotton or silk. Water can stain them and cause changes in the texture or thickness of the threads that compose them.

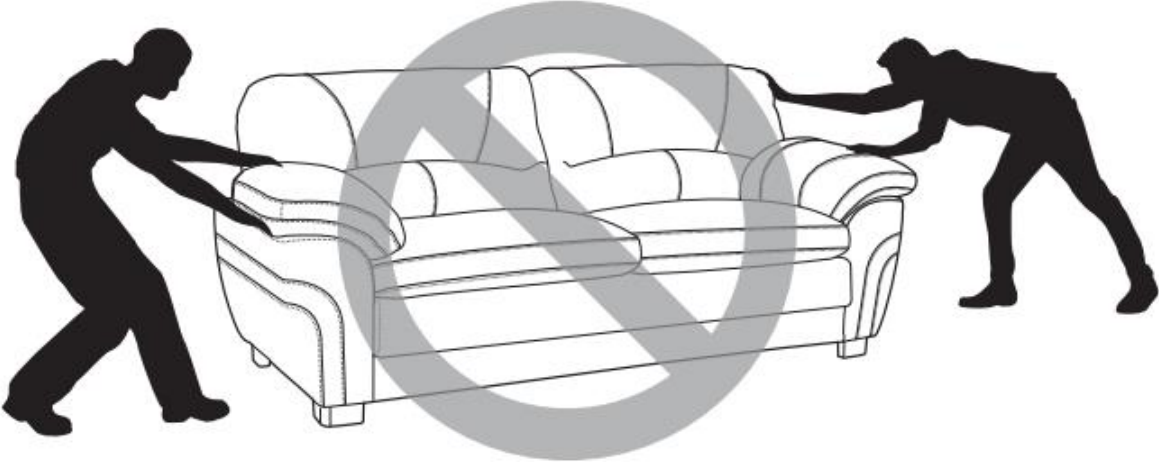
In case your furniture is in coastal areas and has legs or exposed metal parts, we recommend spreading car wax, letting dry and removing with a dry cloth. Doing it once every two months (ideally) will prevent the accumulation of moisture and salinity, avoiding the deterioration of the metal

Avoid stowing one piece of furniture over another one.

To move the furniture, lift it between two people from the base, do not pull it from the armrests.



Avoid dragging the furniture or tilting it on any of its legs as this could damage them or affect the wooden structure or cushioning.



Avoid sitting on arms and backrests



To avoid damage to the sofa bed hardware, once the bed is opened, do not sit, stand up or jump on the mattress.



## Recliners:

To properly operate the reclining mechanism, please sit to the bottom of the furniture, leaving the least space between your back and the back of the furniture



Regardless of the position the furniture is in, avoid sitting on the backrest, footrest, or arms, doing so can cause damage to the mechanism.



The warranty does not cover loss or damage to recliner control. The replacement of the control would be at your expenses and could imply the change of the complete mechanism.

It is necessary to periodically check and change the batteries of the wireless controls.

## Cleaning Instructions

### Leather and/or vinyl furniture

- In case of stains or liquids spillage you should immediately perform one of the following procedures, otherwise permanent damage to the leather could occur.
- For chocolate, coffee, fruit, milk, wine, soda, or mud, follow the instructions below:
- Carefully absorb the spill with a white, dry cloth. In case of sludge first remove the excess, vacuum, and then use the dry cloth.
- For ink, grease, oil, or wax, follow these instructions:
- Mix neutral soap in warm water to generate foam, moisten with it a clean white cloth or sponge and carefully rub on the stained area. Change the cloth or sponge position frequently and rinse it with water to remove any soap residue from the furniture. Do not use water excessively.

***IMPORTANT: DO A TEST ON A SMALL, HIDDEN PART OF THE FURNITURE TO MAKE SURE THE LEATHER AND COLOR ARE NOT AFFECTED. FOR MORE SEVERE STAINS, CONSULT A PROFESSIONAL IN FURNITURE CLEANING.***

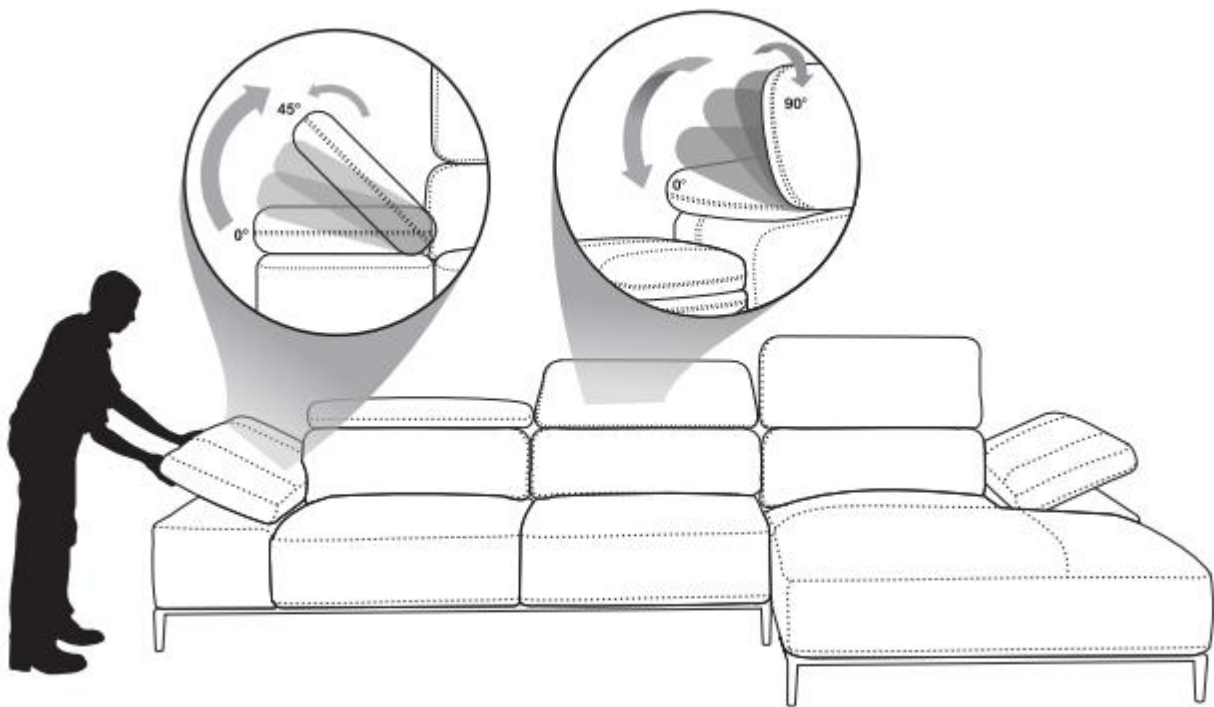
## Fabric Furniture

- Immediately clean spilled liquids with a dry cloth. If the stain is already dry, first try to remove it with a soft brush before using a liquid cleaning treatment.
- Although not all stains can be removed completely, the following suggestions will help you get the best results:
- Mix liquid laundry soap, without bleaches, in warm water to generate foam, moisten with it a clean white cloth or sponge and carefully rub on the stained area working from the edges to the center of the stain. Change the cloth or sponge position frequently and rinse it with water to remove any soap residue from the furniture. Do not use water excessively.

***IMPORTANT: TEST A SMALL, HIDDEN PART OF THE FABRIC TO MAKE SURE THE MATERIAL AND COLOR ARE NOT AFFECTED. FOR MORE SEVERE STAINS, CONSULT A PROFESSIONAL IN FURNITURE CLEANING.***

## Operation

To lift arms or articulated headboards, pull up to the desired position. To return to a previous position, you need to finish the entire cycle, reaching the last position (90° for headboards and 45° for arms) and push slightly forward so that you can return to the starting position (0°).



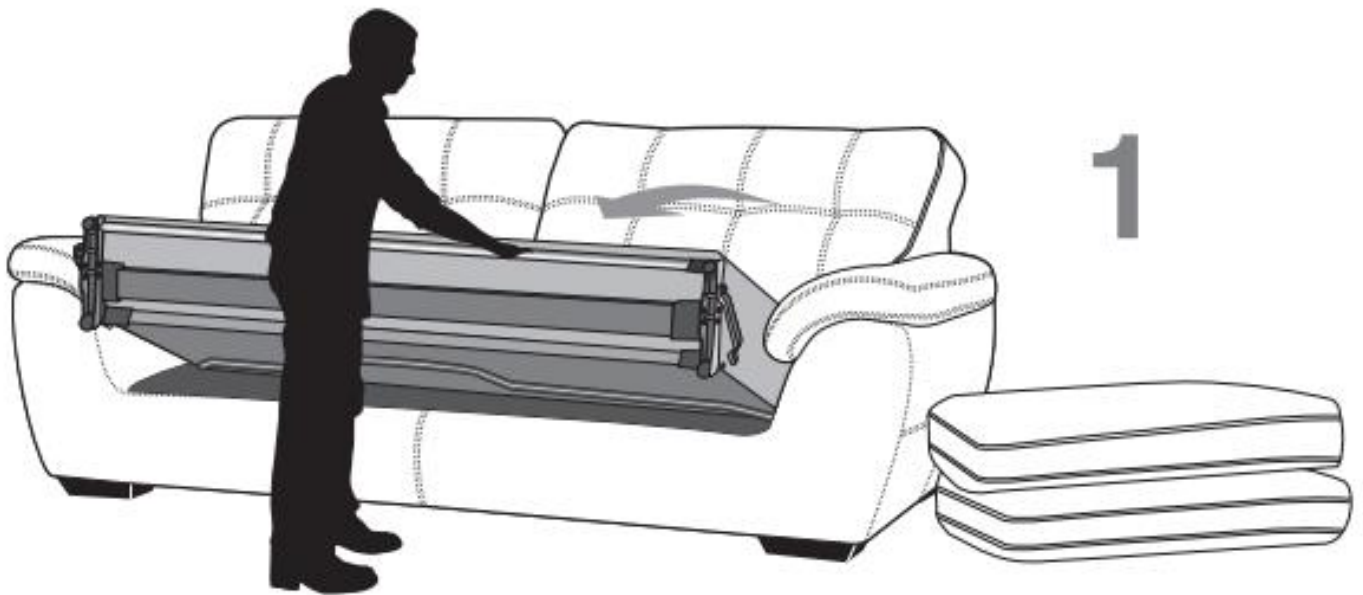
Never return the headboard or arm to a previous position if it does not finish its full cycle, it can damage the mechanism.

## Sleeper sofa

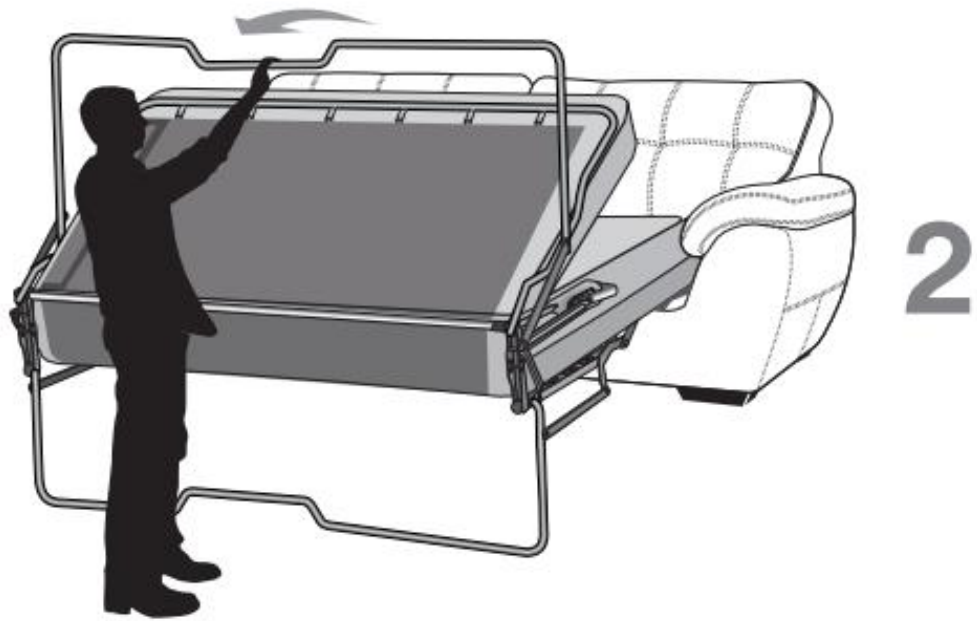
There are three different mechanisms for sofa beds. Below we illustrate how to operate each.

**IMPORTANT:** Before opening the sofa bed for the first time, remove the tie at the bottom, which is placed only to secure the hardware during transport.

### Models with Removable Seats



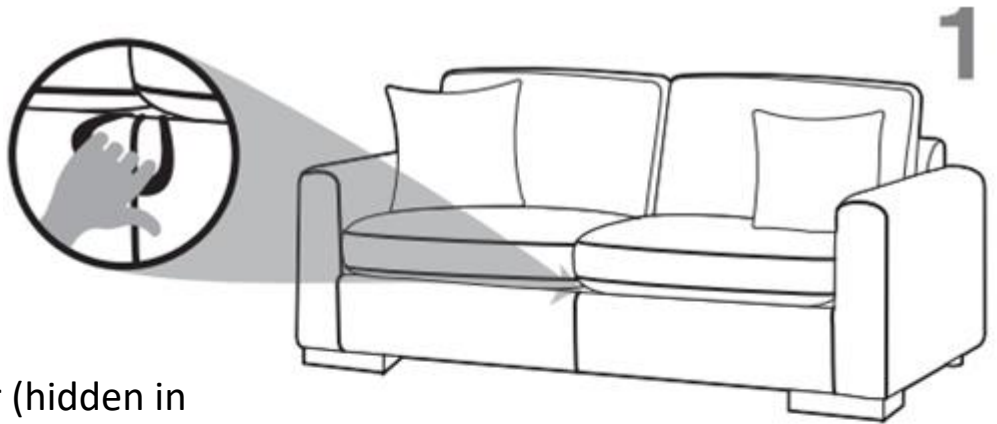
Remove the seats and pull the hardware towards you by taking it from the center slot



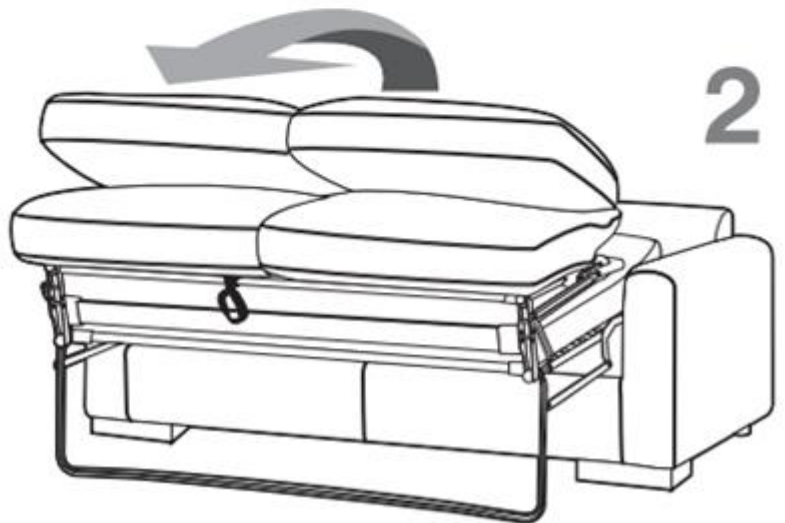
Continue to unfold the hardware until both legs rest on the floor and the bed is completely open.

To close the sofa bed, repeat these same steps in reverse.

## Models with Folding Seats

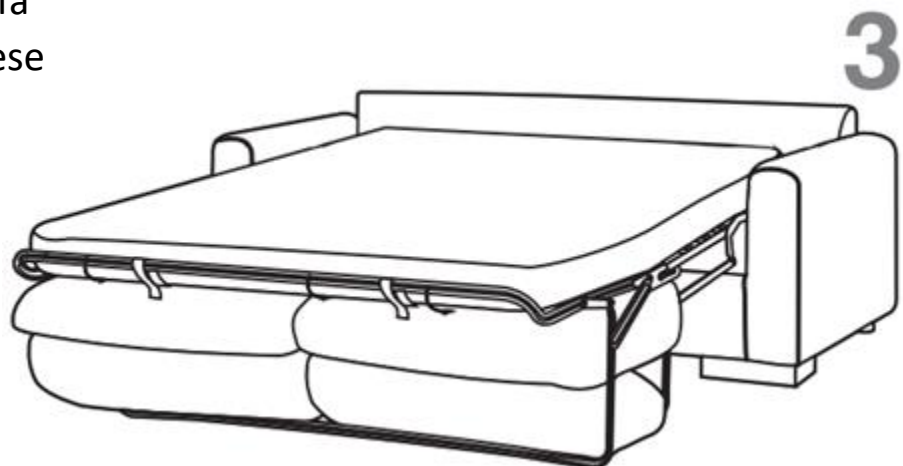


Pull the jar (hidden in the designated position) without removing the seats



pull the middle of the back tube as indicated by the arrow until the

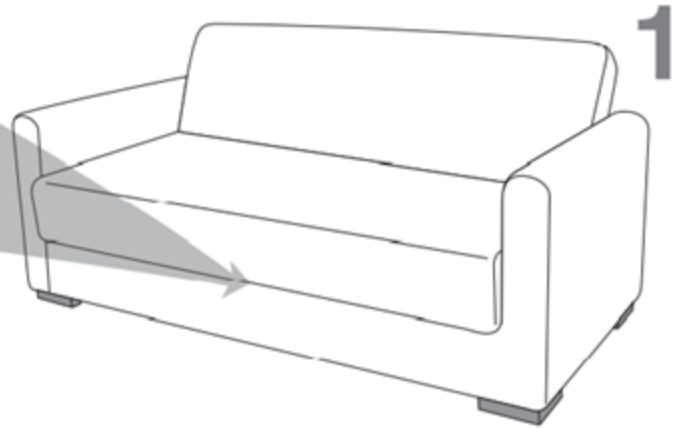
To close the sofa bed, repeat these same steps in reverse



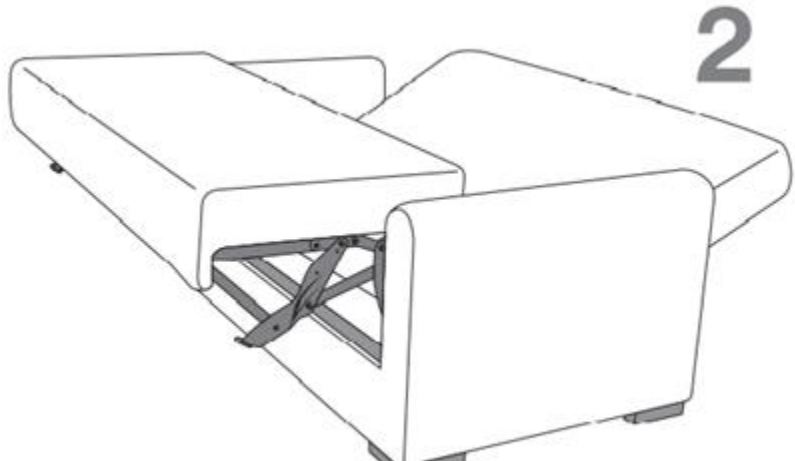
## Models with Extendable Seats and Backrests



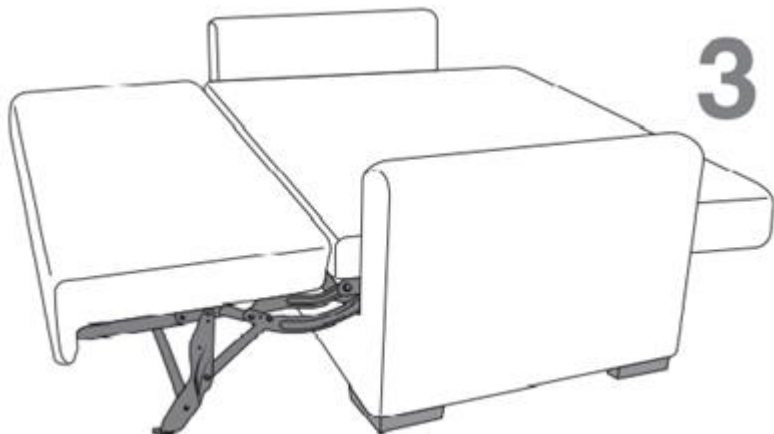
Place the furniture backrest at a minimum distance of 20 inches from the wall. Pull the base of the seat from the center towards you.



Continue to pull the seat until the bed is fully open

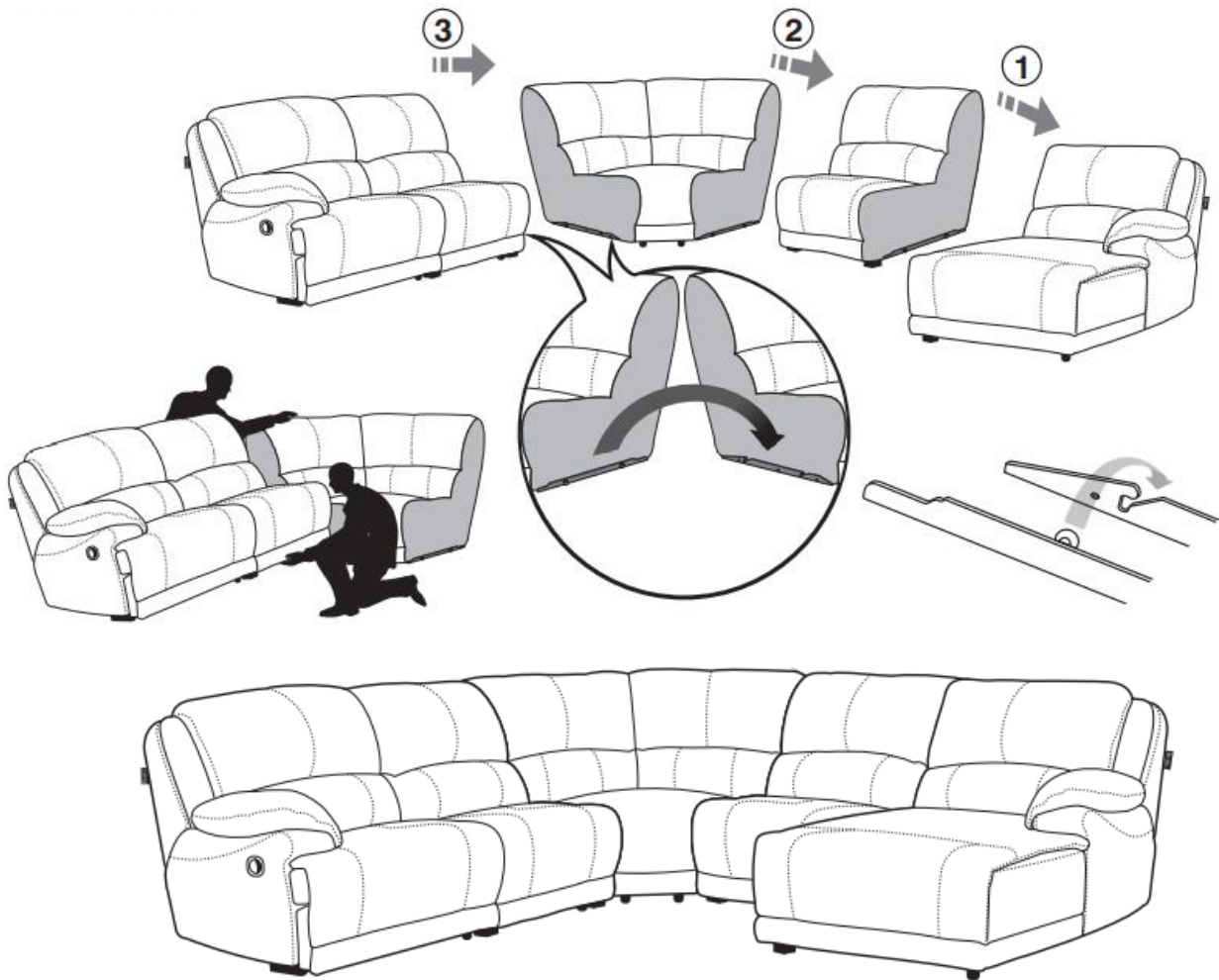


To close the sofa bed, repeat these same steps in reverse



## Modular with Rail Connection

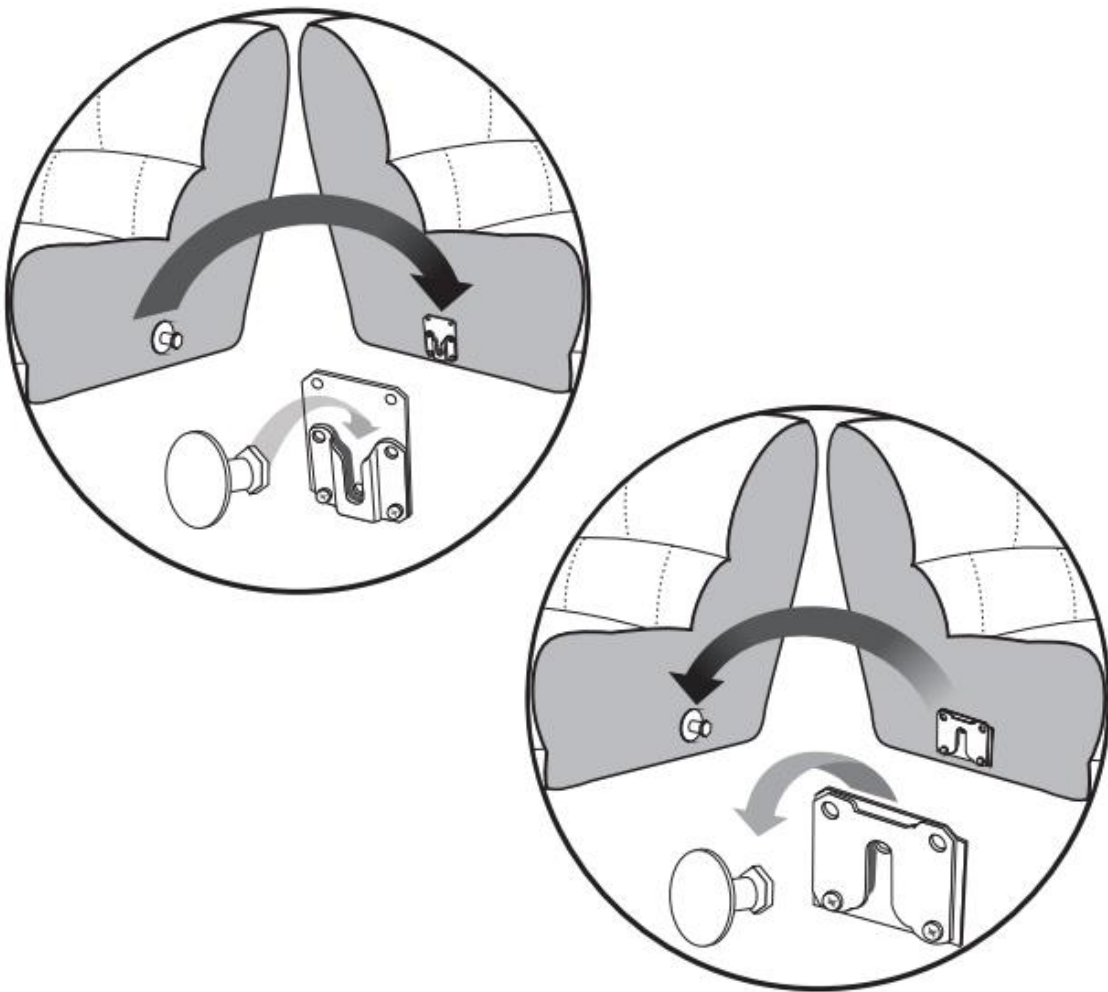
Modular models are the most flexible option to configure your furniture according to your needs. Three bonding mechanisms are described below, which vary by model.



To assemble models with rail connectors, lift the part that has bolts and slide it over the grooves of the opposite rail. To disassemble, lift the piece with bolts and slide it in the opposite direction.

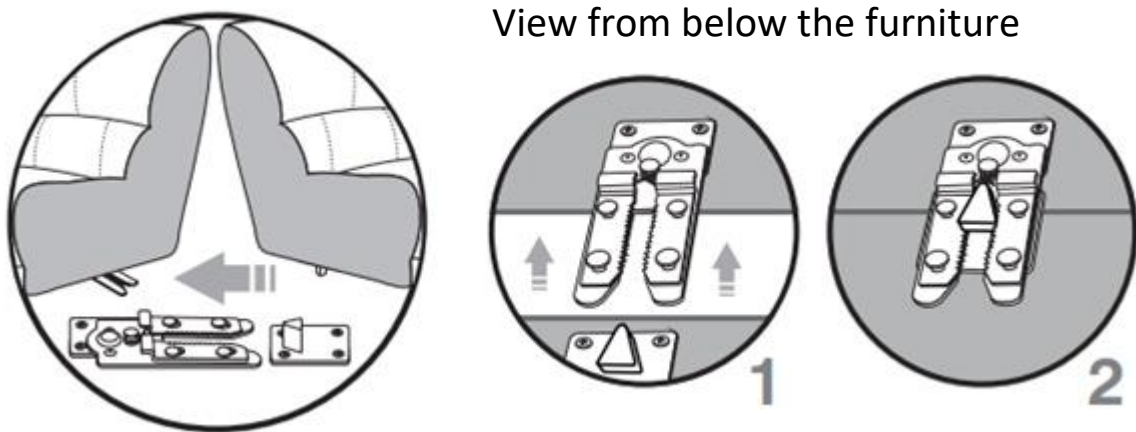
## Modular with Bolt Connection

To assemble models with bolt connectors, if the plate opening is facing up, lift the bolt part so that it enters the groove. If the plate opening is facing down, lift this piece to assemble over the bolt of the other module. To disassemble, reassemble the piece you assembled on top of the other until it is released.

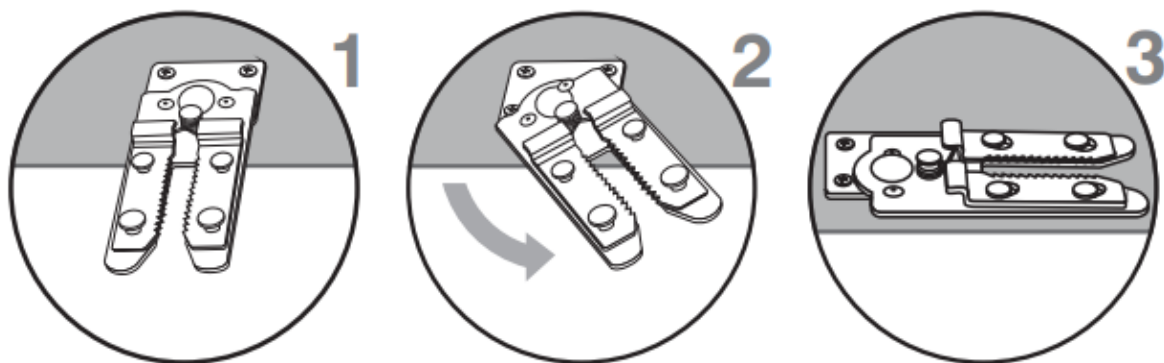


## Modular with alligator type Connectors

To assemble models with alligator type connectors, turn the plate until it is completely straight and align the two parts of the cabinet that you want to join so that the triangular bolt is in the direction of the center of the plate. Push the bolted part towards the plate until the bolt enters completely inside the plate. To separate the pieces, lift the one with the bolt until it is released.



This type of connector is foldable, which allows it to be hidden when it does not need to be joined with another part. Turn the connector to the side until it is completely under the furniture.



## Procedure and Terms to Make the Warranty Valid

The warranty is offered only to the original purchaser of the product and applies on the condition of normal residential use, does not apply for defects resulting from negligence, misuse, accident, damage from transportation or commercial use.

### STEP 1. End user contacts vendor.

The end user must notify the vendor and present proof of purchase, as well as photos of PO Number and damage. The proof of purchase can be the ticket or the invoice.

The PO (Purchase Order) It is located in a label attached below of the furniture.



The photos of the damage are:



Picture of the piece



Picture of the damage



Detail of the damage

## **STEP 2. Vendor send information to 3iyo.**

Vendor should send by e-mail to 3iYo the information submitted by the end customer for review.

## **STEP 3. Diagnosis**

With the complete information, 3iYo makes a diagnosis to determine whether the guarantee applies, which begins from the date of purchase indicated on your ticket or invoice. In cases where 3iYo considers it necessary to check the furniture in its facilities, the shipping costs will be covered by the end user.

## **STEP 4.**

### **If the warranty is granted**

3iYo offers the repair service at no cost and determines if it can be done on site (customer's home) or at the factory. Shipping costs will be covered by the end user

3iYo is not responsible for any type of expense or discount generated by a return or repair unless there is written authorization from our company.

### **If the warranty is nor granted.**

In the case the warranty is not granted, 3iYo reserves the right to offer the repair service with charge.

## Warranties

3iYo expresses its confidence in the furniture we manufacture by offering you the following Warranties, which we recommend you read carefully to keep the warranty.

### Leather

**Discoloration:** 6 months warranty \*

**Surface cracking:** 12 months warranty\*

### Fabric & Vinyl

**Discoloration:** 3 months warranty \*

**Surface cracking:** 6 months warranty\* (vinyl):

*\* In all cases damage will be reviewed by 3iYo personnel, it is important to mention that the warranty on the upholstery will be canceled if the furniture was treated with solvents, chemicals, protectors or exposed to direct sunlight, as well as if it was manipulated by a third party.*

### Sewing

**Manufacturing defects:** 6 months warranty (does not apply in thread breakage due to misuse)

## Spring System

**Elastic Band** 12 months warranty \*\*

**Springs:** 24 months warranty \*\*

## Foam

12 months warranty under normal home use conditions \*\*

## Polyester fiber

6 months warranty under normal home use conditions\*\*

\*\* Light softening of this material is normal and it is not under the scope of the warranty.

## Wooden structure

5 years warranty against any manufacturing defect. It does not apply to damage caused by impacts.

**Squeaking:** 1 year warranty.

**Fungus and other Wood diseases:** 6 months warranty, previous review of personnel authorized by 3iYo.

## Exposed Wood (ornamental parts, Legs and Frames)

6 months warranty. The warranty is not valid if there was any breakage or scraping of the wood caused by impacts or improper use.

## Hardware

### **Sleeper sofa, incliners y recliners mechanism.**

12 months warranty in mechanical parts and 3 months in electrical components. Maximum capacity of the mechanism covered by this warranty:

Incliners y recliners 115 kg.

Sleeper Sofa: 160 kg distributed between two people.

Folding mechanisms of headers and arms: 3 months warranty if it has not been subjected to improper use.

**Sleeper sofa cover:** 1 month warranty.

**Sleeper sofa Mattress:** 3 months warranty if it has not been subjected to improper use.

## Accesories and Legs

**Recliner's control and massage control:** 3 months warranty.

**Sound system:** 3 months warranty.

**Chrome metal legs:**

6 months warranty against oxidation.

**Aluminum legs:** 6 months warranty.

