



**Woven Warranty: pg 1**

**Coated Warranty: pg 2**

## **5 YEAR (WOVEN ONLY) TEXTILE UPHOLSTERY WARRANTY**

This warranty relates only to Arc-Com's Woven Contract Textile Upholstery purchased either direct from Arc-Com or through an original subcontractor.

Arc-Com warrants that all shipments are in accordance with the Textile Fibers Products Identification Act. These products are designed for a specific end use and are engineered to perform satisfactorily under reasonable commercial conditions during a single shift environment.

We guarantee that each shipment will be of first quality and produced to meet or exceed ACT (Association for Contract Textiles) quality and performance standards under the provision that they are manufactured, installed and maintained properly and documented on a regular basis subject to normal wear and tear usage for a period of five years.

We recommend using a minimum of 7 - 10 stitches per inch for tightly woven dobby's and 10 - 12 stitches per inch for jacquards, matelasse's and pocket weaves in addition to a minimum ½ inch seam grab. For pocket weaves, we recommend the use of seam tape to prevent seam slippage. Care should be taken to also use the proper needle size relative to the type of fabric that is being sewn. Additionally, when a textile product has a backing, be sure to trim both selvages so that stitching/sewing is within a minimum ½ inch grab in the backed area.

Arc-Com has no control over where our products are used. This guarantee makes the presumption that any product that is specified under this guarantee will be manufactured to the highest industry standards and used in an appropriate location and environment. Should a question arise for a specific product, we would be available for advice as to whether an item is appropriate. Should a dispute arise where our advice or recommendation was either not sought or followed, the final decision as to a product's appropriateness will be that of Arc-Com. This warranty becomes effective as of the date of Purchaser's invoice from Arc-Com.

In the unlikely event that this woven upholstery product does not perform satisfactorily when properly manufactured, installed and maintained on a regular documented basis under normal conditions using appropriate cleaning agents and methods, Arc-Com will replace the fabric at no charge to the original owner. This warranty begins as of the date of Purchaser's invoice from Arc-Com and does not include labor costs. Any post processing done after purchasing from Arc-Com will void this guarantee. Custom products are not covered under this guarantee and are handled on an individual basis.

When maintenance is required, make sure that any cleaning agents are appropriate for the product and are satisfactorily spot tested. Always test a small unexposed area to achieve satisfactory procedures and results before processing bulk quantities. Where any dispute arises, only the laws of the State of New York will be applicable.

When the product is packed for shipment, to insure that it is received defect free, use the following procedure. Add foam or other padding on the frame corner edges, with corrugated edge shipping and encase the frame with bubble wrap prior to placing in a protective bag and wooden crate for transportation and installation. Enclose onsite installation instructions, including "Handle with Care" stickers and clear instructions to remove protective packaging only after the seating has been positioned in its designated location.

Certain clothing dyes such as those used in denim jeans may have more of an affinity to and migrate more readily to lighter colors on woven upholstery products. This problem is generally irreversible. Arc-Com will not assume responsibility for dye transfer and migration caused by this type of contamination.



## 5 YEAR (COATED ONLY) UPHOLSTERY WARRANTY

This warranty relates only to Arc-Com's Coated Contract Upholstery purchased either direct from Arc-Com or through an original subcontractor.

Arc-Com warrants that all shipments are in accordance with the Textile Fibers Products Identification Act. These products are designed for a specific end use and are engineered to perform satisfactorily under reasonable commercial conditions during a single shift environment.

We guarantee that each shipment will be of first quality and produced to meet or exceed ACT (Association for Contract Textiles) quality and performance standards under the provision that they are manufactured, installed and maintained properly and documented on a regular basis subject to normal wear and tear usage for a period of five years.

We require using 6 – 8 stitches per inch. Care should be taken to use the proper needle size, #18 ball tip. Selection of the proper foam is fundamental to insure product durability and performance. When seating frame design incorporates square or sharp corners, it is important to insure that those areas are properly reinforced using a high quality resilient foam to minimize surface damage that may occur from rough handling. These areas are more apt to show damage as opposed to rounded areas. Seams should be sewn to insure adequate resistance against stretching to minimize exposure of needle holes and fabric base during the assembly process. Proper thread selection is also an important component to the sewing process. It is recommended to avoid raised stitching when possible and provide a seam grab of 5/8 of an inch. Whenever possible, the use of a French seam, curve radius, or double stitching with seam tape is recommended. Extreme care must be taken to minimize stretching and distortion of the needle holes, which can expose the underlying light colored base.

Arc-Com has no control over where our products are used. This guarantee makes the presumption that any product that is specified under this guarantee will be manufactured to the highest industry standards and used in an appropriate location and environment. Should a question arise for a specific product, we would be available for advice as to whether an item is appropriate. Should a dispute arise where our advice or recommendation was either not sought or followed, the final decision as to a product's appropriateness will be that of Arc-Com. This warranty becomes effective as of the date of Purchaser's invoice from Arc-Com.

In the unlikely event that this coated upholstery product does not perform satisfactorily when properly manufactured, installed and maintained on a regular documented basis under normal conditions using appropriate cleaning agents and methods, Arc-Com will replace the fabric at no charge to the original owner. This warranty begins as of the date of Purchaser's invoice from Arc-Com and does not include labor costs. Any post processing done after purchasing from Arc-Com will void this guarantee. Custom products are not covered under this guarantee and are handled on an individual basis.

When maintenance is required, make sure that any cleaning agents are appropriate for the product and are satisfactorily spot tested. Always test a small unexposed area to achieve satisfactory procedures and results before processing bulk quantities. Where any dispute arises, only the laws of the State of New York will be applicable.

When the product is packed for shipment to insure that it is received defect free, use the following procedure. Add foam or other padding on the frame corner edges, with corrugated edge shipping and encase the frame with bubble wrap prior to placing in a protective bag and wooden crate for transportation and installation. Enclose onsite installation instructions, including "Handle with Care" stickers and clear instructions to remove protective packaging only after the seating has been positioned in its designated location.

Certain clothing dyes such as those used in denim jeans may have more of an affinity to and migrate more readily to both lighter colors and coated upholstery products. This problem is generally irreversible. Arc-Com will not assume responsibility for dye transfer and migration caused by this type of contamination.