

Hunterhome



Furniture Care Guide

Auckland - Wairau Park | Sylvia Park Lifestyle Centre | Westgate Lifestyle Shopping Centre
Hamilton | Mt Maunganui | Napier | Lower Hutt | Nelson | Christchurch | Dunedin | Invercargill

Our Story

Hunter Home was founded on the idea that people deserve a choice of furniture and design to suit all sorts of lifestyles, living and entertaining spaces. For over 80 years we've proudly provided a curated range of furniture built to meet the demands and unique tastes of our customers, providing high quality product that will be enjoyed for a lifetime.

We know that your home and style is a very individual matter and we believe you can have it all - great design and quality at an affordable price. Home is where everything is.
welcome to Hunter Home.





Curated just for you...

Our team value the need to handpick a range of unique pieces to suit all spaces. This also means, furniture that will withstand the needs and lifestyles of families and individuals.

Which is why an extensive range and quality is of huge importance to the Hunter Home team, as we want you to love your new piece for years to come.

We're all about making a difference and we want to see your dream space become a reality just as much as you do!



Why Hunter Home?

Congratulations on your new piece!

Hunter Home not only delivers contemporary style, comfort, and outstanding quality that you can depend on, but also has a dedicated Design Services team ready to help you with styling your new piece to suit your home/space if needed.

Rest assured that your Hunter Home furniture comes with an industry leading warranty if there are any issues which arise. Please take the time to read our guide with care instructions and warranty information.



What to Expect

It's an exciting time unpacking your new Hunter Home furniture. Here are a few tips to help you.

At the start of your Hunter Home furniture's life

1. If you are removing any protective wrapping, do not use any sharp tools which could damage the fabric or leather, or scratch the surface of your piece.
2. Immediately after delivery, you may notice compression of padding or cushions, or creases in the leather or fabric on lounge pieces. This is completely normal and will rectify itself within the first 2-3 months of use.
3. When you first use your new lounge suite, sofa, or recliner, it may feel firmer than what you recall in-store. Breaking in of foam is normal and you will find the foam will soften and then stabilise over time and use.
4. Some furniture may arrive and require assembly – the team will let you know if this is the case at the time of purchase, or it will be specified online. Instructions will arrive with your piece.

For amazing comfort that looks and feels good

- Our furniture is crafted by hand and therefore the size, weight and upholstery workmanship of these products may have minor variations from the showroom models, or from the product specifications you have been quoted.
- When you receive your purchase, the foam seating areas will be a little firmer than the one you sat on in-store at the time of purchase. This is completely normal, foam in general will soften with use over the first 6-18 months. This estimate is dependent on use and will only affect the cushions that get regular use.
 - For example, if you own a 2-seater sofa and you always sit on one side most of the time, and the other cushion only gets used when you have visitors, it is expected that your seat will soften faster than the other seating areas. This is no different to the likes of a bed mattress moulding to the shape of your body over time.
- To enhance the performance of the filling, it is important and necessary to refresh the look of your cushions by plumping them and altering your seat choice regularly.



Caring for your new Hunter Home piece

Leather Care Advice

Leather is one of the most beautiful and durable upholstery materials in the world and needs to be cared for correctly.

- If you move your furniture, do not lift, or drag it by the cushions. The correct way to move it is by lifting the piece, at each end, from the base.
- Avoid sitting on armrests and backrests. They are not designed for seating and could potentially damage your new piece.
- Do not position your new piece within 50cm of any heating source – including gas or electric heaters and fireplaces etc.
- Your leather furniture should be dusted weekly with a soft, damp cloth and dried thoroughly.
- Clean and condition the entire leather surface 3-4 times per year, with our recommended leather cleaning kit. Leather cleaning kits are available for purchase at all Hunter Home stores.
- Pay particular attention to body contact areas when cleaning, as the build up from naturally occurring body oils and perspiration, hair and body products may cause damage to the leather.
- Keep out of direct sunlight as fading and cracking can occur.
- Be aware of sharp edges on clothing and accessories, as these can damage your furniture.



For Spots and Spills

- Blot excess liquid immediately with a clean, absorbent cloth or sponge. Dry with a clean towel and allow to air dry.
- Please do not use solvents, saddle soap, shoe cleaners or harsh chemicals on any leather surface.
- For minor or slight scratches on the surface, use a chamois or clean finger to gently buff the scratch.
- Butter, oil, or grease spills should be wiped with a clean, dry cloth. The spot should dissipate into the leather in time.

At Hunter Home, **we use 100% genuine cowhide leather**, meaning a certain amount of stretching is perfectly natural and guarantees that your leather is genuine. With the correct care and regular cleaning, your leather Hunter Home furniture will give you years of trouble-free enjoyment.

As leather is a natural product, there may be variations in grain and texture. Vein and scar marks may also be visible. None of these are cause for concern - they only add to the authenticity and natural characteristics of leather. There are many different types of leather finishes available, and each has a specific cleaning procedure.

Please refer to the care label instructions located either underneath the footrest, or on the dust cover underneath your furniture before cleaning.

We recommend purchasing the Leather Protection Plan specific for your leather at the time of purchase. This provides you with five years of cleaning and conditioning product, and accidental damage insurance.

Please contact your nearest Hunter Home store if you would like further information about this plan.

A note about medications

If leather furniture is used constantly by individuals on some medications, including but not limited to, chemotherapy, blood pressure and heart medications, extra care should be taken to protect leather surfaces from direct skin contact as the chemistry in these medications may react with and damage the leather finish. Headrest covers and arm protectors are advisable.





Fabric Care Advice

- Determine the type of fabric and recommended cleaning code. You'll find this information on the tag attached to the furniture, either underneath the footrest, or on the dust cover underneath your furniture.
- Use a low suction vacuum weekly to remove any accumulated dirt or dust.
- Keep the product away from direct sunlight to prevent fading.
- **Clean spills and stains as soon as possible.** Gently scrape any excess off the surface of the fabric. Do not scrub the area, as this can create a noticeable difference in the texture of the fabric. Gently dab the spill, taking care not to saturate the fabric.
- Apply fabric cleaners strictly according to the instructions. Always test cleaners on an inconspicuous area before using. Recommended cleaning products can be purchased from your Hunter Home store.
- Be aware of sharp edges on clothing and accessories, as these can damage your furniture.
- If you move your furniture, do not lift, or drag it by the cushions. The correct way to move it is by lifting the piece, at each end, from the base.
- Avoid sitting on armrests and backrests. They are not designed for seating and could potentially damage your new piece.
- Do not position your new piece within 50cm of any heating source – including gas or electric heaters and fireplaces etc.

Pilling

- Pilling is a natural occurrence that is common in most woven fabrics.
- Pilling is a result of regular daily use and is not considered a fault.
- Pilling is most successfully removed with battery operated pilling tools.
- De-pilling only removes loose surface fibres and does not affect fabric performance.

Before de-pilling



After de-pilling



Your Hunter Home furniture is made from high-quality fabrics. We only use the best materials so that your furniture will look and feel good for years.

Various factors determine the life of your fabric, such as colour, weight, and fibre content. However, you can rest assured knowing that all Hunter Home fabrics are tested to best practice standards.

Your upholstery will last longer with the correct care and maintenance.

Modular Connections

- Your modular suite may come with connectors which lock two modular pieces together. When your modular suite arrives, ensure these are correctly connected, so that your suite doesn't move and create a hazard.
 - If you need to relocate your modular suite, please disconnect these before you attempt to move your suite, otherwise you risk bending the connector and the frame of the suite (therefore making it possible that it will no longer align).

Support Legs

- Your sofa may come with a support leg(s) which may require assembly when your sofa arrives. These may be wrapped and secured inside the dust cover underneath the sofa. Support legs provide secondary support and stability when required and will not always sit flat on the floor, when the couch is not in use.
- If you need to relocate your sofa, please disconnect your support leg(s) before you attempt to move your suite to prevent any potential damage.



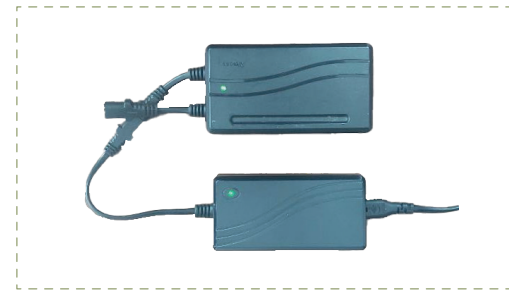
Powered Furniture

- Please ensure reclining products are located a suitable distance away from the wall so they can recline fully without obstruction.
- The footrest must be retracted prior to standing up from the seated position.
- Always keep hands and feet clear of moving parts.

- Please do not sit on the footrest when the recliner is in the open position.
- Always disconnect the electrical cord attached to the unit from the power source before cleaning or moving the unit.
- If your powered recliner stops working, please check all connection cords are properly connected and the power is turned on at the wall.

Lithium Battery Packs

- Please follow the battery charging instructions provided with your battery.
- If your power product is fitted with a USB port and is being used to charge a device, this will significantly reduce the battery, and you will need to charge your battery pack more frequently.



Lithium Battery Pack Troubleshooting

If your battery pack appears not to be working, follow the steps below.

1. Check whether the LED light on the battery pack is green, which indicates that the battery pack should be operating normally.
2. **If there is no green light or the LED light is not working**, please check the connection between the transformer and the battery. Press firmly onto the terminal to ensure adequate connection.
3. If your power product **is fitted with a USB port and is being used to charge a device**, this will significantly reduce the battery, and you will need to charge your battery pack more frequently.





Timber Care

- All spills need to be soaked up immediately with an absorbent and clean cloth, or paper towels.
- We highly recommend the use of placemats and coasters to prevent damage. Putting glasses, plates, vases directly to the timber surface can cause damage.
- Clean with a mildly wet soft cloth. Mild soaps can be used, but please don't use any abrasive or strong cleaners, as this can cause damage.
- Avoid putting timber in direct sunlight, as this can cause timber to change colour/fade and even crack. If they are placed in direct sunlight, we recommend that you move items such as vases regularly to avoid spotting (circular marks).
- Hardware such as drawers and doors can loosen or move, causing door and draws to shift. These are usually adjustable and can be adjusted to be put back in place.
- Extension leaves need to be regularly exposed to the elements like the rest of the table to allow them fade evenly.
 - If your extension leaf isn't used regularly and exposed to the elements, you do run the risk of a colour variation between the leaf and the rest of your dining table.
- Please follow any special care instructions that are product specific and delivered with your products.

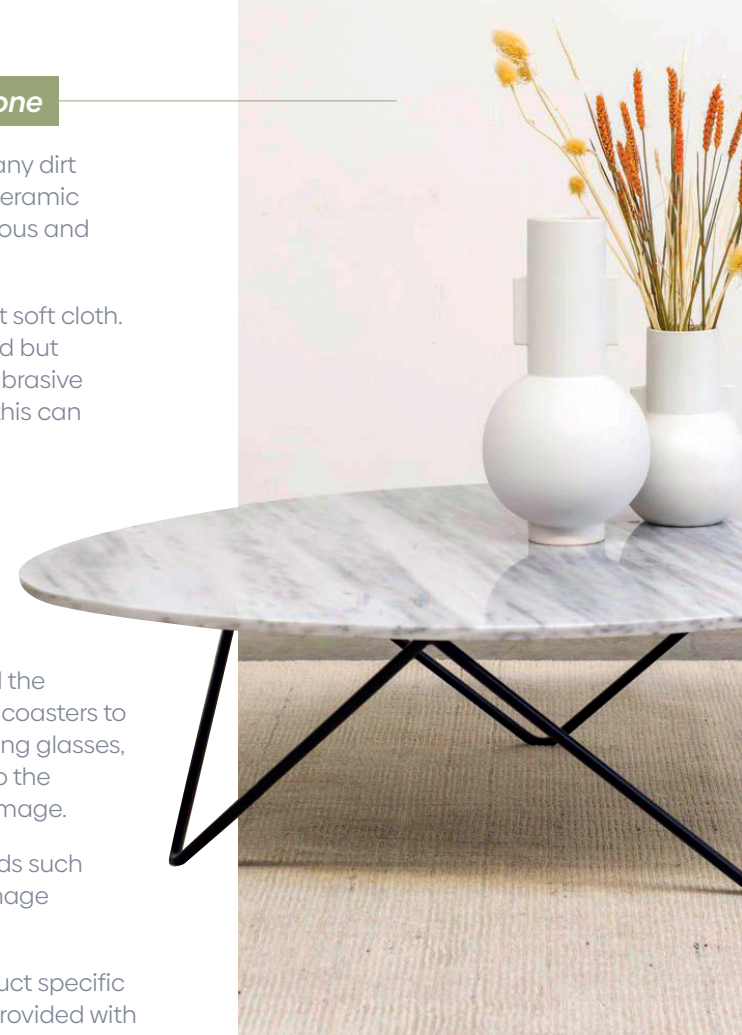
Things to **avoid**

- Keep clear of any synthetic glues, nail polish, lemon juice and solvents, as these can cause permanent marks on your furniture.
- Avoid dragging your timber furniture across wooden floors.
- Avoid rocking on your dining chairs.

Our Hunter Home products feature a diverse selection of natural and recycled timbers. As a result, variations in colour, veins, knots, grain, texture, and indentations are inherent and should not be viewed as defects. These distinctive characteristics may continue to develop or change with regular use and aging.

Marble, Ceramic & Stone

- Immediately wipe off any dirt or spills on marble or ceramic surfaces. Marble is porous and can stain easily.
- Clean with a mildly wet soft cloth. Mild soaps can be used but please don't use any abrasive or strong cleaners, as this can cause damage.
- Do not use any rough or sharp objects to clean marble. This will damage the marble surface.
- We highly recommend the use of placemats and coasters to prevent damage. Putting glasses, plates, vases directly to the surface can cause damage.
- Liquids containing acids such as fruit juices can damage the surface.
- Please follow the product specific recommendations if provided with the product.



Metal Finishing

To make sure that your metal finishing doesn't rust, dust the surface area regularly to avoid any build-up of products or pollutants.

- Do not use any sharp or abrasive objects when cleaning or maintaining your metal finishing, as this can cause scratching.

Rugs & Accessories

Rugs and accessories are made from various materials, please follow the product specific cleaning and care recommendations if provided with the product.

An Exceptional Warranty

With every Hunter Home product, you'll receive a great warranty to ensure that your new piece will stand the test of time.

10
years

Legs, Lounge, Frame,
Foam & Workmanship

5
years

Mechanisms

3
years

Leather

2
years

Case Goods

2
years

Electrical Parts,
Motors & Batteries

1
year

Fabric

All other parts **2** years

What's included in our warranties?

- Only valid in the country of purchase.
- Applies to furniture used for domestic purposes and are issued only to the original purchaser or beneficiary.
- Replacement of product or parts does not extend or restart the warranty period.
- The warranty does not extend to cover furniture that exhibits normal wear and tear, or has been damaged or rendered defective through misuse, abuse, and negligence.
- If a furniture assessment identifies that damage is not a result of a manufacturing fault, Hunter Home reserves the right to charge for the assessment.

3 Years Leather, or 1 Year Fabric

- The leather and fabric warranties do not apply where there is evidence of excessive soiling, improper cleaning, or abuse.
- Damage caused by dye transfers, spills, solvents, ink, paint, bodily fluids, and other corrosive materials is not covered by the manufacturer's warranty.

Warranty Terms & Conditions

- When a defect or concern is identified, please limit the amount of use, and inform your local Hunter Home store immediately.
- If you require assistance to make a claim, please go to hunterhome.co.nz/care-warranties.
- Once a claim has been received by Hunter Home, we will assess your claim and respond to you directly.
- If you live outside of a 50km radius from the store you purchased the goods from, additional freight costs will apply.
- These warranties are not intended to change or exclude any statutory consumer rights against the seller that are mandatory under New Zealand Consumer Law.



We're here to help

For all your after-sales product and warranty queries.

To make a claim, for further support, or to check out our Frequently Asked Questions (FAQs):

hunterhome.co.nz/care-warranties

hunterhome.co.nz/contact-us

hunterhome.co.nz/faqs

Customer Care: 0800 777 807

Morgan Retail Ltd in New Zealand

will bear the reasonable expenses of claiming the warranty, if in fact it is a warranty issue.

This warranty is given by Morgan Retail Ltd in New Zealand:

Morgan Retail

218 Moorhouse Avenue,
Sydenham, Christchurch 8011
New Zealand

Pursuant to this warranty we will not be liable for any special, indirect, consequential, or economic loss or damage or loss of profits (in contract or tort or arising from any other cause of action) suffered by you or any other person as a result from any act or omission by us.



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