

CUSTOMER CARE

F.A.Q.

1. Where can I order/buy an Innovation product?
We sell through dealers worldwide. Please select your region in the top menu and click on Dealers in the menu to find a dealer near you.

2. How long is the warranty?
We offer 5 years limited warranty. Please visit our Warranty guide to see what is covered.

3. Spare parts are missing?
If you are missing any spare parts, please contact your local dealer or our Customer Service, specifying from the assembly instruction what is missing. Click here to find the assembly instructions in PDF format. For smaller spare parts we typically send them directly to you by courier.

In the unlikely event of larger parts breaking, or if you need additional information in general, we kindly ask you to contact the dealer where you bought your sofa.

4. My cushion cover is missing?
Most cushion covers are stored inside the seat of your sofa bed. Simply unzip the seat and find the covers. In the unlikely event that your cover is missing, please contact the dealer where you bought your sofa and they will assist you.

5. Is it possible to clean and renew the covers?
Our detachable covers remain renewable and available in all fabrics from our 2023/23 collection. The following products have detachable covers that are machine-washable and renewable: Conlix and Yonata.

All fabrics in our collection are machine-washable at Eco warm. Innovation Living recommends the following care instructions:

- Unzip the detachable cover and turn inside out.
- Machine-wash at max. Eco warm. Max. half full machine in the standard program. No chemical cleaning.
- Centrifuge on reduced speed.
- Do not tumble dry.
- Hang up to dry until the fabric is damp-dry/slightly dampened.
- Reattach and zip up the fabric while still moist.
- Let the fabric dry completely while reattached.

6. Is it possible to add arms to a sofa originally bought without arms if we change our mind at a later stage?
It is possible to buy arm rests as a separate addition to the Recast Plus, Frode and Osvald sofa beds.

Other models are available as versions with or without arm rests. By ordering a new frame and armrests it is possible to convert a sofa bed originally bought without arm rests to a version with arm rests. This applies to Dublexo, Cubed and Supremax.

Please be aware that color differences on the fabric may appear between the seat/back and the new arm rests.

If you are interested in adding arm rests to your sofa bed, we kindly ask you to contact your local dealer for options.

7. What is the composition of the fabrics?

You can find information about a fabric by clicking on the specific fabric at each product page or through the fabric overview page for the collection you are interested in.

Please make sure you are in the correct region by clicking on your region in the top right corner of the page.

8. What is the composition of your mattresses?

It depends on the type of sofa bed you choose. We have different types of comforts, please read further in our Upholstery comfort section. Please make sure you are in the correct region by clicking on your region in the top right corner of the page.

9. How do you clean your sofa?

Please go to our Care Guide for instructions on maintaining and cleaning your Innovation Living sofa bed.

10. Is your furniture assembled when delivered?

To lower the CO₂ emission and risk of transport damages our collections arrive flat-packed. You can find assembly instructions here.

CARE GUIDES

All products

- Avoid placing the furniture directly in sunlight as this cause materials to fade or crack. Direct sunlight includes sunlight coming through windows.
- Do not place the furniture too close to a heater appliance as this may distort the material or surface finish.
- Do not place the furniture directly against a wall.
- Colored fabrics may rub off.
- If possible, rotate cushions regularly to even wear and fading.

- Make sure to keep a general air humidity where your furniture is placed through regular ventilation.
- Innovation Living's furniture is not intended for outdoor use. Wet or moist environment will cause corrosion.

Fabrics

- Keep the fabric clean for dust and dirt by vacuuming regularly.
- If the furniture gets spots from beverages, food, etc. dry the spots immediately with a clean cloth. If it does not remove the spot completely, apply mild detergent foam with a soft brush and sponge in circular motions. The clean spot can be dried with a hair dryer using low heat only. Vacuum the spot when it is dry. It is recommended to pre-test on a small unexposed area before cleaning the spot.
- All fabrics in our collection are machine-washable on Eco warm. Innovation Living recommend following following care instructions:
 - Unzip the detachable cover and turn inside out.
 - Machine-wash at max. Eco warm. Max half full machine on standard program. No chemical cleaning.
 - Centrifuge on reduced speed.
 - Do not tumble dry.
 - Hand up to dry until the fabric is damp-dry/slightly dampened.
 - Reattach and zip up the fabric.
 - Let the fabric dry completely while reattached.
- For more difficult stains, such as blood, oil, ink, etc., please contact a professional dry cleaner.

Wood Surfaces

- Several Innovation Living furniture have wood legs and/or arm rests. As wood is a natural living material that continues to develop over time, its color and surface change according to the use of the furniture. Wood must be protected from direct sunlight to reduce fading.

Metallic surfaces

- Dust regularly with a soft cloth.
- Never use scouring agents on metallic surfaces.
- Repair damaged surfaces immediately to prevent corrosion.
- Chrome and stainless steel can be treated and cleaned with a suitable cleaning agent; please consult an expert for advice.

Innovation Living mattresses

- Innovation Living's mattresses are continuously developed to achieve an improved comfort by increasingly developing the mattresses' quality and environmental appeal. Innovation Living's mattress range includes several options with various comforts, each a unique combination of layers and materials to fulfill most needs and user-situations.

Fiberfill

- Fiberfill in Innovation Living mattresses are developed to provide better comfort, longer durability and a more environmentally friendly mattress. Fiberfill is a strong material ensuring similar mattress form and an effective transportation of humidity. Simultaneously, fiberfill is more resistant towards e.g., humidity, blemish, and potential ignition.
- The composition of the mattress and its flexible materials improve the mattresses' lifetime and make them ideal for use in sofa beds. Moreover, fiberfill is a low CO₂-emission material that, at the same time, is recyclable and OEKO-TEX certified. This means less resource consumption and ensures a lighter mattress.

Innovation Living cushions

- Most of our cushion fillings consist of a mix of feather and polyester fillings. These materials are combined to ensure the best back support and comfort. An increasing proportion of our cushions consist of OEKO-TEX recycled fiberfill. Make sure to regularly turn and lightly beat the cushions to maintain shape, filling, and comfort.
- All cushion covers can be removed and machine-washed at Eco warm. Look under "Fabrics" to see our recommended care instructions.
- For more difficult stains as blood, oil, ink, etc., please contact a professional dry cleaner.
- To facilitate transportation, we have vacuum-packed our cushions. This makes the filling look less plump. To get the cushions in shape, please remove the plastic and fluff up the cushion until the filling is plump and stretchy. If needed, repeat this a couple of times over the next few days. Regulate the corners of the cushion to make the filling spread evenly. Finally, you put the cushion into its cover. Remember to fluff up the cushion regularly to maintain its shape. Keep the room ventilated to avoid humidity and thereby extend the durability of the cushions.