

SERVICE & QUALITY CERTIFICATE



Please keep this Service and Quality Certificate; it is important documentation regarding your purchase which you may need to refer to later. Inside, you will find product information and specific details relating to the item you have purchased.

valid until further notice | applicable in the entire EEA

TEAM 7

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Be sure to safeguard all documentation related to the purchase of your furniture items, including the two-year warranty. Should you need to order spare parts or new items, this documentation will ensure that you order the correct ones.

If you have additional questions that are not answered by the information contained in this brochure, please do not hesitate to contact your sales representative.



Dear customer,

we are delighted you have chosen to purchase a TEAM 7 quality product.

Solely produced to order, made from solid wood and finished with natural oil, crafted with traditional Austrian workmanship, equipped with innovative technology and transformed into a timeless language of forms, the TEAM 7 furniture is already today's future classic.

We strive to produce furniture that best suits the individual needs of our customers and their life style – and built exclusively for them. Our furniture is made solely to order and not to stock. Individuality starts with the material itself: we even make the boards for our furniture. We have our own board factory for diverse wood types, making it possible for us to fulfil every request, no matter how individual. From the forest to the finished furniture, we oversee the entire supply chain. This not only ensures the customary high quality of our furniture, but also guarantees a product manufactured in harmony with people and nature.

Daily usage leaves its traces and the environment has an influence on the furniture's appearance. Light, heat and particularly the indoor climate all have an impact: solid wood changes as a result of fluctuating temperatures and levels of humidity.

It lives and breathes – a quality which undoubtedly improves your indoor climate.

Furniture only stays beautiful when used correctly: TEAM 7 living room furniture is exclusively designed for general living areas (furniture for public spaces on request). Conservatories and bathrooms are not included under the general living areas. Correct use and regular maintenance care of your furniture must therefore be second nature. To enjoy your furniture for a long time, it's best to give it the same amount of care and attention you give your personal hygiene.

Please read our instructions for use and care attentively and follow the advice given. And be sure to observe the important product information. Only then will you enjoy your new TEAM 7 furniture for a long time to come.



Georg Emprechtinger



Stefan Emprechtinger



Hermann Pretzl

Environment and energy	Customer benefits	Who tests and awards	For which products or locations
	<ul style="list-style-type: none"> healthy living thanks to <ul style="list-style-type: none"> low emissions from the furniture (formaldehyde, VOCs) sustainable and legally compliant forestry materials used are checked for carcinogenic, toxic, mutagenic or reprotoxic substances testing for compliance with the relevant furniture standards (construction, durability and quality) (see also page 19) 	<ul style="list-style-type: none"> awarded by the Austrian Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology (BMK) – evaluated by the Austrian Consumers' Association (VKI) 	<ul style="list-style-type: none"> TEAM 7 products are certified according to the following Ecolabel guidelines: UZ 6 – furniture and similar products made of wood and wood-based materials UZ 07 – wood, wood-based materials and flooring made of wood
	<ul style="list-style-type: none"> sustainable production efficient use of resources adherence to relevant environmental laws consideration for and improvement of environmental aspects in the processes (refer also to the TEAM 7 Environmental Statement) 	<ul style="list-style-type: none"> Austrian Federal Ministry for Sustainability and Tourism (BMNT) evaluated by Quality Austria – Trainings, Zertifizierungs und Begutachtungs GmbH 	<ul style="list-style-type: none"> Ried i. I. and Pram
	<ul style="list-style-type: none"> more transparency regarding the main sources of greenhouse gas emissions reduce emissions even further develop a sustainability strategy create equal conditions for the next generation 	<ul style="list-style-type: none"> awarded by the German Furniture Quality Association 	<ul style="list-style-type: none"> Ried i. I. and Pram
	<ul style="list-style-type: none"> sustainable production efficient use of resources adherence to relevant environmental laws consideration for and improvement of environmental aspects in the processes (refer also to the TEAM 7 Environmental Statement) 	<ul style="list-style-type: none"> evaluation and awarding by Quality Austria – Trainings, Zertifizierungs und Begutachtungs GmbH 	<ul style="list-style-type: none"> Ried i. I. and Pram
ISO 14001: 2015			
	<ul style="list-style-type: none"> sustainable production efficient use of energy optimisation of energy-related performance adherence to relevant environmental laws consideration for and improvement of environmental aspects throughout the processes 	<ul style="list-style-type: none"> evaluated and awarded by Quality Austria – Trainings, Zertifizierungs und Begutachtungs GmbH 	<ul style="list-style-type: none"> Ried i. I. and Pram
ISO 50001: 2018			
Quality	Customer benefits	Who tests and awards	For which products or locations
	<ul style="list-style-type: none"> quality management standards standardised workflows lasting quality of the furniture continual improvements of the processes (KVP) 	<ul style="list-style-type: none"> evaluated and awarded by Quality Austria – Trainings, Zertifizierungs und Begutachtungs GmbH 	<ul style="list-style-type: none"> Ried i. I. and Pram
ISO 9001: 2015			
	<ul style="list-style-type: none"> local products with superior quality quality that exceeds the legal requirements ongoing inspections by independent, state-authorised testing labs honesty, transparency and safety – all recognisable at a glance 	<ul style="list-style-type: none"> evaluated and awarded by the Austrian Society for the Promotion of Quality (OQA) 	<ul style="list-style-type: none"> TEAM 7 products
Safety	Customer benefits	Who tests and awards	For which products or locations
	<ul style="list-style-type: none"> safety tested for <ul style="list-style-type: none"> compliance with the General Product Safety Regulations (GPSR) compliance with all relevant guidelines and standards compliance with the legal regulations governing safety and health (see also page 18) 	<ul style="list-style-type: none"> evaluated and awarded by TÜV Rheinland LGA Products GmbH and DIM Rosenheim GmbH 	<ul style="list-style-type: none"> entire kitchen range, (with the exception of k7 island), pisa desk, kids desk, kids mobile swivel chair, kids bed system, kids wall module, kids baby bed, fully glued glass fronts
ISO 45001: 2018	<ul style="list-style-type: none"> safety ensured during production and delivery employee health & safety in the workplace prevention of accidents at work and work-related injuries and illnesses adherence to relevant labour and health protection regulations continual improvements to the workplace 	<ul style="list-style-type: none"> evaluated and awarded by Quality Austria – Trainings, Zertifizierungs und Begutachtungs GmbH 	<ul style="list-style-type: none"> Ried i. I. and Pram

A

ALLERGIES

Because we only use tested, non-hazardous TEAM 7 surface finishes and natural materials, our products do not cause any allergic reactions that we know of. However, since every individual's susceptibility and reaction is different, there is currently no certification of furniture as non-allergenic. Our authorised dealers are happy to provide you with samples so you may test them yourself for allergic reactions.

ANTI-TILT PROTECTION

→ [see wall mounting](#)

ASSESSMENT CRITERIA, VISUAL INSPECTION OF THE FURNITURE

(source: RAL GZ 430, edition 2019)

Basis of evaluation: normal eyesight; diffuse daylight conditions (no direct sunlight or directed artificial light). Defects that would not be visible in the course of normal use and placement, defects to ancillary parts or irregularities that are only visible when direct light is shone on them are not to be included in the evaluation.

• evaluating the overall impression:

viewing distance of around 2–3 m

• evaluating details:

viewing distance around 0.7 m

→ [see also other information](#)

ASSEMBLY INSTRUCTIONS

Please leave assembly to authorised professionals. It is especially important to read and adhere to the manufacturer's operating instructions for all electric devices and electronic components. Instructions are included with any furniture that is to be assembled by the user. Please read these before beginning and follow the instructions carefully. If you have questions, please contact a representative. TEAM 7 does not assume any liability for damage resulting from self-pickup or improper assembly by the purchaser.

As soon as the goods are handed over at the checkout or loading ramp, the purchaser is responsible for them.

→ [see also wall mounting](#)

C

CREASING/UNDULATIONS

Upholstery materials like leather can stretch as a result of use, body heat and humidity. When "breaking in" your new furniture, for example, the stiffness of the seating will change even after just a short period of use. It becomes softer depending on the type and frequency of use as well as the weight of the users. This is a normal process that all upholstered furniture undergoes.

GENERAL RULE:

The softer the material and the larger the surface area of the upholstered part, the greater the chance that creases or undulations will form. This visual change has no effect on the item's use, function or lifespan. Smoothing the surface down or fluffing up cushions, as often as required depending on use, is a normal part of upkeep and maintenance.

→ [see also leather and Stricktex](#)



CERAMIC/MDI

Ceramic is an inorganic, non-metallic material with a highly resilient surface. It is resistant to chemicals and to household stains. The surfaces can be cleaned simply and efficiently with standard commercial cleaning agents. Metallic sponges and abrasive cleaners are not suitable, as they can cause differences in the product's lustre after cleaning.

Ceramic is a very sturdy and firm material. Nevertheless, any impact should be avoided at all costs at corners and edges. Ceramic worktops maintain their form and stability even when exposed to direct heat. Differences in colour and texture as well as irregularities are possible.

CONSTRUCTION PARTS

Construction parts that remain out of view (such as the plinth frame on the furniture) can also be designed in different types of wood. Unless it is specified in the order that a bedhead or cabinet etc. will be used as a room divider, the back panel is not finished as a visible surface. This may also result in a different wood type being used.

CARE INSTRUCTIONS

All you need for the day-to-day cleaning of solid wood is a dry cotton cloth. For more stubborn marks, moisten the cotton cloth slightly to increase the cleaning power.

Nothing too heavy, sharp-edged, damp, hot or abrasive should be placed on the furniture, nor should anything that may cause a chemical reaction: these may cause indentations or marks. Wipe up any spilt acidic liquid, such as fruit juice or alcohol, immediately with an absorbent cloth before it has a chance to set. Never apply pressure when cleaning spots. Smoke, environmental factors and cooking fumes can

all leave traces on your furniture. It is therefore important that you regularly and carefully clean your furniture, which will ensure that you will be able to enjoy it for a long time to come (see care instructions). You can also help to ensure a long lifespan by regularly using TEAM 7 oils to preserve the surfaces' resistance.

Please ensure that you rinse and dispose of all oil-soaked cloths and scouring pads after use!

→ [see also oiled surfaces and team7-pflege.com](#)



D

DESIGN

We are dedicated to creating furniture that's just as unique as wood itself. What is important to us when it comes to design: producing elegant furniture that maintains its aesthetic quality through the entirety of its useful life, which should be as long-lasting as nobly aging wood's durability and our solid craftsmanship. It is our favourite material, solid wood, that mostly plays the leading role in determining the form of our furniture, which is why our design is noted for its clarity and restrained nature. While our look speaks to an international audience, we remain grounded in the tradition of wood craftsmanship. It is this dedication that we can thank for the typical traditional and innovative details that characterise TEAM 7's work.

DISHWASHERS

Do not open the dishwasher immediately after the cycle is finished. Wait about 30 minutes so that any residual steam does not cause damage. We strongly recommend that you deactivate any AutoOpen function on dishwashers that have it.

DISCOLOURATION

(non-colour-fast textiles)

Non-colour-fast textiles, such as jeans and t-shirts, may cause discolouration of light-coloured or single-coloured materials, including Stricktex and leather. This type of discolouration is usually permanent. Only with brand-new leather may it be possible to treat and reverse discolouration. These types of visual changes result naturally from use. Resistance to discolouration or stains in upholstery materials is referred to as rubfastness. Most modern materials have a high level of rubfastness. It is possible that you will notice a slight loss of colour in certain materials, especially those that are dark or colour-intense, during initial use; this is normal and is expected up to a certain degree. Certain discolourations can be removed using distilled water, a small amount of natural soap and a clean, soft, white cloth. Rub gently and broadly across the surface so as to avoid noticeable edges or marks. Never use microfibre cloths or steam cleaners.

E

ELECTRICAL COMPONENTS

Electrical components and lamps should remain uncovered in order to prevent a build-up of heat. It is also important to replace any lights or electrical components with parts that have the same rating (risk of transformer damage). Only trained professionals should install electronic components. Please make note of the information included in the operating instructions and the assembly instructions.

→ see also TV and multifunctional equipment

ECHT.ZEIT TABLE

Long sides with natural waney edges. The wood grading is deliberately left natural. Knots and cracks are partially unfilled and can change, enlarge or develop over time due to natural adaptation to the room climate.



DIFFERENCES IN COLOUR AND TEXTURE IN DIFFERENT TYPES OF WOOD

that are permitted in TEAM 7 solid wood panels

No tree is just like any other. A tree's life history is evidenced by certain characteristic markings related to growth: tree rings, sapwood, mirror effects, compressions and particular grains. This makes each piece of furniture completely unique and distinctive as individual as we are. Differences in climate, temperature, light and humidity not only have an impact on wood, but on us too.

→ see also lightfastness and humidity

Woods and veneers made from different sources display fundamental differences. This is why there can be no exact match in colour and markings between the front and the body, transverse and horizontal fronts, or the TEAM 7 wood samples, the show room displays and the furniture you purchase. If new parts are added later to a piece of furniture, there will be naturally occurring colour differences that should will less obvious over time. In addition, the colour of the surface changes when exposed to UV light.

Differences in colour are a characteristic feature of furniture made from solid wood and an unmistakeable sign of authenticity.

→ see also colour patterns

beech



rays and inclusion

oak



knotted nest

cherry



inclusions (gump)

A

C

D

E

F

G

H

I

K

L

M

N

O

P



inclusion and pin knots



rays



green inflow

walnut



whorls



knot and pin knot



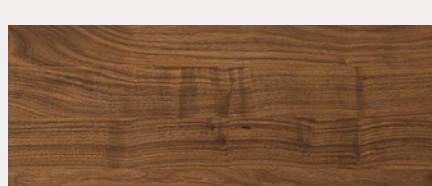
sapwood



knot



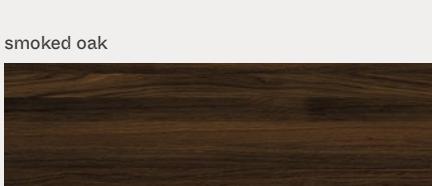
burrowings made by mussels



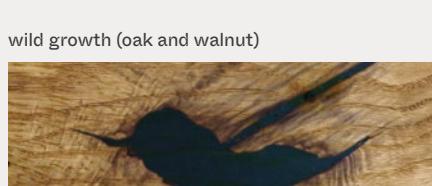
knots



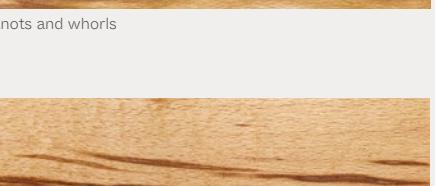
knots and whorls



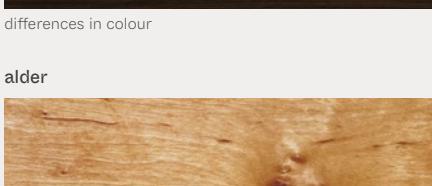
differences in colour



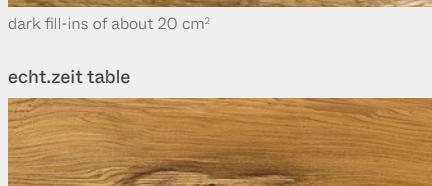
wild growth (oak and walnut)



running heartwood



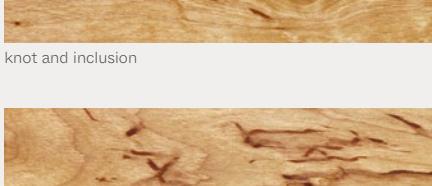
knot and inclusion



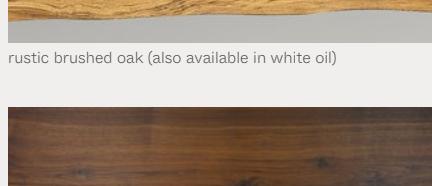
alder



rays



medullary rays



rustic brushed walnut

F

FABRICS

Stricktex/Jet

In addition to its adaptability and breathability, this textile offers a fine level of seating comfort. Trevira CS is not only durable and UV resistant, its modified fibres are also permanently flame retardant (DIN 4102). Points (rivets, hook-and-loop, etc), sharp edges and hot or damp objects can cause damage to the taut fabric, as can overstretching.

The flame retardant Trevira fibres have been awarded the öko-Tex Standard 100 certification by the European öko-Tex certifying group based on the environmentally friendly production, in which very little energy is used, and the fact that Trevira recycles its fibres.

What characterises Trevira CS?

- rich colour and lightfastness (sustained exposure to UV radiation can cause colour changes, however)
- easy to clean
- high level of abrasion resistance
- hypoallergenic

Care and cleaning

1. Tough, crusty spots should be treated first with a brush to dislodge any bits, then soaked and finally vacuumed.
2. Clean with a neutral, all-purpose cleaner (or dry foam cleaner if necessary). Do not rub in a rough manner or clean with abrasive materials.

→ [see also discolouration, creasing/undulations and team7-pflege.com](#)

Many spots can be removed simply with the use of clean, lukewarm water. If necessary, water with a small amount of soap may also be applied. Always take care when cleaning spots so as to avoid any bleaching of the area.

→ [see also discolouration and team7-pflege.com](#)

Woolen materials

We only use the highest quality fabrics to produce our furniture. These fabrics are made from a minimum of 90% virgin wool. Wool is a natural fibre derived from sheep's fleece. It is an organic, natural product. This is why each ball of wool yarn has its own particular colour, particular enough that it can be differentiated from any other. These small irregularities are not defects, but evidence of the material's authenticity and enduring value.

These natural fibres have a number of positive qualities:

- wool is flexible under strain but returns to its previous state after stretching
- wool is very wear resistant and rarely wrinkles
- wool is soft and breathable
- wool is more soil resistant than other materials
- wool has a water-resistant surface, allowing liquids to be simply wiped away before any more permanent spots develop
- wool is naturally flame resistant
- when it touches your skin, you can feel the naturally strong texture of the wool fabrics

The most important aspect of your cover textiles is their enduring value. That is why it is important that you treat them with care to ensure they look as wonderful as they did when they were brand-new. In addition to vacuuming regularly, it is a good idea to use a special cleaning agent once or twice a year to clean your furniture. You can avoid most stains by dealing with the problem quickly. Do not try to remove spots with stain removers (turpentine, benzene) or by rubbing. Instead, carefully blot the area with an absorbent cloth. Grease stains may gradually be absorbed into the material over time. Please note that strong UV radiation can cause the colours to change. During the first few months of use, leather seating areas will become a bit softer and more elastic. The foam underneath will also lose some of its stiffness and take on your body's contours. The bigger the upholstered area, the greater the appearance of waves and indentations in the leather itself. Switch your regular seating spots to avoid the creation of deep and uneven indentations. Please follow the care instructions to maintain your upholstery products.

→ [see also discolouration, creasing/undulations](#)



FELT

A product of excellent character: the "sustainable" raw material wool is long-lasting, permeable to air, skin friendly, flexible, insulating and soil-resistant thanks to its natural oils. Felt is a high-quality all-natural product made from 100% virgin wool. Minor deviations in colour from the models and small inclusions of natural fibres are simply evidence of the 100% natural character of this material.

→ [see also team7-home.com](#)

Rubbing the surface when it is wet can damage the fibres! If the surface looks shiny when it has dried, this can be corrected with a clothes brush.

Professional textile cleaning is recommended.

→ [see also discolouration, creasing/undulations](#)

Ripley fabrics

Ripley fabric is obtained from old recycled clothes. First the cloth is collected, divided into fibres, cleaned of zips and buttons, and then frayed. The next step is to make a completely new yarn from the old clothes, which in turn is woven into sturdy new fabrics and thus joins the cycle. All the fibres come from 100% recycled textiles and are predominantly natural. In addition to vacuuming regularly, it is a good idea to use a special cleaning agent once or twice a year to clean your furniture. You can avoid most stains by dealing with the problem quickly. Do not try to remove spots with stain removers (turpentine, benzene) or by rubbing. Instead, carefully blot the area with an absorbent cloth. The fabric can absorb grease stains over time. Please note that strong UV radiation can cause the colours to change.

Please follow the care instructions to maintain your upholstery products.

→ [see also discolouration, creasing/undulations](#)

FITTINGS

TEAM 7 furniture comes with high-quality fittings.

They still require regular maintenance, however. You may have to adjust them from time to time should the fitting begin to loosen and maintain them properly to ensure smooth functioning.

CLEANING THE FITTINGS

To clean the fittings (for flap, hinge and guide systems), it is best to use a lint-free cloth. This can be slightly damp to increase the cleaning power. Always wipe the surfaces dry after cleaning. If required, guideway systems, such as the drawer slide, may also be cleaned off with a vacuum cleaner. Please do not ever use steam cleaners or cleaning products such as scouring agents.

FLEXION

Depending on the material used and size, normal use may result in a certain degree of flexion (warping) in table tops, flooring, shelf units, drawers and wall shelves. This is in keeping with certification standards as long as safety and function are not compromised. Even distribution of weight is of paramount importance.

→ [see also sturdiness](#)

FLOOR PROTECTION

TEAM 7 provides felt and plastic floor protection pads for chairs and some table models that you can put on and take off yourself. These items can be reordered via the online shop. TEAM 7 also uses universal castors that are suitable for hard and soft floors.

To protect your floor from scratches, the correct type of pads must be selected for your particular floor. Industrially manufactured furniture has standardised pads for each item. The purchaser is responsible for ensuring that suitable pads are used.

→ [see also team7-home.com](#)

FUNCTIONAL PARTS

Functional parts are technically necessary connections between moving and non-moving components. Their continued reliability depends on them being handled with care. Please read carefully the relevant descriptions and instructions for assembly/operation and care. Functional parts require a certain amount of range and dimensional allowance based on their construction and component materials.

The largest allowable deviation between joints of the same width inside of a piece of furniture is $\pm 25\%$ of the desired joint width whilst not exceeding 1 mm per 1 m of joint length. Floor-to-ceiling wardrobe systems are an exception, in which up to 2 mm per 1 m is allowed as necessary. The joint width should be adjustable when necessary (the width and horizontals of drawers are exceptions).

(source: RAL GZ 430, January 2016)

→ [see also assembly instructions, operating instructions, fittings and wall mounting](#)

Glass lighting

Crystal lighting, especially LED lighting, can create different colour effects in the green part of the spectrum depending on where the viewer is standing in the room, the angle of view and the other lighting fixtures and light in the room. Should the viewer move, the tones of green that they see will also change. This is especially true for lit glass flooring. This is not a sign of anything wrong with the product – it is simply an inherent characteristic of this material.

Coloured glass

Coloured glass is opaque glass that is coated on the underside. The colour of an individual item may differ from the model depending on the size and thickness of the glass. The natural green tint of the glass items may appear different as a result of variations in the production process and in the quartz used to make the glass. These differences are unavoidable.

Optiwhite

Optiwhite glass is discoloured with the precisely controlled use of metallic salts and is largely free of green tints. Depending on where the glass is used and its size, however, it may still display some light green tones on the edges.



PLEASE NOTE: glass is not scratch-resistant!

Fastening screwed handles onto glass

Screwed handles should only ever be fastened with a manual screwdriver. Electric screwdrivers should never be used for this task. The glass is liable to break as a result of the higher force applied in tightening the screw.

Toughened safety glass

TEAM 7 uses toughened safety glass (ESG) for certain product groups. This glass is produced by heating it in a kiln to around 700 degrees Celsius and then rapidly cooling it ("shock cooling"). Putting the glass through these temperature extremes disrupts the areas of tension in the glass, thereby increasing its flexural strength and impact resistance. The surface's hardness and susceptibility to scratching is not affected, though. This means that sharp objects, unglazed ceramic, etc. can scratch this glass surface, just like they can regular glass.

The high temperatures and rapid cooling may cause a slight warping in this glass (permissible up to 2 mm / 1 m). Tiny inclusions and burn marks are also typical characteristics of safety glass. This glass should not be exposed to high temperatures as the nickel sulphide inclusions could cause the glass to shatter spontaneously. If the glass does break, it will shatter into very small particles of glass without any sharp edges.

CLEANING GLASS

Cleaning panes

When cleaning glass elements and glass panes, do not allow the grease-dissolving cleaning fluid to come into contact with oiled wood surfaces. When moist, the glass surface may produce certain optical effects that are the result of the production process. These are normal and will disappear again once the surface is dry.

PLEASE NOTE: glass is not scratch-resistant!



Cleaning panes of illuminated glass shelves

It is extremely important that illuminated glass surfaces be polished thoroughly after being cleaned. Detergent residues may be visible as a result of illumination. Fresh cloths should ideally be used for subsequent polishing. Use cleaning agents that do not contain silicone or acids.

Cleaning glazed glass panes

We all know that fingerprints show up easily on glass. Cleaning them off is quite a bit easier than many think. Our glass can basically be cleaned with any normal glass cleaner. Please also follow the care instructions. Are there things you should not use to clean glass? You must avoid any strongly alkaline cleaning agents, acids (e.g. hydrofluoric acid), any cleaning products containing fluoride, and any materials that could cause scratching, including razor blades and blade scrapers. Any paint splatter or adhesive residue on the glass may be removed with an appropriate solvent (ethyl alcohol, acetone). Finish by rinsing with plain water.

PLEASE NOTE:

Solvents, including those named above, should only be applied to the non-coated side. You should also ensure that seals and other organic components (silicone joints) do not remain in contact with solvents for too long. Finish by cleaning the surface with plain water. Never use microfiber cloths on palladium glass as they can scratch the surface.

Cleaning satin glass panes

In contrast to regular glass, satin glass has a slightly rough surface on one side. Cleaning this type of glass is as simple as cleaning regular glass, though. Use cleaning agents that do not contain silicone or acids.

Cleaning:

"Normal" dirtiness: Clean with regular glass cleaner. Stubborn spots (dried food, for example): Before cleaning stubborn spots, test your intended method on a small hidden bit of the glass. We also recommend you first try using regular glass cleaners to pre-treat the area. Soak the area with water first and then use a light cleaning agent to clean the spot. Finish by cleaning the surface with plain water.

Our recommendations are based on years of experience. Please also follow the instructions provided by your cleaning agent of choice.

→ see also team7-home.com

GLUE

In the production of our worktops and furniture we use only certified white glue that poses no danger to human health.

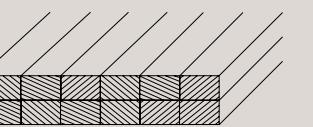
H

HUMIDITY

Constant air quality

humidity: between 40 and 60%

room temperature: 18 to 23 degrees Celsius



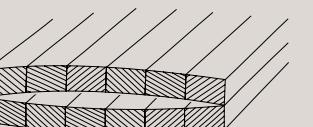
Solid wood responds to its environment; we can say that it is always "working". Depending on the humidity, it expands (swelling) or contracts (shrinkage). This is why the material needs sufficient time (3-4 weeks), to settle and become acclimated.

→ see also [tolerances](#)

Air that is too humid

swelling: greater than 60% humidity

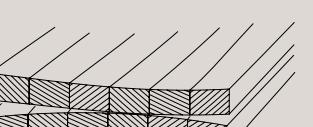
swelling: In humid conditions, dry wood absorbs moisture from the air. The cell walls in the wood increase in size. This causes a change in the shape of the wood, which expands.



Air that is too dry

shrinkage: less than 40% humidity

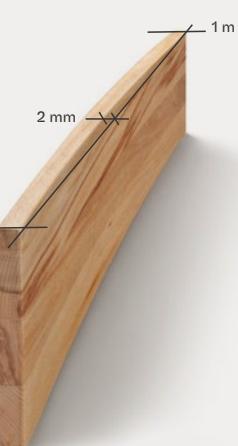
shrinkage: Moist wood cells give off moisture in dry conditions. The cell walls become thinner, and this contraction in size is called shrinkage.



I

INTERIORS

To be as environmentally friendly as possible, interior parts and drawers are made from beech wood. These can also be produced in walnut. A special liner mat serves as a no-slip and sound-absorbing base.



warping: brand new items may experience differences of up to 2 mm/1 m between front and sides. (source: RAL GZ 430, 2019)

A constant humidity level of between 40 and 60% and a temperature of between 18 and 23° Celsius are optimal for people and plants. These are also the conditions under which your furniture was produced. We recommend you install a thermometer and a hygrometer in your home to monitor the air.



K

KITCHEN WORKTOPS

TEAM 7 offers high-quality kitchen worktops made from a variety of materials including solid wood and ceramic. Please do not place hot pots or pans directly on the worktop; use a trivet. Protect joints and wall connections from water and dampness. If it becomes necessary to replace the joints, please call a professional. When applying silicone, always protect the fronts from dripping water.

Natural wood (solid woods)

→ see also [oiled surfaces, glue, lightfastness, humidity, care instructions, differences in colour and texture among solid woods and real wood veneer](#)

Ceramic/MDi

Easy to clean

Ceramic worktops can be cleaned simply and efficiently with normal cleaning agents.

Hygienic

Ceramic worktops are completely food-safe and do not give off any compounds themselves.

Fungi, bacteria and moulds cannot penetrate into the surface.

Chemical-resistant

The ceramic worktops are resistant to organic and inorganic solvents. Disinfectants and cleaning agents will not damage the work surface. Cleaning is simple and won't change the surface's properties. The only substance that may pose danger to the ceramic worktop is hydrofluoric acid.

Ceramic worktops in fires

Since the ceramic worktop is 100% non-organic, it is not considered a flammable material. In the case of fire, it will not produce smoke nor release toxins into the air.

Heat-resistant

Ceramic worktops maintain their form and stability even when exposed to direct heat.

PLEASE NOTE:

dimensional tolerance up to ± 2 mm!

L

LEATHER

Leather is functional because it is hardwearing and adaptable. This means that it retains both its value and its timeless beauty. With proper care and maintenance it should last indefinitely. Its hardwearing and tough surface develops a beautiful patina over time and radiates the charm of the past. Leather incorporates evolution and experience. Each animal, each individual hide is different: living animals are exposed to a wide range of influences in their natural environment. These leave traces and ultimately form a highly individual surface to the hide. Delicate shades and irregularities in the hide tell the leather's living story. They give unmistakable authentic features to each piece of leather and therefore to each piece of furniture, making these truly unique items.

The natural markings, such as neck wrinkles, scars, crevices, veins and natural stretch marks may be more prominent in coloured, naturally finished leather than in uncoloured leather. This is a result of differences in the skin's structure which affect its ability to take on colour. Scars, for example, can absorb less colour, making them lighter in colour intensity than the surrounding area. Such visual differences in colour and texture are simply a sign of leather's natural origins and do not in any way affect the leather's properties.

Strong exposure to heat, whether from direct sunlight, spot lights or radiators, can dry out leather and make it brittle. Regular care and maintenance can prevent this and ensure that you are able to enjoy your leather products for a long time. Leather must be treated with care.

Do not try to remove spots with solvents (turpentine, benzene) or by rubbing. Instead, carefully blot the area with an absorbent cloth. Grease stains may gradually be absorbed into the material over time. During the first few months of use, leather seating areas will become a bit softer and more elastic. The foam underneath will also lose some of its stiffness and take on your body's contours. The bigger the upholstered area, the greater the appearance of waves and indentations in the leather itself. Please note that disinfectants or perspiration can have a negative effect on the leather surface.

Switch your regular seating spots to avoid the creation of deep and uneven indentations. Upholstery materials like leather can stretch as a result of use, body heat and humidity.

L1 leather – pigmented leather

Pigmented leathers are dyed and coated with a layer of dye. They are often corrected by buffing or have an embossed pattern. As a result they have a more even characteristic, are better protected from colour fading, and harbour a greater level of irregularities on the leather. The benefits of choosing pigmented leather include its hard-wearing, durable, and easy to maintain properties. Pigmented leathers are therefore particularly suitable for all types of furniture. They remain supple and flexible despite their surface treatment. Upholstery materials like leather can stretch as a result of use, body heat and humidity.

L3 leather – semi-aniline leather

Semi-aniline leather is full grain leather (i.e. it retains its natural appearance) with a light finish. As a result of the light surface finish the leather is more wear-resistant, durable, and easier to maintain, although it retains its excellent seating comfort and the pleasant feel of aniline leather.

L7 full-grain leather – aniline leather

Our full-grain, pure aniline leather is tanned without chrome. The gently oiled and waxed, light nubuck surface creates a pleasant texture and allows minor scratches and marks to be erased by light sanding. The transparent finish emphasises all the natural features (grains, mast folds, insect bites, pitchfork pricks, etc.) that give leather its unique character.

In addition to the writing effect created by the light nubuck surface, differences in colour between hides and among individual hides are also a feature of this type of leather. Any liquid is soaked up immediately due to the leather's open-pore structure. This leather also loses colour slightly following cleaning and maintenance. These features are characteristic of this material. Please follow the care instructions in maintaining your leather products.

→ [see also discolouration, smell, creasing/undulations and team7-pflege.com](#)

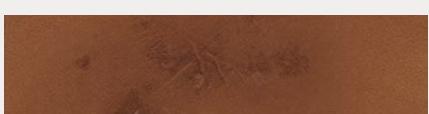
Possible acceptable leather features:



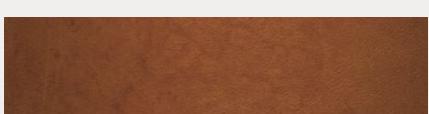
insect bites



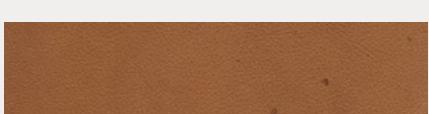
mast folds



scarring



manure marks



pitchfork pricks



scratches from curry combs and hedges

LED LIGHTING

LED lighting is particularly energy-efficient and uses very little electricity. This makes it environmentally friendly as it lowers carbon emissions and decreases energy bills.

LEDs are more efficient than halogen lamps and last much longer, too. Certain materials may appear different when viewed in light produced by LED lighting.

LIGHTFASTNESS

By lightfastness, we mean a material's ability to resist the effects of light (sunlight, daylight, artificial light, such as halogens). There is no such thing as absolute lightfastness; no material is completely impervious to sunlight or other light forms. For this reason, it is even more important to protect products made with natural, as opposed to synthetic, materials from direct light. Discolourations due to light, however, have no effect on the product's functionality or lifespan.

Solid woods may darken or yellow, which is why you should protect your valuable furnishings from the effects of direct light. Nevertheless, changes in colour do not in any way affect your furniture's durability or functionality. You can help prevent darkening or lightening of wood surfaces to a certain degree through regular care with the appropriate cleaning agent.

M

MAINTENANCE

Regular maintenance is an integral part of taking care of your furniture (much as it is in taking care of your car). Should you need to replace or repair anything, please follow the instructions for assembly, operation and care.

Recommended maintenance schedule

1 year:	dining room (tables)
	kitchen (worktops, niche rear panel)
3 years:	dining room (chairs, occasional furniture)
	kitchen (fronts)
5 years:	living room (wall units, accessories, coffee tables)
	bedroom (wardrobes, occasional furniture, beds)
	children's room (kids' furniture)

More often, if necessary!

Please ensure that you rinse and dispose of all oil-soaked cloths and scouring pads after use!

MATTRESSES

Natural latex or latex mattresses without covers should never be exposed to direct sunlight. To retain long-term elasticity of the mattress and to spread the wear as evenly as possible across the core and covering, they should be rotated and turned over regularly (every 4–6 weeks). To allow any moisture to be released, allow the mattress to air (uncovered) for several hours after sleeping. During storage and transport mattresses may be subject to uneven pressure, so that air is squeezed out of hollow internal compartments, and the mattress may become slightly compressed. Plumping up the mattress a number of times will restore it to its proper size. Mattresses should be replaced every 8–10 years for reasons of hygiene. **Care:** air and turn regularly, avoid exposure to direct sunlight.

MEASURING, ARRANGING AND ADJUSTING

Correct measuring is as important a component of expert interior design as is the proper placement and arrangement of your furniture. It is important to be aware of potential issues right from the start, such as stairs, narrow doorways and the product's dimensions at delivery as well as the load-bearing properties of walls and floors. Please ensure that your home has sufficiently sized means of entry for large furniture pieces that cannot be dismantled. Since every space is different and walls, floors and ceilings are rarely perfectly straight, some unevenness may be inevitable. It is your responsibility to ensure that the furniture you purchase can be brought into and fits into your home! To ensure the superior quality of all of our TEAM 7 furniture, items are assembled, delivered and installed by specialist dealers. During final assembly, the furniture and any functional parts are adjusted. However, after the furniture has been stored or transported, over the course of time further adjustment may be needed, and this must be done by a professional.

→ [see also assembly instructions](#)

In all cases, the furniture must be installed on level surfaces, should be kept away from direct sources of light, and not positioned such that only one side is subject to heat from radiators or floor heating. Following these suggestions will help to prevent damage to the furniture item, including drying out, warping, bleaching, rips, squeakiness, sticking, scratching or toppling.

→ [see also new buildings](#)

METAL

TEAM 7 uses chrome-plated or galvanised metal and/or polished or powder-coated metal, polished, anodised, varnished or powder-coated aluminium as well as brushed stainless steel for visible metal parts. These metal parts are best cleaned with a mixture of water and washing-up liquid followed by a rinse with clean water. Under no circumstances should alcohol or any abrasive cleaning agent be used; these may damage the metal surface. The colour of the metal may appear different due to its reflection of light. Streaks, small dots and irregularities may appear on the surface owing to the nature of the material and the manufacturing process. These irregularities are only significant if they can be discerned from a distance of 0.7 metres; they do not affect usage or utility and make no difference to durability.

Contact with hard, sharp objects is to be avoided and may even lead to scratches or chipping of the surface coating. Palladium surfaces feature a special characteristic (chrome-plated metal). Due to the product's technology, this surface can result in a slight wave and cloud formation (this is merely visual). These properties are typical of the material.

Nickel discolouration can form on chrome-plated metal surfaces. This is not rust, but rather production-incurred changes to the colour which can be found on ancillary parts that are not normally visible. They have no influence on the usage, function or lifespan of the product.

It is vital that there is a sufficient circulation of air behind the furniture. Optimum humidity in the air is between 40 and 60%, while the optimal temperature lies between 18 and 23° Celsius.

→ [see also new humidity](#)



O

OILED SURFACES

TEAM 7 treats its furniture exclusively with a natural oil that has been specially developed for the company.

TEAM 7 natural oil gives surfaces a waxy, silken matt character and a distinctively appealing texture. Soy oil adds a unique richness to the surface of the wood. Added beeswax is responsible for the silken matt character typical of TEAM 7 surfaces. A perfectly aligned combination of oils and wax ensures ideal absorption by wooden surfaces, and optimal protection even for heavily used surfaces such as table tops.



nickel discolouration

N

NEW BUILDINGS

New buildings tend to hold quite a bit of moisture in their floors and walls that only dissipates after a number of months. Humidity levels of 90% in the structure and 60% in the air are not uncommon when the first occupants move in. This is especially true of the north side of the building.

Therefore it is important to avoid mounting any furniture to the walls straight away; it is best to wait until the walls and floors have dried out. Not waiting may result in damage due to dampness (warping, swelling) or the growth of mould or mildew.

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TEAM 7 natural black oil is identical to TEAM 7 natural white oil. The difference lies only in the pigments used. Black oil uses inorganic black pigments that colour the pores dark. This oil is used exclusively in combination with smoked oak.

Treatment with TEAM 7 natural oils leaves solid wood able to breathe, absorbing moisture and releasing it back into the air.

To preserve the solid wood's valuable properties, it is important to clean TEAM 7 furniture with TEAM 7 cleaning agents only. Dust or loose dirt can be removed with a dust cloth; never use cloths made of synthetic fibres (microfibre, for example) or steam cleaners.

The surfaces of some open-grained woods treated with white oil, such as treated oak, may require more frequent cleaning or re-oiling. The advantage is that the surface becomes more resistant with each treatment. Please take note of the information regarding maintenance intervals in this Service and Quality Certificate and TEAM 7's care instructions. These will provide you with a detailed guide for caring for your furniture, including special surfaces such as Venetian oak.

REACTIONS:

Acidic or chemical cleaning products, liquids and certain materials (tablecloths, softening agents, metals) may damage/discolour wooden surfaces and should be removed promptly. Soapy water can also leave drip-marks on furniture fronts. Standing water or moisture from steam should not be left on the surface. Please pay particular attention to the TEAM 7 care instructions. Any oil-soaked cloths and scouring pads must be rinsed and disposed of after use!

→ **see also care instructions, maintenance andteam7-home.com/en/service/cleaning-care**

OPERATING INSTRUCTIONS

Please read the accompanying instructions before using your new furniture. Failure to follow the provided instructions could result in damage to the furniture over time with use.

→ **see also assembly instructions**

P

PETS

Pets bring us a great deal of joy. But claws, teeth and beaks can do substantial and often irreparable damage to furniture. It is the pet owner's job to protect against such damage.



To retain long-term elasticity, natural latex mattresses should be rotated and turned over regularly (every 4–6 weeks). To allow any moisture to be released and let the mattress recover, it should be allowed to air (uncovered) for several hours after being slept on. Natural latex mattresses without covers should never be exposed to direct sunlight.

care: Air and turn regularly, avoid exposure to direct sunlight.

TENCEL™/maize fibre

We use these fibres as the filling for our TENCEL™/maize fibre slip cover. TENCEL™ can absorb moisture and then quickly dissipate it again. Maize provides bulk and acts as an insulator. This helps to ensure a dry and comfortable sleeping environment. The slip cover is a unifying feature, combining the spring element of aos and the mattress into one whole.

care: Wash in the delicate cycle at up to 60 degrees Celsius. After washing, pull into shape. Then lie flat to dry or hang while still dripping wet on the clothesline in the shade.

TEAM 7 three-layer technology

(top layer fully sealed or attached with finger-joints)



*In order to produce slabs in the best and most ecologically sound way, the middle layer of the TEAM 7 three-layer board may be of a different wood than the two outer, visible layers.

Each layer is made from high-quality solid wood, all European hardwood sourced from sustainable forestry projects and processed in our own board factory using sustainable production methods. In this way we can oversee the entire manufacturing process.

Environmentally friendly and sustainable

The processes involved in producing the TEAM 7 three-layer technology guarantee an environmentally friendly means of using wood,

a valued and valuable natural material that is a prominent element in the furniture designer's products. TEAM 7 three-layer boards are perfect for all types of interior use, are exceptionally suited to further processing, and stand out every time due to its top quality.

use:

- fronts
- table tops

R

RADIOACTIVITY

TEAM 7 tests its timber with a Geiger counter. If any radioactivity is detected in a shipment, the entire delivery will be rejected.

RUBFASTNESS

→ **see discolouration**

Wool

The virgin wool used in our wool slip cover is COF certified and is sourced from French merino sheep. Virgin wool can absorb up to 33% of its own weight in moisture and therefore helps to ensure a dry and comfortable sleep environment. The slip cover is a unifying feature, combining the spring element of aos and the mattress into one whole.

care: Not washable and air regularly.



SOLID WOOD

TEAM 7 is committed to keeping its production processes in harmony with people and with nature. This is why we place an emphasis on using European hardwoods sourced from sustainable forestry projects and are committed to never using tropical woods. Given our respect for nature, TEAM 7 only works with materials that can be re-planted. In this way, we help ensure that there will be a supply of wood for future generations. Environmentalism and quality are two sides of the same coin for TEAM 7. Superior woods are treated only with natural oils, are gently dried and processed in our own board factory into minimally warping glued solid wood panels that pose no threat to human health. TEAM 7 maintains control over the entire process. Our love for the raw material is evident in every step from the forest to the finished furniture. And you'll feel this commitment to nature in your own home.

Naturally occurring characteristics of wood, including discolourations, imperfections, sapwood, and knots, are incorporated in an appropriate way according to standards TEAM 7 has established.

→ **see also differences in colour and texture**

Glued wood

(completely or with finger-joints)



continuous

use:

- top boards
- unit sides



finger-joints

use:

- shelves
- unit sides



G3

The slats naturally vary in colour. Two boards of solid wood may be glued together without actually touching one another using a specially designed middle layer made of spruce with V-shaped notches ("Dendro Light"). The board is, as a result, incredibly resistant to warping, lightweight and easy to use. Using this type of board allows us to save resources while still producing thick and strong all-solid wood components.

Veneer core plywood (coreboard)



Veneer coreboard is made of strips laid next to each other and glued together at certain points that then have inner plies glued across them on both sides. Finally, two veneered layers are added on each side across the entire length.

use:

- back panels
- glass fronts

S

SLEEPING SYSTEM

Natural latex

We use 100% natural latex in the mattresses of the aos sleeping system. This ensures a high degree of elasticity, which improves comfort when lying on the mattress (ergonomics, weight dispersal). Natural latex becomes somewhat softer with use. Sunlight (UV rays) can harden the latex, making it susceptible to crumbling and resulting in a loss of elasticity.

care: Air regularly and avoid exposure to direct sunlight.

SMELL

Everyone knows that new products have a particular smell. Everyone experiences this differently, depending on how sensitive their sense of smell is. We recommend that you air out the room and the new furniture thoroughly before bringing the furniture into the room. Some natural materials like solid wood and real leather will always retain something of their own particular smell.

SOLID WOOD PANELS

TEAM 7 does not use tropical woods. We use exclusively European hardwoods from sustainable forestry projects. This wood is processed in the company's own plants to especially stable wooden boards. These boards are categorised for use according to quality.

This means that thin solid wood slats are either glued together along their entire width or fitted together using finger-joints and then glued together along their entire length.

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Veneer plywood boards

Veneer plywood boards are made by gluing peeled veneer boards together, one layered on top of the other transversely, and then covering with veneered panels. Veneer plywood boards are very strong and stable and maintain their shape well.

use:

- rear walls
- drawer bottoms

SORTING GRADES*Knot correction*

TEAM 7 uses material of a variety of standards. Depending on the design, different criteria are used for parts that are visible to users and materials used on the body of the furniture. For this reason, you may see evidence of knot correction or similar distinguishing wood features in shelf systems or in open elements.

Sapwood

Sapwood is generally wood from the outer layers of the trunk. In walnut, for example, the sapwood is noticeably lighter than the darker heartwood. An interesting and distinctive sorting grade can be created by deliberately including some sapwood slats (about 15%).

SPARE & WEAR PARTS

Only original parts or replacement parts provided by the manufacturer should be used. Damage may result from using spare and wear parts provided by a third party.

STURDINESS

The sturdiness of shelves, glass shelves, drawers, shelf units, wall shelves and table tops varies according to size, material and a number of other factors. TEAM 7 designs and tests these functional elements in accordance with the relevant EN standards.

Do not exceed any stated maximum limits. An even distribution of weight and proper wall mounting are of paramount importance.

→ [see also wall mounting and flexion](#)



Arms can sustain a limited amount of weight. They are not meant to be used as seats. Chairs are not designed for climbing on or swinging. For safety reasons we advise that improper use may damage your furniture or cause it to tip over.

SYNTHETIC FIBRE CLOTHS

This is a case where the advertising is often too good to be true. Unfortunately, not all of the cloths advertised as ideal for dusting or cleaning chrome, stainless steel, metal, mirrors and glass are good for solid wood too. Speaking from experience, we ask that you do not use microfibre cloths to clean furniture and kitchen surfaces, polished surfaces, or upholstery, including leather, faux leather or any other upholstering material. Soft, clean cloths, such as tea towels or chamois leather are much more suitable, especially when used together with the proper cleaning agent. If you are in doubt, ask one of our representatives.

→ [see also oiled surfaces](#)

**SUSTAINABILITY**

→ [see EMAS Environmental Statement](#)
team7-home.com/en/true-sustainability

**T****TABLES**

On tables with extenders or inserts, the glue joints and the wood grain of the individual slats are not continuous to the end of the insert or extender, so there may be differences in colour and texture in each of the segments. (see illustration below)

You may also notice small differences in height between the table top and the inserts and/or extenders. Do not place any hot bowls directly on the table's surface. Please use table mats.

→ [see also humidity, lightfastness \(colour differences\) and oiled surfaces](#)

Cage creep

So-called "cage creeping" can occur with all types of ball bearings. It refers to a situation where the balls that the movable rails rest on no longer roll but skid for the first millimetres of an extension, which causes the endstop to move. As a result, the pull-out rail of the table can no longer be fully extended. In order to be able to completely extend the table again, move the base for roughly the last 20 cm up to the endstop with a short but firm push.

PLEASE NOTE:

You must first make sure that no other object is blocking the pull-out.

**PLEASE NOTE:**

- The banding straps should not be used to carry the box.
- The number of items and state of the packaging should be checked at the time of delivery.
- If anything is missing or damaged, note this immediately on the delivery slip and contact the furniture dealer. You should also adequately document the problem (with photos).



Damages related to transport that are reported after delivery is complete cannot be accepted.

Be sure to go through the packaging materials carefully before discarding them, as there may be small pieces, fittings, assembly instructions, etc. that you may have missed and can throw away by mistake. If you are returning an item, you must ensure that sufficient and appropriate packing material is used. In order to ensure a problem-free delivery and assembly, entryways must be clear.

→ [see also measuring, arranging and adjusting](#)

TOLERANCES

Due to the natural materials used, minor variations in measurement may arise during production. The dimensions are approximate.

→ [see also humidity, glass, leather](#)

TRANSPORT

Loading and unloading must be completed by no fewer than two experienced, trained employees of the delivery firm or the furniture company, since solid furniture that cannot be disassembled is often extremely heavy. Warnings and pictograms printed on the outside packaging, such as: "Warning: Glass", "Do not tip" – "Right side up", etc. should be taken seriously. Remove any protective packaging material only after delivery, just before assembling.

TV AND MULTIFUNCTIONAL EQUIPMENT

Electric components and electronic items can easily overheat. Please ensure that there is sufficient ventilation for these items; they may otherwise sustain damage. It is equally important to prevent a build-up of heat from televisions or other electronic devices installed on shelves or in cupboard systems. Please follow the instructions provided by the manufacturer.

V**VENETIAN OAK**

The wood for this special surface is sourced from 50- to 100-year-old Venetian oak piles that are replaced at regular intervals. This wood is characterised by noticeable burrowing made by mussels and the marks left behind by the ebb and flow of tides. Where there are burrows, you can see the dovetail jointed middle layer of solid oak underneath. Sometimes small amounts of hardened glue may also be visible, due to the production process.

The contrast between the characteristic colouring of the top layer, with its natural burrowing marks, and the somewhat lighter middle layer creates a pleasing and distinctive visual effect. TEAM 7 is the first manufacturer to produce three-layer boards from this material.

→ [see also oiled surfaces and care instructions](#)



W

WALDKANTE

With its unique solid wood surface structure, the decorative wall cladding Waldkante by TEAM 7 provides a completely new look in the living room. Made from untreated alder or walnut from controlled sustainable forestry, Waldkante not only impresses with its exciting look, but also promotes a healthy indoor climate – free of pesticides and pollutants. Manufactured by hand in our solid wood panel factory, Waldkante stands out thanks to the top quality of its processing. The supplied mounting system allows the individual elements to be mounted flexibly and easily on the wall.

PLEASE NOTE: Follow the assembly instructions !



walnut

WALL MOUNTING

The mounting hardware we include is appropriate for cement, solid brick and honeycomb brick walls. Special screw anchors must be used for other wall types. Should you not follow this safety instructions, you may find that the wall mounting is insufficient, which may result in damage! Use only the included screw anchors for mounting on brick walls! If necessary, drill test holes. Do not use a hammer drill with honeycomb brick! Countersink the drilled hole. For safety reasons, use only one opening mechanism at a time. For furniture that may tip when certain elements are opened (doors, drawers), an additional tilt safety device should be installed by the buyer on site. A professional should determine the structure's ability to stand up to the force that could be exerted on it!

→ see also assembly instructions

WARRANTY

Apart from cases where the customer has a legal right of rescission or price reduction, we reserve the right, at our own discretion, to fulfil warranty claims by repair or exchange (primary warranty remedy). In the event of any defect to be remedied we also reserve the right to meet such obligations in the home of the end customer, at our request. The warranty does not cover defects arising from natural wear and tear, humidity, excessive indoor heating, other effects of temperature or atmospheric conditions, or improper use and/or the customer's failure to follow our instructions for assembly, care and maintenance.

FOLLOW-UP PURCHASES

Follow-up service means that individual parts or wooden replacement parts, but not entire units, may be purchased afterwards.

Generally not possible for chairs, mattresses, slatted frames, leather, fabrics, lighting, fittings and purchased parts. Please always get in touch with your contact person in Customer Service. We are also glad to provide options for reproducing or designing alternative technical solutions for your favourite pieces. Please provide proof of date of purchase along with original invoice.

NOTE: Colour matches cannot be guaranteed in the case of follow-up purchases, since wood naturally darkens or lightens with age. The replacement parts will be manufactured and provided in full accordance with the relevant and valid TEAM 7 guidelines (form, construction, materials, function). All models are trademarked.

Wood is a living natural material! Imperfections, knots, grain effects and colour differences, in addition to expansion and contraction, occur naturally in wood to varying degrees depending on type.

Replacement glass may vary slightly in colour. The colour of the glass, the size and thickness of the board and the type of surface may affect the appearance of the colour as seen from the front.



FURNITURE QUALITY

(GS symbol – certified safety)

The designation GS-certified ("Tested Safety") indicates that the product has met the requirements set forth by the General Product Safety Regulation (GPSR), which are also laid out in the DIN standards and European standards as well as in other generally recognised regulations.

We are one of the few manufacturers who have their own test lab. This is how we certify as early as during the design process that we can ensure TEAM 7's products are well constructed, function as intended, meet ergonomic requirements and are stable and safe. These are the foundations of lasting quality. The testing laboratory also ensures that all current DIN, ISO and national Austrian Ö standards are adhered to.

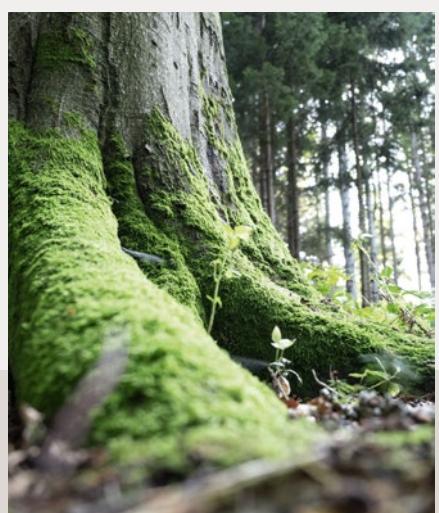
The test lab is itself regularly subjected to internal inspection equipment monitoring. This includes not only the quality of surfaces but especially the demands placed on children's furniture. A number of our furniture items have therefore been awarded the internationally recognised GS symbol ("geprüfte Sicherheit", tested for safety).

The GS symbol is displayed in the relevant assembly instructions.



PROCEDURE FOR COMPLAINTS

- **we adhere to the general industry manufacturing standards**
- **regulations and testing criteria for industrially manufactured products according to RAL GZ 430, German Institute for Quality Assurance and Certification located in St. Augustin**
- **the relevant DIN, EN and ISO norms and standards as well as the respective state of the art (determined by the time of delivery)**
- **basis of evaluation:** normal eyesight; diffuse daylight conditions (without direct sunlight or directed artificial light)
- Defects that would not be visible in the course of normal use and placement, as well as defects to ancillary parts or irregularities that are only visible when direct light is shone on them are not to be included in the evaluation.
- **evaluating the harmony of the overall impression:** Viewing distance of around 2-3 m
- **evaluating details:** viewing distance of around 0.7 m
- As with all consumer goods, the state of current knowledge is also applicable for furniture and moveable elements of interior design.
- **minimum of 3 photographs of the damage from different perspectives:**
 - a close-up view of the damage from a distance of approximately 70 cm showing a reference object (e.g. a coin)
 - a view of the entire part affected (please mark the area of damage)
 - a view of the entire piece of furniture (please mark the area of damage)
 - a photo of the certificate of quality included in the original delivery



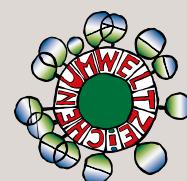
ECOLABEL REQUIREMENTS AND GUIDELINES

Environmentalism right in your own home and office has an impact on your comfort and health and even has financial benefits. After all, most people spend 90% of their time indoors. That is why having toxin-free and healthy furniture in your living, sleeping and children's rooms as well as in the office and in schools is of particular importance in ensuring a high quality of life.

The wood-based materials used may not exceed half of the "E1" limit as set in the formaldehyde regulation. Synthetic materials may only be used in limited amounts in functional parts or as a coating for worktops. No PVC may be used at all. Because the most common furniture varnishes and other substances used in coating surfaces give off VOCs (volatile organic compounds) into the surrounding air months after they are first applied, these regulations allow for only minimal amounts of emissions (verification: testing agency measurements).

The spaces used for drying and tempering must also be optimised and serviced regularly. The wood used must come from legal sources; illegally logged tropical wood is absolutely forbidden. Furthermore, the wood should be sourced from forests that are managed in accordance with sustainable forestry practices. Adherence to the law is naturally also a condition for receiving certification. Companies must also have a waste management concept or an environmental management system. This ensures that any environmental weaknesses in the production process are highlighted and can be eliminated. The packaging should also allow residual gas emissions to escape. This is meant to limit any negative effects on health (e.g. "Sick Building Syndrome") as well as odour nuisance. Additional requirements regarding the condition of furniture surfaces and more strict safety regulations are applied to furniture for infants and children. Requirements under the directive

related to the quality and durability of the furniture, ease of repair and availability of spare parts represent eco-design principles. These are aimed at increasing the durability of the furniture, and thereby also result in environment protection and cost savings at the same time. Ergonomic office and school furniture are essential for users' health. That is why the guidelines also feature criteria reflecting relevant standards and provide information about ergonomically aware space planning and use.



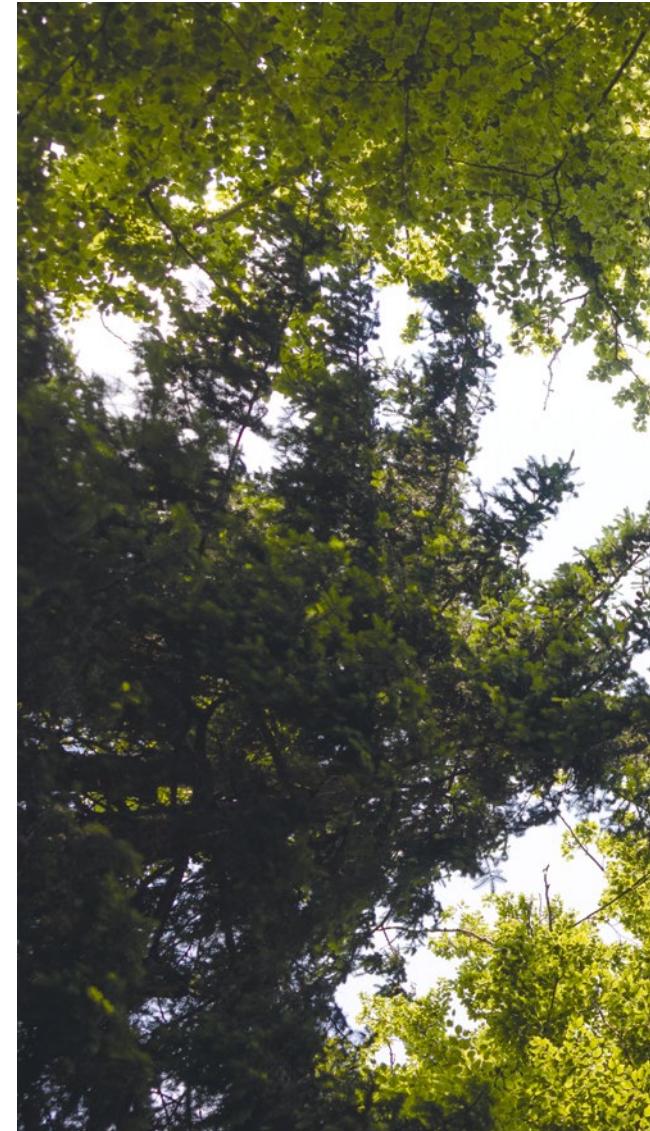
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