



BALCONY AND GARDEN FURNITURE
PRODUCT GROUP

User Manual and Warranty Certificate

[yatas][®]
GRUP

Esteemed Customers,

We appreciate you for choosing **Divanev**.

The product you have chosen has been produced in the nature-friendly facilities of Yataş Group, one of the pioneering brands in the furniture industry, with profound expertise and commitment for the environment.






The product has been presented following a thorough quality control process undertaken with great care.

In order for you to enjoy and ride the crest of your new product for many years, we kindly ask you to read the manual carefully and keep it as a reference.

We wish you to use it happily on healthy days!



TABLE of CONTENTS

	1. General Information	4
	1.1. Introduction	4
	1.2. Purpose of the User's Manual and Warranty Certificate	4
	1.3. Manufacturer Information	4
	2. User's Manual	5
	2.1. Technical Specifications of the Product	5
	3. Maintenance	6
	3.1. Cleaning and Periodic Maintenance	6
	3.1.1. Matters to be Considered When Removing Stains	6
	3.1.2. Guidelines for Cleaning Outdoor Furniture Fabrics	6
	3.1.3. Material Specifications and Maintenance Recommendations	7
	3.1.4. Differences That May Occur Depending on Usage	7
	4. Warranty Terms	9
	4.1. Warranty Period	9
	4.2. Warranty Coverage	9
	4.3. Legal Terms	9
	5. Safety Terms	11
	5.1. Pre-Installation Safety Conditions	11
	5.2. Specific Information for the Transportation of the Product	12
	5.3. Removal of the Product Packaging	12
	5.4. Disposal of Packaging of Wastes	12
	5.5. Storage and Protection	13
	5.6. Tasks to be Undertaken by Authorized Personnel Only	13
	5.7. Material-Based Qualifications	13



6.	Customer Services	14
6.1.	Customer Services Policy	14
6.2.	Complaints Hotline	14

1. GENERAL INFORMATION



1.1. INTRODUCTION

As the Yataş Group Family, taking firm steps towards becoming a global brand owing to its developing technology and improving quality every passing day since its establishment, we are happy to see you join us.

Now, as a Yataş Group customer, you will benefit from the profound experience of Yataş Group, which meets all the criteria of comfort and quality, durability and elegance, accessibility and design, at every moment of your life.

1.2. PURPOSE OF THE USER'S MANUAL AND WARRANTY CERTIFICATE

This User Manual includes technical specifications of the products you have purchased, their terms of use as well as recommendations for the cleaning and maintenance of the product. It is also intended to guide you on the warranty process of your product and how you can get service. We strictly recommend you to read this manual. Should you experience a problem with the product due to failure to comply with the terms of use and maintenance, you may be deprived of free service and replacement rights.

1.3. MANUFACTURER INFORMATION

Manufacturer or Importer Company's:

Commercial Title	: Yataş Yatak ve Yorgan San. Tic. A.Ş.
Address	: Organize Sanayi Bölgesi, 18. Cadde, No:6, Kayseri / TÜRKİYE
Telephone	: (0352) 321 24 00
Fax	: (0352) 321 20 97
E-mail	: yatas@yatas.com.tr

2. USER'S MANUAL



2.1. TECHNICAL SPECIFICATIONS OF THE PRODUCT

- All product materials are subjected to rigorous testing to ensure they meet applicable international standards.
- The fiber padding used in the products is manufactured with non-recycled fibers that are exceedingly resilient.
- Comfort and support foam is manufactured from raw materials that maintain their first-day high flexibility for many years.
- Products are manufactured to meet high engineering standards and have undergone extensive durability testing, including international fatigue, aging, and more, before offered to the end-users.
- Wooden products may have slight differences in tone, pattern, and color owing to the wood's inherent characteristics, even when all wood is handled in the same manner. This should not be perceived as a defect, but rather a natural outcome that may occur owing to trees of different ages, streaks, and environmental conditions.
- When the product fabric is changed for any reason, it is possible to observe tone differences between the old and new fabrics. This difference, caused by the fabrics being produced on different dates, is a situation accepted all over the world.

3. MAINTENANCE

3.1. CLEANING AND PERIODIC MAINTENANCE

- Use lukewarm soapy water to wipe down your product. Do not leave your product moist, by avoiding using a cloth that is too wet. Do not use any chemicals or bleach when cleaning.
- In case the product gets stained, be sure to refer to the User's Manual that comes with the product for the specific cleaning procedures.
- On no account clean the product with sharp or abrasive objects at all cost.
- Wait until the product is totally dry before using it on a wet surface.
- Ventilate the environment where your product is stored on a regular basis.

3.1.1 MATTERS TO BE CONSIDERED WHEN REMOVING STAINS

- Get rid of any dust that settles on the items, before it leaves a lasting mark.
- Knowing the specifications of the fabric is essential for using the most effective stain removal approach.
- Stains that come into contact with heat, light, and air can permanently settle, making them very impossible to remove. Therefore you should not wait for the stain to settle before addressing it.
- You should test the cleaning agents on a non-visible section of the fabric before directly applying on the stained area. Should the color of the fabric not dye/transfer to the white towel after pressing it onto the treated area and waiting 20 seconds, you may proceed with applying the agent on the stain. Otherwise, you should not apply these agents to the stained area.
- Avoid getting bleach or other agents with bleaching characteristics directly on the fabric.
- Refer to dry cleaning, if necessary.

3.1.2. CLEANING/CARE INSTRUCTIONS EXCLUSIVE TO FLOCK, ALCANTRA, AND NUBUCK

Removing Liquid Stains

- Blot the liquid stain on the fabric with an absorbent piece of cloth or paper.
- Moisten a piece of cloth with warm, soapy water and rub it in a circular manner over the stain.
- Applying the foam to the stain will remove it, rather than just pouring the soapy water on it. When cleaning flock, alcantara, or nubuck, use a material that is of the same quality as the cleaning cloth. If not possible, use a non-cotton cloth.



- Allow the fabric to dry to absorb the foam. After the foam dries, gently scrub the stained area in circular motions, being careful not to rub. Once you've finished cleaning, gently brush the fabric two or three times in the pile direction using a soft brush.
- Do not use alcohol in the cleaning process. If alcohol gets on the fabric, just give it some time to dry. If the stain is still visible after drying, use the steps outlined earlier to remove it.

Removing Already Dried Stains

- Use gentle circular motions to wipe the stain with a sponge or a clean, soft cloth. Avoid damaging the fabric by scraping it with rough items; instead, use a gentle brush or cloth.
- Follow the same steps for liquid stains if the stains on the fabric persist.

3.1.3. MATERIAL SPECIFICATIONS AND MAINTENANCE RECOMMENDATIONS

- Surfaces used on outdoor furniture from materials like ceramic, compact laminate, wood, or glass can naturally warp when subjected to prolonged dampness or extreme temperature changes. These materials should be preserved against external factors as much as possible.
- Yataş establishes the standards and tolerance limits for the foam used in the products, however variations in firmness and softness are possible within these parameters.
- Throughout the winter, it is not advised to leave products outside, in humid areas, or exposed to the weather.
- Avoid leaving outdoor furniture in places with high humidity and a lot of dust for long periods of time, and make sure that models with cushions/throw pillows do not come into contact with rain.
- Keep the product away from heavy loads or forceful collisions, as these might weaken or even destroy the surface and frame of the product.

3.1.4. DIFFERENCES THAT MAY OCCUR DEPENDING ON USE

- It is a normal and expected outcome for surfaces made of natural wood to have some variations in pattern and color tone due to differences in the wood's type and structure.
- When moving the products, make sure to always stay balanced. Dragging the products may damage or scratch the surface.
- You should merely get support from the frame while moving the products, delicate parts such as rope weave, rattan, fabric, or tabletops should not be tried hard.
- Over time, a disparity in comfort may emerge between regularly used and seldom used seating sections, depending on usage.



MAINTENANCE

Suggestions on Cleaning, Application Techniques and Sequence of the Procedures:

- A. A 1:1 mixture of non-bleaching stain remover and water should be applied to the stain, left to settle for a few minutes, and then rinsed out.
- B. Apply a dab of alcohol to the ink stain and keep wiping until the stain disappears.
- C. Apply a mixture of one cup of warm water and one teaspoon of colorless dish soap on the stained area.
- D. Apply a mixture of half a cup of warm water and one teaspoon of ammonia on the stained area.
- E. After applying a 1:2 mixture of vinegar and water onto the stain, wait five minutes, and then rinse.
The stain is gently scraped off the fabric surface.
- G. Mix with detergent and rinse after 5 minutes of application to the stained area.
- H. Please use the cleaning agents recommended by the dry cleaner.

TYPE OF STAIN	METHOD OF APPLICATION				
	(Once you choose the type of stain, please apply the procedure on the treatment area in the alphabetical order that will be displayed.)				
BLOOD	C	D	E	A	
COFFEE	C	D	E	G	
INK	B				
OIL	H	C	D	E	
COKE	C	D	E	G	
KETCHUP	C	D	G		
EGG	H	A			
TEA	C	D	E	G	
TOOTHPASTE	H	C			
MILK	C	D	E	G	H
CHOCOLATE	G	H			
MAYONNAISE	C	H			
COUGH SYRUP	C	D	G	H	
GUM	F	H	C		
CANDLE	F	H			
URINE	C	D	E	A	
PUKE	C	D	E	G	

Notice!

- The cleaning procedures recommended herein are designed to eliminate stains in no more than five minutes.
- Do not apply excessive pressure to the fabric surface when using these methods. Avoid using pointed or sharp instruments.
- Perform the wiping process in the direction of the pile on lint-filled fabrics and in circular motions on lint-free fabrics.

4. WARRANTY TERMS



4.1. WARRANTY PERIOD

- Yataş products, together with all their parts, are under warranty for 2 years.
- The warranty begins on the date the product is delivered to the customer without any problems. Beginning date for the warranty is indicated in the warranty certificate delivered with the product. Please make sure that the warranty certificate is delivered as approved.
- The product and spare parts replaced under warranty is covered under warranty so long as the warranty period of the products sold.

4.2. WARRANTY COVERAGE

- All operations related to products requiring repair due to manufacturing, installation, and transportation defects during the warranty period are carried out free of charge by authorized services or dealers. Fee will be charged for the operations due to user's fault.
- Only the module with the identified defect will be serviced during warranty covered maintenance and repairs.
- Please get an invoice for the payments you will make for services that are not covered by the warranty.
- Please submit your product's warranty certificate or invoice to the authorized service center in order to qualify for free repair or maintenance services under the warranty coverage
- The seller, dealer or business agent is responsible for providing the warranty certificate to the consumer as approved by stamp and signature, and certifying that this obligation has been fulfilled.

4.3. LEGAL TERMS

- The entire product, including all its parts and accessories, is under warranty.
- Should the product is found to be defective, the consumer has the following rights stipulated under Article 11 of the Law No. 6502 on Consumer Protection:
 - > Rescinding the agreement,
 - > Requesting a discount on the sale price,
 - > Requesting a free of charge repair,
 - > Requesting a replacement of the defective good with a defect free one.



WARRANTY TERMS

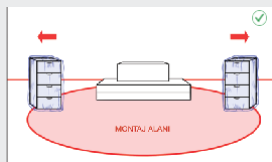
- In case the consumer asks for a free of charge repair, the seller is obliged to repair the product or have it repaired without demanding any fee under any name such as labor cost, replaced part's fee or any other name. The consumer may also exercise the right to ask for a free of charge repair against the manufacturer or importer.
- The seller, manufacturer and importer are jointly and severally liable for the consumer exercising this right.
- In case the consumer exercises the right to ask for a free of charge repair however:
 - > the product fails again within the warranty period,
 - > the maximum period required for the repair of the product is exceeded,
 - > the authorized service, dealer, manufacturer or importer documents with a report that the product cannot be repaired, the consumer may ask the seller to refund the price of the product, request a discount from the price in proportion to the defect, or, if possible, ask for a replacement of the good with defect free one. The seller cannot reject the consumer's request.
- If the request is not fulfilled, the seller, manufacturer and importer will be jointly and severally liable.
- Pursuant to the Consumer Protection Law No. 6502, the repair period of the product cannot exceed 20 business days. Within the warranty period, this time commences on the date the consumer notifies the authorized service station or seller about the defect of the product; outside the warranty period it commences on the date of delivery of the product to the authorized service.
- Should the fault/defect of the product not be repaired within 10 working days the manufacturer or importer should allocate a substitute product with similar specifications to the consumer until the repair of the product is completed. The warranty period of the defective product repaired within the scope of the warranty will be extended for the period spent in repair.
- Malfunctions caused by using the product contrary to the matters stipulated in the user manual are not covered by the warranty.
- The customer may seek resolution through the Customer Arbitration Board or the Consumer Court in their respective jurisdictions, depending on whether the dispute is related to the exercise of rights that have arisen under the warranty.
- In case the seller does not provide the warranty certificate, the consumer may apply to the Directorate General for Consumer Protection and Market Surveillance of the Ministry of Customs and Trade.

5. SAFETY TERMS

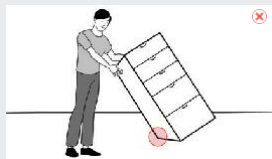


5.1. PRE-INSTALLATION SAFETY CONDITIONS

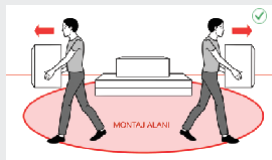
- Please ensure that the products are shipped in accordance with the transportation instructions and in a satisfactory condition.
- Transfer the products from the vehicle to the assembly site in accordance with the transportation instructions.



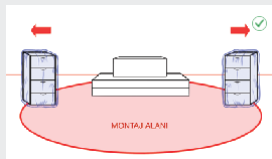
Take precautions to prevent any damage to the products during transportation.



It is important to bear in mind that the corners of all products are the most fragile. Therefore, it is imperative to avoid placing products on their corners during transport, loading, or offloading.



Take necessary precautions to prevent any damage to the customer's belongings during the transportation and assembly of the products.



The packaging should only be opened only during the assembly to prevent the products from being damaged.



The fabric of the product should never be touched with dirty hands and the fabrics, glass and similar surfaces should never be contaminated during delivery. To ensure hygiene, thoroughly wash your hands or use a cleaning kit (wet wipes, towel, etc.)

SAFETY TERMS

5.2. INFORMATION SPECIFIC TO THE DELIVERY/TRANSPORTATION OF THE PRODUCT

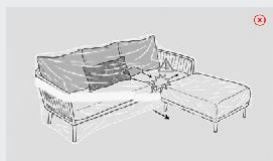
5.3. REMOVAL OF THE PRODUCT PACKAGING



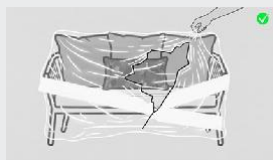
To prevent the product from being damaged, refrain from using sharp or pointed instruments when opening the product packaging.



While taking the product out of its packaging, exercise caution to avoid colliding with any object.



Avoid using scissors, knives, or other sharp instruments to open product packaging or wrapping. Such products can be opened with a safety utility knife.



To unpack the outdoor furniture modules, attentively tear the nylon off the taped parts (by removing the tape) or from the nylon seams, or use a safety utility knife.

5.4. DISPOSAL OF PACKAGING WASTES

- Every recyclable material is an indispensable resource for both the environment and our national wealth.
- Packaging waste is collected by the designated assembler as part of social responsibility and disposed of in accordance with legal requirements. Packaging waste may be left in place upon customer's request. You may refer to environmental organizations or your municipality in case you want to contribute to the reuse of packaging materials.



5.5. STORAGE AND PROTECTION OF THE PRODUCT

- If you are going to store it without using, store the product in a clean environment that does not get moisture and is not exposed to direct sunlight. Stack upholstered items horizontally and do not place any weight on top of them.
- Adhere to the product's usage instructions.
- Prolonged exposure of the products to adverse weather conditions may cause marks, fading on the surface, and oxidation of metal parts. When not in use, the product should be protected with a protective cover.

5.6. INSTRUCTIONS FOR THE AUTHORIZED PERSONNEL ONLY

- When moving or changing locations, if the products necessitate assembly, disassemble them for transportation and secure the services of an authorized service provider for installation at the new location.
- Product assembly should be undertaken by the logistics department and authorized dealer.
- For simple repairs and detailed adjustments that may occur over time depending on usage, assistance should be sought from an authorized dealer.
- The aforementioned services are subject to a charge. The authorized service will provide you with the necessary information.

5.7. MATERIAL SPECIFIC TERMS



Rope Woven / Synthetic & Natural Rattan

- Resistant to freezing, water, and UV radiation.
- Requires no extra maintenance, but **recommended to store it indoors for long-lasting use.**



Steel / Wrought Iron

- **Depending on the location of use, corrosion (oxidation) may develop in wrought iron products.**
- This process can be expedited by **water, humidity, and excessive sunlight.**



Differences Due to Metal and Rattan

- During use, rattan ties may become loose or slide; this is a common occurrence and can be easily rectified by hand.
- Anti-corrosion coating is applied to metal frames, with the exception of swing products, to guarantee their durability.

6. CUSTOMER SERVICES



6.1. CUSTOMER SERVICES POLICY

Our main goal is to ensure customer satisfaction by promptly evaluating the requests, suggestions and feedback from our customers.

In line with our Customer Relations Policy, which we have constituted within the framework of the principles of Speed, Quality and Accessibility;

- We constantly research and develop the channels through which our customers will reach us conveniently and quickly. We aim to periodically communicate with our customers and encourage them to provide us feedback.
- We evaluate all complaints as development opportunities, handle them within the framework of legal regulations and company procedures and finalize them quickly.
- We share all suggestions that will contribute to the development of our brand with the relevant business units and focus on improving our customers' contributions to our processes.
- We support contributions and sharing of our employees, business partners and stakeholders in improving customer satisfaction, and we offer them environments to develop new ideas.

6.2. COMPLAINTS HOTLINES

Customer Contact Center: 0850 850 0 987

E-mail: musterihizmetleri@yatas.com.tr

Web: www.divanev.com.tr

PRODUCT PURCHASED

Type:

Brand:

Model:

Warranty Period: 2 years

Maximum Repair Period: 20 business days

Bandrol and Serial No:

MANUFACTURER OR IMPORTING COMPANY:

Commercial Title: Yataş Yatak ve Yorgan San. Tic. A.Ş.

Address: Organize Sanayi Bölgesi, 18. Cadde, No:6, Kayseri / TÜRKİYE

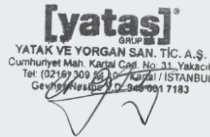
Phone: (0352) 321 24 00

Fax: (0352) 321 20 97

E-mail : yatas@yatas.com.tr

Authorized Person's Signature:

Company Stamp:

**SELLER:**

Commercial Title:

Address:

Telephone:

Fax:

E-mail:

Invoice Date and No:

Date and Place of Delivery:

.....
.....

Authorized Person's Signature:

Company Stamp:

The use of this document has been promulgated by the Directorate General of Consumer Protection and Market Surveillance of the Ministry of Customs and Trade of the Republic of Türkiye; in accordance with the Law No. 6502 on Consumer Protection and the regulation on the Implementation Principles of the Warranty Certificates based thereon.

Should the problems that may arise regarding the Warranty Certificate cannot be resolved after following the procedures above specified by YATAŞ A.Ş., the issue may be referred to the Directorate General of Consumer Protection and Market Surveillance affiliated to the Ministry of Customs and Trade of the Republic of Türkiye.

