


SMART
COMFORT


PRODUCT CARE & WARRANTY


TECH-ENABLED
SMART BEDROOM



Synargy
Furniture that fits your life

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CONGRATULATIONS

Congratulations on the purchase of your new Smart Comfort furniture. Please take time to read our care instructions and warranty information.

Smart Comfort is brought to you by Synargy Furniture Ltd. Synargy was built on the desire to create furniture that fits your life, and that's our promise.



A clear vision, supported by a dynamic team, brings you furniture with enduring quality, design, comfort and style. For decades Synargy has developed high quality furniture, built to the needs of its customers.

Our aim is to raise standards through innovation, quality materials and ensuring consistency throughout the manufacturing process. Our design team is highly experienced at combining world class design with carefully chosen materials and components that are tested to the highest standards.

We deliver comfort, strength and durability that you can depend on.



**STRUCTURAL
WARRANTY**



**ELECTRICAL
WARRANTY**



**FABRIC
WARRANTY**



**ALL OTHER
PARTS**

WARRANTY



STRUCTURAL WARRANTY

Please take care to lift furniture when moving it. Do not move beds or sets of drawers by dragging them. A frame damaged due to force is not deemed warranty. Check all assembly hardware and fixings every 6 months as these can loosen with time and use. Synargy will, within 5 years of the original sale of this product, repair or replace, at its option, any part of the frame construction which it deems to be defective in workmanship or materials.



ELECTRICAL WARRANTY

Synargy will, within 5 years of the original sale, repair or replace, at its option, electrical components if it is subject to technical faults that result in the action no longer working. Take care with USB ports and charging cables. Position charging cables so that they don't become a trip or snag hazard. A USB port damaged as result of force is not deemed warranty.



FABRIC WARRANTY

Synargy will, within 1 year of the original sale of the product, repair or replace, at its option, any fabric which is found to be faulty as a result of the manufacturing process.



ALL OTHER PARTS

All parts not specifically warranted have a 1 year warranty against defective materials or workmanship.

WARRANTY

Any warranty claims should be directed to the retailer where you purchased your furniture. ALL warranties detailed in this booklet:

- Only apply to furniture used for domestic purposes and only while the furniture and parts are cared for and cleaned in accordance with the instructions in this booklet and attached to your Smart Comfort product.
- Do not extend to cover furniture which, in the opinion of Smart Comfort, is worn by normal wear and tear, or has been damaged or rendered defective through misuse, abuse and negligence. If a furniture assessment identifies that damage is not a result of a manufacturing fault, Smart Comfort reserves the right to charge for the assessment.
- Are issued only to the original purchaser or beneficiary.
- Extend only within country of purchase
- Smart Comfort will bear the reasonable expenses of claiming the warranty, if in fact it is a warranty issue. Smart Comfort reserves the right at all times to approve transportation charges prior to them being incurred.
- Replacement of product or parts does not extend or restart the warranty period.
- To receive the benefits of this warranty you must retain proof of purchase, which must clearly show the purchase date as this marks commencement of warranty periods. **Please contact the retailer dealer from whom you made your purchase.**
- Warranty claims must be reported in a timely manner. Additional damage resulting from delayed reporting or continued use is not covered by warranty.

CARE AND MAINTENANCE BASICS

Regular care will protect your investment in your furniture and ensure you can enjoy it for years to come.

To extend the life of your furniture, avoid direct sunlight. All materials will fade over time if placed in direct sunlight. This may cause colour fade variations and is not considered a fault.

TIMBER STRUCTURE & SURFACES:

- Wipe your furniture regularly with a damp cloth, then dry with a clean, lint-free cloth.
- Wipe up any spills immediately - if it leaves a stain, mix 1-part white vinegar in 2-parts soapy water and dab with a clean microfibre cloth. Dab in the direction of the grain and dry the surface.
- Use a diluted, timber-friendly detergent on any stubborn marks.
- Do not use harsh or abrasive chemicals, polishes, or sprays - this includes fingernail polish and remover, bleach, glue, and household cleaners.
- To repair small scratches on veneer, you can use a small amount of oil polish, and for solid wood, you can seal with matching varnish or paint. Always test a discrete area before you do this.
- Coasters and placemats protect the furniture's surface from moisture and heat – do not place hot drinks or plates directly on your furniture.
- Try to keep your furniture out of direct sunlight – this can cause colour fading and movement of the timber.
- Do not put your furniture directly in front of a heat source – on veneered furniture, this can cause the veneer to lift away, and cause solid timber to move.
- Solid timber is a changeable and natural material, so excess heat, cold and moisture will affect the timber and over time could cause bowing or hairline cracks.

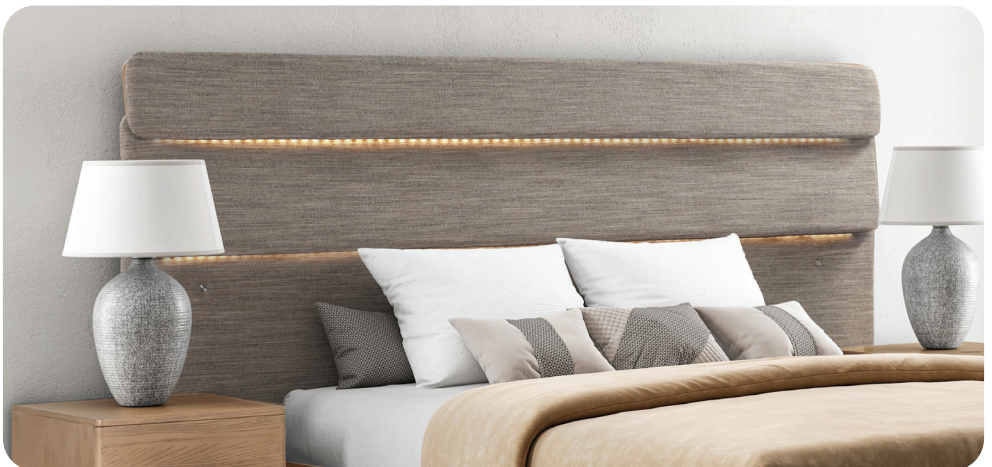
FABRIC AREAS:

- Vacuum clean regularly using low suction and a soft brush accessory.
- Clean spills and stains as soon as possible. Gently scrape any excess material off and mop liquid from the surface of the fabric.

Do not scrub the area as this will create a noticeable difference in the texture of the fabric.

Gently dab the spill taking care not to saturate the fabric or filling with water or cleaning fluid.

- Apply fabric cleaners strictly according to the instructions. Always test cleaners on an inconspicuous area before using.
- Avoid placing your furniture in direct sunlight. All materials will fade over time from sustained exposure to direct sunlight.
- Be aware of sharp edges on clothing and accessories as these can damage your furniture.
- Keep pets off furniture. Claws can cause scratches and body oils from skin and fur can result in premature deterioration of the surface.



ELECTRICAL TROUBLESHOOTING

If you are having any issues, please try the following solutions.

- Check that all plugs are plugged into a wall outlet and are secure. Please check that the wall outlet is switched on.
- Check to ensure that all connection cords are properly connected, as per the assembly instructions included with your product.
- Try plugging the product into a different wall outlet.
- Unplug the product from the wall for 5 minutes to reset all electrical components.

If you are still having issues, please contact the retail outlet you purchased your product from.



FREQUENTLY ASKED QUESTIONS

It's an exciting time unpackaging your new bedroom suite. **There are a few things you need to know:**

Why isn't the colour exactly like the showroom or photos?

- Every piece of timber is unique. Variations in grain, knots, and tone are natural features, not defects. Lighting in your home can also make the colour appear warmer or cooler.

Why are my drawer runners stiff?

- When new, runners can feel firmer than expected. This is normal and will loosen with regular use. Timber furniture may also expand or contract slightly during transport or due to humidity, which can make drawers feel tighter at first. **Tip:** gently open and close drawers a few times a day for the first week. Avoid forcing them - they will settle naturally.

Why does my bed squeak?

- New timber frames can shift slightly as they settle. Tighten bolts and fittings after the first few weeks and every few months thereafter.

The wireless charger isn't working - what should I check?

- Ensure your device supports Qi wireless charging. Remove thick cases or metal attachments, and place the device in the centre of the charging pad.

Is it safe to leave my devices charging overnight?

- Yes, the system includes standard safety features, but we recommend using manufacturer-approved charging cables and keeping ventilation around the charger clear.

How do I clean the electrical components?

- Unplug the furniture before cleaning. Wipe with a dry or slightly damp microfiber cloth. Never use sprays or allow moisture near power points, USB ports, or speakers.

WARNINGS

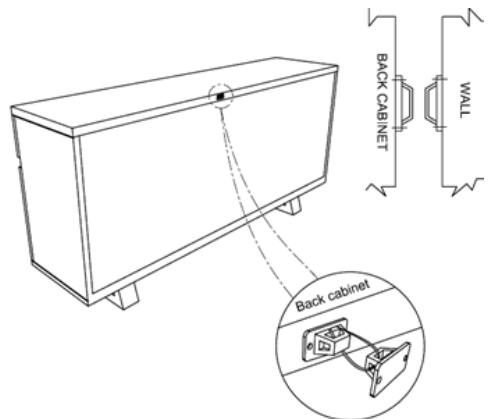
- Improper use or installation may result in the risk of fire, electric shock and/or injury. We assume no liability for any eventual damages caused by improper use or inappropriate handling, or by any other non-compliance with the instructions in this manual.
- This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the product by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Keep fingers, hair and body parts well clear from moving parts. To reduce the risk of injury, keep children and pets clear of the product when in use.
- This product is very heavy. Only move this product by lifting the main body. Never drag the furniture across the ground. Two-person lift recommended at all times.
- Do not operate this product if damage is visible in any form.
- Do not modify or use unauthorised substitute parts.
- This product has been designed and intended for indoor residential use only.
- This product is not suitable for commercial or outdoor use.
- Before commencing cleaning or maintenance, ensure this product is disconnected from the power outlet .
- Disconnect this product from the power outlet before moving.
- Cease operation and disconnect from the power outlet if you ever detect a burning odour or smoke coming from the product.
- Do not operate this product if liquid spillage occurs on or around it: disconnect from the power outlet and allow product to completely dry before reconnecting.

- Do not operate the power functions or charge station with wet hands.
- Check the condition of the power cord, electrical cords, transformer, plug and connector on a monthly basis. Do not operate if wear is visible.
- Ensure the power cord, electrical cords and transformer are clear of moving parts and not trapped underneath the furniture.
- Position the power cord to minimise a tripping hazard.
- Never attempt to open or disassemble electrical components.
- We recommend the use of a surge protector (not included).

 <b style="font-size: 1.2em; margin-left: 10px;">WARNING

<p>Children have died from furniture tipover.</p> <p>ALWAYS secure this furniture with an anchor device.</p> <p>Check anchors regularly</p> <p>Never allow children to stand, climb or hang on drawers, doors, or shelves.</p> <p>Use drawer locks to prevent children climbing.</p> <p>Never open more than one drawer at a time.</p> <p>Place heavy items down low.</p> <p>Always secure your television with an anchor device.</p> <p>This is a permanent label. Do not remove!</p>
<p>C3 Hall Tables and CaseGoods</p>

IT IS RECOMMENDED TO ALWAYS USE THE SAFETY BRACKETS TO FIX FURNITURE TO WALLS, REDUCING TOPPLING RISK





Our goods come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act. You are entitled to a replacement or refund for major failure or compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure.

The warranty set out in these terms and conditions is provided by:

New Zealand
Synargy Corporation Ltd
7 Henare Drive, Rolleston 7675,
New Zealand

New Zealand – Synargy Corporation Ltd
Email: customerservice@synargy.com

**Any warranty claims should be directed to the retailer
where you purchased your furniture.**

Visit our website for further product care and troubleshooting videos and resources

