

CAMERICH’s User’s Guide

About CAMERICH

As a high-end furniture brand with an international vision, CAMERICH is committed to building a premium "contemporary lifestyle". CAMERICH believes in "Less is More", and highlights the "people-first" principle in every aspect of its product design. As an international brand, CAMERICH has established a global business network with over 100 stores, covering Asia, Europe, North America, South America and Oceania.

Preface

Thank you for choosing CAMERICH furniture. CAMERICH is dedicated to improving the quality of life of our customers no matter where they live. CAMERICH is sincerely committed to “care for life in every detail”. To help us ensure complete satisfaction, please review the User’s Guide prior to enjoying your new furniture.

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Overviews

- 1.1 Product Information:** for details on product codes, descriptions and production dates, please refer to product or packaging QR code.
- 1.2 Purposes:** suitable for private or public indoor space, for sitting, lying or storage purposes.
- 1.3 Implementation Standards**
- 1.3.1 Main Raw Material Standards**

| Raw Material | Standard No. | Standard Name |
|----------------------|-----------------|---|
| Wood-based Panel | GB 18584-2001 | <i>Indoor Decorating and Refurbishing Materials – Limits of Harmful Substances for Wood-based Furniture</i> |
| | GB 18580-2017 | <i>Indoor Decorating and Refurbishing Materials – Limits of Formaldehyde Emissions for Wood-based Panels and Finishing Products</i> |
| Water-based Coating | GB 18581-2020 | <i>Limits of Harmful Substances for Woodenware Coatings</i> |
| | GB/T 23999-2009 | <i>Water-based Coatings for Woodenware for Indoor Decorating and Refurbishing</i> |
| Water-based Adhesive | GB 18583-2008 | <i>Indoor Decorating and Refurbishing Materials - Limits of Harmful Substances of Adhesives</i> |
| Fabric | GB/T 19817-2005 | <i>Textiles – Fabrics for Furnishings</i> |
| | GB/T 18401-2010 | <i>National General Safety Technical Code for Textile Products</i> |

| | | |
|--------------------------|------------------|--|
| Natural Leather | GB/T 16799-2008 | <i>Furniture Leather</i> |
| Polyurethane Foam | QB/T 2080-2010 | <i>Flexible Cellular Polymeric Materials - High Resilience Polyurethane Foam</i> |
| | GB/T 18883-2002 | <i>Indoor Air Quality Standards</i> |
| Feather Down | GB/T 17685-2016 | <i>Down and feather</i> |
| Natural Marble | GB 6566-2010 | <i>Limits for Radionuclides in Building Materials</i> |
| | GB/T 19766-2016 | <i>Specifications for Natural Marble for Building slabs</i> |
| Ceramic | GB 6566-2001 | <i>Limits of Radionuclides in Building Materials</i> |
| | CNCA-C21-01:2014 | <i>Implementation Rules for Compulsory Product Certification - Decoration Products</i> |
| Guide Rail Drawer Runner | QB/T 2454-2013 | <i>Hardware for Furniture - Guide Rails</i> |
| Hinge | QB/T 2189-2013 | <i>Hardware for Furniture - Cup Hinges</i> |

1.3.2 Product Standards

| Product Category | Standard No. | Standard Name |
|------------------|------------------|--|
| Sofa | QB/T 1952.1-2012 | <i>Upholstered Furniture - Sofas</i> |
| | GB/T 35607-2017 | <i>Green Product Assessment - Furniture</i> |
| Coffee Table | QB/T 4467-2013 | <i>Coffee Tables</i> |
| | GB/T 3324-2017 | <i>General Technical Requirements for Wooden Furniture</i> |
| | GB/T 3325-2017 | <i>General Technical Requirements for Metal Furniture</i> |
| | GB/T 35607-2017 | <i>Green Product Assessment – Furniture</i> |
| Table/Chair | GB/T 24821-2009 | <i>Dining Tables and Chairs</i> |
| | GB/T 3324-2017 | <i>General Technical Requirements for Wooden Furniture</i> |
| | GB/T 3325-2017 | <i>General Technical Requirements for Metal Furniture</i> |
| | GB/T 35607-2017 | <i>Green Product Assessment – Furniture</i> |
| Bed | GB/T 3328-2016 | <i>Furniture – Main Sizes of Beds</i> |
| | GB/T 3324-2017 | <i>General Technical Requirements for Wooden Furniture</i> |
| | GB/T 3325-2017 | <i>General Technical Requirements for Metal Furniture</i> |
| | GB/T 35607-2017 | <i>Green Product Assessment – Furniture</i> |
| Cabinet | QB/T 2530-2011 | <i>Wooden Cabinets</i> |
| | GB/T 3324-2017 | <i>General Technical Requirements for Wooden Furniture</i> |
| | GB/T 3325-2017 | <i>General Technical Requirements for Metal Furniture</i> |
| | GB/T 35607-2017 | <i>Green Product Assessment – Furniture</i> |

1.4 Raw Materials

1.4.1 Solid Wood

At CAMERICH, all solid woods are treated through a range of processes to ensure the water content remains between 8%-12%. A low water content helps to prevent rotting and deformation of the material, while decreasing the likelihood of cracking for the lifespan of the furniture.

Two of CAMERICH's most widely used solid wood species are solid birch and solid ash. Birch is a main structural material for upholstery framing, while ash is widely utilized in chair frames and table structures.

1.4.2 Natural Wood Veneer

All natural wood veneers at CAMERICH are made with special techniques that enhance the beauty of the natural wood textures.

At CAMERICH, two of the most widely utilized veneers are oak and walnut, chosen for their natural beauty and sustainability. CAMERICH veneers are finished in a range of water-based color stains, offering clients a wide range of aesthetic options.

1.4.3 Reinforced Honeycomb Board

Reinforced Honeycomb Board consists of two thin panels that are bonded with adhesive to both sides of a thick honeycomb core. This board is often used in conjunction with internal metal or wood frameworks, and allows for high compressive strength while remaining light in weight.

CAMERICH primarily utilizes this material on table tops and cabinet frames, finished in a wide range of veneer or lacquer options.

1.4.4 MDF

MDF, or Medium Density Fiberboard, consists of wood or other plant fiber pressed together with resin under high temperature and pressure. MDF offers a number of distinct advantages, including a smooth surface, uniform texture, satisfactory profiling flexibility, and high resilience. MDF maintains excellent moisture and mildew

resistance.

At CAMERICH, MDF - finished in veneer or lacquer - is used primarily to make cabinets with milling requirements.

1.4.5 PB

PB, or Particle Board, is derived from wood chips or other plant particles pressed together with heavy-duty adhesive under high temperature and pressure. The irregular particle structures within the product provide satisfactory nail holding power. Additionally, PB offers a number of other advantages, including a smooth surface, impressive aging resistance, and excellent thermal insulation performance. PB is moisture and mildew resistant. At CAMERICH, PB is used primarily to make cabinet frames finished in veneer, lacquer or melamine.

1.4.6 Paint

CAMERICH uses premium water-based paint to coat its wood products. The HAZMAT emissions (e.g., formaldehyde, benzene and VOC) comply with relevant standards.

1.4.7 Fabric

CAMERICH uses fabrics from leading textile suppliers in China and around the world with reliable quality and standard-compliant HAZMAT emissions (e.g., formaldehyde and azo dyes). Select fabric series are Teflon treated to resist water, stains and oil.

1.4.8 Natural Leather

Rawhides used by CAMERICH are imported from the United States and Europe. CAMERICH leathers are supple with natural lusters and grain patterns. With low HAZMAT emissions, (e.g., formaldehyde, heavy metals, azo dyes and phenol) all leathers comply with EU regulations for Substances of Very High Concern (SVHC).

1.4.9 Feather Down

CAMERICH uses goose feathers with 10% down content pretreated with a range of processes, including cleaning, degreasing, dusting, deodorization and drying.

At CAMERICH, feather down materials are used for filling cushions and comply with relevant standards for cleanliness, filling power, moisture content and odor class.

1.4.10 Polyurethane Foam

CAMERICH uses different densities of polyurethane foam depending on the most suitable type to maintain the load capacity, elasticity and resilience features of a piece.

At CAMERICH, all polyurethane foam materials are used for filling cushions and covering upholstery frames, while guaranteeing low HAZMAT properties (e.g., formaldehyde, benzene and VOC) to meet relevant standards.

1.4.11 Natural Marble

CAMERICH marble materials, mainly imported overseas, have been tested for radioactivity and are certified under relevant standards. Marble surfaces are covered with a resin coating to prevent staining from various liquids.

At CAMERICH, natural marbles are mainly used on tops.

1.4.12 Ceramic

CAMERICH ceramics are subjected to high pressure and heat during manufacturing, resulting in a metamorphic process that bonds natural materials without resins or binders. The ceramics feature high heat resistance and low water absorption, and are safe for your health and the environment. They are also tested for radioactivity and are certified under relevant standards.

At CAMERICH, ceramics are mainly used on table tops.

1.4.13 Hardware Fitting

CAMERICH sources drawer runners and hinges from leading global suppliers who use cutting edge technologies.

1.5 Product Structure

1.5.1 Upholstered Products: solid wood or metal frames reinforced by MDF and plywood; components are connected by nails and screws; covered with polyurethane foam, feather down and fabric/leather covers.

1.5.2 Panel-type Products: panel components are made with MDF, particle board, etc., and finished in wood veneer or lacquer. All components are connected by metal connectors, dowels, screws, etc.

1.5.3 Solid Wood Products: mainly designed in mortise and tenon structure, connecting different parts with tenon joints and screws.

1.6 Unpacking and Product Assembly

1.6.1 Open the package from the bottom to avoid scratching the product. Once unpacked, inspect the product for damage. Check the installation guide to determine if any accessories are missing.

1.6.2 Some products require assembly before use. These products usually come with fitting kits and an installation manual (The product structure, number of accessories or assembly method may have changed. Please refer to the latest installation instructions.) .

1.6.3 Follow instructions, use appropriate tools and use caution when installing heavy furniture, or seek professional assistance. Properly assembled products should be stable and stand freely on their own. Cabinet drawers and doors should operate smoothly without being forced. Gaps between board components should be evenly spaced with no abnormal noises during normal use.

2. Common Issues and Solutions

2.1 Upholstered Products

| Issue | Description | Solution |
|---|--|--|
| Color Variation | <p><u>Fabric:</u> different fiber compositions in fabrics have different degrees of dye absorption and different drying rates, which naturally result in slight color variations.</p> <p><u>Leather:</u> leather is a natural product and the unique characteristics of each hide can affect color. Production factors like dyes, chemical treatments, drums and water quality can also influence color.</p> <p>Color variations in the same batch and in different batches are considered normal in the textile and leather industries. Fabrics and leathers may vary in tone from one batch to another. Fabric and leather samples are for reference only.</p> | ----- |
| Fabric Imperfections | According to the GB/T 19817-2005 Textiles — Fabrics for furnishings, it is normal for fabrics to have imperfections to a certain degree. | ----- |
| Irregular Surface Appearance of Pile Fabric | Irregular surface appearance in any pile fabric such as chenille or velvet is normal and should not be considered faulty or defective. Pile distortion may occur when the fabric is flattened or crushed, altering and amplifying the angle of light reflection and resulting in a more dramatic contrast between light and dark on the fabric surface. | If creases occur, steam iron the fabric using a white cloth, then brush the fibers in one direction. |
| Natural Markings on Leather | Scars, bug bites, wrinkles, veins, spots and luster changes are normal and create natural markings on leather. They can be even more obvious on untreated or slightly treated leather. | ----- |
| Collapsed Feather Down-filled Cushions | CAMERICH uses goose feathers with 10% down content for most back and seat cushions. Feather down may shift in a cushion in the course of normal use, which may lead to deformation or partial collapse of the seat inserts. | To properly maintain the cushions and extend the life of your furniture, periodically remove the cushion core, pat it to move the feather down back to its original position, then place it in a dry, ventilated place until softness is restored. |
| Odor | <p><u>Fabric:</u> fabric odor includes the residual odor from the processing, odors in the atmosphere absorbed by the fabric, and odor caused by transportation and storage.</p> <p><u>Leather:</u> leather odor includes the odor of leather itself, the residual odor from processing and the odor caused by transportation and storage.</p> <p><u>Feather Down:</u> down odor originates from animal protein. The odors of the fabrics, leathers and down used in CAMERICH's products meet the requirements of relevant standards.</p> | Adequate ventilation helps to accelerate the release of natural odors, and effectively removes residual odors. <u>Down:</u> maintain environmental relative humidity below 60% through dehumidification and proper ventilation. Expose the cushions to direct sunlight from time to time. |

2.2 Panel-type Products

| Issue | Description | Solution |
|-----------------------------------|--|----------|
| Color Variation in Natural Veneer | As it grows, natural wood is subjected to varying environmental conditions, including sunshine, soil, nutrition and water conditions, all of which affect the wood. A tree's age also affects the appearance and texture of the wood it produces. In addition to natural processes, finishing work, like sanding, ironing, | ----- |

| | | |
|--|---|--|
| | coating and other processes, can cause normal color variations in wood. | |
| Marble Patterns, Color Differences and Natural Defects | Natural marble has different patterns and colors which are influenced by mining locations and mineral vein directions. It is normal for natural marble to have natural defects, such as shading, water lines, crystal deposits, superficial holes and pits, etc. | ----- |
| Ceramic Patterns and Color Differences | Ceramic imitates the natural marble texture so it is normal for patterns and colors to vary by batch. | ----- |
| Odor | While natural wood has its own odor, the use of coating and adhesives during production, as well as the packaging and transportation processes, can also contribute residual odors. The odor of the wood, paint and adhesive used in CAMERICH's products meet the requirements of relevant standards. | For new wooden furniture, it is recommended to leave cabinet doors and drawers open, keep windows open, and place green plants or activated carbon nearby to reduce odors. |
| Drawer Does Not Operate Smoothly | Usually due to incorrect installation. | Adjust the mounting holes of the left and right rails on the side panels so that they are parallel to each other. |
| Cabinet Door Does Not Close Properly | Usually due to incorrect installation or uneven surface. | Ensure that the product is placed on a flat surface and adjust the tightness and position of the screws. |
| Assembled Product Wobbles | Usually due to incorrect installation or uneven surface. | Check to ensure the connectors and tenons are installed correctly and firmly, and adjust leg pads to level the furniture. |

3. Use and Maintenance

3.1 Product Use and Safety Precautions

3.1.1 Applicable Environment

- CAMERICH furniture should be used indoors where temperature and humidity are relatively stable. Ideally, the temperature should be between 16-26°C with relative humidity between 35%-65%.
- Exposure to sunlight for long periods can also cause discoloration and aging of the furniture surface. Therefore, the furniture should not be placed near air conditioner vents or any heat source, and avoid direct sunlight.

3.1.2 Safety Precautions

- Do not open more than two vertically oriented drawers at the same time.
- Keep children and pets away from power outlets on furniture and fragile items such as glass and mirrors. Do not let children climb on glass tops, drawers, cabinet doors or bookshelves.
- To prevent children from accidental bumps, it is recommended to attach protectors to the sharp corners of furniture.

3.1.3 User Tips and Precautions

- The furniture should be placed on a flat surface. When placing heavy objects on table tops and cabinets, ensure that the weight is evenly distributed. Avoid placing too many heavy objects on a surface for long periods of time.
- Prevent sharp, supercooled or overheated objects, and corrosive liquids from contacting furniture surfaces. If detergent is accidentally spilled onto a tabletop, it should be cleaned immediately. If scratches appear on furniture from daily use, consult a professional for assistance.
- Product functional hardware, such as rails and hinges, should be opened and closed gently to avoid sudden impact.
- Do not drag the furniture. Instead, lift or carry it to prevent damaging the furniture and floor. If the furniture needs to be disassembled, it is recommended to hire a professional tradesperson. Products should not be assembled and disassembled more than three times.

3.2 Product Care

3.2.1 Fabric Upholstered Products

Vacuum-clean fabric upholstered products every two weeks to minimize the presence of dust. Use a soft, gentle brush head to avoid surface scratches. Use only fabric cleansers to remove stains, but test the cleanser on back

or underside areas of the product first. If more thorough washing is necessary, a professional dry cleaner is recommended.

3.2.2 Leather Upholstered Products

Minimize the presence of dust by gently wiping the surface with a soft cloth. To remove stains, use a clean, soft damp cloth or leather cleanser.

3.2.3 Cushion Inserts

Maintain shape and elasticity of cushion inserts by patting regularly. During rainy or moist seasons, or in humid environments, use a dehumidifier in the space.

3.2.4 Wood Furniture

Wipe furniture with a soft damp cloth in the direction of grain. In the event of a stain, use a professional cleaning agent.

3.2.5 Rattan Woven Products

Rattan strip crevices are prone to mold during moist seasons. To remove mold, apply light salt brine onto a soft cloth and clean strips on a regular basis.

3.2.6 Marble/Ceramic Products

Wipe with a soft damp cloth for daily maintenance. To remove stains, use natural cleansers and gently scrub the stains.

3.2.7 Metal Products

Wipe with a soft cloth to remove dust and stains. Keep products away from oily, acidic and alkaline liquids. Condensation on metal surfaces should be removed with a dry cloth to prevent rust. In the event of rust, consult a professional for assistance.

4. CAMERICH LIMITED WARRANTY TERMS

CAMERICH is subject to all limitations and exclusions described in these Limited Warranties. The following CAMERICH products and parts are warrantied against material and manufacturing defects for the duration upon delivery set forth next to that product or part in the table below:

| Upholstered Furniture Products or Parts | Limited Warranty Coverage | Limited Warranty Duration |
|--|---|---------------------------|
| <u>Wood or Metal Frame Including Springs and Webbed Seating System</u> The metal spring systems are generally sinuous wire seat springs. The Webbed Seating System is the cross-woven elastic webbing used to support the seating area. | Frame structure damage | 10 Years |
| Cushion Cores Including Seat Cushions, Back Cushions, Throw Cushions and Polyurethane Foam Used on Wood or Metal Frames | Severe deformation or collapse | 2 Years |
| Leather and Fabric Covers | Severe fabric pilling and fading; Leather cracking | 2 Years |
| <u>Upholstered Products Metal Components and Hardware</u> Upholstered products metal components, including metal legs, sofa connectors and other metal components not specifically included in the above Limited Warranties. | Not operating smoothly; Metal rusting | 2 Years |

| Panel-type Products or Parts | Limited Warranty Coverage | Limited Warranty Duration |
|--|--|---------------------------|
| <u>Wood Frame</u> The wood frame, including wood tops, legs and boards used in drawers and cabinets, and other wood components not specifically included in the above Limited Warranties. | Frame structure damage | 10 Years |
| <u>Panel-type Products Metal Components and Hardware</u> Panel-type products metal components, including metal legs, handles, motion mechanisms and other metal components not specifically included in the above Limited | Not operating smoothly; Metal rusting | 2 Years |

| | | |
|-------------------|-------------------------|---------|
| Warranties. | | |
| Marble Tops | Resin coating yellowing | 2 Years |
| Mirror Components | Mirror distortion | 2 Years |

P.S. Any replaced parts will be covered by the Limited Warranties for the renewal of the original warranty period.

LIMITATIONS AND EXCEPTIONS

The following limitations and exceptions apply to the Limited Warranties:

- All warranties, whether express or implied, cover only normal household usage. They do not apply to defects or damage resulting from negligence, abuse or misuse – including but not limited to inadequate or improper maintenance, exposure to water, chemicals, accidents or any use for which the product was not designed, nor do they cover ordinary wear and tear.
- These Limited Warranties do not apply to any products that have been altered by any person, dealer or company without the express written authorization of CAMERICH.
- These Limited Warranties do not apply to products that are designated as having “defects” or “not suitable for return or exchange” before purchase.
- Freight or damages incurred during transit or internal handling do not constitute as legit warranty claims.

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