

Neo Deluxe

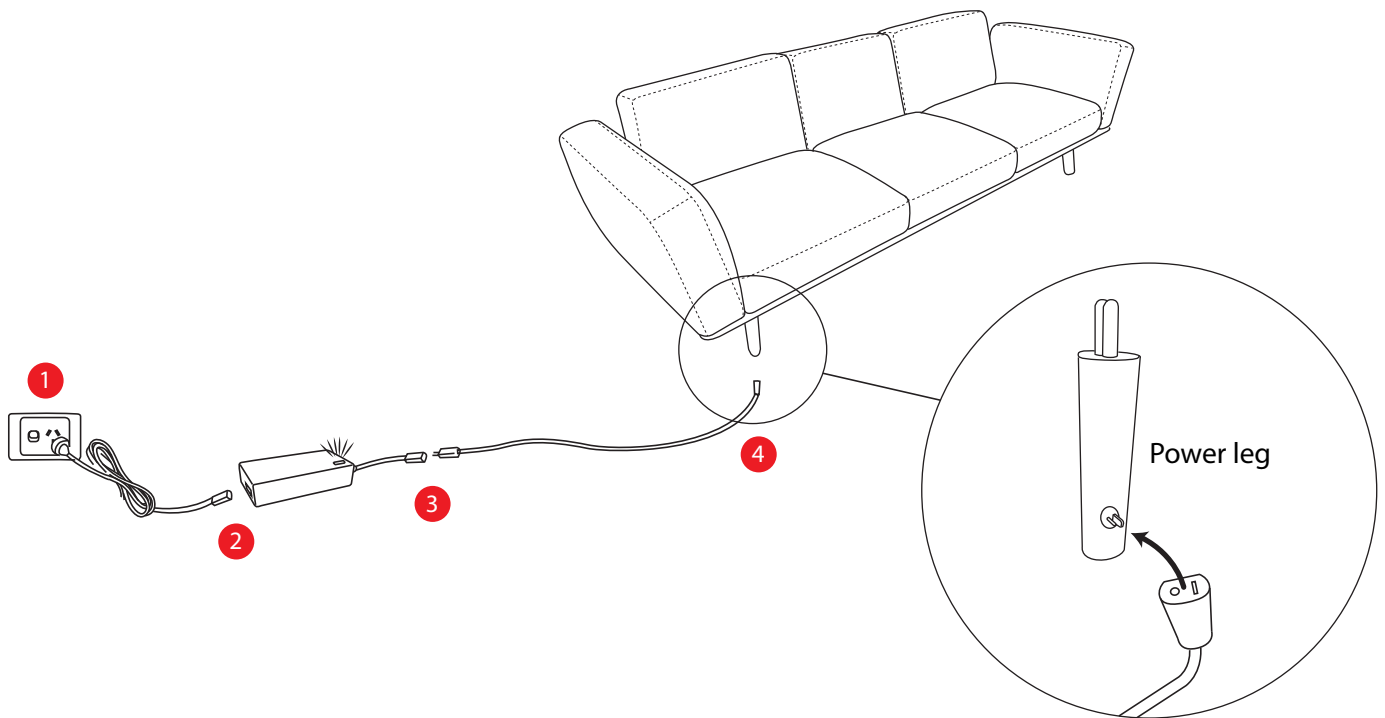
Customer FAQ's



1 Why don't any of the backrests or armrests respond when a button is touched?

Your Neo Deluxe may not be connected to power. Follow these steps:

- 1) Ensure the power cable is plugged into the power socket and the power socket is switched on
- 2) Ensure the power cable is connected to the power supply and the LED on the power supply is illuminated green
- 3) Ensure the extension power supply cable is correctly plugged into the power supply
- 4) Check that the extension power supply cable is correctly plugged into the power leg of the sofa
- 5) If none of the backrests or armrests respond when a button is touched, continue below



Your power supply may have overheated. Follow these steps:

- 1) Turn off the power at the power socket, unplug the cable and wait for 15 minutes
- 2) Re-connect power cable and turn power on at the power socket
- 3) Check that the light on the power supply is illuminated green
- 4) If none of the backrests or armrests respond when a button is touched, contact King Living Customer Support

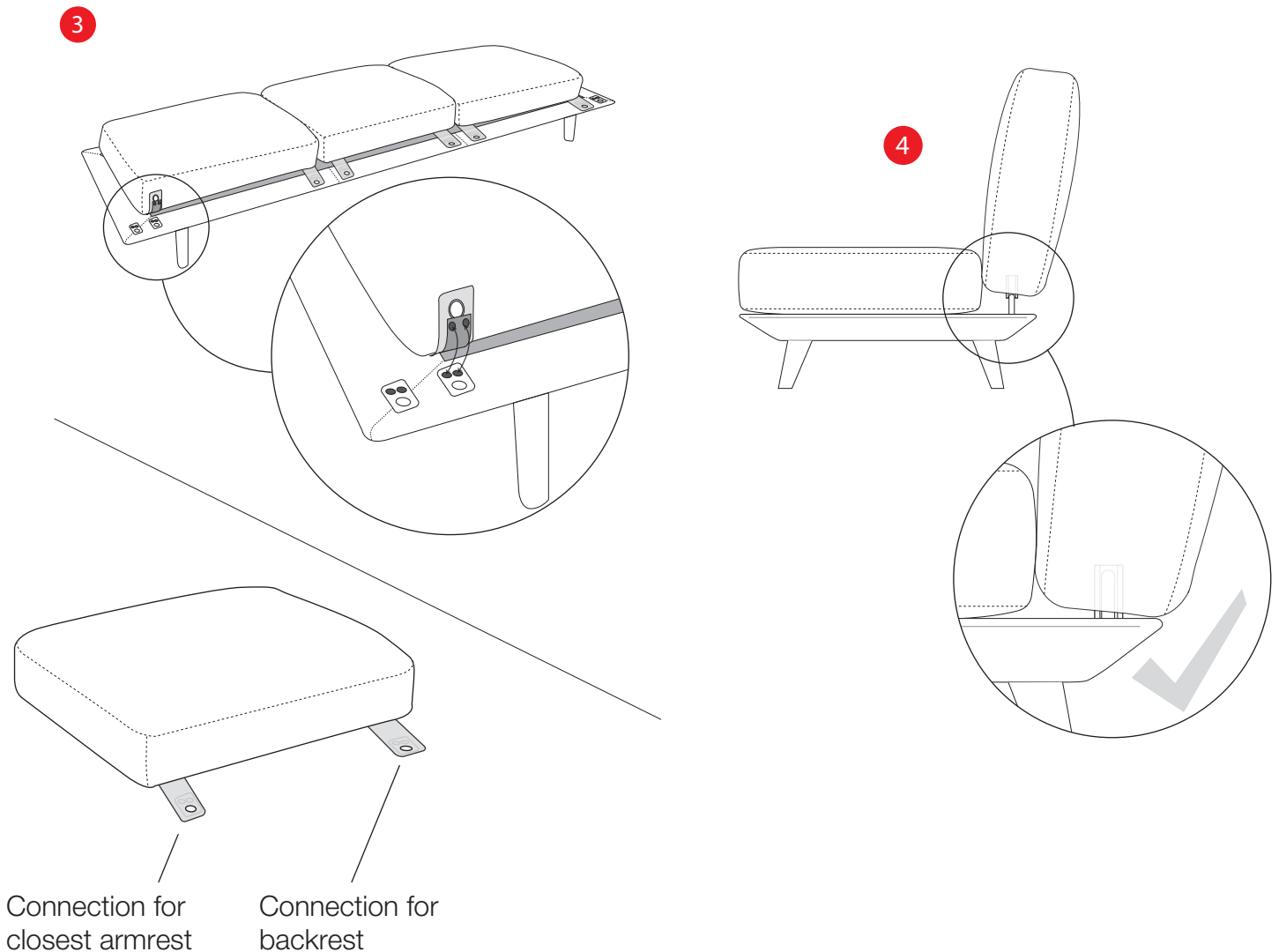
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2 Why doesn't a single backrests or armrests respond when a button is touched?

There may be a loose connection causing a problem. Follow these steps:

- 1) Turn off the power at the power socket
- 2) Remove unresponsive backrest or backrest closest to unresponsive armrest to reveal the press-stud connection straps of the seat cushion
- 3) Check that the press-studs on the straps of the seat cushion are connected securely to the platform
- 4) Re-install backrest or armrest onto platform
- 5) Turn on the power at the power socket
- 6) If the backrest or armrest still doesn't respond when a button is touched, contact King Living Customer Support



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3 Why do my leather Neo Deluxe cushions have slight wrinkles?

The Neo Deluxe is a premium design, which features soft feather overlaid seat cushions, armrests and backrest for maximum comfort. This soft cushioned design combined with the natural stretch of high quality, soft European leathers will result in some slight wrinkling in your sofa's covers, which is perfectly normal.

4 Why does my Neo Deluxe make a rubbing noise during operation?

During operation a rubbing noise may be present as the leather surfaces of your backrests or armrests move past one another. Applying King Care leather conditioner will not only ensure the soft, luxurious feel of your leather is maintained, but will allow the surfaces to move freely over each other and reduce any rubbing noises.

Apply King Care leather conditioner to:

- 1) The sides and inside of backrests
- 2) The insides of armrests

