

NATIONWIDE

Furniture Repair & Restoration

- ✓ Fabric & Leather Upholstery
- ✓ Cabinets & Wooden Furniture
- ✓ Beds & Mattresses
- ✓ Electric & Motion Furniture



**NETWORK OF TECHNICIANS
SERVICING THE UK & IRELAND**

UK & Ireland's Largest Furniture Repair Specialist

The Emmiera Group Ltd. is Britain's largest and leading upholstery, bed, mattress and cabinet furniture repair specialist.

We are an independently owned company, providing professional on-site furniture repairs for retailers, manufacturers and wholesalers in the domestic and commercial markets - visiting over 25,000 customers per month.

Full National Coverage

- Over 170 technicians nationwide
- Centrally located head office
- Warehouse and distribution centre
- Dedicated technician training academy

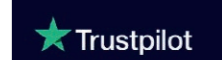
Our strategically positioned technicians offer full national coverage. This enables us to accommodate all of your customers across the U.K. & Ireland with maximum efficiency and a minimum lead time.



Our commitment to excellence, reliability, and customer satisfaction remains unwavering, and to accommodate our growth we recently moved into our new central head office. Our key facilities now all reside under one roof including our call centre, technician training and warehousing.

Fully Trained & Experienced In-House Call Centre

- Jobs added quickly and easily by you directly onto our system
- Customers are contacted within 4 working hours
96% of calls answered in less than 5 seconds
- Most customers are visited by one of our technicians within 5 working days
- Reports and claims processed within 24 hours



Experienced & fully trained technicians

Our industry leading technicians have set the standard for furniture repair and restoration. Every Emmiera Technician we employ undergoes a comprehensive training and induction process. All technicians are trained on-site in our dedicated technician training academy and have to pass a comprehensive 136 point skills-set check.

- Minimum 5 years upholstery and repair experience
- 136 point training and induction
- DBS background checks
- Technicians are trained in customer relations
- Technicians carry ID Cards and will arrive in one of our branded vans

Upholstery Repair

Our experienced technicians can repair almost any kind of upholstery problem in the home during the first visit.

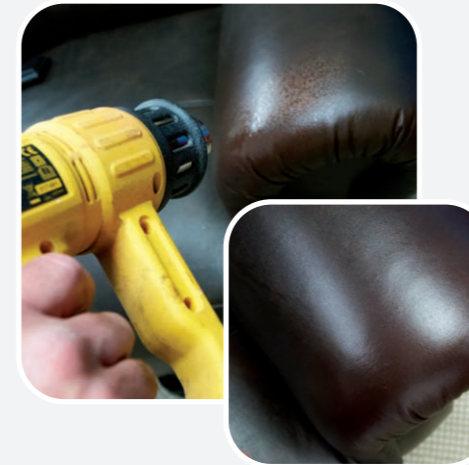
- Frame repairs/Castor blocks
- Spring or webbing replacement
- Interior replacement
- Broken feet
- Stitching faults
- Excessive creasing or uneven factory finish
- Fitting of replacement parts: Seats, Arms, Backs
- Leather scuffs and more...



Fabric Upholstery

We repair nearly all aspects of fabric upholstery, and where possible endeavour to do so on the first visit.

If damage is too severe and we are unable to cosmetically repair, we can fit parts supplied direct from the manufacturer - replacing the damaged or faulty part on-site, returning the furniture to its original showroom condition.



Leather Upholstery

Nearly all aspects of leather upholstery can be restored on-site without parts. Scuffs and scratches can be cosmetically restored, colour loss can be replaced on pigmented leather and top sewing can be re-sewn by hand. If new parts are required, these can be fitted on-site by our technicians. Replacing the faulty parts is often more cost effective and convenient, it eliminates the lead time on replacement goods and removes the risk of further damage during redelivery.



Motorised & Mechanical

We repair motors, mechanisms, controls and electronics across a broad range of motorised furniture.

- Recliner mechanism replacement
- Recliner handle & cable replacement
- Power recliner repair
- Electric component replacement
- Motors & control boxes
- Handsets, wires & cables

Upholstery Stain Removal

Removing accidental stains prolongs the life of the fabric and the furniture. Our technicians use specially designed professional cleaning products, equipment and techniques to remove stains and soiling - while minimising the risk of damage to the upholstered furniture.

- Transit stains
- Ink & paint
- Bleaches
- Caustics
- Corrosives & Paints
- Super-glue
- Drinks e.g. Coffee, Cola
- Ketchup
- Human & animal bodily fluids
- Dyes & dye transfer from newspaper print or clothing, including Denim
- All food stuff & drinks



Cabinet Repair

On-site repair & restoration of all types of surface & structural damage

From scratches to discolouration, the surfaces of wooden furniture are vulnerable to all kinds of damage.

If wooden furniture is in need of repair or restoration, our technicians restore nearly all types of cosmetic damage and manufacturing faults, in the home.



Repairs carried out on-site, in the home

Our technicians undertake the majority of the furniture repairs on-site in the home. Repairs on-site avoid the inconvenience of removing furniture and eliminate the risk of further damage during transit.



Painted Cabinets

Our technicians can successfully repair painted cabinets. Even when severely damaged we can repair the furniture as our paint has full coverage and restores all imperfections.

Our technicians carry aerosol paints in all colours, this gives us the highest success rate in achieving a restoration to a showroom standard.

- Dents, Scratches & Chips
- Crush damage
- Split / cracked
- Replacement doors
- Replacement drawers
- Replacement legs
- Replacement handles & hinges
- Door & Drawer Alignment

Wooden Furniture

We repair all types of wooden furniture finishes for bedroom living and dining areas.

- Painted
- Natural
- Waxed
- Oiled
- Lacquered
- Antique Finishes



Wood & Laminate Flooring

We also repair all types of solid wood & laminate flooring

- Dents
- Scratches
- Chips
- Staining
- Re-finishing

Bed & Mattress Repair

A comprehensive inspection & repair service for all types of beds & mattresses in the home

Our technicians use specifically designed tools to help aid in the diagnosis of non-faulty and faulty mattresses. We are trained to educate customers about the tolerance of their mattresses and advise it's expected durability.

Before leaving an appointment, our technicians will provide additional care guidance to help prolong the life of the mattress and reduce the requirement for further repair.



20
POINT

Mattress Inspection Process

Our technicians follow a formal 20 point mattress inspection process. Assessing wear, tear, any manufacturing faults and measuring the settlement of the mattress over time.



Tape edge seam restoration

We reupholster the ticking and slip stitch into the taped edge. Resolving the frayed areas on mattresses.

Tuft Replacement

Repairs to both traditional tufts fitted with twine, and modern tufts fitted with tapes. All technicians carry a popular selection of tufts, twine and various tape sizes as van stock. This enables us to complete a tuft repair on the first visit.

Divan Drawer Restoration

Damage to divan drawers, such as rails coming away, can stop the drawers on the bed from opening and closing correctly. Aligning the rails and rectifying structural defects will ensure the drawer is restored to a fully working state.

Settlement tolerances

TYPE OF MATTRESS	AGE OF PRODUCT				
	0-6 MONTHS	6-12 MONTHS	12-24 MONTHS	24-36 MONTHS	36-60 MONTHS
Ordinary /Spring	2.5cm	3cm	3.5cm	4cm	4.5cm
Memory	2.5cm	3cm	3.5cm	4cm	4.5cm
Pillowtop	3cm	3.5cm	4cm	4.5cm	5cm

Technicians carry a settlement tolerance guide to assess acceptable settlement versus age of mattress.

TV & Specialist beds

- Replacement motors
- Replacement mechanical & electrical components
- Bluetooth set up and configuration



The first furniture repair company to become a NBF member

The Emmiera Group Ltd are proud to be the first furniture repair and restoration company to be an accepted member of the National Bed Federation.

Flatpack Assembly

We assemble all types of flat packed furniture

At The Emmiera Group we are pleased to offer you a nationwide all-round furniture assembly service for home, office & workplace.

- Wardrobes
- Chests of drawers
- Beds
- Cabinets
- Desks
- Tables & chairs



One Person Assembly Service

Smaller items that can be assembled by one of our technicians.

for example:

- Chests of drawers
- Cabinets
- Tables and chairs



Two Person Assembly Service

Larger items that require assembly by at least two of our technicians.

for example:

- Glass cabinets
- Beds and wardrobes
- Desks and workstations

Van Stock Sundries

On our vans we carry all essential tools & equipment to complete all types of furniture repairs in the home. To ensure we maximise our first call resolution we also carry commonly used van stock sundries. Our 8000 sq ft workshop and distribution centre allows us to manage the van stock sundries to ensure our technicians are always fully stocked. We also have resource to manage specially ordered parts or dedicated stock parts for individual clients.

POWER TOOLS AND PNEUMATIC TOOLS

- Upholstery staple gun (Pneumatic)
- Upholstery staples and assorted frame staples
- Compressor
- Drill, charger and drill bits
- Electric plane
- Belt sander
- Plunge router
- Jigsaw
- Steamer
- Steam iron

HAND TOOLS

- 16oz claw hammer
- Rubber mallet
- Upholster scissors
- Carpenter pincers, pliers and snips.
- Chisel set
- Retractable Stanley knife
- Hacksaw
- Staple lifter
- Tape measure z
- Spirit level
- Extension lead
- Screwdriver set
- Wood saw
- Allan key set
- Socket set
- Boxes of 3", 2", 1" wood screws
- Upholstery scissors shears
- Curved needles and button needle
- Tufting needle

VAN STOCK SUNDRIES

- 25 metres of base cloth
- Spray glue
- Silicon spray
- Super glue
- Cable ties
- Wood glue
- Polyurethane expanding wood glue
- Back tack card
- Ply grip
- Metal finishing spike strips
- Rolls of webbing (elasticated & none elasticated)
- Assortment of washers, bolts, screws, d-nuts & t-nuts
- Assortment of sewing threads
- Various zips, colours, slider heads
- Various electrical wires & components
- Spring clips
- Assortment of plastic feet (screw in and knock in)
- 4 x 2.5-Meter lengths of 2"x1" hardwood beech rails
- Selection of timber support and castor blocks
- Sheets plywood & hardboard
- Industrial black fibre board
- Hollow fibres
- 2 metres of Dacron
- 18 x 18 inch foams (1 x 3 inch – 10 x 2" – 5 x 1")

LEATHER REPAIR KIT

- Top loader spray gun and atomisers
- Foam pigment applicators
- Leather cleaners
- Leather pre-coat
- Leather glue
- Aqua fill
- Large selection of assorted leather pigments
- Aerosol sealants high gloss, gloss, satin and matt and deep matt
- Water based sealants (t1-t2)
- Heating iron
- LFP repair paste
- Scalpel
- Teflon sheet
- Heat gun and hair dryer
- Leather degreaser
- Disposable gloves
- Mixing pallet and mixing bottles

WOOD REPAIR KIT

- Full soft wax kit (20 colours)
- Medium wax kit (20 colours)
- Hard wax kit (20 colours)
- All sheens of lacquers
- Special applicator
- Metal scraping plate
- Painted ranges (12 colours)
- Gas heat pen
- 1X gas re fill
- Epoxy resins 6 shades
- Dry stain blends (18 colors)
- Wood stains (5 colors)
- Graining pens (20 shades)
- Sanding pads 120,240 and 320 grades
- Wax finish
- Heating iron
- Panel wipe

CLEANING KIT

- Industrial cleaning machine
- 5 Litres of general cleaning solution
- Pro clean kit (8 different cleaners)
- Leather cleaner

ENVIRONMENTAL PROTECTION

- Floor protection cover
- Shoe covers
- P.P.E.



Warehouse & Distribution Centre

Dedicated to parts management, storage and distribution

Our extensive warehouse & distribution centre provides us with the additional capacity to fully manage stock control and distribute all parts and sundries throughout the whole of the U.K.



Van stock sundries

Each of the The Emmiera Group vans are stocked with a comprehensive range of commonly used sundries required for fixing most faults first time on-site.

- Power tools & pneumatic tools
- Hand tools
- Leather repair kits
- Wood repair kits
- Cleaning kit
- Environmental protection
- Sundries & Replacement Parts

Upholstery department

Our upholstery department caters for larger upholstery repairs such as Leather panel replacements, replacing zips or when cut and sewn parts are not available, fabrics are sourced directly from manufacturers, helping us to provide a perfect match for your customer's furniture.

We stock a vast quantity of leather hides enabling us to match the grain and quality of most leather types perfectly.



Technician training academy

Our dedicated Technician Training Academy allows us to provide up to the minute training for our technicians. This enables us to keep ahead of the new product developments within the marketplace, ensuring we continue to provide a valuable service to our customers.

Bespoke Web Portal

Our bespoke web portal has revolutionised the way we operate our business

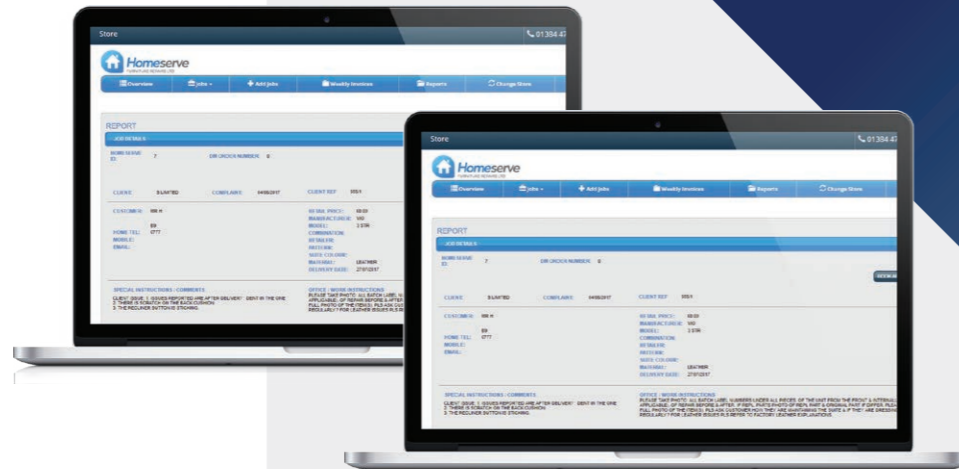
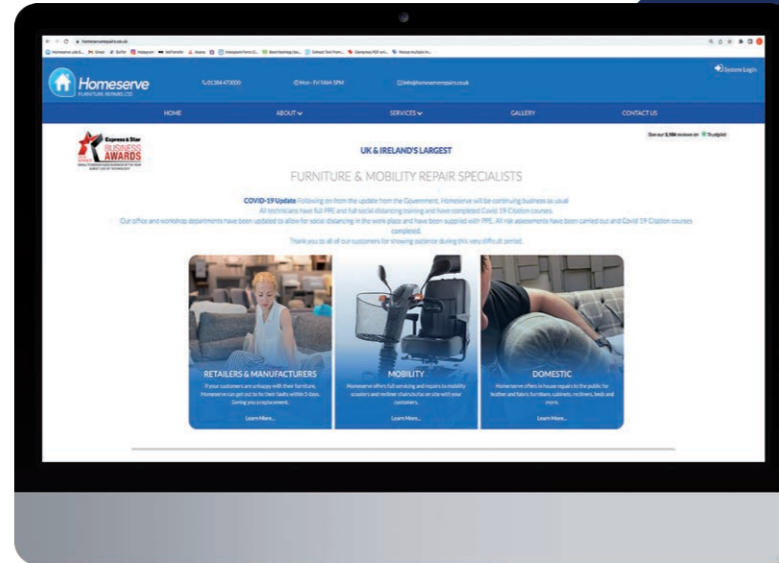
Quickly & easily add jobs onto the system:

Easily load appointments onto our system manually or through a private API link (Application Programming Interface).

This dramatically reduces your administration time, and allows you to import and export service requests at the click of a button.

Real-time reports, updated instantly

- Fully comprehensive reports with images
- Ability to book in and track the progress of all active and previous jobs
- Facility to add notes to jobs at any time via internal messaging system
- KPI reports can be tailored specifically for your requirements, to assist in quality control and expenditure
- Ability to forward reports instantly via internal mail system
- Reports filled in at time of visit and transmitted directly back to the office for checking and saving to the web portal



Technical manager pre-visit review

Save time and cost with our optional pre-visit review. Our Technical Managers can preview a job before an appointment is booked. The manager will assess the available details and images then advise the best course to a first visit resolution.

- Advise on time required for the appointment
- Identify and pre-order parts required ready prior to visit
- Maximise first call resolution

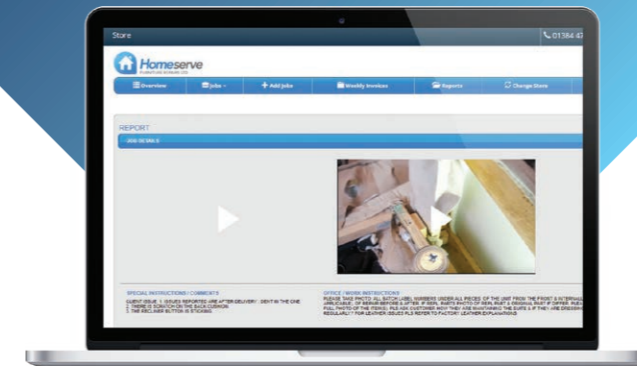
Smartphone app

Our bespoke Smartphone app, developed in-house by our dedicated IT department

We strive to lead the field with innovative technology and manage all IT internally which gives us greater control to change, update or tailor our services.

Our bespoke developed smartphone app provides our technicians with a direct link back to the system allowing our clients to access real-time updates on all active jobs.

- Reports are completed in customers homes and submitted instantly, dramatically reducing waiting times
- Digital signature compatibility
- Instant image uploads
- Job history backed up instantly and securely through our servers ensuring continuity of information.



Video Reporting

Quickly and clearly report difficult to identify issues:

All of our technicians carry video enabled smartphones on-site to each job. Recording the key issues throughout each stage is a reliable and accurate way of documenting the work required and the end result.

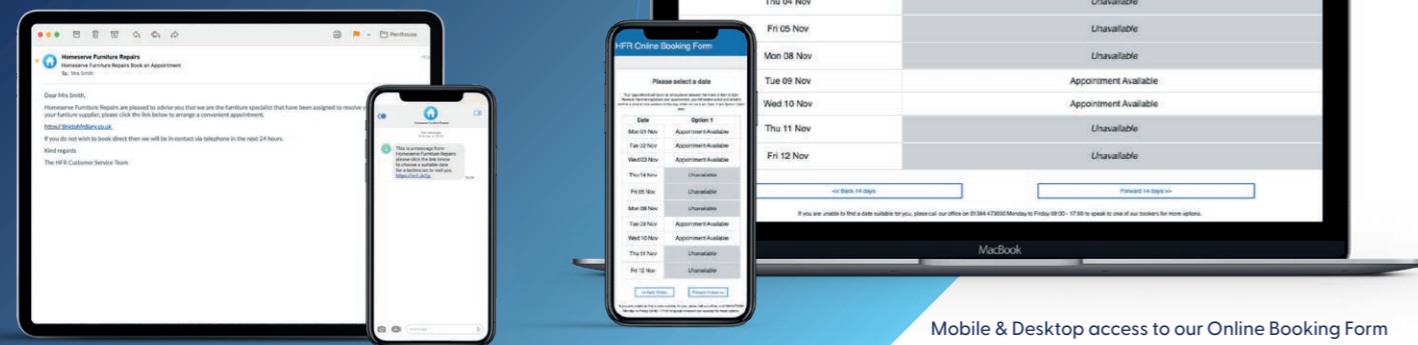
- Identify creaking framework
- Audible faults such as knocking or scraping mechanisms
- Faulty motion within mechanisms e.g. jolting / jerking



Customer Communication

Online booking

Once the job has been added to the Emmiera Group system it will then go through the "Technical review process". The customer will receive an email & SMS with a tailored introduction and instruction on how to book a convenient appointment.

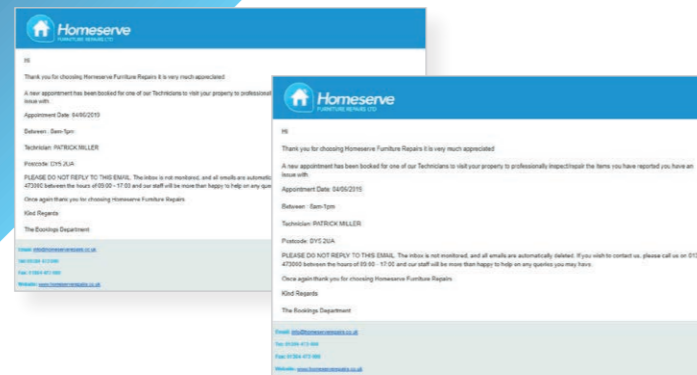


Mobile & Desktop access to our Online Booking Form

Email notification

When the job is booked on our system the customer will receive an appointment confirmation to say that job has been booked in for the technician to visit their property.

The evening before the customer's appointment they will get an appointment reminder, informing that their appointment is the next day.



Day of appointment text messages

The first message that the customer will receive provides the details of the appointment with a tracking code.

A message is sent to the customer when the technician starts the appointment scheduled directly before them.

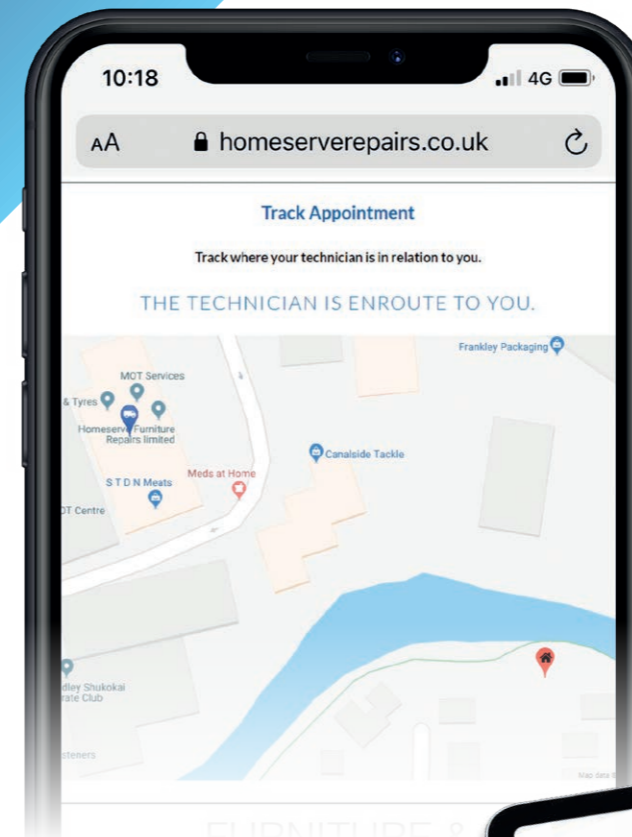
A final message is sent when the technician is en-route to the customer. The link, when clicked, shows the technician's location on a real-time map.

Your Homeserve technician has confirmed their appointments. You are first in line and booked into the timeslot of 08:00-13:00.

You can follow their progress at <http://xnf.uk/Rgky>

Your Homeserve technician is starting a new appointment. You are next in line. They will be with you in approximately 40 Mins - 60 Mins minutes.

Your Homeserve technician is enroute and will be with you shortly. You can follow their progress at <http://xnf.uk/RgkB>



Real-Time Technician Tracking

Using the tracking code provided in the text message correspondence, the customer is able to access a real-time map of the technicians location en-route to their appointment.

- Provide an impressive, modern service
- Decrease the requirement for rescheduling due to customer not being present



Signature Sheets

Invalid Claims / No Faults Found Report

This is where the product does not have a manufacturing fault - i.e. Leather natural characteristics - interiors not dressed correctly - colour variance within tolerance - normal wear and tear.

A full explanation will be given to the customer by the technician on-site and the form will be completed and signed by the customer.

Confirmation of work from the customer

When a job is completed we ask all customers to sign to confirm if the work has been carried out to the customers satisfaction.

We have a comments box if the customer wishes to add any other relevant information. We capture a customer signature to agree that the information contained within the report is correct.

Independent Comprehensive Reporting

The Emmiera Group Ltd. are an independent company. If we are issued a job from a manufacturer, retailer or member of the public we will complete an impartial, independent, fully comprehensive report on the furniture.

Professional, easy to understand thorough reporting:

The Emmiera Group Ltd. supply reports of a professional quality. Our reports give complete clarity and cover the following points:

- Item(s) to be repaired
- Faults (High quality images)
- Images before/during/after
- Batch ID labels
- Liability
- Time required
- Work Completed or Work Required to be carried out
- Parts Used or Parts Required and who will supply them
- Customer satisfied



Account Management

Dedicated Account Managers are available at Head Office when required.

Your Dedicated Account Managers are on hand at our Head Office to deal with any account queries, technician issues and any other support needed. Account Managers are also available for review meetings, to take an in-depth look at your account data - identifying efficiencies and areas for development.

The Emmiera Group Ltd. will implement a dedicated team leader in the office to deal with all booking and customer service queries. Most of all we want to build the relationship between the 2 companies. Our head office currently employ a team of 80 support staff.



Liability

This is the most important field as this selects who we deem to be liable for the fault/damage caused. This will either be the manufacturer, retailer, delivery partner or treatment after purchase. This will come with a professional explanation of how we have determined the conclusion.

Delivery damage

This would imply the delivery team has caused the damage from the point of loading the van to entering the chosen room of the customer, comments from the customer need to be included, if outside normal time-scales acceptable for delivery damage - explain why.

Example – “delivery team had grazed the outside back against the door frame, customer states this was marked on

Manufacturing

This implies the fault(s) has been a direct result of manufacture work or the furniture has not withstood the standard guarantee, please refer to specific client guidelines for warranty / guarantee

Example – “the seam has split on the seat, this is due to the thread breaking”.

Transit / supplier damage

This would imply that the manufacture or their transport were responsible from the point of packaging process to when it was delivered to the retailer.

Example – “leather is scuffed but no damage to the packaging was present and no issues entering the property by the delivery team”.

Invalid claim

This would imply there is no faults / accident damage with the furniture and it is all correct, this would need to be professionally explained to the customer why you have reached this outcome, an invalid signature sheet must be completed.

Example – “I have weighed the hollow fibres all the interiors, all interiors match the specification of the manufacturer.”



Key contacts

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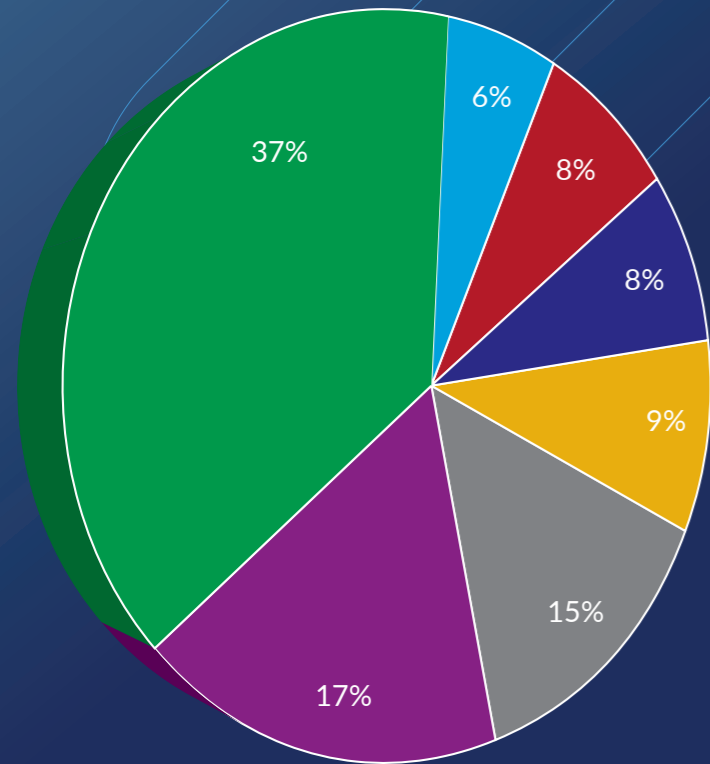
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KPI Reports & MI Data

We provide valuable key performance data reports to help improve our service to each and every client

Helping our clients by providing valuable data in key areas. We work closely with our customers to analyse the reports and identify areas where efficiencies can be made and operating costs can be reduced. Our reports help identify areas where products can be improved and faults can be reduced.

Key Performance Reports

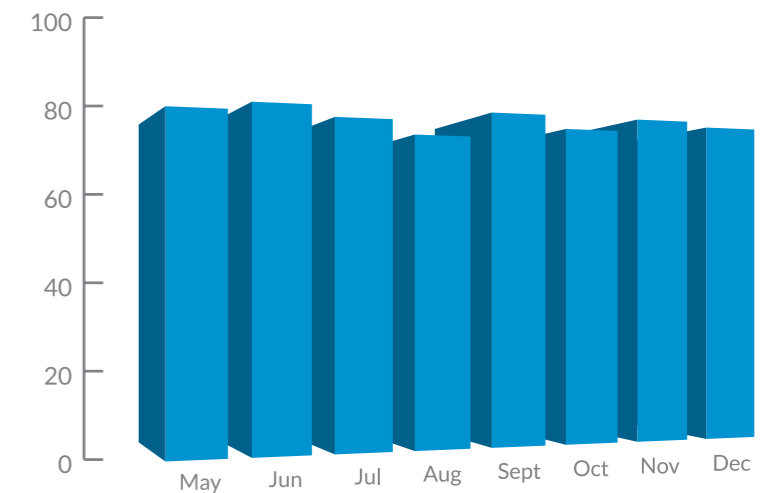
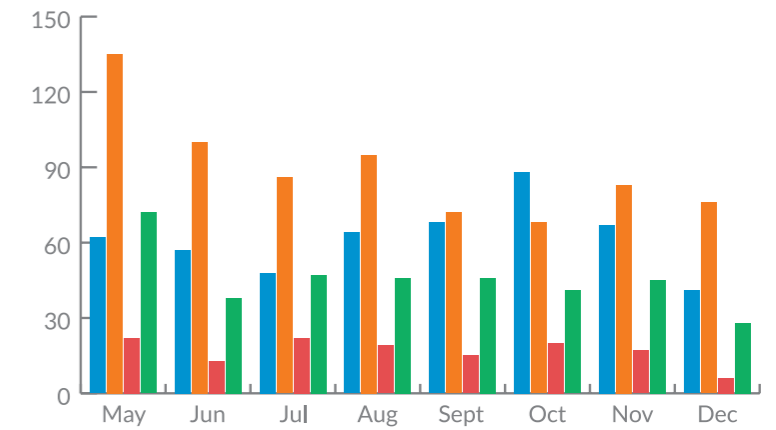


Example report showing regional breakdown percentage of furniture repairs across the UK for a major furniture retailer.

- South East
- Wales
- Scotland
- Midlands
- London
- South West
- N England

KPI Information Data Reports

- Total number of jobs added
- Appointments booked
- Lead time on appointments
- First time fix performance
- Report outcome breakdown
- Fault percentage by product
- Cost breakdown
- Geographical breakdown
- Customer satisfaction survey ratings
- Bespoke client reports



Contact time

Key report detailing overview of the average time from when a job is added to the system to the first contact with the customer.

Lead time

A full detailed report is available with our lead-times. This is calculated from when the job is added until the technicians visit has taken place.

Lead time reports is available to view on our system and as a downloadable Excel spreadsheet.

Breakdown report

This report is a detailed breakdown of all the jobs and their current status. This is available in the form of an Excel spreadsheet or can be directly exported as a PDF showing the full report.

Performance report

Performance of all jobs broken down in categories of outcome. This report provides data on first visit resolution, second visit resolution and jobs that require further action.

The data is available in Excel or chart format.

Fault codes report

This shows a breakdown of liability codes - manufacturing faults, delivery issues, invalid claims etc.

Top manufacturers / models

This gives you information on the top 10 manufacturers and models - detailing the faults for each product.

Bespoke reports & KPI PACKS

We can customise any report that is required, tailoring it to your specific needs.

Working Smarter

Business Security & Continuity

- All portal data is backed up on secure servers based in the UK
- All calls are recorded for training, monitoring and traceability
- BT One Phone back up available within the office in case of Telecom failure
- 4G back up in case of fibre optic failure
- Laptops and tablets are available for use in case of power failure
- In house call monitoring system
- All technicians wear Emmiera uniforms, carry identification and are DBS checked

Building Partnerships

We work closely with some of the industry's leading brands in retail and manufacturing across the U.K. & Ireland. The Emmiera Group continually strive to develop new relationships and would be proud to partner with you.

We guarantee

- Every repair that we make
- Integrity, politeness, professionalism and honesty
- Fully trained staff in all aspects of furniture repair & restoration





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