

Contents

Introduction	3
1. Definitions	3
1.1. Definitions of Main Product Groups	3
1.1.1. Bed Linen	3
1.1.2. Towels and Bathrobes	3
1.1.3. Patient wear	3
1.1.4. Hotel Supplies	3
1.2. Definitions of Samples	3
1.2.1. Proto Sample (Garments)	3
1.2.2. Approval Sample	3
1.2.3. Production Sample	3
2. Compliance Guidelines	4
2.1. Certificates	4
2.2. Testing Laboratories	4
2.3. Labeling an Marking	4
3. Product Groups	4
3.1. Bed Linen	4
3.1.1. Bed Sheets, Material and Construction Details	4
3.1.2. Duvet Covers and Pillow Cases,	5
Material and Construction Details	5
3.1.3. Bed Protection, Material and Construction Details	5
3.2. Towels and Bathrobes	5
3.2.1. Terry Towels, Material and Construction Details	5
3.2.2. Bathrobes, Material and Construction Details	6
3.2.2.1. How to Measure	6
3.3. Patient Wear	6
Material Specific Details	6
3.3.1. Manufacturing and Construction Details	7
3.3.2. How to Measure Patient Wear	7
3.4. Hotel Supplies	7
3.4.1. Duvets and Pillows	7
3.4.1.1. Material Requirements and Construction Details	7
3.4.2. Bed Runners, Slippers, etc.	7

3.4.2.1. Material Requirements and Construction Details8

4. Finishing and Packaging8

4.1. Packaging and Delivery Instructions8

5. Quality Control8

Introduction

The Volume 2 in the Quality Assurance Manual is divided in Sections. Each Lindström Group Product Category/ Subsidiary has its own section. This Section 2.7 explains the specific instructions for Subsidiary Comforta

This part relates to what is included and what shall be used as support and reference material during the manufacturing process to ensure that all Comforta standards and expectations are met.

1. Definitions

In this section are defined the main terms used in this Quality Assurance Manual Volume 2.7 Comforta, subsidiary of Lindström.

1.1. Definitions of Main Product Groups

The product portfolio of Comforta consists of various product groups rented or sold to customers in accommodation business, e.g. hotels, and in health care, e.g. hospitals and homes for elderly people. All Comforta products are designated to institutional customers. The products in the various product groups shall fulfil all requirements of safety in materials and in construction due the contact to the human body.

1.1.1. Bed Linen

Product group bed linen consists of bed sheets, duvet covers, pillow cases and bed protectors.

1.1.2. Towels and Bathrobes

Product group towels and bathrobes consist of various types of terry towels and bathrobes in different designs.

1.1.3. Patient wear

Product group patient wear consist of the collection of garments designed especially for patients in hospitals and in homes for elderly people. This product group also includes the sock for patients.

1.1.4. Hotel Supplies

Product group hotel supplies consists a variety of products rented or sold to customers in this segment. This product group includes duvet and pillows, bed runners, slippers and other complementary products.

1.2. Definitions of Samples

1.2.1. Proto Sample (Garments)

Proto sample is used to verify the design, fit, pattern, fabric and color for garments. It is used for calculation and estimation of use of fabric consumption and price of the garment, e.g. patient wear.

1.2.2. Approval Sample

Approval sample is used to verify that the supplier is able to produce the product according to given instructions, technical specification, or against given sample of the product in question.

The accepted Approval Sample is used as the Reference sample or Counter sample in Quality Control of future deliveries.

1.2.3. Production Sample

Production Sample is taken from the running production and it is used to verify that the product is produced as agreed and in accordance with given instructions and the accepted Approval sample.

2. Compliance Guidelines

All products supplied to Comforta shall conform to all international and national laws and standards, EN, GOST-R, etc., applicable in countries Comforta is offering his services. Whenever a product is aimed to be sold only on a certain geographical area the Supplier is informed about special requirements, if any.

In deliveries to the European Economic Area (EEA) the Supplier shall keep himself aware of the European Union REACH directive and keep himself updated about the list: Restriction of the use of certain hazardous substances (RoHS). The Supplier shall pay special attention to that the regulations in REACH are strictly followed during the entire production process.

2.1. Certificates

The supplier of various products to Comforta shall maintain all his certificates, e.g. Oeko-Tex-100, BCSI, ECO-Label, ISO 9000, valid throughout the business relation. The supplier shall provide Comforta with renewed and new certificates without any separate request.

Only authentic, original, non-manipulated certificates are accepted.

2.2. Testing Laboratories

Testing of products sold to Comforta shall be carried out in accredited well-known laboratories. The Suppliers or the laboratories used are responsible for the correctness of test reports and certificates issued. If later, in control testing, it is detected that values on the original test report/certificate are false the issuer of the original documentation is held responsible for the failure and Comforta reserves the right for compensation for the costs caused by the failure.

No manipulated test results are accepted.

2.3. Labeling an Marking

All products must be labeled / marked according to laws and regulations. Comforta specific instructions are found in the documentation and in the technical specifications for each product.

Sew-in labels

All labels must be securely sewn so they remain permanently attached to the product. Labels must be attached so that none of the wording is concealed in the seams.

Supporting Material:

3. Product Groups

3.1. Bed Linen

3.1.1. Bed Sheets, Material and Construction Details

The bed sheets shall be manufactured according to specifications delivered by Comforta. All products shall be suitable for industrial wash. The measurements in this product group are always given for each item before wash.

The type of yarn to be used, the composition, weight and weave of the fabric shall not deviate from what is mentioned on the technical specification for each product. The physical properties of the product shall be fulfilled. Comforta reserves the right to test the properties in an external laboratory and in case the given values are not met the supplier of respective product shall take corrective measures immediately in his production when the deviation from standards and requirements is detected. The supplier shall be responsible of the testing costs in such a case.

The Supplier shall test the tensile properties of the textiles. Determination of maximum force and elongation at maximum force shall be made using the strip method of standard BS EN ISO 13934-1:1999.

The different sizes of bed sheets are differentiated from each other by using a special color of yarn sewn in the selvage of the bed sheet. The color code is given in the technical specifications.

Supporting Material

Product Specification: Bed sheets

3.1.2. Duvet Covers and Pillow Cases, Material and Construction Details

The duvet covers and pillow cases shall be manufactured according to specifications delivered by Comforta. All products shall be suitable for industrial wash. The measurements in this product group are always given for products before wash.

The type of yarn to be used, the composition, weight and weave of the fabric shall not deviate from what is mentioned on the technical specification for each product. The design of the products in this product group is given on respective Product sheet.

The physical properties of the product shall be fulfilled. Comforta reserves the right to test the properties in an external laboratory and in case the given values are not met the supplier of respective product shall take corrective measures immediately his production when the deviation from standards and requirements is detected. The supplier shall be responsible of the testing costs in such a case.

Supporting material

Product Specification: Duvet cover

Product Specification: Pillow case

3.1.3. Bed Protection, Material and Construction Details

To be defined later!

Supporting Material

Product Specification: Bed Cover

3.2. Towels and Bathrobes

The towels and bathrobes shall be manufactured according to specifications delivered by Comforta. All products shall be suitable for industrial wash.

3.2.1. Terry Towels, Material and Construction Details

The type and composition of yarn to be used, weight and weave shall not deviate from what is mentioned on the technical specification for each product. The design of the products in this product group is given on respective Product sheet.

The physical properties of the product shall be fulfilled. Comforta reserves the right to test the properties in an external laboratory and in case the given values are not met the supplier of respective product shall take

corrective measures immediately his production when the deviation from standards and requirements is detected. The supplier shall be responsible of the testing costs in such a case.

The measurements in this product group are always given for products before wash.

Supporting Material

Product Specification: Bath towel

3.2.2. Bathrobes, Material and Construction Details

The type of yarn to be used, the composition, weight and weave shall not deviate from what is mentioned on the technical specification for each product.

The design of the products in this product group is given on respective Product sheet.

The physical properties of the product shall be fulfilled. Comforta reserves the right to test the properties in an external laboratory and in case the given values are not met the supplier of respective product shall take corrective measures immediately his production when the deviation from standards and requirements is detected. The supplier shall be responsible of the testing costs in such a case.

Supporting Material

Product Specification: Bathrobe

3.2.2.1. How to Measure

The measurement of the bathrobes shall be shall be carried out according to instructions given by Comforta.

The measurements shall be taken in the correct position and correct way, as well as accurately.

The exact measurements and the points of measurement and the tolerances are given on the illustrated Instructions for measuring for each type of bath robe.

Supporting Material

Measuring Instructions for Bathrobe

3.3. Patient Wear

To be defined later!

Material Specific Details

The fabric shall be suitable for industrial wash and drying according to standard given on material specification for each fabric. The fabric shall comply with requirements of Öko-Tex Standard 100, chlorine retention for color change shall be avoided, and different types of dyes with inferior fastness are not allowed for color adjustment.

The amount of formaldehyde in the bed textiles and garments is restricted by the legislation.

Maximum amounts of formaldehyde in textiles and garments imported are as follows:

	Allowed amount of formaldehyde
1 Textiles for patients/Children	30 mg/kg
2 Textiles that have skin contact	100 mg/kg

3 Other textiles	300 mg/kg
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Supporting Material

Product Specification

Manufacturing and Construction Details for Patient Wear

3.3.1. Manufacturing and Construction Details

To be defined later!

Supporting Material

Tech Pack

3.3.2. How to Measure Patient Wear

The measurement of the patient wear shall be shall be carried out according to instructions given by Comforta.

The measurements shall be taken in the correct position and correct way, as well as accurately.

The exact measurements and the points of measurement and the tolerances are given on the illustrated Instructions for measuring for each style of patient wear.

Supporting Material

Measuring Instructions for College Trousers

Supporting Material

Measuring Instructions for College Sweater

3.4. Hotel Supplies

3.4.1. Duvets and Pillows

To be defined later!

3.4.1.1. Material Requirements and Construction Details

To be defined later!

Supporting Material

Product Specification

3.4.2. Bed Runners, Slippers, etc.

To be defined later!

3.4.2.1. Material Requirements and Construction Details

To be defined later!

Supporting Material

Product Specification

4. Finishing and Packaging

The finished products shall be clean and neat, free from any soiling. Dirt or any mark shall be removed. On products knitted and stitched all thread ends shall be trimmed and removed. No objects attached or inside the product, such as safety pins, needles or needle parts, loose accessories, etc. are allowed.

4.1. Packaging and Delivery Instructions

The deliveries to Comforta shall be packed according to given instructions in carton boxes or in bales for the transportation. The packages shall durable and they shall endure normal exertions during transport.

Products are to be packed in one inner poly wrapper per carton. The poly wrapper must be sealed. Products shall NOT be packed in individual polybags unless separately requested on the Purchase Order. The products must be dry before being packed.

The packages shall be market according to given instructions.

Supporting Materials:

4.1.1 Delivery Instructions Comforta

5. Quality Control

The supplier shall follow the instructions given by Lindström Group in this Quality Assurance Manual when producing Comforta products. The supplier shall have an internal quality assurance system for quality control on line.

Quality control shall be done, without any exception, for all incoming materials and accessories, during production and for the finished products.

Lindström Group or by it nominated representative carries out quality control during production or for finished products according to what is described in Volume 1 of this Manual.

Supporting Material

2.7_5.1 Defect list Service Line: Comforta