

Safer Sofa Foam Exchange: Best Practices for Foam Replacement



INSPECT EXISTING CUSHION

- Open the dacron back or unzip the envelope
- Inspect the shape and the quality of the foam inside: Is it bull-nosed? Does it use multiple layers?
- Check the thickness of the dacron. Compare to in-store supplies
- If customers have an envelope, it is best that they reuse it around their new foam



RE-FILLING THE CUSHION

- Confirm whether the customer would like foam or latex
- Find out if the customer wants their replacement cushions to be the same firmness. If they want them the same, the cushions will need to be constructed the same way, otherwise they may feel different
- Line the foam or latex cushion with a naturally smolder-resistant barrier, such as polyester or wool batting, to maintain fire safety



CHOOSING THE RIGHT FOAM

- Measure cushion dimensions while the customer tests foam samples
- Measure the thickness of the foam and compare it with the thickness of the case boxing
- If the customer's foam is thicker than the case and wants similar-feeling foam, you need to order the same thickness foam or it won't fill out the case properly



CONFIRM ZIPPER PLACEMENT

- Confirm the zipper is edge to edge and large enough to replace the foam inside
- If the customer wants a firmer foam, confirm it will fit through the current zipper
- The zipper will be on the back of the cushion and the batting will wrap the top, front, and bottom faces of the foam (opposite the zipper)