



*Frequently asked questions*

**HOW DO I WARM MY CUDDLY TOY PROPERLY?**

Please take out the cherry stone pillow to warm it up, because only this may be heated, not the whole animal. Simply open the zipper at the bottom of the animal's belly. The pillow can then either be put in the microwave for about ½-1 minute at a maximum of 600W or in the oven at 75 degrees Celsius for about 3-5 minutes.

Make sure that it does not get too hot, otherwise there is a risk of burns on the skin or the risk of overheating, especially for newborns. The cherry stone pillow should not be heated too long or too much, otherwise the pillow can start to burn.

Please remove the spelt husks pillow through the opening in the belly of the cuddly animal and heat it in the oven at a maximum of 75 ° C for approx. 2-3 minutes. Environmentally friendly and gentle at the same time, the pillow can also be warmed on the heater or tiled stove. The pillow should never be heated in the microwave, otherwise it will burn!

Spelt husks are simply the shell of spelled grains. Therefore, the heat storage is not comparable with the cherry pit pillows. In the case of the spelt husks pillow, the air in the cavities between the husks is warmed up, especially while cuddling with the pillow, while in the case of the cherry pits, the entire core can store the heat for a longer period of time.



Cherry pit pillow:  
 ½-1 minute in the microwave at a maximum of 600W or 3-5 minutes at 75 degrees in the oven

Spelt pillow:  
 Environmentally friendly on the heater or while cuddling or 2-3 minutes at 75 degrees in the oven

**WHY DOES THE ANIMAL FLUFF SO MUCH AT THE BEGINNING?**

After every production step each animal is blown with compressed air and at the end both brushed and vacuumed. Nevertheless, loose fibers cannot be completely avoided, especially when removing the inner cushions.

The woven plush of the white animals is only washed after weaving and is otherwise neither dyed, bleached, or otherwise treated.

However, since cotton is a natural fiber, individual particles of the fiber always stick out, like human hair. The colouring of the other fabrics ensures that the particles stick together firmly, which is not the case with our white plush.

Therefore, the white plush is dustier, especially at the beginning of usage, which is completely harmless. It is an untreated natural fiber that is not dangerous. The lint is either lost during use or can simply be vacuumed off. This works best with the suction attachments for the sofa and armchair. Thorough tapping outdoors will also help reduce lint.

Cotton is a natural fiber. The undyed fibers of our white plush friends hold together less tightly than dyed cotton fiber. This causes the stuffed animals to lose fibers and particles. Simply vacuum up excess fibers with an upholstery attachment.

## HOW DO I WASH MY CUDDLY TOY PROPERLY?

If the animal gets dirty, you can first remove the coarse dirt with a brush. Since we only use natural fibers of the best quality and no polyester, heavy washing is usually not necessary.

Since our dear little animals are filled with pure sheep's wool from the Eifel, we generally recommend hand washing with mild detergent or wool detergent. Unfortunately, the little ones do not tolerate strong spinning, because this leads to irreversible clumping of the wool.

The water temperature should not be too high and plenty of water should be used. You can then dissolve a little wool detergent and then move the animal loosely in it. Before doing this, however, you should soak it with clear water of the same temperature. Please do not rub, brush, spin or wring when washing. After washing, squeeze it out carefully and let it dry on a towel. The wet smell of wool disappears after drying.

When drying, move the animal regularly, this makes the drying process easier. The animals stuffed with cotton can also be washed by hand or in a gentle wash cycle in a mild detergent. Again, avoid using strong spinning, otherwise too many lumps will remain in the cotton. Basically, small lumps can also occur when washing by hand; this cannot be avoided with natural fibers.

We recommend hand washing with mild detergent or wool detergent. Please do not wring, rub or brush. After washing, squeeze out carefully and leave to dry lying on a towel.

## WHY DID THE ANIMAL CHANGE COLOUR AFTER WASHING?

If brown discolouration occurs after washing, especially in the white animals, the product was left in the washing water for too long or was not expressed correctly after washing. Due to the constantly wet medium, the warp yarn of the woven plush begins to rub off and is transferred to the animal. A second wash usually helps.



## WHY DOES MY ANIMAL SMELL SO STRANGE?

The majority of our friends for life are filled with sheep's wool from controlled organic animal husbandry, which we obtain from traveling shepherds in the Eifel.

In addition to the aspect of using unpolluted natural fibers, for which no environmentally harmful substances are required, sheep's wool offers several advantages: It filters pollutants from the room air, has a temperature-regulating effect and absorbs moisture.

The smell is caused by lanolin, the natural wool fat that protects against dirt and makes the wool waterproof.

It also protects the individual wool hair from drying out and becoming scratchy, the filling remains stable and cozy.

The smell disappears after a while, but never completely. Especially after washing, the filling smells stronger at first, but that subsides again. Here it helps to store the animal at fresh air or it in the freezer for a few hours (only dry!).

Then let it dry well again.

The smell of the wool comes from lanolin, the natural wool grease, and protects it against soiling.

It disappears after some time, but never completely.