

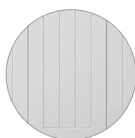
CARE GUIDES

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NATURAL WOOD

IRREGULAR GRAIN PATTERNS, RANDOM KNOTS AND SHADE VARIATIONS ALL CREATE THE INDIVIDUAL CHARACTER OF WOOD WHERE NO TWO PIECES ARE EVER THE SAME. NATURAL WOOD IS A LIVING, BREATHING THING; YOU MAY SEE MOVEMENT AS IT SETTLES IN YOUR HOME. THE NATURE OF WOOD MEANS IT EXPANDS AND CONTRACTS AS IT REACTS TO CHANGES IN TEMPERATURE AND HUMIDITY, WHICH CAN RESULT IN SLIGHT CRACKING OR DOORS AND DRAWERS MAY BECOME STIFF. THIS NORMAL PHENOMENON WILL NOT AFFECT THE INTEGRITY OF YOUR FURNITURE AND PERFORMANCE MAY BE IMPROVED BY RUBBING CLEAR CANDLE WAX ONTO DRAWER RUNNERS AND INSIDE DOOR FITTINGS. CLEAN STAINS QUICKLY WITH A DAMPENED CLOTH, FOLLOWED BY A DRY ONE (DO NOT LEAVE WET CLOTHS ON THE SURFACE)



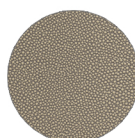
PAINTED, INCLUDING MDF

MDF IS USED IN PAINTED CABINETS FOR ITS PRACTICALITY AS IT IS LESS PRONE TO EXPAND AND CONTRACT IN VARIATIONS OF TEMPERATURE. JOINT LINES CAN SOMETIMES BE VISIBLE THROUGH PAINTED SURFACES, BUT DO NOT AFFECT PERFORMANCE. HAIRLINE CRACKS IN GROOVES AND JOINS ARE QUITE NORMAL AND FILLERS ARE OFTEN USED HERE. HAND PAINTED FINISHES WILL HAVE VARIATIONS OF BRUSH MARKINGS AND PATINA WHICH CONTRIBUTE TO THE UNIQUENESS OF EACH PIECE. DUST DOWN WITH A DRY CLOTH, MARKS SHOULD BE REMOVED EASILY WITH A LIGHTLY DAMPENED CLOTH, FOLLOWED BY A DRY ONE



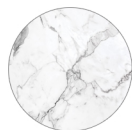
VENEER

A THIN LAYER OF WOOD OR LAMINATE IS APPLIED TO THE SURFACE OF A COMPOSITE WOOD WITH THE ADVANTAGE OF AVOIDING MOVEMENT (FOUND IN SOLID WOODS) WITH HUMIDITY AND TEMPERATURE CHANGES. WOOD VENEERS WILL REACT TO LIQUIDS, LIGHT AND HEAT THE SAME AS SOLID NATURAL WOOD SO SHOULD BE TREATED IN THE SAME WAY. VENEERS ARE PRONE TO CHIPPING IF KNOCKED



FAUX SHAGREEN AND LEATHER

THESE LUX SURFACES SIMPLY NEED A LIGHT DUSTING. FOR STAINS OR SPILLS, WIPE WITH A SOFT, CLEAN CLOTH THAT HAS BEEN VERY LIGHTLY MOISTENED THEN DRY IMMEDIATELY WITH A DRY CLOTH, ESPECIALLY AROUND ANY JOINS. BE CAREFUL WHEN PLACING ITEMS ONTO FAUX SHAGREEN LEATHER AS THE EMBOSSED SURFACE CAN MARK



STONE, MARBLE AND CONCRETE

NATURALLY OCCURRING PATTERNS SUCH AS VEINING VARY FROM PIECE TO PIECE IN SIZE AND TONE. HARD STONE PRODUCTS, UNLIKE WOOD, ARE RESISTANT TO MOVEMENT AND CRACKING SO ARE IDEAL FOR USE IN CONSERVATORIES AND OTHER AREAS WHERE HEAT AND MOISTURE ARE PREVALENT. HOWEVER, ALL THESE SURFACES ARE POROUS SO WILL BE AFFECTED BY LIQUIDS AND HOT THINGS. ALWAYS USE PROTECTIVE MATS TO PREVENT MUG RINGS AND OTHER STAINING. AVOID ABRASIVE CLEANERS, SIMPLY WIPE WITH A DAMP CLOTH (DO NOT LEAVE WET CLOTHS ON THE SURFACE)



DEKTON

A WONDERFULLY PRACTICAL FINISH, DEKTON IS STAIN PROOF, SCRATCH RESISTANT, HIGHLY RESISTANT TO UV LIGHT AND WITHSTANDS HIGH TEMPERATURES. IT REQUIRES VERY LITTLE MAINTENANCE; SIMPLY WIPE WITH A DAMP SOFT CLOTH OR CLEAN WITH HOT SOAPY WATER. IT DOES HAVE A BRITTLE NATURE SO BE CAREFUL NOT TO HIT THE EDGES AS THIS CAN RESULT IN CHIPPING OR CRACKING



METAL, MIRROR AND GLASS

SIMPLY WIPE & BUFF UP THESE SURFACES WITH A SOFT, DRY CLOTH. A SLIGHTLY DAMP CLOTH MAY BE NEEDED TO REMOVE STUBBORN MARKS, FOLLOWED BY A DRY ONE. AVOID ABRASIVE CLEANERS. USE PROTECTIVE MATS OR PADS TO PREVENT SURFACE SCRATCHES. YOU MAY SEE THE ODD BUBBLE OR RIPPLE IN HAND-BLOWN GLASS WHICH IS ALL PART OF ITS BEAUTY & CHARACTER



PERSPEX, PLASTIC AND ACRYLIC

THESE PRACTICAL FINISHES GIVE A SLEEK, MODERN FEEL. TRANSPARENT SURFACES ARE PRONE TO 'COBWEB' SCRATCHING THROUGH NORMAL USE AND STAINING MAY OCCUR FROM CONTACT WITH FOOD COLOURINGS, RED WINE ETC. A SMALL AMOUNT OF SPECIALIST PERSPEX OR ACRYLIC CLEANER MAY BE USED WITH A SOFT CLOTH



LACQUER

A BEAUTIFUL SHINY FINISH WITH A HARD, WIPE CLEAN APPEAL. HOWEVER, ITS BRITTLE NATURE MAKES IT PRONE TO CHIPPING FROM KNOCKS, AND CRACKING AND MARKING WILL OCCUR FROM DIRECT CONTACT WITH HOT THINGS. ALSO STAINING MAY OCCUR FROM CONTACT WITH FOOD COLOURINGS, RED WINE ETC

CARE GUIDES

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RATTAN AND LLOYD LOOM

WIPE DOWN WITH A DRY CLOTH TO REMOVE DUST AND SPILLS. YOU CAN ALSO DUST DOWN WITH A SOFT BRISTLE BRUSH (OR VACUUM WITH A SOFT BRISTLE ATTACHMENT). FOR ANYTHING MORE STUBBORN, USE A SOFT, DAMP CLOTH BUT REMEMBER TO AVOID ABRASIVE CLEANERS



PLACING & MOVING FURNITURE

FURNITURE SHOULD BE PLACED ON A LEVEL SURFACE AS ROCKING MAY COMPROMISE THE STRUCTURE AND DOORS WILL NOT HANG CORRECTLY OR OPEN SMOOTHLY. WE RECOMMEND YOU PROTECT DELICATE FLOORING FROM POTENTIAL MARKING BY STICKING FELT PADS TO THE FEET OR LEGS. WHEN MOVING FURNITURE, ALWAYS LIFT, NOT FROM THE TOP BUT FROM THE STRONGEST PART. DRAGGING WILL WEAKEN THE STRUCTURE, DAMAGE THE LEGS/FEET AND, PARTICULARLY ON HEAVY ARMCHAIRS AND SOFAS, COMPROMISE RUBBER PADS. PERIODICALLY CHECK THE TIGHTNESS OF THE LEGS. ROCKING ON CHAIRS, ALTHOUGH FUN, WILL WEAKEN THE JOINTS



SURFACE PROTECTION

WE RECOMMEND THE USE OF TABLE MATS AND COASTERS ON ALL SURFACES AS EVEN COLD DRINKS CAUSE CONDENSATION WHICH CAN RESULT IN CUP RINGS. APPLY RUBBER OR FELT PADS TO VASES AND ORNAMENTS THAT MAY BE MOVED ACROSS SURFACES TO PREVENT SCRATCHING. DIFFUSERS/CANDLES MUST ALWAYS BE PLACED ON HARD MATS SUCH AS SLATE AS SCENTED OILS ARE CORROSIVE AND HEAT FROM CANDLES CAN CAUSE SCORCHING AND CRACKING



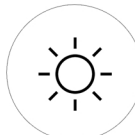
CLEANING UPHOLSTERY

THE ACCUMULATION OF DUST AND DIRT ACCELERATES WEAR AND DULLS COLOURS SO KEEP THINGS FRESH BY VACUUMING UPHOLSTERY ONCE A WEEK USING THE SOFT BRUSH ATTACHMENT. WOODEN OR METAL FRAMES/LEGS SHOULD BE KEPT FREE FROM DUST BY WIPING WITH A SOFT DRY CLOTH. DO NOT USE SPRAY POLISHES OR ABRASIVE CLEANERS AS THEY CAN HAVE A DAMAGING EFFECT AND OVERSPRAY COULD EFFECT THE ADJOINING FABRIC. REFER TO CLEANING INSTRUCTIONS SPECIFIC TO YOUR FABRIC. YOU MAY REQUIRE THE SERVICES OF A SPECIALIST UPHOLSTERY CLEANER SUCH AS SERVICE MASTER 0800 021 3073 WHO PROVIDE A NATIONWIDE CLEANING SERVICE. THEY ARE COMPLETELY INDEPENDENT OF LATHAMS AND AS SUCH, NO LIABILITY WILL BE ACCEPTED ARISING FROM THEIR USE



VELVET

THROUGH NORMAL HANDLING AND WEAR, VELVET WILL DISPLAY RANDOM CRUSH MARKS AND SHADING, THIS IS A DESIRABLE EFFECT OF THE FABRIC'S NATURAL CHARACTERISTICS AND SHOULD NOT BE MISTAKEN AS A FLAW. THESE PILE FABRICS ARE PRONE TO PERMANENT SHADING AND THE FLATTENING OF HEAVY WEAR AREAS IS UNAVOIDABLE. VELVETS NORMALLY HAVE A PILE DIRECTION AND WHERE OPPOSITE PILES MEET (FOR EXAMPLE, SCATTER CUSHIONS RESTING ON SEATS), MARKS CALLED 'SHARKING' CAN APPEAR LIKE SMALL STIPPLED SPOTS. DEPENDING UPON THE VELVET, BRUSHING MAY OR MAY NOT REMOVE THESE MARKS. AVOID GETTING VELVET WET AS IT CAN PERMANENTLY DAMAGE THE APPEARANCE OF THE PILE



SUNLIGHT AND HEAT

THEY DON'T MAKE SUNCREAM FOR FURNITURE YET SO CAREFULLY CONSIDER WHERE YOU PLACE YOUR ITEMS; PROLONGED EXPOSURE TO SUNLIGHT MAY CAUSE FABRICS TO FADE, DISCOLOUR OR ROT AND CAUSE OTHER SURFACES TO FADE OR SPLIT. NORMAL EXPOSURE TO DAYLIGHT AND HEAT WILL AFFECT WOOD COLOUR AND CANNOT BE AVOIDED; BE AWARE OF THIS WHEN STORING TABLE EXTENSION LEAVES FOR LONG PERIODS OF TIME AS THEY WILL EVENTUALLY VARY IN SHADE. CONSIDER REGULARLY MOVING THE POSITION OF ITEMS PLACED ON SURFACES TO AVOID NOTICEABLE PATCHES. IF PURCHASING ADDITIONAL ITEMS TO ADD TO EXISTING FURNITURE, BE AWARE THAT THE EXISTING FURNITURE MAY HAVE FADED. FABRICS MAY BE PROTECTED BY DRAWING CURTAINS OR BLINDS. AVOID POSITIONING FURNITURE TOO CLOSE TO DIRECT HEAT SOURCES SUCH AS RADIATORS, HEATERS OR FIRES. PROTECT HARD SURFACES WITH HEATPROOF MATS AND COASTERS AND BE AWARE THAT PROLONGED USE OF ELECTRICAL ITEMS SUCH AS LAPTOPS MAY RESULT IN SCORCHING



PLUMPING UPHOLSTERY

ALL SEAT, BACK AND SCATTER CUSHIONS SHOULD BE SHAKEN AND PLUMPED DAILY. FIXED UPHOLSTERY SHOULD BE SMOOTHED REGULARLY TO MAINTAIN THE APPEARANCE. WHERE CUSHIONS ARE REVERSIBLE, THEY SHOULD BE TURNED REGULARLY. FREQUENTLY SWITCH POSITIONS OF THE CUSHIONS WHERE POSSIBLE AND USE EQUALLY TO PREVENT EXCESSIVE WEAR IN ONE PLACE. IF CUSHIONS ARE NOT TURNED AND PLUMPED REGULARLY, THEY MAY BEGIN TO LOOK OUT OF SHAPE OR THE COVERS MAY 'SLIDE'. IF THIS HAPPENS, UNZIP THE COVER, REPOSITION THE INTERIOR AND PLUMP INTO SHAPE. SEAT COVERS MAY STRETCH OR WRINKLE; MANUAL STRAIGHTENING AND SMOOTHING OF THE SEAT SURFACE WILL HELP IMPROVE THEIR APPEARANCE. CUSHIONS WILL GET FLATTER AND SOFTER OVER TIME, MOST NOTICEABLY WITHIN THE FIRST FEW WEEKS BUT THIS DOES NOT AFFECT THE DURABILITY OF YOUR UPHOLSTERY. NATURAL FABRICS AND LARGER FABRIC SURFACES CAN WRINKLE DUE TO NATURAL HUMIDITY AND THE WEIGHT OF A SITTING PERSON; THEY SIMPLY NEED SMOOTHING BY HAND. WHERE FEATHERS HAVE BEEN USED, FEATHER LEAKING IS NORMAL

CARE GUIDES



ZIPS ON CUSHIONS

THE ZIPS ON YOUR UPHOLSTERY AND CUSHIONS ARE NOT NECESSARILY THERE SO THE COVERS CAN BE REMOVED, BUT AS A METHOD OF EFFECTIVELY FITTING INTERIORS DURING MANUFACTURE. IT IS NOT INTENDED THAT ALL COVERS ARE REMOVABLE FOR EASHING OR OTHER NON-PROFESSIONAL CLEANING



CORRECT USE OF UPHOLSTERY

WE KNOW HOW EXCITING IT IS TO RECEIVE LOVELY NEW UPHOLSTERY BUT TRY TO RESTRAIN YOURSELF FROM JUMPING UP AND DOWN OR CLIMBING ON IT. SITTING OR STANDING ON THE ARMS AND BACKREST CAN ALSO CAUSE DAMAGE SO DON'T DO THAT EITHER. SOFA AND CHAIR PARTS ARE APTLY NAMED: ARMRESTS ARE FOR ARMS, SEATS ARE FOR SITTING ON, BACKS ARE FOR RESTING YOUR BACK. AVOID PERCHING ON THE EDGE OF CUSHIONS AS THIS MAY CAUSE THE FILLING AND FABRIC TO PERMANENTLY LOSE THEIR SHAPE. AND BE CAREFUL NOT TO LET SHARP-EDGED TOYS, BUCKLES, JEWELLERY OR PETS SNAG THE FABRIC - IF A SNAG APPEARS, DO NOT PULL OR CUT IT, TUCK IT IN. WHEN MOVING YOUR UPHOLSTERED ITEMS, YOU MUST LIFT THEM AS DRAGGING CAN DAMAGE THE FEET, THE STRUCTURE AND/OR YOUR FLOORING



GUARDSMAN CARE PLANS

WE KNOW ACCIDENTS CAN HAPPEN. OUR GUARDSMAN PROTECTION PLANS COVER YOUR UPHOLSTERY, DINING AND BEDROOM FURNITURE AGAINST ACCIDENTAL DAMAGE FOR 5 YEARS. THE COST IS CALCULATED DEPENDING UPON THE PLAN AND THE FURNITURE BEING COVERED. IF YOUR FURNITURE SUFFERS ACCIDENTAL DAMAGE SUCH AS SCRATCHES, SCUFFS, SPILLS ETC AND YOU PURCHASED ONE OF OUR GUARDSMAN PROTECTION PLANS, YOU CAN MAKE A CLAIM VIA WWW.GUARDSMAN.CO.UK. DEPENDING ON THE NATURE OF THE CLAIM, YOU WILL EITHER BE SENT A CLEANING SOLUTION OR AN EXPERT TECHNICIAN WILL BE SENT OUT TO YOU. IF THE TECHNICIAN IS UNABLE TO RECTIFY THE ISSUE, GUARDSMAN WILL WORK WITH LATHAMS TO SOURCE REPLACEMENT PARTS. IF YOU DID NOT PURCHASE ONE OF OUR GUARDSMAN PROTECTION PLANS, YOU CAN STILL CONTACT GUARDSMAN HOME SERVICES ON 01235 448 841 FOR DETAILS OF THEIR NATIONWIDE CARE & REPAIR SERVICE. THEY ARE COMPLETELY INDEPENDENT OF LATHAMS AND AS SUCH, NO LIABILITY WILL BE ACCEPTED ARISING FROM THEIR USE



LOOSE THREADS

IT MAY BE TEMPTING TO PULL AT A LOOSE THREAD BUT THIS MAY CREATE A HOLE IN THE FABRIC. INSTEAD, TRIM THE THREAD NEATLY WITH SHARP SCISSORS OR POKE IT BACK THROUGH WITH A LONG PIN.



STAINS AND SPILLS ON UPHOLSTERY

WITH SPILLAGES, ACT QUICKLY. ABSORB THE SPILLAGE WITH DRY WHITE KITCHEN PAPER OR A DRY WHITE CLOTH. DO NOT RUB OR SOAK THE FABRIC AND DO NOT USE ANY HOUSEHOLD CLEANERS. LIGHT-COLOURED FABRICS ARE AT RISK OF BEING DISCOLOURED BY OTHER TEXTILES (EG JEANS). DEPENDING UPON THE RECOMMENDATIONS OF THE FABRIC MANUFACTURER, REMOVABLE COVERS MAY BE WASHED OR DRY CLEANED. IF A FABRIC IS LABELLED AS 'EASY CLEAN', REMOVE STAINS BY RUBBING THEM WITH A SOFT CLOTH DIPPED IN A NEUTRAL MIX OF WATER AND SOAP. IF A FABRIC IS LABELLED AS 'AQUACLEAN', REMOVE STAINS EASILY WITH WATER AND A CLEAN WHITE CLOTH. IF YOU HAVE A PARTICULARLY STUBBORN STAIN AND YOU DID NOT PURCHASE OUR GUARDSMAN FABRIC PLUS CARE PLAN, YOU MAY WISH TO CONTACT A SPECIALIST UPHOLSTERY CLEANER SUCH AS SERVICE MASTER 0800 021 3073. THEY ARE COMPLETELY INDEPENDENT OF LATHAMS AND AS SUCH, NO LIABILITY WILL BE ACCEPTED ARISING FROM THEIR USE. IF YOU DID PURCHASE OUR GUARDSMAN FABRIC PLUS CARE PLAN, MAKE A CLAIM VIA WWW.GUARDSMAN.CO.UK