GUARDSMAN®
Excellence in Furniture Care Since 1915

FABRIC PROTECTION

INCLUDING 3 YEAR PRODUCT WARRANTY

- Be sure to carefully read through your Product Warranty
- Promptly report any claim to Guardsman®
- Keep this booklet with your important papers



WARRANTY NUMBER

Guardsman Fabric Protection Warranty Including
3 Year Product Warranty ("Guardsman Product Warranty")
Supplied by Guardsman Australia Pty Ltd
ABN 34 079 889 900

Congratulations on choosing the Guardsman Fabric Protection including 3 Year Product Warranty.

This booklet sets out useful information and tips for the care and maintenance of your new furniture.

Please ensure that you read this booklet at your earliest convenience.

With the right care, using the Guardsman Fabric Protector, your new furniture should give you and your family years of enjoyable use.

GUARDSMAN PRODUCT WARRANTY TERMS AND CONDITIONS

The Guardsman Fabric Protection ("Product") is available when you purchase your new upholstered furniture from your furniture retailer. With the correct care and maintenance as outlined in this warranty book you will receive the following benefits subject to the terms and conditions outlined.

1 The Guardsman Product Warranty will help protect Your New Furniture against:

- **Food and Beverage Stains**
- **Accidental Damage including rips, tears and cuts**

Provided that:

- **you are the original purchaser**
- **the furniture is situated in Singapore and Malaysia**
- **the furniture is exclusively used indoors for private and domestic purposes and is not abused or misused (does not apply to commercial purposes such as hotels, rental properties, boarding houses, etc)**
- **the furniture is received from your furniture store with no stains or damage**
- **the following terms and conditions are met**

2 If within 3 years after application of the Product to Your New Furniture the covering upholstery of the treated upholstered furniture is stained and the stain cannot be removed by you using the cleaning methods outlined in this warranty book, Guardsman will arrange for a professional technician to clean the affected area at no charge to you.

2(a) You must be able to identify a stain so that the technician can use the correct method of cleaning to ensure the best results. If you cannot identify the cause of the stain, Guardsman cannot guarantee removal of the stain. Where a stain cannot be identified, Guardsman's obligation under the Guardsman Product Warranty is limited to 1 attempt by a professional cleaning technician to clean that particular stain.

2(b) You must notify Guardsman of the details of the stain within 5 days of the stain occurring. A stain is like cement, the longer you leave it the harder it sets and the harder it is to remove. If Guardsman is not notified within 5 days then Guardsman's obligation under the Guardsman Product Warranty is limited to 1 attempt to clean that particular stain from a professional cleaning technician.

3 Should the covering upholstery on Your New Furniture be accidentally damaged by a rip, tear or cut, Guardsman will arrange for a repair technician to repair the accidental damage.

3(a) You must notify Guardsman of the details of the accidental damage within 5 days of the damage occurring.

4 If the technician is unable to clean or repair (as set out in condition 2 and 3 above) the affected area then Guardsman will arrange for the affected area to be replaced in the original covering upholstery at no cost to you.

4(a) If the original covering upholstery is no longer available then you may elect to have the affected area recovered with a covering upholstery of your choice to the same value as the original covering upholstery. If this is not acceptable to you then you can elect for a full refund from Guardsman of the purchase price paid by you for the Guardsman Product and the Warranty will cease.

4(b) If the original covering upholstery is available, Guardsman cannot guarantee the exact colour match due to dye lot variations and upholstery fading. In these circumstances Guardsman's obligation is to provide the closest possible colour match available at the time. If this is not acceptable to you then you can elect for a full refund from Guardsman of the purchase price paid by you for the Guardsman Product and the Warranty will cease.

5 In all cases Guardsman's maximum liability to you under the Guardsman Product Warranty will be limited to an amount equal to the actual purchase price of Your New Furniture at which point Guardsman's obligation under this Guardsman Product Warranty is deemed to be complete and satisfied.

If a total replacement of Your New Furniture is undertaken by Guardsman, (at the sole discretion of Guardsman), for whatever reason, the replaced furniture becomes the property of Guardsman and Your New Furniture will not be covered under this Guardsman Product Warranty. In those circumstances this Guardsman Product Warranty will cease.

GUARDSMAN PRODUCT WARRANTY EXCLUSIONS

Guardsman is not responsible for stains or damage to the upholstery on Your New Furniture:

1 caused by, or arising from any, defect in the covering upholstery or the furniture or the manufacturing process (including stitching);

2 caused to the covering upholstery prior to or on delivery or during shipment of the furniture;

3 caused by normal wear and tear, including soiling from accumulated perspiration, body or hair oils, mould or mildew, fading or colour loss, non colourfast covering upholstery, or resulting in an odour being impregnated in, or emanating from, the upholstered furniture;

4 in respect of which a claim may be made against an insurance company or against the manufacturer and/or supplier of the furniture;

5 caused by mishandling, abuse, neglect, or a malicious or deliberate act, whether by human or animal (except as previously stated) or other agent or by sunlight (including fading), storm and tempest, lightning, fire, flooding, explosion, earthquake, aircraft or other vehicle impact, or by unusual use of the upholstered furniture;

6 resulting from a failure to pre-test the fabric in accordance with the care instructions provided in this booklet or by the manufacturer;

7 from dye transfer;

8 as a result of any animal damage;

9 as a result of any other stains caused by substances other than food or beverages.

This warranty is not a cleaning contract and does not apply to the cleaning of furniture that is soiled through everyday use. The addition of any other application without prior approval of Guardsman may void this warranty. Should your furniture require cleaning during the period of this Guardsman Product Warranty please contact Guardsman for an authorised cleaner in your area.

WARRANTY SERVICE PROCEDURE

You have 3 options to obtain service under the Guardsman Product Warranty.

Call Guardsman Customer Service on the following Toll Free Phone numbers:

Singapore	**8006 163 072**
Malaysia	**1800 805 351**
Lodge your claim online at	**www.guardsmanaustralia.com**

The Guardsman Customer Service agent will need certain information to assist with your enquiry or process your claim so please have the following at hand when you make the call:

- purchase details and a description of the upholstered furniture
- proof of purchase of the Guardsman® Product Warranty
- the WARRANTY number of your Guardsman Product Warranty
- specific details of the stain or damage and how it occurred
- you will also need to provide your name, address and day/evening telephone number.

DISCLAIMER OF LIABILITY

Under no circumstances shall coverage under the Guardsman Product Warranty extend to any loss or damage to a person or property, direct, consequential or incidental, arising from use or inability to use the Product. This Guardsman Product Warranty does not cover any defects which are subject to manufacturers recall or which are covered under a manufacturer's program of reimbursement. This is not a guarantee or promise relating to the nature of the material, workmanship or performance of any good to which a Product covered by the Guardsman Product Warranty has been applied. This Guardsman Product Warranty does not exclude or restrict any condition or warranty imposed or implied by any consumer legislation operating in Singapore and Malaysia.

PRIVACY POLICY

Guardsman Australia Pty Ltd and its affiliates (Guardsman, us, we) respect your right to privacy. This policy summarises what personally identifiable information we collect, and how we use and disclose this information. This policy also describes other important topics relating to your privacy.

INFORMATION COLLECTION

Guardsman will collect personally identifiable information (such as name, title, company name, address, telephone number, or e-mail address) that you provide through our web site, e-mail correspondence, by registering a warranty or by requesting information from us or when you otherwise contact us in person. We will also collect general information (such as the type of browser you use, the files you request, and the domain name and country from which you request information) to improve our website and better meet your needs.

If you enter into a transaction (such as a purchase) at this website, you will be required to provide information that is needed to complete the transaction, including your name, shipping address, product selection(s), and your payment information. We do not keep any credit or other payment information longer than is necessary in order to comply with legal, tax, and auditing requirements. Other information you provide may be added to our company database(s).

We may passively collect information that is automatically sent to us by your web browser or your internet service provider. This information typically includes your domain name, your user name, and your numerical IP address. The amount of information sent by your web browser depends on its settings. Please refer to your browser if you want to learn what information it sends. We use this type of information to see which web pages you visit at our website, which website you visited before coming to our website, and where you go after you leave our website. We can then develop statistics that help us understand how our visitors use our website and how we can improve it.

We may actively obtain information about you by installing a marker on your computer commonly called a “cookie.” Cookies enable us to know you by a computer-generated, unique identifier. By providing you with a unique cookie, we are able to create a database of your previous choices and preferences, and in situations where these choices or preferences need to be collected again; they can be supplied by us automatically, saving you time and effort. For example, after you purchase a product once, if you need to purchase it again, your previous selections for colour or other features will have been retained, and can be reentered more quickly. Your computer may be specially configured to reject cookies; please refer to your browser for more information. Many Guardsman websites will allow you to visit without accepting cookies, but some features of our websites may not work properly if you choose to reject cookies.

Some of our sites may use third-party advertising technology to serve ads when you visit our website and sites upon which we advertise. This technology uses information about your visits to this website and the sites upon which we advertise, to serve our ads to you. In the course of serving our advertisements to you, a unique third-party cookie may be placed or recognised on your browser. In addition, these sites may use web beacons, provided by our third-party ad server, to help manage and optimise our online advertising. These web beacons enable our ad server, on our behalf or on behalf of our agent, to recognise a browser's cookie when a browser visits this site, and to learn which banner ads bring users to our website. Our third-party ad server is performing its functions on our behalf or on behalf of our agent, and we may, directly or indirectly, instruct such ad server to enable other service providers to receive information about our site related to our online advertising. To learn more about our third-party ad-serving partner, cookies, and how to "opt-out" please visit: guardsmanaustralia.com.

USE OF INFORMATION

The information will be used by Guardsman, eg, to respond to your inquiries, process your orders, supply you with requested information on Guardsman products and services or track orders you place with Guardsman. In addition, authorised third parties may be utilised by Guardsman to collect, track and process such information. If you would like to access your personal information and have it either removed or modified if it is incorrect, please contact us at privacy@guardsmanaustralia.com. We will use reasonable efforts to comply with your request.

You do not have to provide us with your personal information but, if you do not provide us with the information we require, we may not be able to provide you with the products and services that you request.

Guardsman may use any of the information gathered at this website (other than credit information) for any legal purpose. We may analyse personal information for historical, statistical or scientific purposes, or we may store the personal information for your convenience should you return to this website in the future. We may also use your personal information to investigate security breaches or cooperate with government authorities pursuant to a legal matter. Personal information collected online may also be combined with information you have provided to Guardsman through other sources such as product registrations, call centres, or publicly such as at trade shows or seminars.

In addition, we may have collected similar information from you in the past, before our Privacy Policy took effect. By using this website you agree to the terms of this privacy policy. By agreeing to the terms of this privacy policy you are consenting to our continued use of previously collected information under the terms of this privacy policy.

DISCLOSURE OF INFORMATION

We take reasonable steps to protect your personal information from misuse, interference, loss and unauthorised access, modification or disclosure. It may be necessary, if required by law or if pertinent to judicial or governmental investigations, to release your personally identifiable information.

We may share your information with third parties including contractors, dealers, distributors and retailers (Service Providers). An example of a Service Provider is a data processing contractor that operates computer systems on our behalf. If you provide Guardsman with your information, you consent to the terms of this Privacy Policy and to the transfer and storage of that information by our Service Providers located in Australia as well as in the US and the UK. In respect of your consent to the disclosure of your personal information by us to persons who are not in Australia, the US and UK, you acknowledge and understand that we will not take reasonable steps to ensure that the Overseas Recipients do not breach the Australian Privacy Principles in relation to that information and we will not be liable to you for any breaches of those principles by an Overseas Recipient.

CHILDREN AND PARENTS

Guardsman does not intend to collect personally identifiable information from children without permission of the child's parent or legal guardian. Children should submit personally identifiable information to Guardsman only with the explicit permission of their parent or legal guardian. Where appropriate, Guardsman will instruct children not to submit personal information. If your child has submitted personal information and you would like to request that such information be removed, you may do so as indicated above, and Guardsman will use reasonable efforts to comply with your request.

COMPLAINTS

If you wish to make a complaint about a breach of the Australian Privacy Principles, you can contact us via the contact details below. We will promptly investigate your complaint and contact you in writing to notify you of the steps we will take to attempt to resolve your complaint.

CONTACT DETAILS

Telephone:	02 8867 3333
Email:	privacy@guardsmanaustralia.com
Post:	Level 4, 2 Burbank Place, Norwest Business Park
	Baulkham Hills NSW 2153

OTHER IMPORTANT INFORMATION

The Guardsman website may contain links to other sites. We do not endorse or otherwise accept responsibility for the content or privacy policies of those sites.

Guardsman is a global company with websites and computer facilities located in many countries. People from almost anywhere in the world can access our websites. We comply with the law of the country where our websites are located or directed.

Guardsman reserves the right to modify this privacy policy at any time. We will promptly reflect any such modifications in these web pages.

THE SECRET TO STAIN REMOVAL

Any spill, stain or spot is like cement in the way it works - the longer you leave it the harder it gets!

- Act immediately on the accidental spill for easy removal.
- Within one hour the stain has had a chance to sink and settle into the fabric.
- By tomorrow the stain is set in and will take a great deal of effort, not to mention cleaning chemicals to remove.

The key to stain removal is to act immediately!

The best way to keep your upholstery clean is to vacuum. Dry soils and dust are major enemies of your new upholstered furniture. The most important aspect of proper maintenance is to vacuum often (weekly) and correctly (using crevice tools, upholstery tools etc.).

- General soiling from clothing, shoes, children, pets, plants, body oils, hair oils and perspiration as well as atmospheric airborne soils from ventilation systems, fire places, wood stoves, cooking oils and household dust, will accumulate on your upholstery regardless of your fabric protection.

If not vacuumed regularly, everyday general soiling will settle between the individual fibres of your fabric and eventually dull, discolour and damage your valuable fabric.

PROFESSIONAL CLEANING

The beauty as well as durability of most upholstery fabrics, is vitally dependent on their cleanliness. Regular vacuuming will be the best defence against overall soiling.

No fabric protector prevents general soiling. However with proper maintenance, fabric protectors allow soils to sit on top of the fabric and be vacuumed away.

- Guardsman Fabric protector protects against permanent spots and stains. It does not cover general soiling. That is why most manufacturers of upholstered furniture recommend professional cleaning at least once a year, depending on household conditions. Regular cleaning will remove general soiling and extend the life and beauty of the upholstery fabric.
- Specialised skills are needed to properly clean upholstery because of the many different types of construction, fibres, weaves and dyes used to make upholstered furniture. It is very important that you select a qualified professional upholstery cleaner with experience in the industry.

Guardsman does not determine the type of cleaning method for your upholstery, your fabric content does. Guardsman® Fabric protector does not need to be re-applied after any type of professional cleaning.

FABRIC SPOT REMOVAL PROCEDURES

Before calling Guardsman's Customer Service you should attempt to remove spots yourself while they are still fresh. These at-home procedures will allow you to remove most spots and spills. Please remember that these spot cleaning procedures are for spot cleaning only, not for overall cleaning.

Refer to the "Professional Cleaning" section of this Care guide for information on overall cleaning.

To remove most spots and stains, follow these basic rules:

1 While the spill is still fresh, blot (don't rub) with a clean, white absorbent cloth.

2 Identify the type of fabric by checking the manufacturer's tag. (For example. 50% cotton, 30% rayon, 20% polyester; not the foam polyurethane content for the cushions from the law label). Knowing the fabric content and nature of the spill is important to determine which type of cleaners and cleaning methods should be used.

3 Check the manufacturer's tags for cleaning care instructions. Refer to this code first when determining proper cleaning method. Refer to the table on back page. However, always pre-test the cleaning solution in a hidden area before attempting to clean.

4 If there are no tags on the furniture, check your store receipt or with your furniture retailer for the fabric content and the manufacturer's recommended cleaning methods. Guardsman will not alter the manufacturer's recommended cleaning methods.

5 Pre-test all spot removal solutions in a hidden area of the fabric. Apply a few drops of cleaning solution on each colour of the fabric. Using a white absorbent cloth, press it firmly against each colour of the fabric; hold it in place for 10-15 seconds.

Examine the cloth for dye transfer from the fabrics. If colours have bled into the towel, then the fabric is not colourfast for that type of solution. Allow fabric to dry completely. Do not proceed with cleaning if the pre-tested area does not dry clear or causes any other unusual changes to the fabric. Please call Guardsman for assistance - we're here to help!

6 Once you have tested all spot cleaning solutions to be used, proceed with spot cleaning. Do not over wet, and work with small amounts of solution, blotting frequently. Problems can result from excessive amounts of solutions. BLOT, DO NOT RUB OR BRUSH. Excessive rubbing may cause distortion of the fabric texture.

7 Always work from the outer edge of the spot or stain towards the centre. If a spot is smaller than a 10 cent coin better success will result by applying to cotton buds or a cotton ball. Have patience, some spots respond slowly.

8 If attempts to clean stubborn spots or stains are unsuccessful, call Guardsman within 5 days of the staining and attempted spot removal.

REMEMBER TO ALWAYS



Scoop or Scrape up: Gently scoop or scrape with a blunt edge of a spoon from the outside of a spill toward the centre.

Rinse: To remove all cleaning solution residue, it is important to extract by blotting with a cloth slightly moistened with clear water.

Blot up: Press straight down with a clean white towel (never rub, rubbing may distort the fabric texture).

Apply: Mixed solvents, detergents, enzymes, vinegar and water solutions should be applied to a clean white towel (not printed) and this towel should be used to dampen the fabric.

FABRIC SPOT REMOVAL PROCEDURES

Each number represents an entire cleaning procedure described on the next page.

If unsure of fabric content call your retailer for details.

FABRIC SPOT REMOVAL PROCEDURES – See Table on Next Page for further instructions

Procedure 1 - Dry Cleaning Solvent

A BLOT OR SCRAPE UP excess spill.
B Use a non-oily, non caustic type of solvent sold for spot removal on garments.
C Before cleaning, test the solvent on a hidden area of the fabric to make sure it won't discolour or damage the fabric or transfer colour to the cloth. Allow to dry.
D APPLY dry cleaning solvent to a clean white towel.
E APPLY moistened area of towel to the spot.
F BLOT the spot up. Blot dry, DO NOT RUB (rubbing may distort the fabric). Always use cleaners sparingly blending the edges of the spot to prevent 'ringing'. Several light cleanings are preferable to heavy cleanings.
G Repeat as needed. DO NOT SOAK.

Procedure 2 - Detergent

A BLOT OR SCRAPE UP excess spill.
B Mix one teaspoon of mild dishwashing detergent with 1 cup of warm water (NOT HOT WATER).
C Before cleaning, test the mixed detergent on a hidden area of the fabric to make sure it won't discolour or damage the fabric or transfer colour to the cloth. Allow to dry.
D APPLY mixed detergent to a clean white towel.
E APPLY moistened area of towel to the spot.
F BLOT the spot up. Blot dry, DO NOT RUB (rubbing may distort the fabric). Always use cleaners sparingly blending the edges of the spot to prevent 'ringing'. Several light cleanings are preferable to heavy cleanings.
G Repeat as needed. DO NOT SOAK.
H RINSE with clear water. DO NOT SOAK.
I BLOT DRY.

Procedure 3 - Laundry detergents with enzymes

A BLOT OR SCRAPE UP excess spill.
B Mix 1 teaspoonful of enzyme detergent, (laundry detergents) with 1 cup of warm water (NOT HOT WATER).
C Before cleaning, test the mixed enzyme cleaner on a hidden area of the fabric to make sure it won't discolour or damage the fabric or transfer colour to the cloth. Allow to dry.
D APPLY the mixed enzyme cleaner to a clean white towel.
E APPLY moistened area of towel to the spot.
F Allow the enzymes to remain on the spot for 15 minutes.
G BLOT the spot up. Blot dry, DO NOT RUB (rubbing may distort the fabric). Always use cleaners sparingly blending the edges of the spot to prevent 'ringing'. Several light cleanings are preferable to heavy cleanings.
H Repeat as needed. DO NOT SOAK.
I RINSE with clear water. DO NOT SOAK. BLOT DRY.

Procedure 4 - Vinegar

A BLOT OR SCRAPE UP excess spill.
B Mix one quarter cup of white vinegar with 1 cup of warm water (NOT HOT WATER).
C Before cleaning, test the mixed vinegar cleaner on a hidden area of the fabric to make sure it won't discolour or damage the fabric or transfer colour to the cloth. Allow to dry.
D APPLY mixed detergent to a clean white towel.
E APPLY moistened area of towel to the spot.
F BLOT the spot up. Blot dry, DO NOT RUB (rubbing may distort the fabric). Always use cleaners sparingly blending the edges of the spot to prevent 'ringing'. Several light cleanings are preferable to heavy cleanings.
G Repeat as needed. DO NOT SOAK.
H RINSE with clear water. DO NOT SOAK.

FABRIC SPOT REMOVAL PROCEDURES

TYPE OF SPILL	**PROCEDURES TO FOLLOW** Synthetic, Cotton Blends & Woollen Blends	**100% Cotton 100% Linen**
Unknown Spill*	**procedures** 1,2,3,4	1
Beer	**procedures** 2,4	1
Human Blood	**procedures** 2,3,4	1
Butter	**procedures** 1,2,3	1
Candy (Sugar)	**procedures** 2	1
Ketchup	**procedures** 2,3	1
Chocolate	**procedures** 1,2,3	1
Coffee/Tea	**procedures** 2,3,4	1
Cooking Oil	**procedures** 1,2,3	1
Fruit Juice	**procedures** 2,4,3	1
Gravy	**procedures** 2,4,3	1
Ice Cream	**procedures** 2,4,3	1
Jelly/Berries	**procedures** 2,4,3	1
Mayonnaise	**procedures** 2,4,3	1
Milk/Cream	**procedures** 2,4,3	1
Mixed Drinks	**procedures** 2,4	1
Mustard	**procedures** 2,4,3	1
Soft Drinks	**procedures** 2,4,3	1
Human Urine (wet)	**procedures** 2,4,3	1
Human Urine (dry)	**procedures** 2,3,4	1
Wine	**procedures** 2,4,3	1

NOTE: Substitution of products other than those recommended by Guardsman may void your product warranty.

For any additional information, contact Guardsman on

Singapore	**8006 163 072**
Malaysia	**1800 805 351**

Our goods come with guarantees that cannot be excluded under your Consumer Law. You are entitled to a replacement or a refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

保修手册 BEDDRY.

- 请务必通读您的产品保修手册
- 及时地报告任何索赔要求
- 将本文件与您的其他重要资料存放在一起

Guardsman Fabric Protection Including 3 Year Product Warranty (保修)
由Guardsman Australia Pty Ltd提供
澳大利亚公司号ABN 34 079 889 900 (Guardsman)

保修单号码_____

单保修仅包括1个座位
单一保修包括 2至3个座位
多重保修包括 4至7 个座位

祝贺你选择了GUARDSMAN FABRIC PROTECTOR INCLUDING 3 YEAR PRODUCT WARRANTY.

本手册陈述了维护与保养您的新家具的有用信息和小帖士.
请确保在您方便的时候尽早阅读这本手册.

有了正确的护理，使用Guardsman家具织物保护罩，您的新家具能够让您和您的家人愉快地使用多年.

GUARDSMAN 产品保修条款及条件

当您从家具零售商处购买新的软垫家具时，Guardsman家具织物保护（“产品”）是可同时供您选购的. 有了本手册所述的正确维护与保养，您将得到下列好处，以手册所述的条款和条件为准.

1 GUARDSMAN 产品保修将帮助保护您的新家具，使之免受:

- 食物和饮料污渍的沾染
- 意外损坏包括裂口，撕毁和切割

倘若：
- 您是原始的购买人

- 家具位于新加坡和马来西亚
- 家具专门供室内使用，用于私人和家居目的，并且没有被滥用或误用
- 您从家具店购得的家具没有污点或损坏
- 符合以下条款和条件

2 对您新的家具使用本产品后的3年之内，如果受保护的软垫家具的覆盖装饰织物被弄脏，并且污渍不能按照本保修手册中概述的清洁方法去除，GUARDSMAN将安排一位专业技术员免费清洗被弄脏的区域.

2(A) 您必须能够指出污渍的起因，以便技术员能使用正确方法清洗来保证最佳的结果.如果您不能指出污渍的起因，GUARDSMAN 则不能保证清除污渍. 当您不能指出污渍的起因时，GUARDSMAN 产品保修中所规定的GUARDSMAN的义务则仅限于安排一位专业清洗技术人员对那个特定的污渍清洁一次.

2(B) 您必须在污渍发生的5天之内将详情告知GUARDSMAN. 污渍正如水泥一样 - 您将它放置得越久，它就会凝固得越硬，也就越难于去除! 如果GUARDSMAN在5天内没有得到通告，那么GUARDSMAN按照GUARDSMAN产品保修所规定的义务仅限于安排一位专业清洗技术人员清洗那个特定的污渍一次.

3 如果您新家具的覆盖装饰织物由于裂口、撕开或切割而遭到损坏，GUARDSMAN将安排一位修理技师来修理这个意外的损坏.

3(A) 您必须在损坏发生的5天之内向GUARDSMAN通告意外损坏的详情.

4 如果技术人员无法清洗或修理(如上面第2条和第3条所述)受污渍影响的区域，那么GUARDSMAN会安排免费将受污渍影响的区域更换为原来的覆盖装饰织物.

4(A) 如果原来的覆盖装饰织物不可再得到，那么您可以挑选与原来的覆盖装饰织物价值相同的一块织物来恢复受污渍影响的区域. 如果这是您不能接受的，那么您可以选择从GUARDSMAN得到您所支付的GUARDSMAN产品购买价格的全额退款，并且保修将停止.

4(B) 如果原来的覆盖装饰织物可以得到，由于染料批次的变化和装饰织物退色，GUARDSMAN不能保证颜色可以匹配得很精确.在这种情形下，GUARDSMAN的义务是提供当时最接近的尽可能匹配的颜色. 如果这是您不能接受的，那么您可以选择从GUARDSMAN得到您所支付的GUARDSMAN产品购买价格的全额退款，并且保修将停止.

5 在所有情况下，根据GUARDSMAN产品保修规定，GUARDSMAN对您的最大责任仅限于与您的新家具的实际购买价格相等的一个数额，到那时GUARDSMAN

的产品保修义务即被视为是完整和满意的.

如果由于某种原因，您的新家具的全部更换要由GUARDSMAN承担，(并且这是GUARDSMAN单方面的审慎决定)，那么被更换的家具就变成了GUARDSMAN的财产，而您的新家具将不会包括在本GUARDSMAN产品保修的范围内.在这些情况下，本GUARDSMAN产品保修将会停止.

GUARDSMAN产品保修责任排除条款

您新家具装饰织物上面的下列污点或损坏，Guardsman概不负责：

1 由覆盖织物、或家具、或制造工艺上的瑕疵而造成或导致的;

2 家具交货前、交货过程中或者运输过程中对覆盖织物所造成的;

3 由正常磨损所造成的污渍或损坏，包括因汗液积累、身体或者头发的油质、霉变或发霉、退色或掉色，不退色覆盖织物，或者由浸渍在软垫家具中或者由软垫家具所发出的气味而造成的污渍或损坏;

4 关于该污渍或损坏的索赔要求已经向保险公司、家具的制造者和/或家具的供应商提出；

5 因人或动物（除去前面所提到的）或其他代理人的处理不当、使用不当、疏忽、故意或恶意行为所造成的，或由阳光（包括退色）、暴雨和风暴，闪电、火、洪水、爆炸、地震、航空器或其他车辆的冲撞所造成的、或由对覆盖织物的非正常使用所造成的；

6 因按照本手册或制造商所提供的保养指示而进行的织物预测试的失败所造成的;

7 来自于染料转移的污渍或损坏.

8. 由于任何动物损害所造成的

9 因非食物或饮料的物质所造成的任何其他污渍所导致的

本保修不是清洁合同，不适用于通过日常使用被弄脏家具的清洁.任何其他附加的、未经Guardsman事先准许的应用会使本保修失效.如果您的家具在本Guardsman产品保修期间需要清洁，请联系Guardsman在您地区所授权的清洁员.

保修服务的程序

根据Guardsman产品保修规定，您有3种方式获得保修服务.

致电Guardsman顾客服务的以下免费电话号码:

新加坡	**8006 163 072**
马来西亚	**1800 805 351**
在网上提出您的索赔请求	**www.guardsmanaustralia.com**

Guardsman的顾客服务代理将需要某些信息以协助我们处理您询问的问题或处理您的索赔要求，所以当您致电我们时请将下列文件备好放在手边:

- 购买详情和软垫家具的描述
- GUARDSMAN®产品保修的购买证明
- 您的GUARDSMAN产品保修的保单号码
- 污渍或损坏的具体细节，以及它是如何发生的
- 您也将需要提供您的名字、地址和白天或者晚上电话号.

隐私条款
我们尊敬我们的顾客隐私权，并且保证我们会按照隐私法所规定的国家隐私权原则处理顾客的个人信息.我们收集、使用并且透露个人信息的目的是实施保修和为我们的顾客服务.如果您想了解更多的信息，或想要访问我们所收集的关于您的个人信息，请联系Guardsman的客户服务.

免责说明
任何情况下，Guardsman的产品保修所包括的范围均不可直接、间接或附带地延伸至因使用或未能使用本产品而对任何人或财产所造成的损害或损失.Guardsman的产品保修不包括厂家产品召回或制造商赔偿方案中所涉及的产品缺陷.本保修不是对Guardsman产品保修中所承保的任何产品的材料性质、工艺和性能的保证和承诺.Guardsman产品保修不排除或制约任何在马来西亚或新加坡生效的消费者法规中所推行和包含的条件和保修.

污渍去除的秘诀

任何溅溢、污渍或污点，其起作用的方式正如水泥一样 - 您将它放置得越久它就会变得越硬!

- 对于偶然的溅溢，应立即采取行动以使去除容易.
- 在一个小时之内污渍即有机会渗透和浸入到织物.
- 到了第二天污渍就会凝固，那么要花大量的努力来去除，这还没有算大量清洗化学制品的使用.

污渍去除的关键是立即行动!

一盎司的预防将给您带来几年的益处!

保持您的家具装饰织物清洁的最佳的方式是吸尘.干燥的尘土是您的新软垫家具的大敌.适当维护的最重要的方面是经常(每周一次)吸尘和正确吸尘(使用缝隙吸尘工具，织物吸尘工具等).

尽管您施行了织物保护，织物会因衣服、鞋子、孩子、宠物、植物、身体油脂、头发的油脂和汗液而弄脏，来自于通风系统、火炉、木炉的在空气中传播的尘土，烹饪油和家居尘土也会在您的家具织物上沉积.

如果不经常吸尘，每天日常的污迹将在您的家具织物的各纤维之间沉淀，最终使织物失去光泽，变色并且损坏您宝贵的织品.

专业清洁

大多数装饰织物的美观和耐久性其实是依靠他们的洁净度.经常吸尘将是防御织物被全面弄脏的最佳方法.

任何织品保护罩也不防止一般的弄脏.然而有了适当的维护，织品保护罩使得尘土壤停留在织物的顶部并可以被吸尘器吸走.

- GUARDSMAN织物保护罩保护织物免受永久斑点和污点.它不包括一般弄脏.这也是为什么大多数软垫家具制造商建议要根据家庭情况每年至少进行一次专业清洁.经常清洁会去除一般的污物，延长装饰织物的寿命和美丽.
- 由于制造家居使用了许多不同类型的建构、织物、编织以及染料，正确地清洁装饰织物需要有专业化的技能. 您选择在该行业有经验的，具有资格的专业装饰织物清洁工人是非常重要的.

Guardsman不会对您的装饰织物应使用何种清洁方法作决定-清洁方法要由您的家具织物的成分决定.Guardsman®织物保护罩在任何类型的专业清洁以后，无需被重新应用.

织物污点去除规程

在致电Guardsman客户服务之前，您应该在这些污污渍仍然新鲜时试图自己去除这些污渍. 这些在家中操作的规程将使您去除大多数的污点和溅溢. 请切记这些污渍清洁规程仅仅用于污渍的清洁，不适用于整体的清洁.
参见本维护指南的“专业清洁”部分关于整体清洁的信息.

要去除大多数的污点和污渍，请遵循以下这些基本规则:

1 当溅溢还很新鲜时，用一块干净、白色的吸水布抹去污点(不要揉擦).

2 通过查看制造商的标签来鉴别织物的种类. (例如，50%棉花， 30%人造丝，20%聚酯; 从法律要求的标签来看，这不是聚氨酯泡沫坐垫).了解织物的所含成分以及溅溢的本质是很重要，以确定应该使用的去污剂和清洁方法.

3 查看制造商的清洗保养说明标签. 当确定适当的清洁方法时，首先参见这个代码.参考在本页背面的表格. 然而，在试图进行清洁之前，总是要在一个隐藏的区域预测试清洁液.

4 如果家具上没有标记，查看您的商店收据或询问您的家具零售商关于织物的成分和制造商的推荐清洁方法. GUARDSMAN不会修改制造商所推荐的清洁方法.

5 在一个隐藏的区域预测试所有的去除斑点的溶剂.在织物的每种颜色上使用几滴清洗剂. 使用一块白色吸水布，将其牢固地按住在织物的每种颜色上; 按住10-15秒.

检查染料从织物上的转移.. 如果颜色流入了布中，则该织物对于那种溶剂就不是不退色.让织物完全干燥.如果预测试的区域不能完全干燥或造成织物面料任何其他的异常改变，不要继续进行清洁.请致电GUARDSMAN寻求协助-我们在这里提供帮助!

6 一旦您测试了所有将使用的污渍清洁剂，就可以继续进行污渍清洁了. 不要使织物面料过湿，使用少量溶剂频繁地吸干. 过量地使用溶剂可能会产生问题. 抹拭，不要揉擦也不要用刷子刷.过份摩擦也许会导致织物纹理的变形.

7 总是要从斑点或污点的外面边缘开始向中心清洁. 如果斑点小于10分硬币的大小，使用棉签或棉花效果会更好. 要有耐心，有些斑点会慢慢地产生反应.

8 如果清洗顽固的斑点或污点的尝试并不成功，在污点出现并且您试图去除该污点的5天内致电GUARDSMAN.

记得总是要

冲洗: 要柔和地舀起或刮去
舀起或刮起：
所有的清洗液均留有溶液残留且其边缘较钝，
非常重要的是要使用一个勺子

从外围 - 向中心轻轻地抹拭污渍的边缘，
并使用一块布轻轻地用清水润湿.
（除了100%棉或100%亚麻）
使用一块干净的白布抹拭：垂直地按压.（永远不要揉擦，过分摩擦也许会导致织物纹理变形）

小贴士: 在清洁有拉链的坐垫时，打开拉链将一块干净的白布放在污渍的下面，然后再开始清洗这个区域.
溶剂应用: 将溶剂、洗涤剂、酶类、醋和水混合，将该溶剂置于一块干净的白布上（没有任何印刷字体的），这块布被用来润湿织物面料.

织物污点去除规程

每个数字代表在下一页所描述的一个完整的清洁程序
如果不能肯定织物面料的组分请致电你的零售商以获取详情.

织物污点去除规程

B 去除服装上的污斑时，应使用一个市售的非油腻、非腐蚀性的溶剂.
C 在清洗之前，在织物的一处隐藏的区域测试该溶剂以确保它不会使织物变色、损坏或将颜色转移到抹拭用的布上面. 让它变干.
D 在一块干净的白布上应用干洗溶剂.
E 将布上面湿润的区域应用到污斑上.
F 将污斑抹起. 吸干，不要揉擦 (摩擦也许会让织物变形). 总是要少量使用清洗剂，试着融合污渍的边缘以避免"警铃响起". 几次轻微的清洗要好过度的清洗.
G 如有需要，重复以上步骤. 不要浸泡.

*关于干洗剂的信息，敬请致电Guardsman Australia

规程2 – 洗涤剂

A 吸干或刮除多余的污渍.
B 将一茶匙温和的餐具洗涤剂与一杯温水混合（不要热水）.
C 在清洗之前，在织物的一处隐藏的区域测试混合溶剂以确保它不会使织物变色、损坏或将颜色转移到抹拭用的布上面.让它变干.

规程

A 吸干或刮除多余的污渍.
在一块干净的白布上应用该混合洗涤剂.
E 将布上面湿润的区域应用到污斑上.
F 将污斑抹起.吸干，不要揉擦 (摩擦也许会让织物变形). 总是要少量使用清洗剂，试着融合污渍的边缘以避免"警铃响起". 几次轻微的清洗要好过度的清洗.
G 如有需要，重复以上步骤. 不要浸泡.
H 用清水冲洗. 不要浸泡.
I 吸干.

规程 3 – 加酶的洗衣液

A 吸干或刮除多余的污渍.
B 将1茶匙加酶的洗衣液(洗衣液)与1杯温水混合（不要热水）.
C 在清洗之前，在织物的一处隐藏的区域测试混合加酶清洗剂以确保它不会使织物变色、损坏或将颜色转移到抹拭用的布上面. 让它变干.
D 在一块干净的白布上应用该混合加酶清洗剂.
E 将布上面湿润的区域应用到污斑上.
F 让加酶清洗剂停留在污渍上15分钟

G 将污斑抹起. 吸干，不要揉擦 (摩擦也许会让织物变形). 总是要少量使用清洗剂，试着融合污渍的边缘以避免“警铃响起”. 几次轻微的清洗要好过度的清洗.
H 如有需要，重复以上步骤. 不要浸泡.
I 用清水冲洗. 不要浸泡. 吸干.

规程4 – 醋

A 吸干或刮除多余的污渍.
B 将1/4杯白醋与1杯温水混合（不要热水）.
C 在清洗之前，在织物的一处隐藏的区域测试混合醋清洗剂以确保它不会使织物变色、损坏或将颜色转移到抹拭用的布上面. 让它变干.
D 在一块干净的白布上应用该混合洗涤剂.
E 将布上面湿润的区域应用到污斑上.
F 将污斑抹起.吸干，不要揉擦 (摩擦也许会让织物变形). 总是要少量使用清洗剂，试着融合污渍的边缘以避免“警铃响起”. 几次轻微的清洗要好过度的清洗.
G 如有需要，重复以上步骤. 不要浸泡.
H 用清水冲洗. 不要浸泡.
I 吸干.

织物污点去除程序

洒漏类型	遵循的步骤 合成纤维、棉混纺、羊毛混纺	100% 棉 100% 亚麻
未知洒漏	程序 1,2,3,4	1
啤酒	程序 2,4	1
人血	程序 2,3,4	1
黄油	程序 1,2,3	1
糖果（糖）	程序 2	1
番茄酱	程序 2,3	1
巧克力	程序 1,2,3	1
咖啡/茶	程序 2,3,4	1
食用油	程序 1,2,3	1
果汁	程序 2,4,3	1
卤汁	程序 2,4,3	1
牛奶/乳霜	程序 2,4,3	1
软饮料	程序 2,4,3	1
尿液（湿）	程序 2,4,3	1
尿液（干）	程序 2,3,4	1
酒	程序 2,4,3	1

备注: 使用Guardsman所推荐的以外的其它替代产品可能会使你的保修无效.
欲获取进一步的信息，请致电以下号码联系Guardsman
新加坡 **8006 163 072**
马来西亚 **1800 805 351**



GUARDSMAN®
Excellence in Furniture Care Since 1915

GUARDSMAN FABRIC PROTECTION INCLUDING 3 YEAR PRODUCT WARRANTY

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13 Columbia Way
Norwest Business Park
Baulkham Hills, NSW 2153, Australia

Tel: +61 2 8867 3333
info@guardsmanaustralia.com
guardsmanaustralia.com