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Residence Name: _____ Residence Address: _____

Custom Cabinetry Care & Maintenance Guide

Wood Cabinetry:

Our Products are handcrafted using the finest woods and veneers, as well as top quality hardware and finishing materials. Our products are finished with translucent stains over real wood. Our manufacturing process allows the natural grains and coloration of the wood to show through. It is not unusual to see different tones in the same piece of wood. This is caused by naturally occurring minerals and grain patterns that develop as the tree grows. They are especially apparent in lighter stained woods but can be identified in darker finishes as well. These minerals and grain patterns are a signature of real wood, and in no way affect the overall quality. To protect your investment, we recommend the following care:

Natural Oil Finishes:

All oil finishes (those without a lacquer topcoat) need to be treated with a good furniture oil or wax, which can be found in most grocery and home stores. The oil moisturizes the wood, which prevents it from drying out and developing season "cracks". You should oil the furniture every 3 months or whenever the wood appears dry. Danish oils and teak oils are good products when re-coating your woodwork. Avoid waxes with silicone in them, as this ingredient can harm the finish of you wood. Use lint free cloth to apply, working in the direction of the grain.

Catalyzed Acrylic Lacquer Finishes:

All other of our finishes are protected with a medium to flat sheen "HAPS Free" catalyzed acrylic lacquer topcoats. This includes our light and dark colors including the whitewashed stains. Lacquer finishes require only a lightly damp, lint free cloth to clean. You should use good quality furniture cleaner, polish/oil to wipe down your woodwork every **3 months**. (We recommend "Cabinet Magic", "Pledge" or "Old English Polish"). This will reduce the wear from humidity and temperature changes and will replace the moisture back into the wood. (Do not use finishing oils *for maintenance*, such as Danish oils, linseed oil or teak oil. These finishes are good for re-coating the surface if it is heavily worn or scratched) If a furniture polish/oil is not used, eventually your finish could be dried from moisture and repeated wiping with damp cloths. This will especially be prevalent at areas of moisture around sinks and dishwashers.

NOTE: If moisture is repeating left on or if woodwork is repeatedly exposed to moisture – "finish will breakdown".
Pay special attention to edges of cabinets & doors around Sink and Dishwasher areas.

We also recommend the following:

- Do not allow the woodwork in direct sunlight. The ultraviolet rays can fade or “bleach” darker wood finishes and can cause yellowing in colored or lighter finishes. Our finish uses special sealers and laquers to help repel Ultraviolet rays, but avoiding long term direct sunlight is the best way to protect your wood and finish.
- Avoid placing your woodwork under windows or near Heat and Air conditioning units. Exposure to moisture, humidity and a constant temperature change can cause the shrinking and swelling of the wood.
- Keep liquids away from surfaces of your furniture. They can break down the finish. Liquids such as Perfume, Nail Polish Remover, and Medicines with Alcohol will damage the finish on contact.

Deco-Form RTF Cabinetry:

Rigid thermo foil doors only need a soft cloth with mild soaps and warm water to clean. You may also, use plastic laminate type cleaners, such as countertop magic. (Do not use acetone or ammonia-based products to clean the RTF doors. Using these cleaning products may cause doors to discolor. It is recommended that the RTF products not be exposed to temperatures exceeding 150 degrees Fahrenheit. Use special care with toasters and toaster ovens that set on countertops, do not place directly under wall cabinets doors. **NOTE:** On cabinet doors and drawers next to self cleaning ranges, you must open them away from the heat source during the cleaning cycle. We always strongly recommend melamine fillers be installed between all heat sources and the cabinet. *See attached “Deco-Form Warranty” (RTF Doors damaged by heat will not be covered by warranty.)*

Plastic Laminate Tops and Laminate Faced Cabinetry:

Care and Use

- Cookware still hot from the stove or oven, as well as electric skillets, waffle irons, curling irons, and hot rollers, should not be placed directly on laminate surfaces.
- Prolonged exposure to temperatures of 140°F (60°C) or higher may cause the laminate to separate from the core material.
- Use a trivet, insulated hot pad or other protective device beneath all hot cookware, heat generating appliances, or other heated objects.
- Avoid ironing or placing a hot iron on laminate surfaces.
- Use cutting boards, chopping blocks, or other protective surfaces.
- Do not chop, slice, pound, or hammer on any laminate surface.
- Knives or other sharp utensils may slice or scratch the surface.
- Heavy blows from a hammer or meat tenderizer may crack or gouge the surface.
- Use place mats, doilies, and trivets on laminate surfaces when necessary.
- Ceramics and abrasive objects can cause scratching and premature wear – do not slide these items across surface.

Ordinary Cleaning

- In most cases, you only need to use a clean, damp, nonabrasive cotton cloth and a mild liquid detergent or household cleaner.
- Rinse with clean water, using a clean, nonabrasive cotton cloth.
- Do not flood the laminate, especially near seams, since water can penetrate the substrate and cause swelling.
- Dry the surfaces with a soft clean nonabrasive cotton cloth.

“Wood Products Northwest Inc. is your licensed, bonded and Insured AWI Quality Woodworking Manufacturer and Corian Fabrication Company”

Thank you, for your business

- Periodical recaulking may be needed along backsplash seams, walls and sinks. This will prevent water damage to your counter substrate.

Special Cleaning Recommendations

Residual Glue

Sometimes new laminate has a streaky appearance caused by contact adhesive used during fabrication. Clean with a non-abrasive cotton cloth and an adhesive solvent. (Lacquer Thinner, Acetone or Denatured Alcohol) Use solvent sparingly, as excessive amounts may delaminate edges. Remember to read all warnings and instructions on the labels for all solvent products. Follow directions and warnings on the labels because many are extremely flammable.

Stains

To remove or minimize stains, use full strength “Fantastik All Purpose Cleaner”, “Formula 409”, “Pine-Sol” or other mild household cleaner on the affected area, and allow it to draw out the stain. Blot with a clean damp, non-abrasive cotton cloth, and then rinse with clean water. Solvents such as Denatured Alcohol as listed above can also be used.

Stubborn or “fugitive” stains that may disappear on their own, after a short time or after repeated cleanings include:

food stains	glass rings	food dyes
water marks	coffee and tea stains	fingerprints

Stains which are stubborn or even permanent, and may not disappear, include:

wood stains	cash register ink	indelible inks
newsprint	marking pen inks	food pricing ink

Some Materials and liquids, such as dyes and pharmaceutical products, will permanently stain laminate. Examples include:

hair dyes and rinses	silver nitrate	laundry bluing
tannic acid	Mercurochrome	povidone-iodine
dermatological tar compounds		peroxide

These stains may be reduced by applying a paste of baking soda and water on the area to pull out the stain. The paste will be slightly abrasive, so do not rub. Wipe up the paste with clean, damp, non-abrasive cotton cloth, and then rinse with clean water.

- *Periodic application of self-cleaning wax can help minimize future staining.*

Cabinet Door Hinge & Drawer Front Adjustments:

See attached sheets for hardware adjustments and Hardware Manufactures Warranties.

Wood Cabinet Doors:

All doors are guaranteed against warpage, delaminating, swelling, or twisting, which would render them unserviceable. A warp or twist up to 3/16 shall not be considered a defect. Natural variations in the color or texture of the wood and seams in plywood panels are not considered as defects.

Breadboards:

Breadboards need regular maintenance. Do not put into dishwashers. Regularly wipe both sides down with mineral oil or vegetable oil. Larger breadboards are more subject to warping, twisting and joint failure. Because of the nature of wood being used as a cutting board and being subjected to repeated moisture – This item has no warranty or guarantee.

Warranty Start Date: _____

Signed By: _____

All workmanship and materials will be guaranteed for 1 year.

Wood products Northwest Inc. shall remedy at our expense, any defects appearing during the above-mentioned period, due to poor materials or workmanship. This shall not be interpreted as holding us responsible for any deterioration of our products and work, due to normal use or abuse. This includes damage from not maintaining your surfaces and damage that can occur from repeated exposure to water and steam near sinks, dishwashers, etc.

Door adjustments and caulking cannot be guaranteed due to the variety of conditions that affect our work. It is common for new homes to settle and lumber to dry out in walls, etc. It is not uncommon to have movement of walls and floors in older existing homes and new homes during various times of the year. Door adjustments and caulking should be considered as periodical maintenance in keeping your cabinets looking new. Also not warranted - in extreme cases walls and floors can move causing cabinet boxes to shift, twist and even open some joints.

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