

# Limited Lifetime Warranty

## **What does this limited warranty cover?**

This limited warranty covers defects in material and workmanship in your Crystal custom cabinetry under normal home use and service.

## **How long does this limited warranty last?**

This warranty lasts for as long as the initial purchaser of the products owns them at the original site of installation.

## **What will Crystal Cabinet Works, Inc. do?**

Crystal Cabinet Works, Inc. will replace or repair any part or parts which may prove defective under normal home use and service.

## **What does this warranty NOT COVER?**

This warranty does not cover expenses involved in the removal or installation of any item or product. It does not apply to the mellowing or aging of wood products due to photo-degradation (the effect of natural and artificial light to woods and finishes) of the products' finished appearance. It does not apply to our products or any part thereof which has been subject to accident, negligence, alteration, abuse, misuse, defective installation, improper storage, damage from exposure to extremes in temperature and/or humidity or normal wear and tear. Painted face frames and other painted product may have visible cracking around the joint areas. This is considered a natural characteristic of wood as it expands and contracts with changes in humidity and temperature and is not covered under these warranties. Crystal Cabinet Works, Inc. reserves the right to substitute parts of like quality if a substantially identical replacement part is unavailable. Also, consequential and incidental damages are not recoverable under this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty does not apply to any special order product for which a written disclaimer of warranty was signed by the purchaser or the purchaser's agent.

## **Effect on Implied Warranties**

Crystal Cabinet Works, Inc. makes no other warranty of any kind—express or implied. The implied warranties of merchantability and fitness for a particular purpose and all other warranties, express or implied, are excluded from this transaction and shall not apply to the goods sold unless the goods are "consumer products" as that term is defined by the federal Magnuson-Moss Warranty Act. Some states do not allow limitations on implied warranties, so the above limitations may not apply to you.

## **How do you get service?**

To file a warranty claim, the purchaser should contact the local dealer or distributor from whom the cabinets were originally purchased. The consumer must provide the dealer, distributor or Crystal Cabinet Works, Inc. with proof of purchase. This may be done by providing the dealer, distributor or Crystal Cabinet Works, Inc. with a copy of the invoice and/or receipt originally received with the purchase of the cabinets. FAILURE BY THE CONSUMER TO PROVIDE PROOF OF PURCHASE VOIDS ANY CLAIM MADE UNDER THIS WARRANTY. The dealer or distributor will obtain the information necessary to make a claim decision and forward such information in writing to Crystal Cabinet Works, Inc. for action on the claim. Warranty claims must include a complete description of how the defect occurred. If the dealer or distributor is not available, the purchaser may contact Crystal Cabinet Works, Inc. directly at 800-347-5045.

## **How does state law apply?**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.



# *Caring for Your* CRYSTAL *Cabinetry*

With proper care, Crystal cabinetry will provide a lifetime of use and satisfaction. Proper care involves attentive cleaning, polishing and careful avoidance of damaging household cleaners.

## **Tips for Wood Products**

The beauty of wood is in the variation in grain and hue. Because wood is a natural product, it has inherent variation. This variation includes many natural characteristics as a result of tree growth patterns, as well as differences in wood color and grain due to variations in forest growing conditions. We apply and then hand wipe our stains to bring out the natural character and sheen of the wood.

### **Upon Installation–**

Wipe the cabinets clean with a soft, damp cloth and dry immediately with another clean, soft cloth. Always wipe in the direction of the wood grain. Apply a thin coat of high quality polish. Choose a polish that does not contain silicone or wax, and follow the manufacturer's directions for application. A high-quality polish will aid in protection from minor scratching, staining and excessive moisture.

### **Basic Cleaning–**

Routine cleaning with the appropriate materials will help prevent long-term damage to your finish. Wipe with a dampened cloth and promptly wipe dry. Use a clean cloth dampened with a solution of mild dish washing liquid and water to remove oil, grease, food residue or daily spills. Do not use your dishcloth to clean the cabinets as it may contain remnants of detergents and grease that can have a harmful effect on the finish. Avoid using cleaners that contain the following: bleach, ammonia, citrus products, organic solvents; harsh detergents, strong soaps, abrasive cleansers; or self-polishing waxes (particularly products that contain silicone). We do not recommend using paste wax because of the "build up" and "yellowing" effects over time. We do recommend the use of a high-quality cream furniture polish.

### **Wipe Spills Promptly–**

Many substances become difficult to remove and may stain or cause other damage upon prolonged contact. If a spill occurs, wipe it promptly with a damp cloth or sponge and dry the surface immediately. Use a blotting action rather than a wiping action to remove the substance.

### **Avoid Excessive Moisture–**

This is one of the worst enemies of any finish. Cabinetry near the sink and dishwasher, and baseboards are most susceptible. Dry off any areas immediately where water has spilled. Avoid draping dish towel or other wet items over doors or placing coffee makers where steam vents directly onto cabinet surfaces.

### **Avoid Temperature and Humidity Extremes–**

Extremes in temperature and humidity can cause wood to expand and contract, swell or warp, and dry out– possibly damaging the finish of your cabinetry. It is important to control the temperature and humidity in your home all year long. You should allow minor warping to go through one heating cycle before considering replacement.

### **Avoid Exposure to Harsh Cleaners–**

Harsh cleaners can damage the finish of your cabinetry. Avoid cleaners containing ammonia, bleach, citric acid (including orange and lemon oil) and organic solvents.

**Avoid Exposure to Waxes–**

Most common self-polishing waxes can damage your finish. Take care to use only high-quality cream furniture polishes available from high-end furniture or paint stores.

**Guard Against Scratching and abrasion–**

Clean with a soft, damp cloth when necessary. Avoid using scouring pads and abrasive cleansers as they may dull fine finishes.

**Guard Against Plastic and Rubber–**

Use felt or cloth under plastic or rubber objects as their ingredients may react with wood counters.

## Tips for Laminate Products

With proper care, our laminate products will last a lifetime. Generally, a damp sponge is all you need for every day maintenance of laminate surfaces.

**Basic Cleaning–**

Use a soft cloth to wash surface with warm water and a mild dish washing detergent. Rinse with warm water and dry with a soft cloth. Use an all-purpose cleaner or bathroom cleanser to remove spots and stains.

**Stubborn Spots and Stains–**

Mix baking soda and water to create a paste. Use a soft bristle brush to gently rub the spot in a circular motion. The paste will be slightly abrasive, so work carefully, pressing very lightly. Rinse and dry with a soft cloth. Repeat the process as long as you're making progress. If the stain remains, use undiluted household bleach; the label should read 5% solution of sodium hypo chlorite. Take special care to protect your eyes, skin and clothing. Apply the bleach using a wet sponge or paper towel, place it on the stain and let sit for no longer than one and a half minutes. Rinse repeatedly with warm water and dry with a soft cloth.

**Avoid Aggressive Acids–**

Avoid products containing aggressive acids or abrasives as they may cause damage to laminate finishes (Lime-A-Way, Soft Scrub, Tilex, etc.).

**Avoid Chips and Scratches–**

Avoid the use of abrasive cleansers and cleaning tools. Some "stiff" paper towels may leave tiny scratches that dull the surface. Always use a soft cloth when cleaning laminate surfaces. Never use a laminate counter top as a cutting surface. Use a chopping block when cutting to avoid chipping and scratching. Fine scratches may be covered with a light spray furniture polish.

## Wood Welded® Maple Chopping Block

Our top quality Butcher Block is intended to be used as a true cutting surface. Clean it like you would any cutting surface, taking care not to allow water to remain on the surface for any prolonged length of time.

**Periodically Reseal the Surface–**

Occasionally use mineral or vegetable oil to reseal and help preserve your block. Reseal only the area on which you frequently cut. Upon years of heavy use, it may become necessary to refinish the block. Sand off the finish and reseal using either a mineral or vegetable oil, or with "Good Stuff" Urethane Gel clear protective finish.