

# CUSTOM ARCHITECTURAL WOODWORK, Inc.

## Product Information and Care

PROJECT:

PROJECT OWNERS/  
PROPERTY OWNERS:

CAW NO: AW-

VENDER CLASS: Millwork

CONTACT:

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### Surface Cleaning and Product Care of Custom Architectural Woodwork's Products:

#### Wood and Laminate Surfaces:

To clean these surfaces use mild soapy water on a damp cloth. Do not overly wet the wood and do not leave moisture on the finish for an extended length of time. Do not use cleaning products with an acidic or an abrasive content, as it will damage both the wood and laminate product.

**Also: Do Not Use** Solvents of any kind, such as alcohol, acetone, and lacquer thinner, etc. With this type of finish the best cleaning agent is a solution of Windex: One Part Windex and Three Parts Water. Spray the Windex on the surface and wipe the surface dry with a non-abrasive cloth. Given the type of finish that is used on our wood surfaces it is not necessary to oil the wood. In fact, we do not suggest using oily products, as this makes the finished surface feel oily to the touch and can transfer to paper, cloth, and other items. The reason is that the oil does not absorb in to the wood and just stays on the surface of the finish until it dries on its own. This dried oil can build up over time and cause the finish to appear cloudy.

Please Note that CAW, Inc. uses a TR-6 class finish on all products unless specifically directed otherwise. The TR-6 class is a highly durable finish which is 'Wear and Moisture Resistant,' 'Abrasion Resistant,' and 'Impact Resistant', but this is still a furniture grade wood finish. Items such as metal, glass, stone, or harder could cause scratches and damage the finish. In addition, the greater the weight of an object that is moved across the wood finish, the greater the likelihood of causing damage. For this reason CAW, Inc. suggests placing felt bumpers on the bottom of all electronics, office equipment, and decorative items. This allows the items to slide

over the finish instead of scraping the finish. If you wish the item to stay in place and not slide around, we suggest using clear rubber bumpers which will grab to the wood or laminate surface.

As with all wood finishes, you will not want to leave water standing on the surface for an extended length of time. Such an event can damage the finish and if left for too long can damage the wood permanently. If water is left on the surface and the finish absorbs the water, it will become whitish and soft. If this happens, carefully blot the water from the surface as not to disturb the finish in anyway. {This bears repeating, Do Not Disturb The Finish In Anyway.} Then allow the finish to fully dry and harden on its own. Once surface has hardened, and the water has not damaged the wood in any way, it should shrink back close to its original state and can be cleaned as normal. However, this is not a guarantee and there will be some distortion in the finish. How much distortion or damage occurs depends on the length of time the liquid sits. If this occurs please inform CAW so that we can talk you through the process.

### **Stone Surfaces**

To clean all stone tops you can use most cleaning products. Do not use cleaning products with an acidic or an abrasive content, as they will damage the finished stone surface creating a dulling effect. Also: **Do Not Use** Solvents of any kind, such as alcohol, acetone, and lacquer thinner, etc. as they can be corrosive to various elements in the stone. With softer stones, especially Onyx, we suggest using products with little to no dyes in them. These stones are porous and can absorb the dyes over time and change the appearance of the stone.

As with the wood finishes stone can also be damaged by anything harder than itself. For this reason we suggest using felt bumpers on the bottoms of all items placed on your tops. For items that you wish to be stationary we would suggest using clear rubber bumpers. The rubber will grab to the stone instead of sliding keeping the item in place.