

## **CARE INSTRUCTIONS FOR MASH PRODUCTS**

These instructions are to be used with a broad range of product we produce. Your project may not have every surface.

### **Plastic Laminate**

**About:** Plastic laminate tops are made by laminating layers of paper sheet with a plastic resin. They are then bonded to a substrate. Plastic laminate surfaces resist scratches. However they can be cut by knives or other sharp objects.

**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 and cause the substrate to swell.

Dry the surface with a soft, clean, nonabrasive cotton cloth.

**Never:** Expose to intense heat as this may cause the glue to fail, resulting in separation between the laminate and substrate. Intense heat in a concentrated area also has the ability to burn a hole in the laminate. Strong acids and alkalis in such household cleaners as rust removers, oven cleaners, metal cleaners, drain and toilet bowl cleaners can etch, corrode, and permanently discolor the laminated surface. If some is spilled accidentally, immediately wipe it off, and rinse thoroughly. Never hammer items on the surface, as impacts may dent the surface. Avoid exposure to materials which can stain such as tea, coffee, food dyes and indelible inks. Lastly abrasive cleaners should never be used to clean plastic laminate surfaces.

**Repair:** If separation occurs between the laminate and substrate contact a trained professional to repair it. These issues can normally be fixed by applying a small amount of glue under the loose area that has separated and clamp it solidly until the glue has cured. A trained specialist will be able to determine the best repair procedure according to the type of laminate, the type of substrate, and the size of the area that has separated.

### **Melamine**

**About:** Melamine tops are made by laminating layers of paper sheet with a melamine resin. They are then bonded to a substrate. Melamine is thinner, less durable, and less water resistant than plastic laminate, however still resists scratching. They can be cut by knives or other sharp objects.

**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 melamine, especially near seams, since water can penetrate and cause the substrate to swell.

Dry the surface with a soft, clean, nonabrasive cotton cloth.

**Never:** Expose to intense heat as this may cause the glue to fail, resulting in separation between the melamine and substrate. Intense heat in a concentrated area also has the ability to burn a hole in the melamine. Strong acids and alkalis in such household cleaners as rust removers, oven cleaners, metal cleaners, drain and toilet bowl cleaners can etch, corrode, and permanently

discolor the laminated surface. If some is spilled accidentally, immediately wipe it off, and rinse thoroughly. Never hammer items on the surface, as impacts may dent the surface. Avoid exposure to materials which can stain such as tea, coffee, food dyes and indelible inks. Lastly abrasive cleaners should never be used to clean melamine surfaces.

**Repair:** If separation occurs between the melamine and substrate or the melamine chips off, contact a trained professional to repair it. A trained specialist will be able to determine the best repair procedure according to the type of laminate, the type of substrate, and the size of the area that has separated or chipped.

## **Butcher Block**

**About:** Butcher Block tops can be made from a variety of woods: Red Oak, Ash, Maple or other hardwoods are typical. Very durable and great looking they can last for generations with proper maintenance.

**Cleaning:** When cleaning your butcher block tops, use a plant based solvent with natural oils like Scott's Liquid Gold to remove built up residue and enhance the woods natural luster. The tops should be conditioned on a regular basis as well. This can be done by applying a thin coat of Linseed oil. The Linseed oil will hydrate the wood and eliminate the dull finish that can begin to appear over time. It will also remove light surface scuffs.

**Never:** Use cooking oils to refinish wood because they will become rancid. Areas in direct sunlight will dry at a faster rate than areas not exposed to sunlight and may discolor. Never use blades or cutting tools on the surface.

**Maintenance:** If the wood on your tops starts to dry out, apply an even coat of linseed oil to every face and take special care in oiling the end-grain. Regular application (4 to 6 times a year depending on climate) of linseed oil will aid in the prevention of cracking that may occur if the wood becomes too dry. If the grain begins to rise due to changes in humidity or after oiling, sand the surface with 220 grit sandpaper & reapply linseed oil.

## **Veneers**

**About:** Wood veneers are made from real timbers and are bonded to a substrate. Each panel is then either lacquered or oiled for protection. Natural wood veneers will have a slight variation in appearance between pieces. It should be noted that as veneer is a natural product, the color of the timber can mellow over the life of the unit due to UV light, but this is usually considered part of the beauty of real wood veneers.

**Cleaning:** Treat wood veneered furniture with far more care than you would solid wood furniture. Veneers are very thin, and can't be sanded down like solid wood furniture. A ring left by a cup or glass could be a permanent mark on veneer. Because it is thin, be especially careful when moving the furniture. Veneer can chip, and once chipped it is difficult or impossible to repair. Clean veneer as you would solid wood. Clean using a soft damp cloth with a mild soap and water. Always dry thoroughly.

**Never:** Cut with a knife or sharp object directly into Veneer. It will damage the surface and may cut through to the substrate. Don't set heavy objects on veneer that could dent the surface. Do not use wax based cleaners or polishes to avoid causing deposits on the veneer that may eventually require

sanding to remove. Do not expose to intense heat as this may cause the glue to fail, resulting in separation between the veneer and substrate.

**Repair:** If separation occurs between the veneer and substrate immediately contact a trained professional to repair it. These issues can normally be fixed by applying a small amount of glue under the loose area that has separated and clamp it solidly until the glue has cured. A trained specialist will be able to determine the best repair procedure according to the type of veneer, the type of substrate, and the size of the area that has separated.

## **Plated Metal**

**About:** A metal substrate, usually steel or aluminum is plated with a precious, semi-precious or corrosive resistant metal. Metal plating can be purely decorative, for corrosion inhibition, or to improve durability.

**Cleaning:** Plated metal is sealed with a clear powder coat to prevent tarnishing. To clean, wipe gently with a soft cloth dampened with water or mild ammonia based liquid cleaner. An acid based cleaner is not recommended. Use a small amount of baby oil to remove any dirt or stains from your chrome plating that weren't removed. You can also use white vinegar to remove hard water stains.

**Never:** Use steel wool to clean as it may scratch or dull the surface. Steel wool may also leave small particles of steel in the finish that can rust even if the plating is corrosion resistant.

**Repair:** Repairing of powder coat finishes is a job for specialist applicators who fully appreciate the materials they are working with and in order to provide a long lasting matching finish and customer warranty.

## **Powder Coat**

**About:** Powder coating is the technique of applying fine powder which is electro-statically charged to a metal surface. The item is then placed in an oven and is subject to temperature which melts the powder coating and allows it to flow and cure forming an extremely durable, aesthetic finish. Powder coatings emit zero or near zero volatile organic compounds (VOC)

**Cleaning:** Clean powder coat with a towel dampened with warm water and a gentle dish washing soap with a neutral pH. Rinse with a dampened towel in water. Then dry with a clean towel. This will ensure that the finish will not have spotting or streaking. Abrasives will cause damage and should be avoided.

**Never:** Use strong solvent type cleaners. Where the use of solvent is required, such as cleaning paint spills, only use Methylated Spirits. Ensure that the contact time is as short as possible, and rinse the solvent cleaner thoroughly from the surface with copious! amounts of fresh water. It is strongly recommended that a small test area be checked first, to ensure that no damage will occur to the whole area.

Do not use Ammonias, Acetates, Dulon Thinners, Methyl Ethyl Ketone (MEK) or Petrol products. Highly acidic cleaners are not recommended either.

**Repair:** Repairing of powder coat finishes is a job for specialist applicators who fully appreciate the materials they are working with and in order to provide a long lasting matching finish and customer warranty.

Removing stains from powder coat should be done with care. Do not use harsh chemical cleaners, especially those containing ketones, acetates, petrol or high acid content; these can cause extensive damage. Using clear spirits, like mineral spirits, is preferred. Contact time should be kept as short as possible. Rinse extensively to remove all traces of the spirits when stains are gone. Be sure to test an inconspicuous area first before going after stains.

## **Whiteboard**

About: A whiteboard (also known by the terms markerboard, dry-erase board, dry-wipe board, pen-board, and the misnomer greaseboard) is a name for any glossy, usually white surface for nonpermanent markings. Whiteboards are analogous to chalkboards, allowing rapid marking and erasing of markings on their surface. The popularity of whiteboards increased rapidly in the mid-1990s and they have become a fixture in many offices, meeting rooms, school classrooms, and other work environments.

Markers: Only use dry erase markers

Erasing: Remove dry-erase markings with a felt eraser for longer lasting surface effectiveness. Press firmly when erasing, using a circular motion. Change erasers when they become dirty. Dirty erasers will leave ink residue on the surface. Clean Every Day.

Cleaning: For daily cleaning, rinse the surface with water. This may be done with a soft cloth or sponge. Dry the surface with a soft cloth.

Ghosting: If using low odor dry-erase markers, additional cleaning with water and soft cloth may be required. If ghosting (any faint remnant of marker left on surface after dry-erasing) occurs, wipe the board with a soft cloth dampened with water.

Hard to remove marker: If cleaning with a soft cloth and water will not remove marks, use a formulated board cleaner (We recommend MB10W Whiteboard Cleaner). Once the material is clean, rinse the surface with water and dry with a soft cloth.

Stubborn Stains: For stubborn stains, you may use a paint/stain remover such as Goof Off. Apply to a soft cloth, blot and/or rub gently over the stained area. After the stain has been removed, rinse with clean water and dry with a soft cloth. Follow the paint/stain remover manufacturer's precautions before using.

Never: Use ball point pens or other sharp pointed instruments on the dry-erase surface. Do **NOT** use permanent markers or abrasive cleaners on dry-erase surface. Ammonia should never be used.

## **Plexiglas**

About: Poly(methyl methacrylate) or Plexiglas is a transparent thermoplastic, used as a lightweight or shatter-resistant alternative to glass. It is sometimes called acrylic glass.

Cleaning: The Number 1 Problem with caring for Plexiglas acrylic is the use of incorrect cleaners. Cleaners such as Windex or 409 will harm your new piece of acrylic. Use only products specifically recommended for cleaning acrylic such as Novus #1, or Brilliance, and a soft, clean cloth.

**Never:** Use cleaners containing ammonia. Use a dry cloth or your hand to clean your acrylic! This rubs the dirt and dust INTO the acrylic as much as it rubs it OFF. First, blow the dust or dirt off, or use water and a soft cloth to float the dirt off. Then use a recommended cleaner to complete the job. Note: a mild solution of dish detergent and warm water takes off stubborn dirt easily without harming the acrylic if you've run out of Novus #1 or Brilliance. When in doubt, use water and a soft cloth.

**Never Drop Plexiglas,** it can cause cracking: From large cracks to small fractures that can eventually fail. Cracks in an acrylic sheet can be HALTED by drilling a small (3/32" diameter) hole at the end of the crack. This will keep your sheet in 1 piece while you call us for a replacement.

**Repair:** Removing Scratches from Plexiglas should be handled by a professional: In the event that, after taking meticulous steps to prevent it, your fine piece of Plexiglas acrylic becomes scratched. Fine scratches can be removed with a mild abrasive polish such as Novus #2, or Novus #3. Heavier scratches, such that you can feel with your fingernail, may require sanding and buffing to repair. Sanding with a series of grits (200,400,600) followed by a buffing wheel and available buffing compound, will restore the luster of your Plexiglas acrylic!

## **Etched Glass**

**About:** Glass etching is the roughening of a piece of glass using either acid or abrasives. This is used either to create etched art into the surface or "frost" the glass to create privacy or diffuse light.

**Cleaning:** Oil from hands is one of the most common causes of etched glass losing its original crisp look and looking blotchy. Following the simple cleaning instructions below will cure most problems that you will encounter.

Clean the etched side of the glass with a good quality, nonstreaking window cleaner. Spray the glass lightly and then wipe with a clean towel. Lint free terry towels are preferred. Paper towels can be used but may leave fine particles that can be felt if you run your hand over the glass. When the glass is dry, this "paper lint" can usually be lightly wiped off.

**Never:** Use anything abrasive.

## **Granite**

**About:** The stone is naturally durable and water resistant with antibacterial and stain proof characteristics. Granite is also scratch and heat resistant.

**Cleaning:** Use a granite sealant for an additional layer of protection. Polished granite should receive the same cleaning care as polished marble, preferably using a specially formulated daily granite cleaner or using a mild phosphate-free, biodegradable liquid dish-soap, which contains no aromatics, followed by a thorough rinsing and drying

**Never:** Use ammonia, bleach or any cleaning products with solvents or caustics, as this will remove the sealant.

**Repair:** It is hard to damage granite. Depending on the severity of damage consult your installer / fabricator to find an appropriate fix.

## **Marble**

**About:** Natural marble is very hard, making it a versatile choice. However, protect marble from standing water, spills and stains.

**Care:** Clean up any water or spills on marble as quickly as possible and consider adding a sealant. Do not use marble in high traffic areas where dirt, sand or other particles may grind into the marble, which can permanently damage or mark the stone. Never leave a chemical, citric or acidic item or substance on the marble. Clean marble with a clean, slightly damp cloth and then dry with a soft towel.

**Never:** Use ammonia, bleach, acidic cleaners, abrasives or any cleaning products with solvents or caustics, as this will remove the sealant and may etch or dull the marble

**Repair:** It is hard to damage marble. Depending on the severity of damage consult your installer / fabricator to find an appropriate fix.

## **Corian**

**About:** Specially engineered to be both visually stunning and long-lasting, DuPont™ Corian® solid-surface material and Zodiac® quartz surfaces come in more than a hundred colors and patterns, and can be custom-cut and installed for limitless design possibilities.

**Cleaning:** The most important thing to remember when cleaning Corian is to wipe the surface dry after cleaning. If you leave it to air dry, a film can build up on the surface. This film will end up leaving the counter looking dull or blotchy.

Experience has shown that a film builds up on the surface if water is left to dry on the countertop. This film will dull the look of the countertop making the finish appear blotchy and uneven. To prevent buildup of the film, it is very important to wipe the countertop completely dry after spills and cleaning.

Clean with soapy water, ammonia based cleaner, or solid-surface cleaners specially designed for Corian surfaces. Never use window cleaners, as they will leave a film that will eventually dull the surface. If there are hard water marks, use a cleaner that is formulated for removing hard water such as CLR. Be sure to rinse well and dry the surface completely after cleaning.

**Repair:** Call a Corian Installer, Fabricator, or Representative for information on how to repair, patch, or seam all solid surface materials.

## **Wool**

**About:** Wool is the textile fiber obtained from sheep and certain other animals. Wool is naturally hypoallergenic and more resistant to fire than synthetic materials. It also acts as a great insulator.

**Cleaning:** Contract fabrics don't look after themselves, even those with additional stain repellent treatment, and without proper care can "ugly out" before their time. In extreme cases they can even wear



through. Following a few simple rules can add years to the wear life and appearance of what should be the most visually appealing element of furniture:

- Vacuum regularly to remove dust and grit, which can act as a sandpaper like abrading and break fibers in the fabric structure.
- Get to spills and stains quickly while they're still fresh - use a napkin or damp cloth to remove excess liquid, then if need be use an upholstery shampoo.
- For insoluble stains (e.g. chewing gum, candle wax, etc.), use a plastic bag filled with ice to rub the stain until the substance becomes brittle. Use a clean, dull, flat knife to gently remove the substance.

Never: Use hot water! Hot water may shrink the fibers and cause irreversible harm. Do NOT use bleach. Bleach dissolves wool fabric.

## **Leather**

About: The dressed or tanned hide of an animal, usually with the hair removed. Genuine leather has pores and breathes just like your skin, which allow leather to quickly adjust to your body temperature. Leather has a longer lifespan than fabric. It does not tear, ages well and it's sun- and heat-resistant.

Cleaning: Simply wipe it off with a soft, clean cloth. If an accident occurs, such as spilled beverages or food, et cetera, you should clean it up immediately. Blot the spill. Do not wipe it or you may spread it. Otherwise, the spill can turn into a permanent stain. Generally, you can use a clean, soft, damp cloth with gentle soap and warm water to remove the spill.

Always test the cleaner on an inconspicuous spot of the item before applying it to the stain. Dampen the towel with water, and apply a small amount of soap to the towel. Massage the soap into the towel by rubbing the towel together; then use the towel to gently blot the stain. Work the soap into a lather, and periodically wipe away some of the lather to see if the stain has lifted. When the stain is gone, wipe off the soap with a clean, damp towel. Never use more water than is necessary to dampen the towels. Excess water can damage the leather. Make sure the item dries completely before using it or applying leather conditioner.

Never: Cut or scratch Leather as it may cause a permanent mark. Avoid sharp objects which may pierce or cut the leather.

## **Lacquer**

About: In a general sense, lacquer is a somewhat imprecise term for a clear or coloured wood finish that dries by solvent evaporation. It is also often a curing process as well that produces a hard, durable finish. This finish can be of any sheen level from ultra matte to high gloss, and it can be further polished as required.

Cleaning: Lacquered wood can be wiped down with a damp cloth if it gets dirty but it is advisably to dry off the wood after. It can be dusted with a soft cloth and polished with an everyday spray polish. Lacquer is hard and glossy but is also brittle so it may be dented or chipped. Avoid hard blows. Avoid use of water unless the furniture label recommends it. Newer synthetic lacquers are more durable; however older lacquered pieces and many imports have finishes affected by some solvents, so test every product first on an inconspicuous area. Dust Regularly with a soft, dry cloth. Never use oiled or treated cloths on lacquered finishes. Some finishes can be wiped with a damp (not wet) cloth, followed at once by rubbing with a dry cloth, (test first in inconspicuous spot) to remove fingerprints and smudges. A solvent-based furniture

cleaner may be used on many finishes but always test first. Apply liquid wax on occasion to maintain a gloss.

To remove inks from the surface use a soft cloth with surgical spirits.

Never: Use blunt or sharp objects directly on the surface as they may scratch, dent or chip the lacquer.

Repair: Lacquer coating can chip and show discolored material underneath. A trained professional should be consulted to determine how best to repair and match the original lacquer.

## **Hot Rolled Steel**

About: Hot rolled steels are heated until red-hot and rolled through a series of profiles until the steel is the proper shape. When the steel oxidizes in the process it leaves a thin layer of mill scale that protects it from atmospheric corrosion. Mill scale however is not enough to fully protect the steel from corroding which is why we apply a clear powder coat to all hot rolled steel finishes.

Cleaning: Clean powder coated hot rolled steel with a clean towel dampened with warm water and gentle dish washing soap with a neutral pH. Rinse with a dampened towel in clean water. Then dry immediately with a clean towel. This will ensure that the finish is clean and will not have spotting or streaking. Abrasives will cause damage and should be avoided.

Never: Use strong solvent type cleaners. Use nothing other than Methylated Spirits where the use of solvent is required, such as cleaning paint spills. Ensure that the contact time is as short as possible, and rinse the solvent cleaner thoroughly from the surface with copious amounts of fresh water. It is strongly recommended that a small test area be checked first, to ensure that no damage will occur to the whole area.

Do not use Ammonias, Acetates, Dulon Thinners, Methyl Ethyl Ketone (MEK) or Petrol products. Highly acidic cleaners are not recommended either.

## **Varnish**

About: Varnish is easy to care for and durable. It is a combination of solvent, resin, and drying oil that is applied to wood. It dries clear and hard while providing a protective finish.

Cleaning: Varnished surfaces should be cleaned with a dry soft lint free cloth to remove dust and smudges. To clean spills or residue a damp cloth should be used followed immediately by a dry cloth. For more intense cleaning use a solvent based furniture cleaner may be used. Make sure only to do a small area at a time as some finishes can be damaged by prolonged contact with solvents. Please follow all label warnings for any cleaning product that is used.

Never: Use water or alcohol based cleaners as this will damage the surface. Standing water or a wet cloth left on the surface can damage the varnish.

Repair: Varnish coating can chip and show discolored material underneath. A trained professional should be consulted to determine how best to repair and match the original varnish. Time is of the essence as new damage is easier to repair. The longer damage is left unattended to the more the wood may discolor and alter the appearance.