



**CROW WORKS**

**PRODUCT  
CARE GUIDE**





## RECEIVING YOUR PRODUCTS

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### WARRANTY AND DELIVERY

No express or implied warranty is made in this Product Care Guide, the Crow Works Ordering Guide, or otherwise by Crow Works or its representatives except as expressly set forth in our one year product warranty, described on our website at the following link: [www.crowworks.com/help/#fine-print](http://www.crowworks.com/help/#fine-print).

Our product warranty begins at the time the product leaves our facility and applies only if properly stored, handled, assembled, maintained, and used under normal conditions. Crow Works provides hardware with all bases specifically meant to be paired with a Crow Works tabletop. If you choose to use hardware provided to install a non-Crow Works top to a Crow Works base, Crow Works will not be liable for any damage incurred during installation.

Please inspect products thoroughly upon delivery. Products should be turned away and should not be received if freight damage is suspected. If no freight claim is received within 48 hours of delivery it will be deemed 'accepted'. Our warranty is limited to the original purchaser, therefore, no transfer of warranty is necessary or applicable.

### PRODUCT INSPECTION

1. Handle all boxes and pallets with care and do not lift any lounge seating by the arms.
2. Check the humidity and temperature at the receiving location. The humidity level should be between 30-50% and temperature should be between 55-85°F.
3. Inspect packaging thoroughly upon receipt.
4. Open all packaging with a safety box cutter to avoid damaging the products. Do not open packaging with a sharp, exposed blade.
5. Count the number of pieces and ensure the quantity received matches the quantity of pieces shipped on the Bill of Lading.
6. Review the following pages for instructions to ensure proper acclimation, storage, and care.
7. Enjoy your new Crow Works products!

### FILING A CLAIM

If you receive damaged products or experience a problem with your order, please follow the instructions below.

1. Photograph any damaged packaging and/or products and note any damage on the Bill of Lading. Product should be turned away and should not be received if freight damage is suspected.
2. Submit warranty claims to Crow Works for review within 3 business days of delivery. Photographs of the packaging and damaged product are required, along with other items, information, and materials reasonably requested by Crow Works.
3. All claims are to be submitted to [service@crowworks.com](mailto:service@crowworks.com).





## WOOD CARE

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### ACCLIMATION AND STORAGE

Wood is susceptible to movement, shrinkage, expansion, and warping if exposed to uncontrolled environments with sharp changes in temperature or humidity, such as a storage facility, container, or tractor trailers.

1. Hardwood products must be received and stored in a controlled environment between 55°-85°F and 30-50% humidity. Failure to maintain the relative humidity and temperature ranges outlined in this document will void the warranty.
2. Wood products should be stored in warehouses for no longer than 4 weeks before installation.
3. Allow wood products to acclimate in the controlled environment for a minimum of three days.

### CARE

- No abrasives, chemical, or ammonia cleaners should be used to clean wood surfaces. Routine cleaning is best accomplished with a soft, lint-free cloth lightly dampened with water.
- Remove oil or grease deposits with a mild soap.
- Avoid localized high heat, such as a hot pan or plate close to or in contact with the finished surface.
- Exposure to direct sunlight will alter the appearance of the wood over time.
- Prevent direct contact with moisture, and wipe it dry immediately should any occur. Allowing moisture to accumulate on, or stay in contact with any wood surface, no matter how well finished, will cause damage.

### SPECIAL CONSIDERATIONS

- Our hardwoods may have knot holes, natural variations, or other character marks, and are deemed acceptable by Crow Works. These marks do not affect stability.
- The underside of wood table tops are sealed, but not fully sanded and knots/voids will not be filled. A Crow Works product tag will be visible and is not to be removed.
- Wood products are warrantied for indoor use only.
- Crow Works table top and base pairings should be affixed using hardware supplied by Crow Works. The use of third-party hardware will void the product warranty.



## **INDOOR METAL CARE**

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- Use a solution of mild soap and warm water for daily cleaning.
- Do not use cleaning products containing ammonia, alcohol, or petroleum.

### **SPECIAL CONSIDERATIONS**

- Indoor metal is warranted for indoor use only.
- Please avoid placing/flipping metal seating on top of tables for cleaning or other purposes. This can increase the likelihood of chipping the powder coat.
- Crow Works does not supply hardware for affixing bases to the floor.





## TEXTILE CARE

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### LEATHER

- Mild soap and water is recommended, though solutions of up to 10% bleach can be used.
- Avoid abrasive soaps or cleansers as well as applying intense pressure when wiping.
- Rinse with water-soaked cloth after applying cleaning solutions, then wipe dry.

### ULTRALEATHER® I PRO

- Wipe up spills as soon as they occur.
- Clean with soap and water.
- Sanitize using disinfectants such as (1:5) bleach/water solution.
- For stubborn stains, wipe off with isopropyl alcohol as soon as possible.
- Thoroughly rinse all solution residue with clean water.
- Air dry.

### ACCLAIM WOVEN FABRIC

- Wipe up spills as soon as they occur.
- Clean with soap and water.
- Sanitize using disinfectants such as (1:9) bleach/water solution (do not clean/disinfect fabric for longer than 10 minutes).
- Thoroughly rinse all bleach solution residue with clean water.
- Air dry.





## OUTDOOR MATERIAL CARE

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### CORIAN® SOLID SURFACE

- Generally, a damp microfiber cloth used with a standard household kitchen spray should remove most stains.
- For most residues, all you need to clean your Corian® Solid Surface countertops is warm soapy water, ammonia-based household cleaner, or a dedicated countertop cleaner. Do avoid window cleaners, however, as they can leave a waxy build-up that dulls the surface. Always clean using a circular motion.

### ACRE™

- Use a solution of mild soap and warm water for daily cleaning.
- Avoid abrasive soaps or cleansers.
- Spray soap solution and wipe clean with a cloth.
- Always wipe up moisture promptly and dry with a soft cloth.
- Under no circumstances should ACRE products be burned or used as a heat source.

### OUTDOOR METAL

- Use a solution of mild soap and water for daily cleaning.

### SPECIAL CONSIDERATIONS

- All outdoor furniture should be stored in an upright position to allow for proper water drainage. Storing furniture upside-down may cause water to accumulate and freeze inside the frame, causing serious structural damage that is not covered by warranty. Store outdoor product in a cool, dry space.

## **HAVE ANY QUESTIONS?**

Feel free to contact us at [service@crowworks.com](mailto:service@crowworks.com) with any questions, comments, or concerns you have about your order.

