

Installation & Care

Candlelight Cabinetry

Installation

The homeowner should use an experienced installer provided or recommended by their cabinet dealer since Candlelight doesn't offer guidance on cabinet installation. Homeowners who either hire a third-party installer or do self-installation proceed at their own risk. Candlelight will not validate any warranty issues due to the installation.

Cabinetry Use

Candlelight products withstand rigorous daily use. No special or unique care is required. Simple, common-sense practices will keep your cabinetry looking great for years to come.

Color Change

All hardwoods undergo a natural aging process and change color over time with UV light and oxygen exposure. Lighter woods tend to become a bit darker and richer, and darker woods tend to lighten up. Painted cabinets are no exception. They are also affected by UV light and environmental pollution from cooking.

Dimensional Changes

Like many natural materials, wood is hygroscopic, taking on moisture from the surrounding environment. High humidity causes wood to swell, and low humidity shrinks it. A relative humidity of 40 to 50% is recommended to keep the cabinets operating problem-free. We recommend year-round climate control because extreme humidity or dryness will void the warranty. Doors may develop slight twists or bows. Your dealer can help determine if the door is covered under warranty.

Special Painted Wood Considerations

Hairline Cracks

Wood is an organic material always seeking 'equilibrium' with its environment. Because wood moves and paint cannot, a natural tension persists for the door's life. The framing on many wood doors consists of four pieces of individual wood. The door's top and bottom 'rails' have grain that runs left to right. The door's left and right 'stiles' have grain that runs top to bottom. Since these pieces expand and contract in opposite directions, natural stress forms at the joints where the wood meets. Since the paint is not elastic enough to keep up with the wood moving below it, it is forced to give and does so at the corner joint, splitting in a hairline right at the joint.

Candlelight cannot prevent this. When cabinets leave the factory, they have a moisture content between 6.5 and 7.5%, and the paint is not fractured. Due to ambient humidity after the doors leave the factory, natural expansion or contraction can begin right away.

Offsets in Framing

Like framing cracks explained above, joint offsets can occur where the top and bottom rails expand beyond the ends of the vertical stiles. You have a moisture-related issue if you have offsets on the corners of your door where the top/bottom and left/right stiles meet. Remember, no cabinet manufacturer can control wood movement due to moisture, so this is not considered a defect.

Panel Lines

Cabinet door center panels comprise several pieces of wood (called 'Staves'), all glued up edge-to-edge to create a wide panel. This use of many pieces of wood creates a stable panel less prone to warping, bowing, or splitting. However, each piece of wood is unique. Each came from a different tree and will respond to moisture differently due to its density. The time of year wood is harvested can also affect how it reacts to moisture. As a result, once the cabinet door leaves the factory, the moisture can make the individual panel staves swell at different rates and degrees, creating vertical lines in the panel seams where these staves meet, which we cannot control and is not a reason for replacement.

Installation & Care (Continued)

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Caring for Your Products

Horizontal Surfaces

If your cabinetry uses finished wood for horizontal surfaces, do not slide items across the surface. Instead, pick them up and set them down. Make sure plants are in pots that will not seep water onto the wood, and take care that leaves do not touch the wood. Use coasters under glasses and hot pads under pots and pans. Synthetic chemicals from rubber or plastic can damage the finish, and inks from printed materials can transfer into the finish.

Drawers & Interiors

Drawer slides and hinges do not need maintenance or lubrication. Depending on the case construction materials used, shelves have either a vinyl-clad or urethane-coated surface. Both clean up easily with soap and water. When cleaning interiors, avoid excess water that can make its way into the interior joinery.

Surface Damage

Touch up nicks and scratches using the touch-up kit included with each order.

Coating Curing Time

Candlelight uses the highest quality commercial stains, sealers, and topcoats, providing high performance and a long-lasting finish. All finishes require a minimum of 30 days to cure and achieve their performance properties.

Cleaning & Dusting Cabinets

You should dust or vacuum your cabinets periodically. Always dust with a damp cloth, as dry dusting may scratch the surface. Using microfiber towels in the 600-700 GSM (grams per square meter) range will help curb surface scratching. Follow the grain of the wood when dusting. Wiping across the grain could cause scratches if the dust contains grit.

We do not recommend silicones, waxes, or polishes to clean cabinetry. Instead, use a mild detergent such as Dawn and warm water and then dry surfaces immediately with a soft cloth.

Basic Care Tips:

- ✓ Keep cabinets dry. Wipe up spills, splatters, and water spots as they occur.
- ✓ Clean as needed with a soft, lint-free cloth. Use a mild detergent such as Dawn and warm water. Dry surfaces immediately with a soft cloth.
- ✓ Avoid using a dishcloth or sponge, which could contain remnants of grease or detergents. Do not use products with bleach, ammonia, or abrasive additives.
- ✓ Never use scouring pads, steel wool, or powdered cleaners.
- ✓ Do not allow oven cleaners to come in contact with wood finishes.
- ✓ Keep heat-producing kitchen appliances away from your cabinet surfaces.
- ✓ Avoid draping damp clothes or dish towels over cabinet doors. Excessive moisture can cause permanent damage.



Care & Use Guide

Our Care & Use Guide is included in our touch up kits, which are sent with all Standard Orders. Copies of this guide can be downloaded from the extranet, or purchased through our Sales Material Order Form.

Limited Lifetime Product Warranty

Candlelight Cabinetry

Candlelight Cabinetry LLC (“Candlelight”) warrants the original purchaser that Candlelight Cabinetry kitchen components manufactured by us and purchased from an authorized dealer to be free of defects in the materials and workmanship under normal use for as long as you own your home. When you purchase a Candlelight product, you can be assured that it will last for as long as you own your home. The warranty is non-transferable and applies only to the original residence installation.

Warranty Coverages:

During the warranty period, Candlelight will repair or replace, at its sole discretion, any Candlelight product or part thereof that is covered by this warranty. Candlelight is constantly changing and improving its Candlelight product offerings and, as such, exact replacements may not always be available. If a warranty claim is filed after a Candlelight kitchen product becomes obsolete or discontinued, Candlelight will replace the affected component with a new component of the same or similar style based on availability. If products or components are replaced under this warranty, Candlelight does not guarantee that the finish color, tone or sheen of the replacement products or components will exactly match the finish and appearance of the other products or components due to the inherent environmental changes that occur during the wood’s natural aging process, affecting its color and grain characteristics over time.

Limitations of Warranty:

The following are not covered and void the warranty for the product: (i) wear and tear; (ii) damage or defects caused by misuse, vandalism, abuse, negligence, alteration, abnormal use, non-residential use; (iii) accidental damage, damage in transit, damage prior to, or during installation; (iv) effects of exposure to sunlight, extreme temperature, moisture or dryness levels (if product must be stored, it should be covered and stored in a humidity and temperature-controlled environment away from direct sunlight); (v) damage caused by excessive loads or water contamination; (vi) unauthorized disassembly repair or modification, (vii) damage caused by Acts of God, including natural disasters; (viii) normal incidental deterioration such as nicks, scratches, abrasions and natural aging whether resulting from the effects of normal wear and tear or abnormal use; (ix) damage caused by use of abrasive cleaning chemicals; and (x) products not purchased in, or installed in, the United States. In addition, the following are not covered under this warranty:

- Any Candlelight products or parts that have been modified, including use of non Candlelight replacement parts.
- Installation by a professional contractor is recommended. All products altered or damaged during installation, including storage or use of a product not in accordance with the product instructions.
- Claims for which no original receipt and proof of original ownership is provided.
- Countertops, appliances, plumbing fixtures.
- Labor related to removal, installation, shipping, freight or other charges incurred in repairing or replacing any product under this warranty.
- Uses of the product in an outside environment.
- Unfinished cabinetry.
- Component parts included in the product, not manufactured by Candlelight. The warranties, if any, on those components are limited to the warranties provided by the original component manufacturer.

Warranty (Continued)

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Natural woods may vary in color, characteristics and exhibit subtle changes as they age, resulting in cabinet colors and finishes lightening, darkening or changing over time. Also, humidity and temperature changes can cause wood to expand and contract. This can result in breaks in the base or finish coat at the joint areas. Sunlight, smoke, household cleaners, and other environmental conditions may also affect the color and integrity of your finish over time. These are all normal changes that occur in a product as a consequence of its material and the environment it is used in, and are not covered by this warranty. A touch-up kit is provided with the products or can be ordered to reduce the appearance of cracks. Please contact Candlelight about wood and finish specifications, as well as humidification guidelines and customer care suggestions.

At the time of installation, doors may warp a 1/4" or less, which is normal. The doors must be allowed to set which will take two (2) seasons (e.g., spring and summer). Typically, the door will return to its normal flat state after the two seasons, once the Product acclimates to the installed environment. If the warpage still exists after two seasons, contact us as noted below. Prior to requesting any replacement, please be sure that the problem is not due to an incorrect installation.

All claims under this warranty must include a reasonable description of the defect, photos of the defect where possible, and the date and place of purchase. A copy of the original purchaser's dated receipt must be submitted with all claims to preserve the rights under this warranty. Candlelight reserves the right to have our representative inspect the claimed defective Candlelight kitchen product prior to any replacements or repairs being made to verify the product is in compliance with this warranty.

Limitation of Liability

THIS WARRANTY DOES NOT COVER, AND CANDLELIGHT CABINETRY LLC. SHALL NOT BE LIABLE FOR, ANY AND ALL INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, LOSS OF USE, LOSS OF PROFITS, LOSS OF REVENUE, LOST GOODWILL, CLAIMS OF EMOTIONAL DISTRESS, RETURN SHIPPING COSTS, SERVICE AND LABOR COSTS, AND EXPENSES RELATED TO UNINSTALLING OR INSTALLING ANY MATERIAL OR PARTS (INCLUDING REPLACEMENT PARTS), WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, TORT, OR ANY OTHER LEGAL THEORY, EVEN IF CANDLELIGHT HAS BEEN ADVISED OF THE POSSIBILITY THEREOF CANDLELIGHT. TOTAL LIABILITY UNDER THIS LIMITED WARRANTY SHALL BE REPLACEMENT OR REPAIR, OR REFUND OF THE PURCHASE PRICE AS SET FORTH ABOVE. IN NO EVENT WILL CANDLELIGHTS ENTIRE LIABILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT WARRANTED HEREUNDER, OR THE NON-CONFORMING PORTION THEREOF, WHICHEVER IS THE LESSER AMOUNT.