

Wood Stairways and Railings

The natural characteristics of wood with respect to its texture, finishes, grain pattern, and wood movement are not considered defects on a stairway or railing product. The following are examples of these natural characteristics:

- A change in color of finish and wood over time, which will occur when exposed to sunlight, UV rays, indoor lighting and cleaning chemicals.
- Separation in the joint lines that can be related to humidity. Expansion and contraction of solid wood products will occur seasonally and is not considered a defect. Humidity control in your home can serve to prevent this natural phenomenon and is highly recommended.
- Variations in grains and finishes (especially noticeable in natural, light and pickle stain colors) are not considered defects. Because wood is a product of nature, the grain, pattern, density and color of it will vary from tree to tree. The effect of nature's original beauty is considered to be special and distinctive. These variations are not considered to be defects and as such, warranty claims will not be honored.

Product Care

Wood stairways and railings can easily maintain its "new" look if a few simple care techniques are employed. About every six months apply a light coat of liquid paste wax that does not contain cleaners or silicone. Rubbing gently with the grains, work the wax quickly into one small area at a time, so that it does not have a chance to set. This protects the stairways and railings from excess moisture and humidity. For everyday care, wipe surfaces with a clean soft cloth, adding mild oil-based soap and water only if necessary. **NEVER USE ABRASIVES, STRONG DETERGENTS, CHEMICAL CLEANING AGENTS, OR RAGS AND SPONGES USED FOR OTHER CHORES.** Wipe all spills promptly, as excess moisture is the worst enemy of your new stairways and railings. Nicks and scratches can be repaired with a matching wood tone touch-up stick with a light coat of wax, or hidden by applying a light coat of matching scratch guard polish.