

MANUFACTURER'S WARRANTY

Wood is a natural material, sensitive to environmental humidity. It will move considerably in response to extremes in surrounding conditions. Just as no two trees are alike, no two pieces of wood used in the fabrication of our tops reacts exactly as another. As with any natural wood product, our butcher block tops can expand and contract in response to the particular environment in which they are located. It is important that a stable humidity of 35% to 45% is maintained in order to insure continuous stability.

Wood also has naturally occurring variations of color. This is not considered a manufacturing defect but instead is viewed as part of the unique beauty of this natural product.

It should be noted that it is the responsibility of the receiver to closely inspect all product before accepting any shipment. Additionally, it is the responsibility of the installer to inspect the product prior to installation. Any manufacturer's defects should be immediately brought to Counter-Form's attention. Failure to do so could affect the outcome of any claim. Counter-Form cannot be held responsible for errors in installation or alteration.

Counter-Form's Butcher Block product is warrantied for a period of 1 year against manufacturer's defects. The product is not warrantied if modified in any way. The warranty is also void if at the request of the purchaser, we ship an unfinished block. Since Counter-Form has no control over the environment, timing of the installation or the conditions in which the block is stored, we cannot be responsible for a natural reaction of the unfinished wood to its surroundings.

Warranty covers materials only. **Labor costs will not be covered.**

Sink or cook top cutouts must be completed by Counter-Form in order to maintain warranty.

A sink cutout is usually associated with increased moisture; therefore, regardless of whether the sink is drop-in or under mounted, the edge grain of the sink cutout must be carefully sealed. The sink's edges must be caulked properly, in order to prevent water infiltration between the sink and the wood surface.

Counter-Form reserves the right to qualify any claim on our products and does not include or consider labor or other non-material charges as part of the claim.

IMPORTANT MITER NOTES & SUGGESTED ASSEMBLY

- All miters will have splines and miter bolts unless otherwise specified
- All miters will be treated with the same oil as applied to the top surface. Polyurethane-base varnish can be used if requested.
- Miters can be assembled 3 recommended ways:
 1. Silicone – gives you a flexible joint
 2. White glue – gives you a ridged joint
 3. Nothing – joint can be corrected if wood shifts

CARE & MAINTENANCE

1. To kill bacteria, often left behind by raw meat, with bleach. Add one tablespoon of bleach into one gallon of warm water.
2. Remove tough stains from butcher block by pouring lemon juice on the surface and letting it soak for several seconds.
3. Maintain oiled butcher block with non-toxic oil treatments on a weekly basis or whenever you notice the wood drying or color fading. Coat the butcher block with oil, let sit for five minutes then wipe away the remainder with a paper towel or cotton cloth. Wait 12 hours before using the butcher block.
4. Clean oiled butcher block on which food is not usually prepared, with water and gentle soap. Wipe dry with a soft towel. Butcher block finished with a polyurethane-base does not need oil treatments.
5. Avoid harsh detergents, chemicals, direct sunlight, and puddles of standing water. Sand out light scratches, dents and dings with high grit sandpaper. Recondition or oil when wood gets dull or shows signs of cracking or aging.

SPECIAL TIPS

1. If a dishwasher is installed underneath a butcher block countertop, a moisture barrier must be applied to the bottom side of the top, in order to give additional protection against heat and moisture.
2. Ideally, butcher block should be stored flat against the ground. Do not store the butcher block outdoors, in an excessively dry or moist environment, or near a heat source.
3. Conditions that will cause problems:
 - A) Humidity in the room is below 35% (too dry).
 - B) Area is heated with a wood burner.
 - C) Butcher block is installed near a heat source.
 - D) Constant exposure to direct sunlight.