

CARE & CLEANING

Woodharbor products require a very minimal maintenance program to maintain their beautiful finish. A Woodharbor finish is specially formulated to 'flex' with the wood to create an especially durable finish. Woodharbor's finish is formulated with a 'catalyst' to create a very strong bond with the wood surface and with UV inhibitors to reduce natural mellowing of the finish.

Woodharbor recommends the following care and cleaning program:

- Remove construction/installation dust from all surfaces with a soft cloth.
- Clean new cabinetry with a soft cloth and water and mild dish soap. Dry with a soft, lint-free cloth.
- Dust or polish Woodharbor cabinetry often with a clean, soft cloth. Always wipe with the direction of the grain.
- Clean up spills as soon as possible - blot rather than wipe.
- Do not clean cabinets or doors with harsh cleansers, detergents, commercial cleaners or abrasives. Do not use wax or silicone-based polishes.

General Information

ENVIRONMENTAL STEWARDSHIP PROGRAM (ESP)

How the program works:

The KCMA Environmental Stewardship Program is modeled after the National Association of Home Builders (NAHB) Green Home Guidelines program established in January 2005. It is administered similarly to the A161.1 performance standard developed and maintained by KCMA. Any manufacturer of pre-finished, factory-engineered cabinets may participate. ESP certification is awarded annually and based on compliance in five categories. These categories contain 29 different criteria with a total of 240 possible points. To be certified, a manufacturer must score a minimum of 70 points, meet two mandatory requirements, and have a corporate policy of environmental sustainability. ESP goes beyond other environmental programs to not only look at raw material sourcing and management, but to also set standards for manufacturing and product processes in regards to air quality and formaldehyde use. Applicants must provide testing reports, copies of written policies, proof of purchase and similar credible documentation/records to substantiate claimed points. The ESP is audited by an independent, accredited, firm where certification files are selected at random to verify KCMA is certifying in compliance with the program requirements.

What it Means to be ESP Certified:

Manufacturers must demonstrate compliance with stringent criteria to be awarded ESP certification. These criteria include, but are not limited to:

- 100% of particleboard, plywood and MDF used in the cabinets must be certified to meet lowest formaldehyde emission standards
- 80% of particleboard and MDF used in the cabinets must contain 100% recycled or recovered fiber content
- Hardwoods must be certified through an independent and credible sustainable forestry program
- A documented energy conservation program must be in place
- A written Environmental Management System must be available and enforced
- An active recycling program for process wastes must be in place
- All federal, state and local environmental requirements must be observed
- The manufacturer must demonstrate community involvement and leadership through service or charitable organizations.

It is a rigorous process that helps guarantee that everyone is doing their part to provide you with sustainable cabinetry products.

Woodharbor Environmental Stewardship Policy:

As a family owned and operated company, stewardship is at the core of the principals and ethics upon which Woodharbor Custom Cabinetry was founded. Woodharbor is committed to sustaining and replenishing the environment through exploring and implementing continuous improvements to our manufacturing processes and systems.

We are equally committed to stewardship for our employees through providing a clean, safe, rewarding work environment and by supporting efforts to better the communities in which they live. For further information about the Kitchen Cabinet Manufacturer's Association (KCMA) Environmental Stewardship Program (ESP), visit www.greencabinetsource.org.



ALL PRODUCTS IMPACT THE ENVIRONMENT
FOR ESP PROGRAM CRITERIA, VISIT KCMA.ORG

100 YEAR LIMITED WARRANTY

Woodharbor, Inc. provides to the original homeowner purchaser, a 100 Year Woodharbor® Cabinetry Warranty against defects in workmanship and materials subject to the exclusions and limitations noted below. This warranty applies only to the original homeowner purchaser. The Woodharbor warranty is nontransferable.

The Woodharbor warranty (subject to the terms and conditions, exclusions, limitations and disclaimers noted below) covers all standard Woodharbor products and standard wood/finish combinations in the Woodharbor Custom Cabinetry Catalog.

The Woodharbor Warranty does not cover defects or damage not directly or primarily the result of its design or construction. The warranty does not cover damage caused by others or beyond the control of Woodharbor, Inc. including but not limited to damage caused by misuse, abuse, accident, neglect, alteration, mishandling, improper installation, improper storage, failure to provide reasonable/necessary maintenance or by fire, flood, earthquake, tornado or other acts of nature. Woodharbor, Inc. is not liable for damages suffered due to delay/failure of delivery when causes are beyond Woodharbor's control such as acts of nature, accidents, shortage of labor and/or raw materials, etc.

In addition, the following are excluded or limited in some way from the Woodharbor Warranty;

- A. Any condition or appearance caused by failure to provide reasonable, regular and necessary maintenance of your cabinetry and its finish or to follow the written guidelines for care and cleaning.
- B. Natural characteristics in the grain, texture, and coloring of wood. Wood is a product of nature that has certain natural characteristics and variances (see catalog) that are not covered under the warranty.
- C. The color of the wood and finish may change during the lifetime of the product especially with certain wood species (e.g. Cherry, Maple) with exposure to direct or indirect sunlight and other factors. The color change (mellowing) occurs in both finish and the wood. It is part of the natural ageing process and not considered defect or damage.
- D. Woodharbor Cabinetry used for commercial applications is covered under the warranty for 5 years. Woodharbor Cabinetry is not intended for exterior use and cabinetry used in such applications is not covered under the warranty.
- E. The Woodharbor Warranty does not cover cabinetry shipped or installed outside the continental United States, or non-contiguous states of Alaska and Hawaii and various island territories in the Caribbean Sea and Pacific Ocean, or Canada.
- F. Accessories, components or parts that are not manufactured by Woodharbor, Inc. are not covered under the Woodharbor warranty but are covered under their manufacturer's warranty. This may include but is not limited to decorative hardware, outsourced accessories, glass, etc. Hinges and drawer slides have a lifetime guarantee.
- G. The Woodharbor Warranty does not cover expansion defects and/or joint separations that occur as a result of high humidity/high moisture conditions or exposure to extremes in humidity or temperature. When a claim for warpage/joint separation is submitted, Woodharbor, Inc. may, at its option and after inspection, defer action for 12 months to allow the doors to acclimate to the environment.
- H. For Enamel finishes, the warranty excludes certain characteristics outlined in the Woodharbor Cabinetry Catalog. Due to the nature of the finish, Enamels may show more noticeable wear and tear from normal residential use. Enamels exhibit hairline expansion/contraction lines at joints (finish

fractures) and any nicks, dents and rub-throughs from normal use are more noticeable (especially on sharp edges and corners).

I. The Woodharbor Warranty does not cover the application or appearance of any field applied finish. "Primed" cabinetry is warranted for issues other than those related to finish. Unfinished cabinetry is not covered under the warranty.

J. We continuously seek to refine/improve Woodharbor product offerings and reserve the right to make changes in product specifications, construction, materials and design without prior notice. We are not obligated to incorporate such changes in products previously produced; such changes do not qualify for a warranty claim.

If warranted products are found to contain defects covered under this limited warranty, Woodharbor, Inc. may, at its sole option, either; (1) repair the individual cabinet(s) at no charge, (2) replace the individual cabinet(s) at no charge, or (3) refund the net purchase price of the individual cabinet(s) to the dealer. In no event shall Woodharbor, Inc. pay for or be held liable for the cost of labor, installation and touch-up of the replacement products or the original products or for any other cost (indirect, consequential or incidental) related to the replacement of products, all of which would be the responsibility of the person making the claim. If, upon receipt of a shipment, any product is found to have a defect which can be reasonably discovered upon inspection of the product (upon delivery, all products should have the blanket wrap/shrink wrap removed and should be inspected for defects or damage - any defects or damage must be noted on the shipping documents before the driver leaves. If cabinetry must be stored, it should be covered and stored in a humidity/temperature controlled environment away from direct sunlight.) and prior to installation and within 30 days of the delivery date, must send written notice of the defect/damage to Woodharbor, Inc. If a defect is discovered after installation, written notice of the defect must be sent to your Woodharbor Cabinetry Dealer. For a claim to be honored, the claimant must provide information/evidence reasonably required by your Dealer or Woodharbor, Inc. and if requested, must permit inspection of the product at the premises. Buyer (dealer) or homeowner purchaser shall not return any goods to Woodharbor, Inc. or begin repair until Woodharbor has been provided reasonable opportunity to inspect the goods at the premises. Woodharbor, Inc. shall not be responsible for any products returned, repaired or replaced without prior written consent from Woodharbor, Inc.

Woodharbor, Inc. expressly disclaims and excludes all other warranties, expressed or implied, including the warranties of merchantability and fitness for a particular purpose. Woodharbor neither assumes nor authorizes any other person (employee, representative, etc.) to assume or incur on behalf of Woodharbor any liability, obligation or responsibility in place of this warranty. The Buyer/Homeowner Purchaser hereby waives all other remedies, warranties, guarantees or liabilities (expressed or implied) arising by law or otherwise, including without limitation, actions for consequential, incidental or punitive damages of any kind.

This warranty gives you specific legal rights, and you may have other rights which vary from state to state. Some states do not allow the exclusion/limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.



WOODHARBOR
CUSTOM CABINETRY
3277 Ninth Street SW | Mason City, IA 50401
Ph: (641) 423-0444 | www.WoodHarbor.com