



# PROTECTING YOUR INVESTMENT

## CARE + CLEANING INSTRUCTIONS

**Below are general guidelines on caring for your new products. Please refer to your vendor specific instructions on care and cleaning.**

### **Acclimation:**

- Allow cabinetry to acclimate to its new environment for a few days prior to installation. This will minimize the degree that doors might swell or shrink, allowing them to return to original dimensions once they have acclimated.
  - Cabinets must be delivered to jobsite within 2 weeks of Hancock receiving order to ensure acclimation to surroundings as noted above to ensure warm storage of cabinetry.
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### **Care + Cleaning Once Cabinetry is Installed (Cabinetry and Stone Countertop Care Guide):**

- Once your cabinets have been installed, wipe down all exteriors and interiors with a damp cloth to remove dust, drying immediately with a dry cloth. Be careful not to scratch the surface when wiping off dust and debris.
  - Regular exterior and interior cleaning requires only wiping with a damp cloth with a mild soap and water mixture. Rinse with a clean, damp cloth, then dry thoroughly. It is important to wipe spills immediately. Prolonged exposure to spills, including food, water or other liquids can cause permanent discoloration or damage to your cabinet's finish.
  - Avoid using harsh detergents, strong soap, abrasive cleaners or self-polishing waxes. All of these items can damage the factory applied protective finish.
  - Avoid using your dishcloth to clean or dry cabinet exteriors. It may contain remnants of detergents and grease.
  - Treat your cabinets as you would fine furniture and they will reward you with long-lasting beauty. Excess moisture is an enemy of any finish. Sink, range, dishwasher, oven and baseboard areas are most susceptible. Immediately dry surfaces where water may have spilled using a clean cloth. Never hang damp towels over cabinetry to dry. Excessive moisture will cause the wood to expand + damage the finish.
  - The high heat generated from the self-cleaning cycle of your oven or range may discolor Thermofoil cabinetry, which is why we recommend opening your doors and drawers fully or the use of heat shields.
  - Use coasters under all glasses, particularly those containing alcohol or citrus juices. Many common foods and drinks contain acids that will etch or dull the surface of many stones. Do not place hot items directly on the stone surface. Use trivets or mats under hot dishes and placemats under china, ceramics, silver or other objects that can scratch the surface.
  - In food preparation areas, the stone may need to have a penetrating sealer applied. Check with your installer for recommendations. If a sealer is applied, be sure that it is non-toxic and safe for use on food preparation surfaces. If there are questions, check with the sealer manufacturer.
  - Clean stone surfaces with a few drops of neutral cleaner, stone soap (available at hardware stores or from your stone dealer) or a mild liquid dishwashing detergent and warm water. Use a clean rag mop on floors and a soft cloth for other surfaces for best results. Too much cleaner or soap may leave a film and cause streaks. Do not use products that contain lemon, vinegar or other acids on marble or limestone. Rinse the surface thoroughly after washing with the soap solution and dry with a soft cloth. Change the rinse water frequently. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface.
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