

CCP Care Guidelines

General Product Care Guidelines

From everyone here at Cavendish Care Products we highly recommend that you do not use any cleaning products that contain the following: ammonia, bleach, spirits, any aggressive constituent; including D10 sanitisers. Sanitiser sprays will attack the lacquer therefore over time this will lead to the products deteriorating as well as the risk of water marks. We also advise against the use of any aerosol cleaners or silicone-based cleaners as these will lead to your product developing a cloudy appearance or white residue. When cleaning your products we recommend that you use a damp cloth and then immediately after use a dry cloth to prevent further water damage, when doing this we suggest using a lint free cloth to prevent any scratch marks. It is recommended that no hot objects are placed on the products unless protective mats are used.

Solid and Veneered Products

As advised above, do not use any cleaning products. To clean solid and veneered products, we would highly recommend using a warm, damp, lint free cloth and then immediately after use a dry, lint free cloth. It can take up to a few days for the lacquer to become heat proof and between 2-4 weeks to fully cure; therefore, we advise extra care to be taken once the products are manufactured and installed.

Outdoor Iroko

All Iroko products can be used outdoors therefore they should be oiled every 6 months to prevent any discolouration and dull finishes.

Oiled Finishes

Products as such do not provide as much protection as lacquer finished products do, therefore any spillages need to be cleaned immediately to prevent a permanent stain. To maintain the finish and protection of oiled finished products we recommend regular recoating every 6 months. In a circumstance where there is a stain, a light sanding may be required before recoating.

Storage

For solid and veneered products particular care needs to be taken especially in the winter months. All products are advised to be kept between the temperatures of 10-15 degrees Celsius in addition to all faces being exposed to air.

Laminate Tops

Laminate products are to be wiped down with a damp, lint free cloth with slightly soapy warm water. In the case of stubborn marks, do not use force to remove. There are some non-abrasive cleaning creams that will do that job however we recommend testing the cream in a concealed area first. Please follow the section on Solid and Veneered products if the laminate has a hardwood or MDF edge.

Vinyl, Linoleum and Bulgomme

Please see and follow the section on Solid and Veneered products.

Stone Tabletops

The types of stone that are in our products are: Granites, Marbles, Manufactured Quartz, Terrazzo and Agglomerates. Damage that can occur on stone tops are as follows: Scratching - which is caused mostly by items with unglazed bottoms and sharp edges. Staining - which can be prevented by using protective mats. If a stain does occur it will form in a change in colour from the original colour. Etching - which can be caused by wine glass rings and bottles.

The most effective way to clean your stone top is to use hot, soapy water and a cloth. Biocide cleaners are effective at cleaning bacteria but will leave a smearable finish. Some white spirit-based cleaners are good release agents and will remove most stubborn marks. Some stone tops perform better than others, please contact CCP for more information.

Table top Glass

Tempered or toughened glass has been designed to be more durable and resistant to heat and various impacts. Nonetheless, the glass still needs a high level of care to ensure its longevity and aesthetic appeal. To maintain the appearance of the glass you need to follow these steps. Use a microfibre cloth to remove dust and loose dirt, dampen a microfibre cloth with warm, slightly soapy water and lightly wipe the glass. Then wipe the glass with another dampened microfibre cloth but only warm water not soap, to remove the soap residue. Finally use a dry microfibre cloth to thoroughly dry the surface.

Avoid too much water near the edges to prevent weakening the adhesive. To prevent damage to the glass use coasters and placemats, avoid abrasive materials and always handle the glass with care. When inspecting the glass, check for damage such as chips or cracks. To preserve the glass there are environmental measures to consider such as temperature control, sudden changes from hot to cold can cause a thermal shock leading to potential breakages. Keep the glass away from stoves, radiators and direct sunlight for long periods of time. If storing the glass, make sure that you use padding or cushioning and cover with a blanket to prevent scratches and damage.

Please note that CCP's 12 moth guarantee does not cover damaged caused products where the above product care has not been followed. If you have any questions, please do not hesitate to contact a member of staff at CCP.

If at your request we follow up on a site visit to investigate an issue and find out the issue has been caused by our Product Care Guide has not been followed or if it not is a manufacturing defect, we will invoice you £200 + VAT. You can choose to pass this onto your client at your discretion.