

Residential Traditions Wood Lifetime Limited Warranty

Traditions butcher block countertops are manufactured to exacting standards under constant quality control inspections. Changes in atmospheric conditions can affect natural wood products. Extreme changes in humidity may cause warpage. These are not defects in the product or its manufacture and are beyond our control. Proper installation and care are its best prevention.

The only warranty expressed or implied is a 1-year guarantee against defect in workmanship and material. This warranty does not apply to damages which may result from neglect, accidental or intentional damage, exposure to extremes in temperature and humidity, and alteration or abuse of the product. Wood products ordered 'unfinished' do not come with a warranty.

Repairs or replacement under this limited warranty will be made through an authorized Traditions distributor, if possible, the same dealer/distributor from which the product was purchased. Should the dealer or factory representative find return of the product to the factory necessary, all packing and shipping costs will be the responsibility of the customer.

Factory obligation under this warranty, is limited, at the option of Sage Surfaces to repair or replace the product (or one of equal type and quality if the product is no longer available), within 90 days after receipt of written recommendation from the dealer, provided none of the above exceptions are evident.

NOTE: Unfinished countertops are not covered by warranty.

Remember, the beauty and longevity of your butcher block counter is determined by your care. Please see care and maintenance information.

PROBLEM	DESCRIPTION	CAUSE	TO REPAIR
END CHECKS	Separation of the joints along the end of board	Excessive dryness, not oiled frequently enough	Melt a 1 to 4 mixture of paraffin and mineral oil and fill all checks. Make sure paraffin seals the check thoroughly. Continue oiling.
SPLITS	Separations of joint along full length of board	Excessive dryness	Proceed as above to seal split. If condition continues for an extended time period, contact your dealer.
WIND SHAKES	Small Portion of wood grain lifting up from cutting board	Grain separation, excessive dryness	Clean and dry top. Apply small portion of white glue to piece of paper. Slip paper under the shake and remove, leaving some glue for adhesion. Place heavy weight on area overnight and let dry. Remove any excess glue using light sandpaper or fine steel wool. WORK ONLY WITH THE GRAIN! NEVER AGAINST IT!
WARPAGE	Cupping or bowing	Imbalance of moisture content between top and bottom surfaces. Oiling only one surface	Apply oil liberally to concave side. If not corrected within 2 weeks, tape plastic (i.e. plastic liners, dry cleaning wrap, etc.) to the convex side and oil the reverse side every day. Top will adjust to new humidity and correct itself.
RAIL EXPANSION	One rail raised above balance of cutting board	Raised rail expanding at faster rate than other	Continue oiling as instructed for regular maintenance. Top will adjust to new humidity and correct itself.
STAINS	Water spots, food stains, etc.	Allowing food to remain On table top too long, needs paraffin or wax	If top is oiled, simply sand and re-oil. If top is lacquered, lightly sand and refinish with lacquer or another compatible finish (consult a local finishing store).
DAMAGE	Nicks, gouges, dents, etc.	External environment	If top is oiled, simply sand and re-oil. If top is lacquered, lightly sand and refinish with lacquer or another compatible finish (consult a local finishing store).
MINERAL STREAKS	Dark streaks in the wood	Natural discoloring of the wood due to mineral deposits in the tree	No repair needed - adds to individuality of your Butcher Block!

IMPORTANT! If you make any cuts or alterations in your Butcher Block, be sure to refinish the exposed edges with melted paraffin and oil or lacquer sealer. Holes or notches that have been installed in the table top must also be refinished. If you do not refinish these edges, your top will crack due to dryness.