

CARE & CLEANING

Q – Should I use my table top for cutting and chopping?

A – Most of our customers do not since cuts and scratches somewhat mar the beauty of the top. Most people use a cutting board or chopping block placed on the top. However, the top is made for chopping and cutting.

Q – Can I prepare raw food on my unit top or cutting board, or should I use a plastic cutting board for food safety?

A – Recent studies at the University of Wisconsin-Madison, Food Research Institute, prove that wood is safer for food preparation than poly or glass. Extensive tests show that all sorts of bacterium, including salmonella, disappear quickly on wood, whereas the same bacterium continue to live and thrive on plastic. These tests confirm that the idea of plastic being more hygienic than wood is a perception that is flat wrong and is due mostly to advertising. Nonetheless, always clean your wooden cutting board surface with soapy water, making sure to remove any food particles. Dry immediately!!

DO NOT SOAK OR PUT CUTTING BOARDS IN THE DISHWASHER!

Q. – I have small end checks or slight separations of the joints along the edge of the top. How can I correct this?

A. – This is caused by excessive loss of moisture due to the dry atmosphere, lack of oil, etc. rub hard beeswax across the checks and massage it into the endgrain with the heat of your fingers. Catskill Craftsmen has a Care Kit available for order which includes the beeswax and oil. Visit our website www.catskillcraftsmen.com

or send back the coupon with a check for the specified amount.

Q. – How do I clean my butcher-block top? Remove dough? Wax? Stains? Cigarette burns? Ink spots?

A. – Most spills are easily wiped clean with damp sponge or cloth. Never soak or let water stand on your table for long periods of time as water effects the grain and even though the glue is water-resistant, it is not waterproof. Be sure to clean your top well with a mild detergent, rinsing it well with a damp sponge and toweling dry before applying new oil.

Your top shouldn't stain very easily, but to remove glass rings or white spots, use extra fine sand paper or No. 00 steel wool moistened with mineral oil and sand with the grain. Rings should come out when re-oiled.

Burns should be sanded out if possible, again, sanding with the grain. Deep burns should be scrapped out with a sharp rounded edge blade, then feather sand and re-oil.

Grease spots are removed using a little bit of mineral spirits – use sparingly! After application with a small brush, soak up excess with clean cloth, sand lightly or put salt over area treated to absorb any residue. Then take a little water, mild detergent and clean area.

WARNING – Whatever the stain, try sanding with (100+ grit, fine grit) the grain first since your top is tough and chances are the stain doesn't go very deep because of the close grain. If you must resort to cleaners, follow the directions on the container, be careful, use sparingly on the top and make sure all residue is sanded and washed clean before placing food on top!! Keep these cleaners out of the reach of children!

DO NOT USE SOLVENTS, PAINT THINNERS, OR BLEACH!!

MISCELLANEOUS

Q – What kind of oil should I use on my table? How often?

A-We recommend Catskill's Original Butcher Block Oil. Drug store mineral oil can also be effective in treating the wood. You should oil all wooden / veneer parts, inside and outside, including the bottom of the cart top, but especially the cart top and edges, where use and cleaning dry the wood out the most.

Boiled Linseed Oil is not recommended, since it is not highly refined and often leaves a tacky surface. Olive Oil/Vegetable Oil or animal fats provide only nominal protection for your table and can get rancid.

Oil the top of your butcher block unit monthly and the rest every six months or whenever it appears dry.

CATSKILL
CRAFTSMEN, INC.

Name _____

Address _____

Phone _____

Email _____

Total Amt. Enclosed \$ _____

- 1 bottle \$7.95
- 2 bottles \$14.85
- 3 bottles \$19.95
- Care Kit \$21.95

Includes Shipping

Care Kit includes 2 - 8 oz. bottles of butcher block oil, 1 block of beeswax, sandpaper and a scraper blade.

Make checks payable to Catskill Craftsmen Inc. If you prefer to use MC or Visa please visit our website www.catskillcraftsmen.com



15 West End Avenue, Stamford NY 12167
Ph: (607) 652-7321 Fax: 607-652-7293
email: info@catskillcraftsmen.com

READ THIS FIRST!

All About Your Butcher Block Unit



Contains information pertaining to all Catskill Craftsmen products with butcher block construction and oiled finishes. See our website for assembly & care tips

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GENERAL

Your Catskill Craftsmen unit is made from domestic hardwoods which are harvested locally in the heart of the Catskill Mountains of New York.

All of the species we use are self-sustaining and non-endangered. No waste was generated in the manufacturing process.

Your unit has been manufactured with great care to insure quality and durability at a reasonable cost. We sincerely hope that the information given here will be helpful to you in understanding and caring for your table.

We have taken the most frequently asked questions posed by the purchasers of our tables and have attempted to answer them as simply and completely as possible. Not all "assembly" questions will pertain to your unit.

We have a small import selection of carts designed by us and manufactured overseas. We also have a few accent pieces that are imported. These are plainly marked on the website, catalog and cartons. All import pieces have Catskill's guarantee.

End grain boards will require more frequent oiling than flat grain or edge grain. We also recommend that you lay your boards on edge after washing and drying or turn frequently to prevent warping.

TABLE CONSTRUCTION

Q – What is butcher block construction?

A – Butcher block construction originally was a combination of joinery and gluing (lamination) to form an end grain surface. However, today the term is loosely used by the Housewares trade to denote glued lumber used for thicker table tops, and is seldom used in reference to the original type of construction.

ASSEMBLY

Q – Why do some wooden parts have extra holes that are "not used"?

A – This is for manufacturing convenience only. Many braces for many different models are exactly the same length, width and thickness. However, boring locations for hardware may vary from model to model. All of the "not used" holes are hidden upon final assembly.

Q- The plastic wheels on my drawer glide do not run smoothly or seem to be hitting something. What's wrong?

A – Check to make sure you did not use the wrong screw. If a larger than called for screw was used in conjunction with the drawer glides, it may cause improper gliding or obstructed gliding. On factory assembled drawers, check to make sure none of the screws attaching the glides loosened during shipping.

Q – How do I acquire a replacement part or a missing part?

A – First, DO NOT RETURN UNIT TO PLACE OF PURCHASE. We guarantee prompt service on any of our customer's problems. Before writing or calling, look at your instruction sheet and write down the following information on your Replacement Parts Request form:

1. Cart/Island Model Number (easily found on the instruction sheet)
2. Part number and a description of the part. Call (607) 652-7321 during our normal office hours (8am – 4pm Mon. – Fri.) If after hours, please leave a message and our customer service team will get back to you. Email us at: info@catskillcraftsmen.com, or write to us at Customer Service, Catskill Craftsmen, Inc., 15 West End Ave, Stamford, NY 12167-1296. Be sure to include your telephone number in any correspondence so we can clarify any requests. We do not charge you for the replacement part,

nor for shipping it to you. Defect parts need not be returned to us unless specifically requested.

Q – I received a brace or leg or table top that has a flaw on one side. Is this a defect that needs to be returned or replaced?

A – Occasionally pieces leave our factory with a flaw which will be hidden upon final assembly. Please inspect each piece before assembly. If you find a flaw that will be visible when assembled, please do not hesitate to contact our Customer Service Department.

Q – What do I do if I receive a part that is slightly warped?

A – Occasionally a cutting board, cart top, or door may be slightly warped when you receive the unit. This is due to the change in climate that the parts may face between the factory (in the Catskill mountains of Upstate New York) and the delivered destination. Usually the part will flatten itself out in a couple of days in its new environment. To guarantee a return to flatness, lay the piece flat and place a weight on it. The piece will eventually flatten out – sometimes overnight. Cutting boards must be dried thoroughly, immediately after cleaning, and re-oiled. Clean with a light soapy water solution. Do not soak or place in dishwasher!

Q – Where can I view assembly videos?

A – Visit www.catskillcraftsmen.com and click on the instructions link at the top of the page.

Do You Need Assembly?

National Assembly Services offers in home assembly of Catskill Craftsmen products at a moderate rate - and guarantee their work.

Call National Assembly Services at

877-627-2862 or visit www.natassm.com
to find a service representative in your area. Be sure to have your model number available

National Assembly Services, Inc. is an independent corporation and is not a part of Catskill Craftsmen, Inc. or its subsidiaries or affiliates. Catskill Craftsmen Inc. is not responsible for any charges, fees or damage caused by National Assembly Services, Inc., its technicians or employees.

MODIFICATIONS

Q – Can I put a permanent protective coating on my butcher block table over the oiled finish?

A – Polyurethane/lacquer finishes tend to bring the oil out of the wood, causing the polyurethane or lacquer to flake or make the finish oily to the touch (as if it never really dries). Danish Oil seems to be a better solution, as it is more compatible with the factory applied oil finish and hardens to a nice finish itself. Use Danish Oil as directed by the manufacturer. Danish Oil can usually be found in unfinished furniture stores or hardware stores. You can also use Tung Oil. If you plan to use the top of the cart or island for direct food preparation, it is recommended to continue to use Catskill's Original Butcher Block Oil or mineral oil on the surface rather than Danish Oil.

Q – Can I stain or paint my butcher block table to match my kitchen cabinets or other furnishings?

A – Caution should be taken when staining or painting any piece of furniture. Our kitchen carts and islands leave our factory with an oil finish. If you desire to stain or paint the piece, use only oil based stains or primers. Practice on a part of the unit that will be hidden to make sure the stain or paint dries properly and dries to the desired color. The stains that seem to have the most success are found in brands of Danish Oil. Minwax Wood-Sheen™ Danish Oil stain and Bartley R. gel stains have been successful for our customers. Consult with your local paint store for other recommendations. Once an item is stained or painted, it can no longer be returned to us for exchange or refund.