Thank you for your decision to purchase Echelon Cabinetry. We know you have a choice in selecting cabinetry and we appreciate your interest in our brand. Below is a summary of what you can expect from your new cabinets.

**BIRCH**
Birch is a close-grained hardwood. The grain is often straight but can also come in wavy or curly patterns. Sapwood is typically white; heartwood is a light reddish-brown.

**CHERRY**
Cherry is a strong hardwood with a fine to medium grain pattern. Cherry is a multi-colored hardwood which may contain small knots and pin holes. The sapwood is typically white to yellowish; heartwood is deep reddish brown. Cherry begins to darken from the moment it is cut, and continues to darken over time. This distinctive characteristic is one of many reasons cherry has been the choice of fine furniture makers for centuries.

**MAPLE**
Maple is a heavy and strong hardwood. Though it typically has a close, uniform grain pattern, there may be unique characteristics such as bird’s eye or tiger stripe grain patterns or mineral streaks. Maple is predominantly off-white, although it may contain hues of yellow-brown and pink. It stains and finishes beautifully, making it a popular choice for cabinetry.

**OAK**
Oak is a mostly straight-grained, durable hardwood with a medium to coarse texture. The sapwood is white to light brown; heartwood is pinkish red brown. It is sometimes streaked with green, yellow, and black mineral deposits. The open grain produces dramatic and distinct patterns.

**PAINTED**
Painted cabinets use a combination of hardwood and engineered materials, such as MDF, to create a beautifully finished product. On painted Salerno & Touraine doors, some of the grain pattern and other characteristics, such as mineral streaks, pitch pockets, checks and pin knots, will remain visible through the painted finish. The finish will take on the texture of birch graining characteristics and will not have a filled smooth surface.

**THERMOFOIL**
Rigid vinyl thermofoil is heat- and pressure-bonded to the face and edges of these sculpted doors while the back of the doors are covered with low-pressure white melamine. Heat shields are highly recommended when using thermofoil to minimize potential discoloration and delamination.

**CABINETRY CARE**
To keep your Echelon Cabinetry products looking their best for years to come we recommend:
- Clean cabinets as needed with a mild soap and water, and dry well using a lint-free cloth for both washing and drying.
- Wipe up spills, splatters and water spots as they occur.
- Use cleaners and polishes designed for wood cabinets, and clean all surfaces as needed.

**NATURAL CHARACTERISTICS & ENVIRONMENTAL FACTORS**
The wood used in Echelon Cabinetry showcases the natural beauty that comes from the inherent characteristics of wood, including:
- Differences in color hues, grain patterns, and textures
- Differences between open- and closed-grain sections
- Visible joint lines, mineral streaks, worm tracks, etc.

Due to nature’s infinite variations, it is impossible to include every possible wood characteristic. These variations can occur from cabinet to cabinet and within the same door or drawer front; however, they are considered natural characteristics, not defects. More details about acceptable wood variation and characteristics can be found in the Echelon Cabinetry Visual Quality Standards Training Guide.

As cabinetry products age, the finish may mellow or discolor slightly. The degree of change to the original finish color is affected by your products’ exposure to natural and artificial light, smoke, and chemicals. This is a normal characteristic of furniture and cabinetry and not considered a quality defect.

These natural and environmental factors are considered normal characteristics of wood and not defects. Echelon Cabinetry cannot be held responsible for naturally occurring changes experienced by the wood used in your cabinets.

**CUSTOMER ACKNOWLEDGMENT**
We want to make certain you are aware of the natural characteristics of wood and their impact on our cabinets as described above. Please indicate your agreement and acceptance with these natural characteristics by signing below:

Customer Signature: ___________________________ Date: ____________