

The logo consists of the words "Pop. Noes" written in a fluid, cursive script. The letters are interconnected, with a large, sweeping flourish extending from the end of the word "Noes".

HANDMADE AMERICAN FURNITURE

Warranty Statement  
&  
Care Instructions

A Customer Reference Guide  
2016



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## Warranty Statement

Congratulations and thank you for purchasing furniture from Thos Moser.

Each Thos. Moser employee proudly stands behind our quality products. Every piece is handcrafted with careful attention to detail and workmanship. We sincerely believe that each Thos Moser piece will provide you with years of enjoyment and pleasure. To reinforce this belief, Thos. Moser extends the following warranty.

*If within the first 30 days after receiving any standard Thos. Moser product you do not remain completely satisfied with your purchase, we will provide you with a full refund (less outbound and return shipping charges) or rebuild your piece. Proper care will ensure a lifetime of satisfied use from your Thos. Moser furniture. Should our furniture fail at any time during the life of the original owner because of workmanship or a failure of the wood materials, we will either repair or replace it. Upholstery components such as fabrics, leather, cane, and foam are warranted for a period of 5 years against material failure. Some custom requested wood species, fabric selections and modifications are excluded.*

As the original purchaser and owner, your wood furniture comes with a lifetime guarantee against failure resulting from material defect or workmanship. Upholstered components and some custom pieces come with a limited warranty. When pieces have been used as intended and cared for as recommended, we are confident your furniture will add beauty, grace, and value for generations.

Generally an assessment of the furniture is required to determine, if the failure is due to workmanship, materials, or some other cause and how best to repair or care for a piece. This assessment can be done in one or more of the following ways. An authorized representative can review furniture on location, furniture can be returned to Maine for evaluation, photographs can be forwarded to us for review, and in some cases a customer service representative can evaluate the situation over the phone.

When a failure is assessed to be due to workmanship or materials, Thos. Moser Cabinetmakers will repair or replace the furniture at no cost to the owner. Pickup and delivery charges in the contiguous US will also be covered by Thos. Moser. In other locations shipping charges may apply.

Furniture that has not been cared for may not be covered under our lifetime guarantee. Furniture that may not be covered includes:

- Purchases made prior to 1986
- General Care Instructions are not followed
- Furniture is used for unintended use
- Furniture is bought or acquired other than direct from Thos. Moser

Please be advised, this is a partial list and other circumstances may apply on a case by case basis.



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## **Warranty Statement (continued)**

### **WOOD CONSTRUCTION:**

Our wood furniture is warranted to be free of defects due to faulty materials or workmanship for the lifetime of the original owner, under normal residential care and use.

### **FOAM:**

We warrant all cushion cores for five years as originally upholstered under normal residential care and use.

### **FABRICS:**

Thos. Moser offers a limited warranty on fabrics. We warrant our upholstery fabrics for a period of five years against wear under normal residential care and use. This warranty does not cover fading, shrinkage, or stretching, which sometimes occurs with normal use of fabrics. Fabrics chosen outside of our selections will not be honored under our warranty.

### **LEATHERS:**

Thos. Moser Standard Leather is a top grain, aniline leather. This means little or no pigment has been applied to the surface. This allows the leather to display a slight sheen and natural, rustic effect. Texture and color will vary slightly throughout one hide, as leather is a natural material. Healed scars, scratches, wrinkles, and color variations authenticate the leather and should not be considered flaws. As with our fabrics, we warrant our leather upholstery for a period of five years against wear under normal residential care and use. This warranty does not cover fading, shrinkage, or stretching, which sometimes occurs with normal use. Leathers chosen outside of our selections will not be honored under our warranty.

### **SEAMS:**

We warrant our seams to be free of defects due to faulty workmanship for a period of five years under normal residential care and use.

### **CANING:**

We warrant caning to be free of defects due to faulty workmanship for a period of five years under normal residential care and use.

### **CUSTOM PIECES:**

Some customer-requested modifications may be excluded from our warranty. Any cancellations or post-production modifications may be subject to a change or restocking fee.



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### ***A note about solid wood furniture...***

Your Thos. Moser furniture is made of premium hardwood provided by nature. The unique characteristics and the subtle variations in grain and color are important elements in our designs. Great care is taken to skillfully match the individual boards that make up every piece of our furniture.

Solid wood will not behave like veneered plywood. It is dynamic; it expands and contracts with changes in temperature and humidity, often as much as one eighth inch per linear foot. We have taken this movement into account in both design and construction.

After each piece of furniture is carefully hand sanded, it receives up to two coats of linseed oil. A day's drying time is allowed, and then the piece is lightly sanded and re-oiled. Now the furniture is ready for the final finish.

### **Traditional Boiled Linseed Oil & Paste Wax Finish\***

A coat of clear or amber or walnut paste wax is hand rubbed and buffed to a polish. The paste wax finish brings out the natural beauty of the wood and allows the piece to breath more so than varnish, lacquer, or other "membrane" finishes. Dents, dings, and light scratches can be easily repaired on furniture finished with paste wax.

### **Oil & Catalyzed Lacquer Finish\***

Catalyzed lacquer is sprayed in multiple coats with a light sanding in between coats. Currently this finish is used on our Vita and Aria Collections as well as our Wing and Edo Lounge seating. More resistant to water, solvents, and household chemicals, catalyzed lacquer requires less routine maintenance than paste wax. Removal of stains, gouges, and/or dents may require professional attention. We recommend you contact us or a local refinisher for repairs of this type.

***\*Please Note: Different finishes may age and color differently.***



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## **THINGS TO AVOID**

Regardless of the wood or finish on your pieces, we recommend the following precautions be considered to maintain the beauty and ensure the longevity of your Thos. Moser Furniture.

### **Home Heat Sources:**

Every effort should be made to place your furniture away from direct heat sources, such as radiators and hot air registers. If at all possible, the house should be equipped with a humidifier in winter to keep humidity close to 50%.

### **Hot Objects:**

Hot dishes, cook pans, and laptop computers should not be placed directly on naturally finished wooden surfaces or leather surfaces. We recommend the use of soft-backed placemats, trivets, heat resistant pads, or spacers to help diminish risk of damage to your furniture.

### **Over Exposure to Sunlight:**

Bleaching, drying, or yellowing can occur if furniture is over-exposed to direct sunlight. Appropriate use of window coverings and/or tablecloths can help reduce this damage.

### **Liquids:**

Washing your furniture with water is not recommended. Excessive water penetration will damage the finish and board seams of your furniture. Wet objects should not be set directly on wooden furniture. Promptly and completely wipe standing water or spills with a soft cotton cloth.

Avoid solvent based detergents and polishes laced with silicon on our *Traditional Oil & Wax Finish*.



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## **Please Read Before Beginning to Maintain or Repair your Thos. Moser Furniture**

- When refinishing your pieces you will be required to use products that may be harmful to you or other furnishings. Please take precautions to protect flooring, upholstery and any other items that may come into contact with refinishing products.
- Please make sure refinishing is done in a well-ventilated area to avoid being exposed to toxic fumes.
- Always read & follow suggested manufacturing instructions on all products used.
- Always work in the direction of the wood grain. Avoid crossing the grain as this will cause scratches in the wood and/or wax.
- Using steel wool may remove the patina color and cause the worked area to be lighter than the rest of the piece. Do not be alarmed. The light area will darken with time and eventually blend in with the surrounding area.

The following pages will provide additional details on caring for and maintaining your furniture. If you have any questions or would like to speak to a Customer Service representative, contact Customer Service at 1-800-708-9703 Monday – Friday 8:30 am to 4:00 pm EST



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## **Caring for CATALYZED LACQUER FURNITURE**

If you have our **Catalyzed Lacquer** finish on your furniture, please follow the recommended practices below (if you are unsure if your piece is finished with Catalyzed Lacquer please contact us to confirm).

### **Protecting and Cleaning:**

Simply dust regularly with a soft dry cloth. When necessary, furniture with a catalyzed lacquer finish can be wiped with a slightly damp, soft cloth. Re-wipe any remaining moisture immediately with a dry cloth.

### **To Brighten a Dull Finish:**

Use a light application of your favorite furniture polish and wipe dry.

### **Removal of Stains, Gouges and Dents:**

We suggest you contact us, or use a professional finisher for repairs of this type.

### **Rubbing Out a Scratch on a Lacquer Finish:**

Determine if the scratch is in the finish or through the finish and in the wood.

- **If in the wood**, it will be necessary to contact a furniture touch up professional to make the repair.
- **If in the finish** follow the instructions below.

### **Recommended Supplies:**

600 wet or dry sand paper.  
1200 wet or dry sandpaper.  
0000 steel wool.  
Mineral spirits or soapy water.  
Clean soft cloth.  
Sanding block.

1. Wet the surface with either mineral spirits or soapy water mixture.
2. Using the sanding block and 600 wet or dry sandpaper, lightly sand in the direction of the grain until the scratch disappears, being careful not to sand through the finish. Wipe the surface frequently with soft cloth to inspect progress. Re wet the surface as necessary to sand.
3. Once the scratch has been removed, clean and re wet. Using the same process as the 600 sanding, use the 1200 wet or dry sandpaper. Lightly sand to remove scratches made by 600 paper.
4. Wipe clean and dry.
5. Use the 0000 steel wool with medium pressure and buff with the grain direction to balance out sheen and then buff with clean, dry soft cloth.



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## **Caring for furniture with TOP GRAIN ANILINE LEATHER**

Although leather is relatively low maintenance, it is not totally maintenance-free. Just like your own skin, leather products must be maintained and cleaned on a regular basis.

By following the recommended furniture care tips below you will help to keep the upholstery on your new furniture looking as beautiful as it does today.

### **Cleaning and Protection:**

On a regular basis, (weekly or biweekly) simply vacuum leather with a drapery nozzle. After vacuuming, if necessary, dampen a clean soft cloth with distilled water and wipe the leather to remove any dust particles that the vacuum may have missed.

It is also recommended that leather products are fully cleaned and re-protected every 6-12 months.

**IMPORTANT:** Always be sure to test any cleaning and protecting products in a hidden area prior to use.

### **Stains and Spills**

1. Blot immediately with a soft dry cloth.
2. Dampen a clean soft cloth with distilled water and wipe the area until the leather darkens in color.
3. Blot excess moisture and allow the leather to air dry.
4. Do not try to speed up drying time with an iron or hairdryer. Repeat process as necessary.

### **Never Use**

- Soaps/Abrasive Cleaners/Alkaline products
- Furniture Polish
- Ammonia water
- Bleach

For recommendations on leather care products, please contact Customer Service at 1-800-708-9703 Monday – Friday 8:30 am to 4:00 pm EST or by emailing [service@thosmoser.com](mailto:service@thosmoser.com).



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## **Caring for furniture finished with TRADITIONAL BOILED LINSEED OIL & PASTE WAX**

If your furniture has a traditional Oil & Wax finish, this guide will aid you with your furniture care. A complimentary maintenance kit can be mailed to you upon request. We also have a series of furniture care videos called “Living with Moser Furniture” which available on our YouTube page at: <http://www.youtube.com/ThosMoserMaine>

If you have our traditional finish on your furniture you will find the subsequent pages of this Guide very helpful. By following the recommended practices below, you will keep your new furniture looking beautiful for years to come.

### **Protecting the Finish**

To keep your furniture clean, simply dust regularly with a soft dry cotton cloth. Re-waxing is recommended every 6-12 months, but not more than twice a year. Heavily used surfaces like chair arms and tabletops will require wax more often than legs, chair seats, and case pieces.

### **Developing the Richest Patina**

During the first 6-12 months the patina on your furniture will darken very quickly in color. Daylight and air naturally color the wood with subtlety unmatched by anything that comes from a can. To ensure the most even coloring, objects left on tabletops, and case pieces should be moved or rotated frequently during this initial time period.

## **When to Re-wax**

The wax finish on your furniture is the woods protection against elements that can harm it. Frequency of waxing will depend on the amount and type of use your furniture receives. A dining table for example will require more frequent waxing than a hunt board. Frequent dusting is recommended. Re-waxing every 6-12 months is considered good preventative care. A dining table used every day may need waxing more often. Again the type of use furniture receives will help determine the frequency of waxing. A basic rule of thumb; when the finish is dull and needs more luster it is probably time to re-wax.

## **Re-waxing a Surface**

Recommended supplies:

- 0000 Steel Wool
- Clear or Amber colored Paste Wax containing carnauba wax
- White Scotch Brite Pad # 7445
- Soft Cotton Cloth



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### **Re-waxing a Surface (continued)**

1. Lightly steel wool surface using 0000 steel wool; work in the direction of grain.
2. Apply an even coat of paste wax with the grain of the wood.
3. Lightly wipe wax using a super fine Scotch Brite Pad (White #7445) evening the film of wax, not removing it.
4. Run in the direction of the grain using constant light pressure.
5. Overlap each stroke.
6. Allow wax to set a few minutes.
7. Following the cleaning of surface, turn over the Scotch Brite Pad exposing the unused surface and rub the surface clean.
8. Lightly buff the area with a soft cloth until surface feels smooth.

### **When to Re-oil**

Re-oiling your furniture should not be necessary except in cases of poor humidification when the wood is very dry, or because of excessive use and cleaning. Re-oiling the furniture is recommended when wood looks Bleached, Dried, or Yellowed in appearance. Keeping furniture properly waxed and maintained will reduce the need for re-oiling.

### **Re-Oiling a Surface**

Recommended Supplies:

- Turpentine or Naphtha
- Murphy's Oil Soap & Water Mixture (2-3oz. oil soap to a quart of water)
- Soft dry Cotton Cloths
- 0000 Steel Wool or 400 Grit wet/dry sandpaper
- \*Boiled Linseed Oil
- Clear or Amber colored Paste Wax containing carnauba wax
- White Scotch Brite Pad # 7445

1. Clean surface with turpentine or naphtha and clean rag to remove wax.
2. Clean area with a mixture of Murphy's Oil Soap and water.
3. Be sure that the surface is wiped completely dry following water cleansing.
4. Steel wool area with 0000 steel wool. Be sure to work in the direction of the grain.
5. Apply a liberal coat of Boiled Linseed Oil\*
6. Allow Oil to set 10 to 15 minutes
7. Wipe dry with cotton cloth\*
8. Allow oil to penetrate furniture for at least 24 hours
9. Clean surface with 0000 Steel Wool or 400 Grit wet/dry sandpaper.
10. Wipe clean with soft absorbent cloth or paper towels to remove any residue.
11. If necessary repeat steps 5 thru 10
12. Re-wax as directed above

\* **IMPORTANT NOTE:** Spontaneous combustion is as real danger when using Boiled Linseed Oil. Dispose of rags properly following instructions of the manufacturer.



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## **Milky Finish**

*A milky finish is often the results of moisture and/or an unclean surface.*

### Recommended Supplies:

- Turpentine or Naphtha
- Murphy's Oil Soap & Water Mixture (2-3oz. oil soap to a quart of water)
- Soft dry Cotton Cloths
- 0000 Steel Wool or 400 Grit wet/dry sandpaper
- Clear or Amber colored Paste Wax containing carnauba wax
- White Scotch Brite Pad # 7445

1. Clean surface with turpentine or naphtha and clean rag to remove wax.
2. Clean area with a mixture of Murphy's Oil Soap and water.
3. Be sure that the surface is wiped completely dry following water cleansing.
4. Steel wool using 0000 steel wool. Be sure to work in the direction of the grain.
5. Wipe surface clean with soft cloth.
6. Re-wax surface as directed above.

## **Removing a Dent or Light Scratch**

### Recommended Supplies:

- Turpentine or Naphtha
- Soft Cotton Cloth
- 0000 Steel Wool
- Water
- Soldering Gun equipped with a smoothing tip (an iron or a knife blade heated with a lighter can be used as a substitute.)
- Clear or Amber colored Paste Wax containing carnauba wax
- White Scotch Brite Pad # 7445

1. Clean area with soft cloth and naphtha or turpentine to remove wax finish.
2. Lightly rub area with 0000 steel wool in the direction of the grain to clean surface to be repaired.
3. Place a small drop of water on dent or scratch.
4. Allow to sit for a few minutes.
5. Using the clean side of an iron or heated knife blade, lightly touch the area, (keep the area wet with water). The heat and water will raise the wood fibers.
6. Repeat these steps until the dent is gone.
7. Steel wool with the direction of the grain to blend into surrounding area.
8. Apply a new coat of paste wax



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## Removing White Rings

### Recommended Supplies:

- Turpentine or Naphtha
- Soft Cotton Cloth
- Clear or Amber colored Paste Wax containing carnauba wax
- White Scotch Brite Pad # 7445

1. Using 0000 steel wool, *lightly* rub area with turpentine or naphtha to loosen wax.
2. Always rub wood in direction of grain.
3. Wipe area clean with soft cotton cloth.
4. Repeat until ring has disappeared.
5. Re-apply paste wax as directed above.

## Removing Ink Marks

1. Using 0000 steel wool, apply “Goof Off” and scrub area with ink in the direction of the grain until ink disappears.
2. If ink is below the surface of wood it may be necessary to remove the indentation to remove the ink.
3. Allow to dry.
4. Clean surface with turpentine or naphtha.
5. Use 0000 steel wool to even out area.
6. Rub Linseed Oil into sanded area with soft cotton cloth.
7. Wipe dry.
8. Allow oil to dry for 24 hours.
9. Steel wool area to remove excess residue.
10. Wipe clean with a dry cotton cloth.
11. Re-wax as directed above.



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## Removing Black Water Marks

Black marks left by a plant vase can be removed chemically in most cases. It will take patience and Oxalic Acid. Oxalic Acid is wood bleach sold in granular form at most paint or home centers. It allows for better control of application than other wood bleaches.

Oxalic acid is mixed with hot water until dissolved and applied with a fine brush (a tooth brush or small brush recommended i.e. ½ inch)

1. Clean area to be repaired with naphtha or turpentine.
2. Heat ½ cup of water for 30 seconds in microwave.
3. Add 2 teaspoons of Oxalic acid granules and mix completely.
4. Apply the mixture with a brush to the area being repaired.
5. Put the liquid on wet and leave on surface for 2-3 minutes.
6. You should notice the wood lightening. Allow mixture to work.
7. After 20 minutes wipe with soft cotton cloth and inspect.
8. Reapply as needed.
9. When bleaching process is completed to your satisfaction, wipe area clean and allow it to dry.
10. Sand with #400 wet or dry sandpaper
11. Buff with 0000 steel wool.
12. Clean the area again with a dry cloth.
13. Follow the directions above to re-oil
14. Follow the directions above to re-wax

*The light area will darken with time and eventually blend with the surrounding area.*



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## Repairs

Our guarantee covers repairs due to workmanship or materials for purchases made after 1986. If you would like us to repair Thos. Moser furniture that has been accidentally damaged, we can estimate the cost and schedule a repair time. We regularly schedule repair runs in the Northeast and will make every effort to assist you if you live elsewhere. Please call our Customer Service Team for information at 1-800-708-9703 on weekdays from 8:30 a.m. - 4 p.m. (Eastern Time).

## Contact Us

If you have any questions please feel free to contact our dedicated and knowledgeable staff at one of our Showrooms (open 7 days a week), Customer Care Center, or Customer Service Center.

Freeport, ME	207-865-4519
Boston, MA	617-224-1245
New York, NY	212-753-7005
Philadelphia, PA	610-995-9500
Washington, DC	202-793-2606
San Francisco, CA	415-931-8131

### Thos. Moser Workshop

72 Wright's Landing  
Auburn, ME 04211  
207-784-3332  
Monday-Friday 8:30am-4:00pm (eastern time)

### Customer Service

1-800-708-9703  
Monday-Friday 8:30am to 4pm (eastern time)

### Customer Care Center

1-800-708-9045  
Mon-Thu 9am-8pm, Fri 9am-6:30pm, Sat 10am-6pm, Sun 1pm-5pm (all times eastern)

### Online

Visit our website at [www.thosmoser.com](http://www.thosmoser.com)