



HANDMADE AMERICAN FURNITURE

**Warranty Statement  
&  
Care Instructions**

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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 hand crafted 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 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.

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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 include:

- Purchases made prior to 1986
- General Care Instructions are not followed
- Furniture is used for unintended use
- Furniture is bought or acquired other than directly from Thos. Moser
- Customer's Own Materials or (COM)

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

## **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 warranty 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 warranty our upholstery fabrics for a period of five years against wear under normal residential care and use.

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This warranty does not cover fading, shrinkage or stretching, which sometimes occurs with normal use of fabrics. Fabrics chosen outside of our selections, which includes but is not limited to COM, will not be honored under our warranty.

## **Leathers:**

Thos. Moser offers a variety of leather upholstery, from top grain aniline to protected and corrected leathers. 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, wooden substrate, webbing, backing, buttons, and zippers 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.

## **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.

### **Rev Oil**

After each piece of furniture is carefully hand sanded, it receives a coat of Rev Oil. A day's drying time is allowed, and then the piece is lightly sanded ready for the final finish.

Our "Revised Oil" is a proprietary blend that contains a percentage of linseed oil with the addition of driers and resins. This new oil treatment allows for an overnight dry time and creates additional protection that is close to the surface, similar to a top coat. After the piece is dried overnight, it receives either a wax or lacquer finish.

### **Oil & Wax Finish\***

A coat of clear 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 breathe more so than varnish, lacquer, or other "membrane" finishes. This finish is not recommended for walnut furniture.

### **Oil & Catalyzed Lacquer or Conversion Varnish Finish\***

Catalyzed lacquer or conversion varnish finishes are accomplished by spraying a single coat of a vinyl sealer and one coat of lacquer or varnish with a light sanding in between coats. More resistant to water, solvents, and household chemicals, catalyzed lacquer and conversion varnish require less routine maintenance than paste wax. Removal of stains, gouges, and/or dents 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.*

## **Things to avoid.**

Regardless of the wood, finish, or upholstery 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 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 or upholstery is over-exposed to direct sunlight. Appropriate use of window coverings and/or tablecloths can help reduce this damage.

### **Liquids:**

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

**We recommend that you avoid using all furniture polishes, detergents, cleaners, oil soaps, or essential oils on your Thos. Moser furniture.**

## **Read before beginning maintenance on your Thos. Moser furniture.**

- Always read and 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.

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. If you have questions directly relating to your upholstery, please call us at 1-800-708-9703 x123 Monday-Thursday 8:30 am to 3:30 pm EST.

## **Caring for conversion varnish or 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 Conversion Varnish or Catalyzed Lacquer please contact us to confirm).

### **Protecting and Cleaning:**

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

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

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

### **Removing a Scratch on a Varnish or 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:**

Wood grain crayon color

White Scotch Brite Pad (#7445)

Soft, Clean cloth

1. Using the wood grain crayon fill in the scratch.
2. Working in the direction of the woodgrain, use the white scotch bright to gently smooth down the surface.
3. With a soft clean cloth, gently wipe down the surface to remove any excess crayon.

**\*Note:** While there are several products that are marketed to polishing and cleaning furniture, we recommend that you use only a damp (water only) cloth to clean your furniture. Many of these commercially available products can break down the finish and create a dull streaky look to your furniture and may eventually lead to cracking or peeling of the membrane finish.

# Caring for furniture with top grain aniline leather.

Although leather is relatively low maintenance, it is not totally maintenance-free. Leather products must be maintained and cleaned on a regular basis. By following the recommended care tips, you will help to keep the leather on your new furniture looking as beautiful as it does today.

## Cleaning and Protection:

On a regular basis, (biweekly) vacuum leather with a drapery nozzle. After vacuuming, if necessary, use a clean soft cloth and wipe the leather with Guardsman Clean & Renew to remove any dust particles that the vacuum may have missed.

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

## Stains and Spills

If you have spilled water on your leather, we recommend the following care. If you have a stain or have spilled something other than water, we recommend you follow steps 1 & 2 and contact a professional upholstery cleaner or our upholstery department for further guidance.

1. Blot immediately with a soft dry cloth.
2. Blot excess moisture and allow the leather to air dry. Repeat process as necessary.
3. Do not try to speed up drying time with an iron or hairdryer.
4. Finish with Guardsman Clean and Renew to recondition leather.

## Never Use

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

## **Caring for furniture with fabric upholstery.**

To keep your upholstery looking new it should be cleaned on a regular basis and placed out of direct sunlight to prevent it from fading. We recommend that upholstered items are professionally cleaned every year

### **Cleaning and Protection:**

On a regular basis, (biweekly) simply vacuum with a drapery nozzle attachment on your hose. We recommend that, if possible, to turn cushions periodically to promote uniform wear and to maintain comfort.

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

**NEVER USE:** Soaps, Abrasive Cleaners, Alkaline products, ammonia water, bleach or essential oil cleaners.

### **Stains and Spills**

1. Blot immediately with a soft, dry cloth.
2. Blot spill from the outer edge working inward as this may help avoid the formation of a stain ring.
3. Use clean, cool water to help blot out resistant spills that may stain.
4. Blot any excess liquid and do not let spill saturate fabric or pool in seams or buttons.
5. Repeat process as necessary.
6. Do not try to speed up drying time with an iron or hairdryer.

## **Caring for furniture with fabric upholstery.**

### **Stains:**

1. Blot immediately with a soft, dry cloth.
2. Blot spill from the outer edge working inward as this may help avoid the formation of a stain ring.
3. Use clean, cool water to help blot out resistant spills that may stain.
4. Optional: if stain begins to set, sprinkle cornstarch on effected area and allow to dry. Vacuum once dried with drapery nozzle.
5. Blot any excess liquid and do not allow spill saturate fabric or pool in seams or buttons.
6. Repeat process as necessary.
7. Do not try to speed up drying time with an iron or hairdryer.

**\*Note:** While there are several products that are marketed to polishing and cleaning furniture, we recommend that you use only a damp (water only) cloth to clean your furniture. Many of these commercially available products can break down the finish and create a dull streaky look to your furniture and may eventually lead to cracking or peeling of the membrane finish.

## **Caring for furniture finished with oil and 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.

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 furniture clean, simply dust regularly with a soft dry cotton cloth. Re-waxing is recommended every 6-12 months. 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, we recommend that you do not place any objects directly on tabletops or case pieces during this initial time period. When furnishings are placed on tabletops and case pieces, we recommend that you rotate frequently so the pieces will age evenly.

## **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. Re-waxing every 6-12 months is considered good preventative care. 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
- Boston Wax Company Paste Wax\*
- White Scotch Brite Pad # 7445
- Soft Cotton Cloth
- We offer complimentary kits and sell deluxe kits. The wax can also be found online at Boston Wax Company. <http://www.bwccompany.com/>

1. Lightly steel wool surface using 0000 steel wool; work in the direction of grain.
2. Apply an even coat of wax with the grain of the wood.
3. Lightly wipe wax using a super fine Scotch Brite Pad (White #7445) to even the film of wax, not removing it.
4. Run in the direction of the grain using constant light pressure.
5. Overlap each stroke.
6. Wipe off wax immediately. Wax that is allowed to sit on the surface for too long will lead to streaks in the finish.
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.

**If your furniture is beginning to show signs of needing to be re-oiled, we recommend you call our Customer Service Center to schedule a repair or contact a professional finisher for these services.**

## Milky Finish

The milky look is caused by water or humidity. This “miliness” called “blushing” generally appears to older pieces of furniture as moisture in the air begin to compromise the finish. A milky finish may also occur with the use of furniture polishes, detergents, cleaners or oil soaps reacting with your finish. After extended use, these products can begin to deteriorate the integrity of the finish creating a cloudy look.



## White Rings and Black Rings

A **white ring** signifies that only the finish has been damaged. This generally occurs when condensation from a stray glass on waxed furniture or a hot cup on lacquered furniture has been left on the surface long enough to penetrate the finish. If the damage results in a **black ring** or stain, that means that the water has reached the wood.



## **Stains, Gouges or Dents**

Life happens, and with that comes bumps, bruises, knicks, and stains. For fixing these kinds of imperfections we recommend that you call our customer care team, or reach out to a professional finisher for repairs of this nature.

## **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. (EST).

## **Contact Us**

If you have any questions, please feel free to contact our dedicated and knowledgeable staff at one of our showrooms, customer care center, or customer service center.

Freeport, ME • 207-865-4519  
Boston • 617-224-1245  
New York • 212-753-7005  
Washington, DC • 202-793-2606  
San Francisco • 415-931-8131

Thos. Moser Workshop • 207-784-3332  
Customer Service • 1-800-708-9703  
Customer Care Center • 1-800-708-9045