



Custom Products Manual

Solid Wood Finishing Program

Cabinetmaker's Choice, LLC (r-1169)
P.O.Box729
Newtown, CT 06470-0729

Neil Ratner - Phone: (203) 426-3247 Fax: (203) 270-9994 Email: sales1@cabinetmakerschoice.com

Chad Witwer - Phone: (717) 823-6204 Fax: (717) 427-1743 Email: sales2@cabinetmakerschoice.com

Jim Gamache - Phone: (203) 678-3015 Fax: (203) 702-5104 Email: sales3@cabinetmakerschoice.com

www.cabinetmakerschoice.com

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Finishing Program Overview

- Conestoga's finishing capabilities allow our customers to simplify their shop process by eliminating the finishing of doors, mouldings and other products. Outsourcing finishing ultimately reduces VOC emissions and helps streamline throughput by minimizing the finishing bottleneck.
- Conestoga's finishing program consists of traditional wiping stains, Truetones, Colourtones, Prism Paints, Heirloom finishes, glazes, brushed glazes, primer and topcoats. Combined, these create a palette of over 2,400 unique combinations.
- Conestoga has two topcoats available: 15° (low sheen) and 40° (medium sheen). Topcoat glosses will not be custom matched.
- In addition to our standard colors, custom color matching is available for wiping stains. Consult the pricing page of the finishing section for information on custom color charges.

Finishing Process

- Prior to finishing, Conestoga's doors are sanded on the automated sanding line to deliver a smooth, "finish-ready" product.
- To apply wiping stains and glazes, Conestoga uses a time-proven, hand-wiped technique which delivers more color consistency and depth than simple spray stain applications.
- Most Conestoga framing beads are designed with a slight back bevel, which allows the stain to penetrate beyond the juncture of the framing bead and panel raise. During the wiping stain process an air nozzle is used to blow stain under the framing bead, minimizing the possibility of "white lines" appearing on the panel raise during expansion and contraction. All doors are matched to a control sample for color consistency during the staining process.
- After staining, doors are loaded onto our state-of-the-art flat line finishing system to receive sealer and topcoat. The equipment provides a clean and consistent finish. The sealer is a high solids material that is applied and then sanded with a fine grit sandpaper after drying. The final coat is a high solids conversion varnish. Conversion varnishes provide a superior kitchen cabinet finish with their exceptional clarity, resistance to moisture and overall durability. The final process involves the application of a 15° or 40° sheen topcoat on wiping stains and a 15° sheen topcoat on products finished with a Colourtone, Prism Paint, Heirloom or glazed finishes. The 15° sheen topcoat is standard on some wiping stains, but usually must be specified, check with Customer Service for availability. The result is a beautiful finish that is durable, long lasting and resistant to most household chemicals.
- Colourtones and Prism Paints are applied using air-assisted, airless equipment.
- After curing, doors are inspected before being packaged for delivery to our customers.

Finishing Tolerances

- Conestoga's finishing tolerances are designed for solid wood applications. Application of finish on veneers, decorative accent items and MDF may result in some color variation. Similarly, stains applied by the customer may vary slightly from those products stained by Conestoga. To ensure a close match, customers should contact their Sales or Customer Service Representative and ask about our Duraguard® Finishing System. See the Duraguard Program Information in this section for additional information. Instructions for application are published in this section and enclosed with every can of stain sold.
- Conestoga cannot predict how a door, or portions of a door, will accept stain. Therefore, if a door meets our material specification standards in its unfinished state, it will be considered acceptable after finishing as well.



Finishing Warranties

- Conestoga's finishes carry a one year limited warranty against peeling, blistering or cracking, but no warranty against discoloration. Conestoga assumes no responsibility for damages or poor color match when finish is applied by the customer.
- Most wood species will naturally darken with age. Conestoga will not be held liable for the change in appearance of any product, finished or unfinished, due to this aging process.
- Conestoga recommends that a finished sample door be ordered prior to ordering any finished job. We do not suggest ordering large or complex finished product based on small sample swatches.

Wiping Stains

- All Conestoga wiping stains are applied using a hand rubbed application. The process provides superior grain penetration of the finish material and a greater degree of depth in the finished product.
- Whiter stains such as Alpine are not available over certain darker, high contrast species such as Walnut, Lyptus or Mahogany.
- Conestoga does not recommend darker finishes such as Colonial, Cordovan or Washington Cherry over light species such as Hard Maple or Soft Maple. The contrast, as well as the properties of Maple, creates a blotchy, uneven look. Therefore, these combinations are Not Recommended (NR), but can still be produced with a 20% upcharge and no warranty on color consistency.
- Because Conestoga uses wiping stains, and wiping stains penetrate the wood, end grain will stain and glaze darker than other areas of the piece. This will not be considered defective.

Glazing

- All Conestoga glazes are applied using a hand rubbed application process to the entire surface of both the face and back of every door.
- Glazing is a very subjective treatment. Each door becomes "one-of-a-kind" and unique in its appearance. Even though Conestoga matches every glazed door to a control sample, each door will take glaze differently. Color consistency is more difficult to control on glazed products. Some of the factors influencing color consistency are door design, profiles, grain patterns, wood density, stain color, thickness of the sealer coat, sealer sanding and overall size of the piece.
- Glazed products will vary in appearance. Conestoga considers these slight variations acceptable and will not warrant variations of glazes.
- We recommend that our customers develop a document that would be read and signed by the end user indicating their understanding of the potential color issues with stain/glaze and Colourtone/glaze combinations. Such a document will help protect all parties in the event of a color-based issue.
- We strongly recommend that a sample door be ordered prior to ordering a full kitchen, regardless of the finish and specie combination.
- Conestoga maintains strict standards for its glazing process. With this in mind, Conestoga will not "custom" glaze a job. Therefore, we offer only our standard glazing options.
- Glazes significantly alter the appearance of a stain/specie combination. An attractive finish may look quite different once glazed. With this in mind, we do not recommend certain glaze combinations, and some combinations are not available. See the Offering and Availability charts in this section for details.
- Conestoga's standard glaze offering is available in combination with some custom finish matches. For availability of glazing over custom stains, contact our Finishing Department (717) 445-3252.



Truetones

- Conestoga's Truetones are lightly pigmented spray to color stains that include a small percentage of solids. They produce a very clean look, without blotchiness. After the Truetone, a sealer and conversion varnish is applied.
- Truetones are available in three colors: Butter Rum, English Toffee and Sienna, on four species: Cherry, Hard Maple, Red Oak and White Birch. We offer them unglazed and with Caramel, Brown and Oyster glaze.
- A 15° or 40° topcoat is available on non-glazed product; a 15° topcoat is available on glazed product.
- Truetones are not available on the CWS-10446 design.
- Custom color matches are not available in Truetone finishes.
- Truetones are applied using a diaphragm pump and a HVLP gun.
- Normal contraction and expansion of the panels may cause unfinished areas, normally hidden by the framing bead, to become visible.
- Profiled areas may appear lighter in color than flat areas because the color application is a spray process, as opposed to a wiping process. The effect will be enhanced by certain profiles, such as a square framing bead, deep grooves and anywhere there is defined change in the plane of the part. Applying a glaze to any of the Truetone finishes will minimize this effect.
- Truetones are light in color, therefore, they do not possess the ability to disguise material variations as well as highly pigmented stain. The use of premium grade material will mediate some of those variations.
- End grain will appear darker than flat areas when a glaze is applied to the Truetone colors.
- For best results, we recommend adding a glaze when the distressing option is ordered with Truetones.



SOLID WOOD FINISHING PROGRAM

Custom Products



Primed Products

- Conestoga's priming capabilities allow you to outsource the time consuming process of prepping and priming your doors, drawer fronts and mouldings. Outsourcing primed products reduces VOC emissions and increases the efficiency and throughput of your finishing area.
- Conestoga offers three substrate materials for priming which include:
 - ❖ Solid wood – Paint Grade and Paint Grade Hard Maple products are available in a wide variety of product designs.
 - ❖ MDF – a 48-pound density MDF material. MDF products are limited in design options. (See the MDF section of this manual for options.)
 - ❖ Hybrid Products – hybrid products utilize Paint Grade or Paint Grade Hard Maple framing in combination with 48-pound density MDF center panels. All published panel raises are available in MDF material to use in a wide variety of wood framed door and drawer front designs.
- Conestoga's primer is a white, post catalyzed, acid cured primer, compatible with many high quality topcoats.
- Prior to priming, the substrate is prepared to accept the coating material. Putty is applied to the joints, open-end grain, tear outs and other visible voids. The product is then hand sanded to remove excess putty and provide a smooth, uniform surface to accept the primer coat.
- Most Conestoga framing beads are designed with a slight back bevel to allow some primer material to penetrate beneath the framing bead. However, due to the high solid content of the primer itself, bridging of the primer material may occur between the panel and the framing bead on five piece products. Moderate bridging is not considered a defect.
- After curing, doors are inspected, individually wrapped, then packaged and shipped.
- There are thousands of topcoats available to paint residential cabinetry. While many of these products may work in combination with our primer, we recommend only acid cured conversion varnish topcoats.
- Prior to applying topcoat to a primed product, customers should scuff sand the primer using 320-grit sandpaper no more than 24-hours before applying topcoat. All surfaces must receive this sanding step to achieve a mechanical bond and to avoid telegraphing.



Primed Products (continued)

- Conestoga's primed products receive one coat of putty prior to application of primer. Smaller voids will become apparent after the primer has been applied. These voids are acceptable and will require a second coat of putty by the customer prior to painting.
- Conestoga's primed products are subject to some natural grain raise during the priming process, which is not considered defective. Normal sanding preparation for topcoat application will remove these wood fibers.
- Conestoga's primed products are manufactured using substrate materials that will expand and contract with fluctuations in climate, temperature and humidity. The movement of the substrate will cause fracturing anywhere sub-components have been joined together.
- This fracturing is not considered defective and will most likely occur in the following areas:
 - ❖ Framing joints – where the stiles meet the rails on the face and back of doors, five piece drawer fronts, wainscot panels and front frames.
 - ❖ Edge profiles – in both mitered and mortise and tenon joint construction at the exterior edges of the product.
 - ❖ Center panels – where the panel recesses into the framing. Bridging of the coating materials can occur between the panel and framing. Natural expansion and contraction of the substrate may fracture the bridging.
 - ❖ Panel face – when individual adjacent staves in the panel expand and contract at different rates causing minor offsets or highlighting of glue joints.
- Conestoga will not warranty any topcoats to be compatible with our primer material. Testing for compatibility and adhesion should take place prior to applying any topcoat to a primed door.
- Conestoga assumes no responsibility for incorrect application of topcoats by the customer resulting in poor adhesion, color match or other finish related problems.
- Primed products are individually wrapped minimizing scuff marks.
- Individually wrapped products are grouped and packaged to add rigidity and minimize the possibility of shipping damage.

Colourtones

- Colourtones are opaque finishes, similar in appearance to paint. The coatings are pigmented basecoats that must be catalyzed prior to application. Conestoga utilizes air-assisted, airless spray equipment to apply these coatings. Colourtones require the application of a clear coat of conversion varnish as the final coat.
- Colourtones have a high solids content, resulting in better build and lower VOC emissions.
- We recommend adding the antiquing option when Colourtones are ordered with Cherry. Characteristics common to Cherry, such as pin knots, mineral and pitch pockets will be present in finished products. Refer to the Offering and Availability chart in this section for species, finish and glaze availability.
- All Colourtone finishes will receive a 15° topcoat.
- Veneer checking and seam separation are inherent characteristics of plywood that may appear to be cracks within the coating. These are caused by changes within the veneer and will not be considered defective.
- Because Colourtones contain a high percentage of solids, certain characteristics such as joint fracturing will occur. Hairline cracks typically develop along joints on the face, back and edge profiles and can occur during normal handling or from the expansion and contraction of wood. Joint fracturing is not considered to be a defect.



Colourtones (continued)

- The machining of end grain or MDF on certain profiles may result in those surfaces being somewhat porous and the finish on these surfaces may not be as full as the finish on the flat areas.
- Colourtone products are placed on drying racks after the coating application process. Small indentations or pin marks from drying racks will appear on the backs of Colourtone products and are not considered defects.
- Because the individual staves of the panel continue to contract and expand, lines may appear on solid wood panels and offsets may develop from one stave to another. These stave lines will not be considered defective. Utilize Conestoga's hybrid doors to reduce or eliminate stave offset.
- Colourtones may vary slightly from one batch to another, but will remain within a controlled color range.
- Minor flaws such as dust particles, dimples and lint are more apparent with opaque finishes than with wiping stains. The presence of small amounts of these defects will be considered acceptable.
- Coatings containing high solids are susceptible to bridging between the framing and center panel. Bridging occurs when the coating material joins the two separate surfaces together. This condition is common between multiple component products and is not considered defective. Over time, the natural expansion and contraction of wood may cause this bridging to fracture.
- As with most finishes, Colourtone colors will change over time due to exposure to light, pollution and chemicals. Additions or replacements to existing kitchens may not initially match finished products already in place.
- Customers interested in purchasing Colourtone finishing materials through the Duraguard program should reference Duraguard Systems information, found in this section of the manual, for coatings pricing and selection.
- When purchasing multiple containers of loose Colourtone coating material, mix the contents of like finishes together prior to adding catalyst to achieve a consistent overall color.
- Catalyst must be added to all Colourtone finishes prior to application. The catalyzation process results in both a limited pot life and a recoat window. Mixture and application instructions are provided near the end of this section.
- Conestoga assumes no responsibility for incorrect application of Duraguard materials by customers, which may result in poor adhesion, color match or other finish related failures.
- We recommend that any topcoat other than Duraguard products be tested for compatibility prior to application. Conestoga will not warrant products that fail due to non-compatible topcoat materials.

Colourtones with Glazes

- Glazed treatments offer a distinctive appearance, significantly altering the base Colourtone color. The random nature of the glazing option ensures slight variations from one product to the next, giving a unique look to the finished kitchen.
- Each glaze possesses specific characteristics that determine the appearance of the glaze on finished parts. Coffee, Caramel, Pewter and White glaze are all heavily pigmented glazes; therefore they create a significant color change to the base Colourtone. Profiled areas where these glazes are applied develop dark lines that outline the profile. Chai and Oyster glazes are lighter in color and produce a more subtle color change to the base Colourtone. They also produce much less of the highlighting effect in profiles areas.



Colourtones with Glazes (continued)

- Colourtones receiving the glazed option will have slight inconsistencies in appearance. Variations, however slight, are inherent to this finish combination. To successfully market this product, education of your production personnel, installers, sales staff, designers and clients must take place. Conestoga will not offer no charge replacements for any of the reasons previously listed.
- Characteristics of glazed finishes include variations in:
 - ❖ Glaze “hang” with noticeable variations on edge profiles, panel raises and applied mouldings.
 - ❖ Absorption into end grain on framing and panel raises.
 - ❖ Highlighting of machined areas, which normally do not appear with typical wiping stains or base Colourtone colors.
 - ❖ Appearance of blotches and rag marks.
 - ❖ Glazed Colourtones will remain within a controlled range of color, however, individual pieces will vary slightly.
- As with any Colourtone product, we do not recommend ordering plywood panel doors or other veneered products due the inherent cracking and checking that takes place in veneers. Veneer checking will not be considered a finishing defect.
- Use of glazes on mitered and applied moulding products will greatly enhance any offset that may be present in the joint construction.
- MDF doors finished with Colourtones and glazes will have noticeable variations in glaze hang and absorption on profiled areas. Machined areas may contain small pinholes that are highlighted by the glaze and will not be considered defects.
- The machining of end grain on certain profiles may result in those surfaces being somewhat porous and the finish on these surfaces may not be as full as the finish on the flat areas. This will cause the glaze to be darker on these areas than on the flat surfaces.

Brushed Glaze Effect on Colourtones

- Colourtones with a brushed glaze effect offer the classic look of a painted basecoat and glaze; this glaze treatment appears to have been applied with a paint brush. Simulated brush strokes in the glaze have been achieved using a precise sanding process prior to the glaze application. This finishing technique utilizes identical materials as our Colourtone and Heirloom lines, offering similar durability and moisture resistance.
- As with most glazed finishes, the brushed glaze process significantly alters the tone of the base color. Full sized samples of the actual door design should be obtained before placing an entire kitchen order.
- The etched surface, created during the sanding process, provides a unique appearance on each product and will vary from one surface to the next and one product to the next. These differences can be magnified by the product design and are not considered to be defective.
- The simulated brush strokes will either stop short of, or overlap the frame joints on both mortise and tenon and mitered designs. Scratch patterns that stop short of the joint, or overlap the joint help to create an imperfect, but authentic appearance and are not considered defective. This same condition will be apparent on each profiled corner of a panel raise or one piece drawer front.
- The amount of glaze hang is directly dependent on the degree and direction of the pre-glaze sanding. Individual products within an order will vary in appearance. These variations are not considered defective.
- The brush strokes will follow the grain direction of the door and drawer front to which it is being applied. The panels of five piece doors will be brushed vertically and panels of five piece drawer fronts will be brushed horizontally.



Brushed Glaze Effect on Colourtones (continued)

- The brushed glaze effect possesses the same characteristics as those outlined in the Colourtones with glazes section.
- The brushed glaze treatment is not available on MDF doors.

Heirloom Finishes

- Conestoga's Heirloom finishes provide a unique, distinctive look. It is very likely that each door, drawer front and accessory item will differ somewhat in appearance. When all pieces are combined in an installed kitchen, Heirloom finishes make an attractive design statement.
- The overall appearance of the Heirloom finish is achieved by combining three elements: a layer of Colourtone material, a glaze application and a combination of specific distressing techniques referred to as the Vintage Distressing Package. Although options exist as to which base color and glaze are chosen, each Heirloom finish must contain these three elements.
- Vintage Distressing Package includes wear sanding, level 2 distressing, rasp marks and antiquing. Veneers, endskins, plywood and front frames will not receive wear sanding or antiquing and will receive less distressing than doors.
- These coatings are pigmented base coats that must be catalyzed prior to application. Conestoga utilizes air-assisted, airless spray equipment to apply these coatings.
- Depending upon the specie of wood chosen and the type of grain present within the individual product, Heirloom finishes can range in appearance from opaque to semi-opaque, many times allowing the grain pattern in the wood to telegraph through the coating, enhancing the overall aged look.
- Specific species and grades of wood are available with Heirloom finishes. Characteristics that are common to some species, such as pitch pockets in Cherry, will be present in the finished products. See the Offering and Availability chart in this section for a complete listing of specie, finish and glaze availability.
- All Heirloom finishes receive a 15° topcoat.
- Products coated with the Heirloom finishes are placed on drying racks after the coating application process. As a result, small indentations or pin marks from these drying racks will appear on the backs of Heirloom products. These indentations are not considered defects.
- Minor flaws such as dust particles, dimples and lint may be more apparent with Heirloom finishes than with wiping stains. The presence of small amounts of dust and lint will be considered acceptable.
- Because the coating material used in Heirloom finishes contains a high amount of solids, certain characteristics such as joint fracturing will occur. Hairline cracks typically develop on the face, back and edge profiles, and can occur during normal handling of the finished product. Joint fracturing is not considered a defect.
- As with most finishes, Heirloom coatings will change over time due to exposure to light, pollution and chemicals. Additions or replacements to existing kitchens may not initially match finished products already in place.
- Coatings containing high solids are susceptible to bridging between the framing and center panel. Bridging occurs when the coating material joins two separate surfaces together. This condition is common between multiple component products and is not considered defective. Over time, the natural expansion and contraction of wood may cause the bridging to fracture.
- Customers interested in purchasing Heirloom finish and glaze materials through the Duraguard program should reference specific Colourtone and glazing materials in the Duraguard Systems information found in this section of the manual.



Heirloom Finishes (continued)

- When purchasing multiple containers of loose Colourtone coating material, mix the contents of like finishes together prior to adding catalyst to achieve a consistent overall color.
- Catalyst must be added to all Colourtone coating materials prior to application. The catalyzation process results in both a limited pot life and a recoat window.
- Mixture and application instructions of loose Colourtone materials through the Duraguard program are published near the end of this section.
- Conestoga assumes no responsibility for incorrect application of Duraguard materials by customers, which may result in poor adhesion, color match or other finish related failures.
- We recommend that any topcoat other than Duraguard products be tested for compatibility prior to application. Conestoga will not warrant products that fail due to non-compatible topcoat materials.
- As with any coating that utilizes a glazing material, certain characteristics of glaze applications will be apparent in the overall finished appearance.
- The characteristics and variations are as follows:
 - ❖ Noticeable variations in glaze “hang” on edge profiles, panel raises, miter joints and applied mouldings.
 - ❖ Absorption into end grain on framing and panel raises.
 - ❖ Highlighting of machined areas, which normally do not appear in typical wiping stain applications.
 - ❖ The presence of rag marks and blotches.
 - ❖ Slight variations in the finished color from one product to another.
- As with all high solid based coating materials, we do not recommend ordering plywood doors or other veneered products due to the inherent cracking and checking that naturally occur in veneered products. Veneer checking will not be considered a finishing or material defect.
- While the overall color of Heirloom finishes will be produced within a certain color range, the glazing and distressing techniques are designed to generate a great deal of variation in the finished appearance from one door to the next. While specific imperfections and characteristics may appear exaggerated from one product to the next, the overall look is intended to blend together, providing a unique appearance to your finished kitchen.
- We strongly recommend that sample doors be purchased in the desired color and design prior to placing full kitchen orders. This will ensure that the combination of specie, finish and glaze meets your expectations.

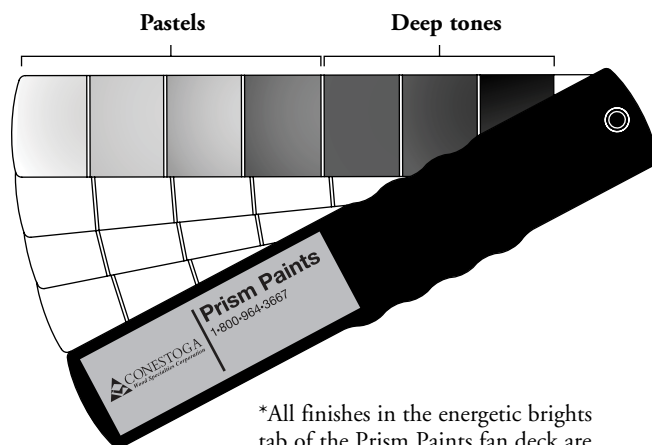
Prism Paints

- The Prism Paint Program offers a selection of nearly 1,100 available opaque colors. Colors are chosen from a fan pack available from Conestoga. An order is then placed for a sample door finished in the chosen color. We do not recommend placing an order for a project based on the color represented in the fan pack. Conestoga assumes no responsibility for color issues resulting from customers placing orders for entire projects based on the color represented by the fan pack.
- The coatings are acid catalyzed, pigmented basecoats, much like the Colourtone products. Conestoga applies them utilizing air-assisted airless spray technology. These coatings do require the application of a coat of clear conversion varnish as the final coat.
- Prism paints are available on Standard Hard Maple, Paint Grade Hard Maple, and MDF.
- The hybrid door has Paint Grade Hard Maple framing with an MDF panel and is also available with Prism Paints.



Prism Paints (continued)

- All Prism Paints will receive a 15° topcoat.
- Prism Paints are not available with glazes.
- Prism Paints are not available on cabinet systems.
- Prism Paints are not available on 14" or 36" sample chips. A sample door must be ordered.
- Because Prism Paints contain a high percentage of solids, certain characteristics such as joint fracturing will occur. Hairline cracks typically develop along joints on the face, back and edge profiles and can occur during normal handling or from the expansion and contraction of wood. Joint fracturing is not considered to be a defect.
- The machining of end grain or MDF on certain profiles may result in those surfaces being somewhat porous and the finish on these surfaces may not be as full as the finish on the flat areas.
- Products having been painted with these coatings will be placed on drying racks after the coating process. Small indentations or pin marks from the drying racks may appear and will not be considered defects.
- Because the individual staves of the panel continue to contract and expand, lines may appear on solid wood panels and offsets may develop from one stave to another. These stave lines will not be considered defective. Utilize Conestoga's hybrid doors to reduce or eliminate stave offset.
- We do not recommend applying Prism Paints over plywood products due to checking and seam separation that can occur on the surface of the veneer. Changes within the veneer itself can give the appearance of cracking within the coating. Veneer checking is an inherent plywood characteristic and is not warranted.
- Prism Paints may vary slightly from one batch to another, but will remain within a controlled color range.
- Minor flaws such as dust particles, dimples and lint are more apparent with opaque finishes than with wiping stains. The presence of a small quantity of these defects will be considered acceptable.
- Coatings containing high solids are susceptible to bridging between the framing and center panel. Bridging occurs when the coating material joins the two separate surfaces together. This condition is common between multiple component products and is not considered defective. Over time, the natural expansion and contraction of wood may cause this bridging to fracture.
- As with most finishes, Prism Paint colors will change over time due to exposure to light, pollution and chemicals. Additions or replacements to existing kitchens may not initially match finished products already in place.



- Customers interested in purchasing Prism Paint finishing materials through the Duraguard program should reference Duraguard Systems information found in this section of the manual, for coatings pricing and selection. It is strongly recommended that the paint be ordered at the same time as the finished parts to ensure an accurate color match.
- When purchasing multiple containers of loose Prism Paint coating material, mix the contents of like finishes together prior to adding catalyst to achieve a consistent overall color.



Prism Paints (continued)

- Catalyst must be added to all Prism Paints prior to application. The catalyzation process results in both a limited pot life and a recoat window. Mixture and application instructions are provided near the end of this section.
- Conestoga assumes no responsibility for incorrect application of Prism Paint materials by customers, which may result in poor adhesion, color match or other finish related failures.
- We recommend that any topcoat other than Duraguard products be tested for compatibility prior to application. Conestoga will not warrant products that fail due to non-compatible topcoat materials.

Custom Stain Matching

- A representative sample of the color match to be achieved must be provided. Once a finish is matched, the customer will be sent a hard sample and asked to sign an approval document. A custom color mix number will be assigned, which must be used every time an order is placed for that finish. There is a net charge for the initial custom match, and a design and material charge for every subsequent use of an existing custom mix. Allow 10 days for completion of color matches. Call Customer Service for a quote on packaged quarts or gallons of custom finishes.
- Our in-house matching capability assures our customers a prompt response of all matching requests. Custom mixes are kept on record as long as the finish continues to be used. If no orders are placed using the stain for one year, the mix will be voided. This process guarantees our customers a truly unique stain since it is matched to their exact specifications. Conestoga will only custom match wiping stains and will do so using a pigmented wiping stain.
- Spray stains, NGR stains, dye stains, Colourtones, and speckling materials will not be custom matched. Base stains with glazes will not be matched, unless one of our standard glazes can be used. These will be evaluated on an individual basis.
- Conestoga offers two topcoat glosses, a 15° and a 40°, with no option to custom match other glosses.

Antiquing

- Antiquing is a random sanding process that takes place prior to glaze and topcoat. It is a rub through process, performed on corners and edges exposing bare wood, which will then be glazed and topcoated.
- To achieve a heavier level of antiquing, combine this option with our wear sanding option. Wear sanding is a process that softens and reshapes some profiled areas prior to finishing, antiquing is the perfect complement to wear sanding and produces an authentic, worn look. See the Design Options section for pricing.
- Antiquing and wear sanding are not available on front frames.

End Grain Sealant Option

- End grain sealer is applied to the end grain of the panel raise and framing resulting in a more uniform appearance between the end grain and the face grain areas of finished doors and drawer fronts. While the end grain sealant option will greatly improve end grain appearance, end grain will still appear somewhat darker than non-end grain areas.
- The end grain sealant option is available on all published species, panel raises and edge profiles.
- End grain sealant option is available with stains and glazed finishes; Colourtones, primer and Prism Paints not available.



Distressing

- Distressing Levels
 - ❖ Level 1 – a random distribution of nicks and impressions.
 - ❖ Level 2 – a random distribution of nicks and impressions, simulated wormholes, razor cuts and cut joints.
 - ❖ Level 3 – a random distribution of nicks and impressions, simulated wormholes and powder beetle damage, rasp marks and cracks.
- Keep in mind that each option is random in application, designed to give doors and drawer fronts an aged, antique-like appearance. Most distress markings will typically not appear on raise profiles.
- Different door styles and species may accept distressing differently.
- Conestoga recommends ordering distressing for all pre-finished Pine products, because of the softness of Pine.
- Antiquing and distressing are subjective treatments. Conestoga only offers its standard versions of these treatments. Custom antiquing and distressing is not available. See the Custom Finishing chart in this section for pricing.
- Front frames will receive a modified distressing package.

Cross Grain Sanding

- This option is automatically included at no charge on prefinished doors and drawer fronts.

Customer Responsibilities

- All sample doors and swatches should be properly labeled with species, stain color, date and sales order number.
- Sample doors and swatches should be stored in such a manner that they are not exposed to light or extreme heat for an extended period of time. Exposure to sunlight, indoor lighting or extreme heat will cause samples to discolor and they will no longer be an accurate representation of color. Sample swatches should be discarded and replaced when their expiration date is reached.
- Sample doors and swatches should be replaced every 12 months or when they become discolored. Cherry and Lyptus will need to be replaced more frequently than other species. Conestoga cannot guarantee that a current order will match a sample more than 12 months old. Jobs sold from a sample swatch older than one year will not be warranted for color match.
- We strongly recommend that a full kitchen **not be sold from a color swatch or fan pack**. Order a sample door to show a greater array of possible character effects on a particular color, design and specie combination.
- For displays that are older than one year or that may be discolored, we recommend that customers obtain a current sample door in that species, stain and glaze combination. Remember, display kitchens do change color due to their exposure to natural light, indoor lighting, heat and other conditions. The change that takes place is very gradual and may be difficult to detect, especially if viewed daily.
- If a job is ordered based on the color of a sample door or display, make sure the sample is less than one year old and the color is accurate. Customers asking for replacements because the job does not match their sample will be asked to provide the original sample sales order number, so that the age of the sample may be determined. Conestoga will not provide a no charge replacement if the sample is more than 12 months old or is discolored due to excessive exposure.



Offering and Availability

SOLID WOOD FINISHING PROGRAM

Custom Products

| Wiping Stains | | | | | | | | | |
|--|--------|--------|----------|----------|----------|----------|----------|--------|--------------|
| | Alpine | Autumn | Bordeaux | Chestnut | Colonial | Cordovan | Espresso | Ginger | Harvest Gold |
| Alder | | | | | | | | | |
| No Glaze | R | R | NR | R | R | R | NR | R | R |
| Brown | NA | R | NA | R | R | R | NA | R | R |
| Caramel | NA | R | NA | R | R | R | NA | R | R |
| Pewter | NA | R | NA | R | R | R | NA | R | R |
| Sable | NA | NR | NR | R | R | R | NR | NR | R |
| White | R | R | NA | NA | NA | NA | NA | R | NR |
| Birch, Red/Birch, White | | | | | | | | | |
| No Glaze | R | R | R | R | R | R | R | R | R |
| Brown | NA | R | NA | R | R | R | NA | R | R |
| Caramel | NA | R | NA | R | R | R | NA | R | R |
| Pewter | NR | R | NA | R | R | R | NA | R | R |
| Sable | NA | NR | R | R | R | R | R | NR | R |
| White | R | R | NA | NA | NA | NA | NA | R | NR |
| Cherry | | | | | | | | | |
| No Glaze | NA | R | R | R | R | R | R | R | R |
| Brown | NA | R | NA | R | R | R | NA | R | R |
| Caramel | NA | R | NA | R | R | R | NA | R | R |
| Pewter | NA | R | NA | R | R | R | NA | R | R |
| Sable | NA | R | R | R | R | R | R | R | R |
| White | NA | NR | NA | NA | NA | NA | NA | NR | NR |
| Hickory | | | | | | | | | |
| No Glaze | R | R | R | R | R | R | R | R | R |
| Brown | NA | R | NA | R | R | R | NA | R | R |
| Caramel | NA | R | NA | R | R | R | NA | R | R |
| Pewter | NR | R | NA | R | R | R | NA | R | R |
| Sable | NA | R | R | R | R | R | R | R | R |
| White | NR | R | NA | NA | NA | NA | NA | R | R |
| Lyptus/Mahogany | | | | | | | | | |
| No Glaze | NA | R | R | R | R | R | R | R | R |
| Brown | NA | R | NA | R | R | R | NA | R | R |
| Caramel | NA | R | NA | R | R | R | NA | NR | R |
| Pewter | NA | NR | NA | NR | NR | NR | NA | NR | NR |
| Sable | NA | R | R | R | R | R | R | NR | NR |
| White | NA | NR | NA | NA | NA | NA | NA | NR | NR |
| Maple, Hard/Bamboo | | | | | | | | | |
| No Glaze | R | R | NR | NR | NR | NR | NR | R | R |
| Brown | NA | R | NA | NR | NR | NR | NA | R | R |
| Caramel | NA | R | NA | NR | NR | NR | NA | R | R |
| Pewter | NR | R | NA | NR | NR | NR | NA | R | R |
| Sable | NA | NR | NR | NR | NR | NR | NR | R | R |
| White | R | R | NA | NA | NA | NA | NA | R | R |
| Maple, Soft | | | | | | | | | |
| No Glaze | R | R | NR | NR | NR | NR | NR | R | R |
| Brown | NA | R | NA | NR | NR | NR | NA | R | R |
| Caramel | NA | R | NA | NR | NR | NR | NA | R | R |
| Pewter | NA | R | NA | NR | NR | NR | NA | R | R |
| Sable | NA | NR | NR | NR | NR | NR | NR | R | R |
| White | R | R | NA | NA | NA | NA | NA | R | R |
| Oak, Red/Oak, White (includes quarter sawn) | | | | | | | | | |
| No Glaze | R | R | R | R | R | R | R | R | R |
| Brown | NA | R | NA | R | R | R | NA | R | R |
| Caramel | NA | R | NA | R | R | R | NA | R | R |
| Pewter | NR | R | NA | R | R | R | NA | R | R |
| Sable | NA | R | R | R | R | R | R | R | R |
| White | R | R | NA | NA | NA | NA | NA | R | R |
| Pine | | | | | | | | | |
| No Glaze | NR | R | NR | R | R | R | NR | R | R |
| Brown | NA | R | NA | R | R | R | NA | R | R |
| Caramel | NA | R | NA | R | R | R | NA | R | R |
| Pewter | NA | R | NA | R | R | R | NA | R | R |
| Sable | NA | R | NR | R | R | R | NR | R | NR |
| White | NR | R | NA | NA | NA | NA | NA | R | R |
| Walnut | | | | | | | | | |
| No Glaze | NA | R | R | R | R | R | R | R | R |
| Brown | NA | R | NA | R | R | R | NA | R | R |
| Caramel | NA | R | NA | R | R | R | NA | R | R |
| Pewter | NA | R | NA | R | R | R | NA | R | R |
| Sable | NA | R | R | R | R | R | R | R | R |
| White | NA | NR | NA | NA | NA | NA | NA | NR | NA |



Offering and Availability

| Wiping Stains | | | | | |
|--|-------|------|---------|--------|-------------------|
| | Honey | Mesa | Natural | Nutmeg | Washington Cherry |
| Alder | | | | | |
| No Glaze | R | R | R | R | R |
| Brown | R | NR | R | R | R |
| Caramel | R | NR | R | R | R |
| Pewter | R | NA | NA | NR | R |
| Sable | R | NA | NA | NA | R |
| White | NA | R | R | R | NA |
| Birch, Red/Birch, White | | | | | |
| No Glaze | R | R | R | R | R |
| Brown | R | NR | R | R | R |
| Caramel | R | NR | R | R | R |
| Pewter | R | NR | NR | NR | R |
| Sable | R | NA | NA | NA | R |
| White | NA | R | R | R | NA |
| Cherry | | | | | |
| No Glaze | R | NR | R | R | R |
| Brown | R | NR | R | R | R |
| Caramel | R | NR | R | R | R |
| Pewter | R | NR | R | NR | R |
| Sable | R | NA | NA | NA | R |
| White | NA | NA | NR | NA | NA |
| Hickory | | | | | |
| No Glaze | R | R | R | R | R |
| Brown | R | NR | R | R | R |
| Caramel | R | NR | R | R | R |
| Pewter | R | NR | R | NR | R |
| Sable | R | NA | NA | NA | R |
| White | NA | R | R | R | NA |
| Lyptus/Mahogany | | | | | |
| No Glaze | R | NR | R | R | R |
| Brown | R | NA | R | R | R |
| Caramel | R | NA | R | R | R |
| Pewter | NR | NR | NR | NR | NR |
| Sable | R | NA | NA | NA | R |
| White | NA | NA | NR | NR | NA |
| Maple, Hard/Bamboo | | | | | |
| No Glaze | NR | R | R | R | NR |
| Brown | NR | NR | R | R | NR |
| Caramel | NR | NR | R | R | NR |
| Pewter | NR | NR | R | NR | NR |
| Sable | NR | NA | NA | NA | NR |
| White | NA | R | R | R | NA |
| Maple, Soft | | | | | |
| No Glaze | NR | R | R | R | NR |
| Brown | NR | NR | R | R | NR |
| Caramel | NR | NR | R | R | NR |
| Pewter | NR | NR | R | NR | NR |
| Sable | NR | NA | NA | NA | NR |
| White | NA | R | R | R | NA |
| Oak, Red/Oak, White (includes quarter sawn) | | | | | |
| No Glaze | R | R | R | R | R |
| Brown | R | NR | R | R | R |
| Caramel | R | NR | R | R | R |
| Pewter | R | NR | NR | NR | R |
| Sable | R | NA | NA | NA | R |
| White | NA | R | R | R | NA |
| Pine | | | | | |
| No Glaze | R | NR | R | R | R |
| Brown | R | NA | R | R | R |
| Caramel | R | NR | R | R | R |
| Pewter | R | NA | NA | NR | R |
| Sable | R | NA | NA | NA | R |
| White | NA | NA | NR | R | NA |
| Walnut | | | | | |
| No Glaze | R | NR | R | R | R |
| Brown | R | NA | R | R | R |
| Caramel | R | NA | R | R | R |
| Pewter | R | NR | NR | NR | R |
| Sable | R | NA | R | NA | R |
| White | NA | NA | NR | NA | NA |

Using the Offering and Availability Chart

The offering and availability charts should be referenced prior to placing an order.

- Locate the desired finish in the top row.
- Follow the desired finish row down to the desired specie/glaze combination found along the left column of the chart.
- The box where the finish, specie and glaze combination intersects, will contain one of the following references:

R = Recommended: These finish combinations refer only to the consistency of the finish application and not the aesthetic beauty of the combination.

NR = Not Recommended: These finish combinations are problematic and do not meet Conestoga's standards for color consistency. They also highlight various other characteristics such as machine marks and open end grain that will not be considered defective. NR combinations will receive a 20% upcharge to the design charge compensating for additional labor required for difficult combinations. Even if a sample door is purchased, we cannot guarantee that the next order will be an exact match to the sample door. Conestoga will not guarantee color consistency on NR combinations.

NA = Not Available: Such combinations present application challenges which result in finish appearances Conestoga cannot consistently reproduce, and are not available.



Offering and Availability

| Truetones | | | |
|---------------------|------------|----------------|--------|
| | Butter Rum | English Toffee | Sienna |
| Birch, White | | | |
| No Glaze | R | R | R |
| Brown | R | R | R |
| Caramel | R | R | R |
| Oyster | R | R | R |
| Cherry | | | |
| No Glaze | R | R | R |
| Brown | R | R | R |
| Caramel | R | R | R |
| Oyster | R | R | R |
| Maple, Hard | | | |
| No Glaze | R | R | R |
| Brown | R | R | R |
| Caramel | R | R | R |
| Oyster | R | R | R |
| Oak, Red | | | |
| No Glaze | R | R | R |
| Brown | R | R | R |
| Caramel | R | R | R |
| Oyster | R | R | R |

| Colourtones | | | | | | | | | | | |
|-------------------------------|---------------|------------|------------------|---------------|---------------|----------------|--------|--------------|------|-----------|------------|
| | Antique White | Chesapeake | Classic Burgundy | Creamy Butter | Crystal White | Designer White | Ebony* | Frosty White | Sage | Sandstone | Slate Blue |
| Birch, White | | | | | | | | | | | |
| No Glaze | R | R | R | R | R | R | NA | R | R | R | R |
| Caramel | NA | R | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Chai | NA | R | NA | R | R | NA | NA | R | NA | NA | NA |
| Coffee | NA | R | R | R | R | NA | NA | R | R | R | R |
| Oyster | NA | R | NA | R | R | NA | NA | R | NA | NA | NA |
| Pewter | NA | R | NR | R | R | NA | NA | R | R | R | NR |
| White | NA | R | NA | R | NA | NA | NA | NA | R | R | NR |
| Cherry | | | | | | | | | | | |
| No Glaze | NR | NR | NR | NR | NR | NR | R | NR | NR | NR | NR |
| Caramel | NA | NR | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Chai | NA | NR | NA | NR | NR | NA | NA | NR | NA | NA | NA |
| Coffee | NA | NR | NR | NR | NR | NA | NA | NR | NR | NR | NR |
| Oyster | NA | NR | NA | NR | NR | NA | NA | NR | NA | NA | NA |
| Pewter | NA | NR | NR | NR | NR | NA | NA | NR | NR | NR | NR |
| White | NA | NR | NA | NR | NA | NA | NA | NA | NR | NR | NR |
| Maple, Hard | | | | | | | | | | | |
| No Glaze | R | R | R | R | R | R | R | R | R | R | R |
| Caramel | NA | R | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Chai | NA | R | NA | R | R | NA | NA | R | NA | NA | NA |
| Coffee | NA | R | R | R | R | NA | NA | R | R | R | R |
| Oyster | NA | R | NA | R | R | NA | NA | R | NA | NA | NA |
| Pewter | NA | R | NR | R | R | NA | NA | R | R | R | NR |
| White | NA | R | NA | R | NA | NA | NA | NA | R | R | NR |
| Paint Grade Hard Maple | | | | | | | | | | | |
| No Glaze | R | R | R | R | R | R | R | R | R | R | R |
| Caramel | NA | R | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Chai | NA | R | NA | R | R | NA | NA | R | NA | NA | NA |
| Coffee | NA | R | R | R | R | NA | NA | R | R | R | R |
| Oyster | NA | R | NA | R | R | NA | NA | R | NA | NA | NA |
| Pewter | NA | R | NR | R | R | NA | NA | R | R | R | NR |
| White | NA | R | NA | R | NA | NA | NA | NA | R | R | NR |
| Oak, Red | | | | | | | | | | | |
| No Glaze | R | R | R | R | R | R | R | R | R | R | R |
| Caramel | NA | R | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Chai | NA | R | NA | R | R | NA | NA | R | NA | NA | NA |
| Coffee | NA | R | R | R | R | NA | NA | R | R | R | R |
| Oyster | NA | R | NA | R | R | NA | NA | R | NA | NA | NA |
| Pewter | NA | R | NR | R | R | NA | NA | R | R | R | NR |
| White | NA | R | NA | R | NA | NA | NA | NA | R | R | NR |

*Ebony Colourtones will magnify any small imperfection. It is strongly recommended that Ebony be sold only with antiquing or distressing. Small imperfections such as dust or lint will not be considered defects.



Offering and Availability

| Heirloom | | | | | | | | |
|-------------------------------|------------|------------------|---------------|---------------|--------|------|-----------|------------|
| | Chesapeake | Classic Burgundy | Creamy Butter | Crystal White | Ebony* | Sage | Sandstone | Slate Blue |
| Alder | | | | | | | | |
| Coffee | R | R | R | R | NA | R | R | R |
| Pewter | R | R | R | R | NA | R | R | R |
| Cherry | | | | | | | | |
| Coffee | R | R | R | R | NA | R | R | R |
| Pewter | R | R | R | R | NA | R | R | R |
| Maple, Hard | | | | | | | | |
| Coffee | R | R | R | R | NA | R | R | R |
| Pewter | R | R | R | R | NA | R | R | R |
| Paint Grade Hard Maple | | | | | | | | |
| Coffee | R | R | R | R | NA | R | R | R |
| Pewter | R | R | R | R | NA | R | R | R |
| Oak, Red | | | | | | | | |
| Coffee | R | R | R | R | NA | R | R | R |
| Pewter | R | R | R | R | NA | R | R | R |

*Ebony Heirloom finish includes Cordovan highlights on antiqued areas in place of glazing. Ebony Heirloom is available on all of the above listed species.

| Brushed Glazes | | | | | | | |
|-------------------------------|------------|---------------|---------------|--------------|------|-----------|------------|
| | Chesapeake | Creamy Butter | Crystal White | Frosty White | Sage | Sandstone | Slate Blue |
| Cherry* | | | | | | | |
| Caramel | R | NA | NA | NA | NA | NA | NA |
| Chai | R | R | R | R | NA | NA | NA |
| Coffee | NA | R | R | R | R | R | R |
| Oyster | R | R | R | R | NA | NA | NA |
| Pewter | R | R | R | R | NA | NA | NA |
| Maple, Hard | | | | | | | |
| Caramel | R | NA | NA | NA | NA | NA | NA |
| Chai | R | R | R | R | NA | NA | NA |
| Coffee | NA | R | R | R | R | R | R |
| Oyster | R | R | R | R | NA | NA | NA |
| Pewter | R | R | R | R | NA | NA | NA |
| Paint Grade Hard Maple | | | | | | | |
| Caramel | R | NA | NA | NA | NA | NA | NA |
| Chai | R | R | R | R | NA | NA | NA |
| Coffee | NA | R | R | R | R | R | R |
| Oyster | R | R | R | R | NA | NA | NA |
| Pewter | R | R | R | R | NA | NA | NA |

*Brush glazes on Cherry are only available when ordered with antiquing option.

| Primed Only | |
|------------------------|---|
| Cherry | R |
| Maple, Hard | R |
| Maple, Soft | R |
| Paint Grade Hard Maple | R |
| Oak, Red | R |

R = Recommended: These finish combinations refer only to the consistency of the finish application and not the aesthetic beauty of the combination.

NR = Not Recommended: These finish combinations are problematic and do not meet Conestoga's standards for color consistency. They also highlight various other characteristics such as machine marks and open end grain that will not be considered defective. NR combinations will receive a 20% upcharge to the design charge compensating for additional labor required by difficult combinations. Even if a sample door is purchased, we cannot guarantee that the next order will be an exact match to the sample door. Conestoga will not guarantee color consistency on NR combinations.

NA = Not Available: Such combinations present application challenges which result in finish appearances Conestoga cannot consistently reproduce, and are not available.



Custom Finishing Pricing

| Finish Complexity/Color Selection | |
|-----------------------------------|---|
| Natural Finish | Clear sealer and topcoat |
| Wiping Stain | <i>Low Complexity</i> Autumn, Colonial, Ginger, Harvest Gold, Honey, Nutmeg, Washington Cherry |
| | <i>High Complexity</i> Alpine, Bordeaux, Chestnut, Cordovan, Espresso, Mesa |
| Truetones | Butter Rum, English Toffee, Sienna |
| Colourtones | Antique White, Chesapeake, Classic Burgundy, Creamy Butter, Crystal White, Designer White, Ebony, Frosty White, Sage, Sandstone, Slate Blue |
| Heirloom | Chesapeake, Classic Burgundy, Creamy Butter, Crystal White, Ebony, Sage, Sandstone, Slate Blue |
| Brushed Glazes | Chesapeake, Creamy Butter, Crystal White, Frosty White, Sage, Sandstone, Slate Blue |
| Glazes | Brown, Caramel, Chai, Coffee, Oyster, Pewter, Sable, White |
| Speckling | Black |

■ There will be a net surcharge for pastel finishes and a net surcharge for deep tone and energetic bright finishes on orders under 10 square feet.

*Hybrid door features MDF panel and solid wood framing.



Stain/Glaze Sample Kits

| Alder | Birch, White | Cherry | Maple, Hard |
|---|---|--|--|
| Stain/Glaze Autumn Autumn/Brown Autumn/Caramel Chestnut Colonial Colonial/Sable Cordovan Cordovan/Sable Ginger Harvest Gold Harvest Gold/Brown Harvest Gold/Sable Honey Honey/Sable Mesa Natural Natural/Brown Nutmeg Nutmeg/Caramel Washington Cherry | Stain/Glaze Alpine Autumn Autumn/Brown Autumn/Pewter Bordeaux Bordeaux/Sable Chestnut Chestnut/Sable Colonial Cordovan Espresso Ginger Ginger/Sable Harvest Gold Harvest Gold/Brown Harvest Gold/Sable Honey Honey/Sable Natural Nutmeg Washington Cherry | Stain/Glaze Autumn Autumn/Brown Bordeaux Bordeaux/Sable Chestnut Chestnut/Sable Colonial Cordovan Cordovan/Sable Espresso Ginger Harvest Gold Harvest Gold/Brown Harvest Gold/Sable Honey Honey/Brown Honey/Sable Natural Natural/Brown Nutmeg Washington Cherry | Stain/Glaze Alpine Autumn Autumn/Brown Autumn/White Bordeaux Bordeaux/Sable Chestnut Colonial/Sable Espresso/Sable Ginger Harvest Gold Harvest Gold/Brown Harvest Gold/Caramel Honey Mesa Natural Natural/Caramel Natural/White Nutmeg Nutmeg/Brown Washington Cherry |
| Maple, Soft | Oak, Red | Pecan, Hickory | Popular Finishes |
| Stain/Glaze Alpine Autumn Autumn/Brown Autumn/White Chestnut Chestnut/Sable Colonial Cordovan Ginger Ginger/Brown Harvest Gold Harvest Gold/Brown Harvest Gold/Caramel Harvest Gold/White Honey Honey/Brown Natural Natural/Brown Natural/Caramel Nutmeg Nutmeg/Brown | Stain/Glaze Alpine Autumn Autumn/Brown Bordeaux Bordeaux/Sable Chestnut Chestnut/Brown Colonial Cordovan Espresso Ginger Harvest Gold Harvest Gold/Brown Honey Honey/Sable Mesa Natural Natural/Caramel Nutmeg Washington Cherry | Stain/Glaze Alpine Autumn Autumn/Pewter Autumn/White Bordeaux Chestnut Colonial Colonial/Sable Cordovan Espresso Ginger Harvest Gold Harvest Gold/Brown Honey Honey/Sable Natural Natural/Brown Natural/Caramel Natural/White Nutmeg Nutmeg/Brown Washington Cherry | Hard Maple Autumn Autumn/Brown Chesapeake/Caramel Crystal White Crystal White/Coffee Frosty White Harvest Gold Harvest Gold/Brown Natural Natural/Caramel Nutmeg Cherry Cordovan Cordovan/Sable Harvest Gold Harvest Gold/Sable Honey Honey/Sable Natural Washington Cherry Red Oak Natural |

Specifications: Swatch size 4-1/4" x 6-1/8"
 Swatch has G-012 groove on face – except for the Heirloom chips which are 3/4" thick profiled swatches. Each swatch individually labeled and dated
 Kits are packed in a labeled file box, reducing the need to remove individual swatches for identification; this limits the exposure to light that accelerates color change.

Larger Swatch Size

Individual Conestoga Recommended and Not Recommended finishes are available on a 6-1/8"x14" chip. Not available with Prism Paint program.





Stain/Glaze Sample Kits (continued)

| Green Species | Truetones | Colourtones | Heirloom/ Brushed Glazes |
|---|--|---|--|
| Bamboo Bordeaux Chestnut Chestnut/Sable Colonial Cordovan Cordovan/Sable Espresso Ginger Ginger/Brown Honey Honey/Sable Natural Natural/Caramel Washington Cherry Eucalyptus Bordeaux/Sable Chestnut/Sable Colonial Cordovan Ginger/Brown Harvest Gold/Brown Honey Natural | Cherry Butter Rum Butter Rum/Brown English Toffee English Toffee/Brown Sienna Sienna/Brown Hard Maple Butter Rum Butter Rum/Brown Butter Rum/Oyster English Toffee English Toffee/Brown English Toffee/Oyster Sienna Sienna/Caramel Red Oak Butter Rum English Toffee English Toffee/Brown Sienna White Birch Butter Rum English Toffee Sienna | Cherry Crystal White-Antiqued Ebony-Antiqued Hard Maple Antique White Chesapeake Chesapeake/Caramel Chesapeake/Coffee Chesapeake/Pewter Creamy Butter Creamy Butter/Coffee Creamy Butter/White Crystal White Crystal White/Chai Crystal White/Coffee Crystal White/Pewter Designer White Frosty White Frosty White/Chai Frosty White/Coffee Frosty White/Oyster Sage Sage/Coffee Sandstone Sandstone/Coffee | Alder Sandstone/Coffee Cherry Chesapeake/Coffee Creamy Butter/Coffee Crystal White/Coffee Ebony/Cordovan Sage/Coffee Paint Grade Hard Maple Creamy Butter/Coffee Crystal White/Coffee Brushed Glazes on Paint Grade Hard Maple Chesapeake/Caramel Creamy Butter/Coffee Crystal White/Chai Crystal White/Coffee Crystal White/Pewter Frosty White/Oyster |

Specifications: Swatch size 4-1/4" x 6-1/8"
 Swatch has G-012 groove on face – except for the Heirloom chips which are 3/4" thick profiled swatches. Each swatch individually labeled and dated
 Kits are packed in a labeled file box, reducing the need to remove individual swatches for identification; this limits the exposure to light that accelerates color change.

Larger Swatch Size

Individual Conestoga Recommended and Not Recommended finishes are available on a 6-1/8" x 14" chip. Not available with Prism Paint program.



Sample ID Label

- The Sample ID Label option identifies specific attributes of door and drawer front samples. It is easily removable and intended to be replaced with your company's customized label.
- Available on doors and drawer fronts only; not available on specialty or accessory products.
- ID labels are available on unfinished and finished doors and drawer fronts.
- Sample ID labels will include Conestoga nomenclature only, customization is not available.
- Each label includes: Conestoga design, specie/grade, bead, raise, edge profile, selected options, finishing information and package date.
- All finished doors or drawer fronts will receive a second disclaimer label along with an ID label.
- Labels are tack-free and easy to remove.



Duraguard System Overview

- Duraguard is a complete finishing material program designed to make it easy to match Conestoga's pre-finished products, in which all the base stains, Colourtones, paints, glazes, sealers and topcoats work together to create a lasting finish on our customer's components.
- Duraguard provides raw finishing materials, step by step instructions, access to our in-house finishing professionals and support products such as touch up kits.

Duraguard System Features

- Access to all of Conestoga's topcoats, sealers, stains, paints, glazes and other raw materials.
- Step-by-step instructions mailed with every quart and gallon of finishing material detailing how to mix raw materials, sand the wood, apply the finish and spray the topcoat.
- Access to our Finishing Department at (717) 445-3252 every working day, from 7:00 a.m. to 3:30 p.m. (EST). We are dedicated to answering any finishing questions our customers may have.
- Inexpensive touch up kits are available; these kits are used to hide scratches or blemishes incurred in our customers' shop. Our customers will find these kits also make a great gift for their satisfied customers.

Duraguard System Disclaimers

- Conestoga's finishes are industrial in nature, unlike finishes purchased at a retail store. Although they are of higher quality than most stains, Conestoga's finishes are also more combustible, more volatile and require a greater level of expertise to apply.
- Due to the complexities involved with any finishing process, Conestoga will not be liable for any damages or injuries resulting from the use of this product, even if every precaution is taken by the customer. Conestoga's liability is limited to the original purchase price of the finishing material.
- In order to best match any Duraguard stain color, it is important to follow the processes outlined in our instruction documents. These instructions are found in this section of the manual. If the proper steps are not followed, the finished product may not match the finished doors that were purchased from Conestoga. However, please bear in mind that following these procedures will not always guarantee an exact match.
- Due to the many variables involved in any finishing process, Conestoga assumes no responsibility if products stained by the customer using the Duraguard system do not produce an exact match to prefinished products purchased from Conestoga.
- The Duraguard Finishing System is scientifically designed so that each of the materials, from base stain to topcoat, work with one another, thereby providing a beautiful protective finish for our customer's wood products. Finishing products not sold by Conestoga may react unfavorably to the Duraguard finishing materials causing poor topcoat adhesion, discoloration or other problems.





Duraguard® Finishing Instructions

All Wiping Stains (except Alpine, Bordeaux, Espresso and Mesa)

Use this process to match all Conestoga wiping Stains except Alpine, Bordeaux, Espresso and Mesa stains.

- White wood sand with an oscillating palm sander using 180 grit sandpaper.
- Apply wiping stain over wood. Wipe all surfaces clean with lint free rag.
- Allow wiping stain to dry for a minimum of 1 hour.
- Spray sealer to approximately 3-1/2 wet mil thickness.
- When the sealer is completely dry, sand sealer with fine grit (220-280) sandpaper using an oscillating palm sander on all flat surfaces. Hand sand all profiles with 220 grit sandpaper.
- Spray on topcoat to approximately 3 to 4 wet mil thickness.
- Allow topcoat to dry for a minimum of 4 hours before handling.

Alpine, Bordeaux, Espresso and Mesa Finishing Process

Use this process to match Conestoga's Alpine, Bordeaux, Espresso and Mesa stains.

- White wood sand with an oscillating palm sander using 180 grit sandpaper.
- Moisten wood surface with water. Allow wood to completely dry. This will open the grain allowing penetration of stain.
- Apply wiping stain over wood. Wipe all surfaces clean with a lint free rag.
- Allow wiping stain to dry for a minimum of 1 hour.
- Spray sealer to approximately 3-1/2 wet mil thickness.
- When sealer is completely dry, sand sealer with fine grit (220-280) sandpaper using an oscillating palm sander on all flat surfaces. Hand sand all profiles with 220 grit sandpaper.
- Spray on topcoat to approximately 3 to 4 wet mil thickness.
- Allow topcoat to dry for a minimum of 4 hours before handling.

Glaze Over Wiping Stains

Use this process to apply glazes over all Conestoga wiping stains.

- White wood sand with an oscillating palm sander using 180 grit sandpaper.
- Apply wiping stain over wood. Wipe all surfaces clean with lint free rag.
- Allow wiping stain to dry for a minimum of 1 hour.
- Spray sealer to approximately 3-1/2 wet mil thickness.
- When sealer is completely dry, hand sand all surfaces using 320 grit sandpaper. Make sure to sand in same direction as the wood grain.
- Apply the glaze to the entire surface and wipe the excess glaze off with a lint free rag, leaving the desired amount of glaze in profiled areas. When matching existing products, make sure the same amount of glaze is left on the surface of the product being glazed as is on the product to be matched. Allow glaze to dry for 1 hour.
- Spray on low sheen topcoat to approximately 3 to 4 wet mil thickness.
- Allow topcoat to dry for a minimum of 4 hours before handling.



Duraguard® Finishing Instructions (continued)

Mixing Topcoats and Sealers

Follow this process when using Duraguard products to match products finished by Conestoga.

- Always use a lined can or plastic container when adding catalyst. Do not catalyze in an unlined metal can.
- Thoroughly agitate topcoat material, making sure there is no residue on the bottom of the can. Topcoat needs to remain under continuous agitation during catalyzation and use.
- Slowly pour the pre-measured container of catalyst into the gallon container of sealer or topcoat. *Agitation must be continuous. Do not over catalyze!*
- Once the catalyst has been added, the chemical interaction of the mixture results in an 8 hour “pot life”. After this 8 hour time frame, the mixture begins to cure rendering it not usable.
- Catalyst ratios are listed below and can also be found on the product container label.
- We strongly recommend against attempting to extend the pot life of sealer or topcoat by adding virgin material, as it will disrupt the catalyst ratio.
- Spray topcoat to a thickness of 3 to 4 wet mils.

| Topcoat/Sealer | Amount of Catalyst |
|------------------------|--|
| Sealer | 4.0 ounces of catalyst 5008 per gallon |
| Low sheen topcoat | 5.0 ounces of catalyst 5008 per gallon |
| Standard sheen topcoat | 5.0 ounces of catalyst 5008 per gallon |

Truetones

Use this process to match all Conestoga Truetones.

- White wood sand with an oscillating palm sander using 180 grit sandpaper.
- Using spray equipment apply Truetone over wood with even wet coats until the desired color is achieved. (**Diaphragm pump and HVLP gun recommended for spray application**).
- Allow stain to dry for a minimum of 1 hour.
- Spray sealer to approximately 3-1/2 wet mil thickness.
- When the sealer is completely dry, sand sealer with fine grit (220-280) sandpaper using an oscillating palm sander on all flat surfaces. Hand sand all profiles with 220 grit sandpaper.
- Spray on topcoat to approximately 3 to 4 wet mil thickness.
- Allow topcoat to dry for a minimum of 4 hours before handling.

Duraguard® Finishing Instructions (continued)

Glaze Over Truetones

Use this process to apply glaze over all Conestoga Truetones.

- White wood sand with an oscillating palm sander using 180 grit sandpaper.
- Apply Truetone to wood.
- Allow Truetone to dry for a minimum of 1 hour.
- Spray sealer to approximately 3-1/2 wet mil thickness.
- When sealer is completely dry, hand sand all surfaces using 320 grit sandpaper. Make sure to sand in same direction as the wood grain.
- Apply the glaze to the entire surface and wipe the excess glaze off with a lint free rag, leaving the desired amount of glaze in profiled areas. When matching existing products, make sure the same amount of glaze is left on the surface of the product being glazed as is on the product to be matched. Allow glaze to dry for 1 hour.
- Spray on low sheen topcoat to approximately 3 to 4 wet mil thickness.
- Allow topcoat to dry for a minimum of 4 hours before handling.

Colourtones

Colourtones are two-part catalyzed basecoats, high in solids and similar to paint in appearance. Colourtone finishing material is non-catalyzed when purchased and must have catalyst purchased separately and added prior to application. These coatings are very durable and resistant to moisture.

Colourtones and Catalyzation

Colourtones are acid catalyzed opaque basecoats. They have superior film build, adhesion, excellent sanding properties and moisture resistance. It is extremely important to keep these materials thoroughly agitated while spraying. Colourtone coatings require the addition of an acid catalyst in order to cure. Since the catalyst has corrosive properties, neither the catalyst nor the catalyzed material should ever be stored in an unlined metal container. Thoroughly agitate material prior to the addition of catalyst. Add only the recommended ratio of catalyst and continue agitation for 5 minutes prior to spraying the material. *Do not over catalyze!* After catalyzation, Colourtone material will have a maximum pot life of 8 hours.

Colourtone materials also have a limited amount of time between the application of the first and second coats of Colourtone finish materials and application of sealer and topcoat. In order to achieve the proper chemical bond between coats, topcoat must be applied within 24 hours after applying the second coat of Colourtone. This time frame remains the same for both glazed and nonglazed products. The Colourtone system has been formulated using Conestoga's 15° conversion varnish as a topcoat. The use of any other topcoat material may result in lifting, discoloration, poor adhesion, cracking, poor moisture resistance and other finish related problems. Conestoga recommends the use of the Duraguard glazes, sealer and topcoat in combination with Colourtone finishing materials.

Surface Preparation for Colourtones

- Fill all open voids with wood putty, sanding off excess putty material. Sand with an oscillating palm sander using 180 grit sandpaper.



Duraguard® Finishing Instructions (continued)

Spraying Colourtones

- Thoroughly agitate Colourtone material, add catalyst while material is under agitation. Add 3 ounces catalyst 5008 to 1 gallon Ebony Colourtone; to all other Colourtones, add 4 ounces catalyst 5008 per gallon, in a lined metal can or plastic container. Pot life after catalyzation is 6 to 8 hours. Keep material under constant agitation.
- Spray Colourtone to a thickness of 3 to 3-1/2 wet mils.
- Allow first coat of Colourtone material to dry for a minimum of 1 hour.
- Sealer sand the entire surface with 280 or 320 grit sandpaper.
- Spray a second Colourtone coat to a thickness of 3-1/2 to 4 wet mils.
- Allow the second coat to dry 2 hours before applying glaze or topcoat. A topcoat must be applied within 24 hours, whether product is glazed or unglazed.

Glaze over Colourtones

- Apply the glaze to all surfaces after the second coat of Colourtone is fully dry. Glaze may be applied with a rag and/or a brush.
- Wipe glaze off surfaces immediately using a “selective” wiping technique, leaving behind the desired amount of glaze in the profiled and flat areas. If matching to Conestoga pre-finished products, ensure that the same amount of glaze is left in profiled areas and flat surfaces as on the Conestoga product.
- Allow glaze to dry for 1 hour.
- Spray with Conestoga’s Duraguard 15° conversion varnish topcoat to a thickness of 3-1/2 to 4 wet mils.
- Allow topcoat to dry for a minimum of 4 hours before handling.

Other Colourtone Options

Antiquing is a process to create the appearance that portions of the finish and even some of the sub-straight have been worn away from prolonged daily use.

- After Colourtone material has thoroughly dried, sand through the both coats of finish to expose raw wood on profiled areas and edges prior to applying glaze and topcoat to simulate an aged, worn appearance. The amount of and location of antiquing should vary by personal preference.
- Speckling is a process that duplicates fly specks.
- The speckling material is randomly applied after the glaze dries or for non-glazed product, after second coat has been applied. Speckling material is applied using a special gun or “flicking” with a paintbrush or toothbrush. Refer to your door sample finished by Conestoga to ensure the application of the proper amount of speckling.
- Allow speckling to dry for 1 hour prior to application of topcoat.

Topcoat over Colourtones

- Thoroughly agitate topcoat material, ensuring there is no residue on bottom of can.
- Add 5 ounces of catalyst per gallon of 15° topcoat in a lined metal can or plastic container and agitate for 5 minutes prior to spraying. Keep topcoat under constant agitation. After catalyzation, the material has an 8 hour pot life. We do not recommend extending pot life by adding virgin material, as this will disrupt your catalyst ratio.
- Spray 3-1/2 to 4 wet mils of topcoat over Colourtone.
- Allow topcoat to dry for a minimum of 4 hours before handling.

Primer

- Conestoga's primer is a white, post catalyzed, acid cured primer compatible with many high quality topcoats. While there are many topcoats available on the market today, Conestoga recommends only acid cured, pigmented conversion varnishes.
- Thoroughly agitate primer, ensuring there is no residue on bottom of can. Add catalyst while primer is under agitation in a lined metal can or plastic container.
- Add 14 ounces catalyst 494 to one gallon of primer. Pot life after catalyzation is 6 to 8 hours. Keep material under constant agitation.

Heirloom Finish Treatment

- Conestoga's Heirloom finishes duplicate the look of time worn cabinetry. In order to successfully perform the Heirloom finishing process you will need to have an Heirloom door finished by CWS to use as a guide for your finishing processes.

Surface Preparation

- White wood sand with a random orbital sander using 180 grit sandpaper, rounding off all sharp corners, and referring to your Conestoga sample as a guide.
- To replicate Conestoga's wear sanding option, round off corners of raised panel and exterior corners of framing using an orbital palm sander. The rounding of these corners is essential to replicate the Conestoga Heirloom finish appearance.

Distressing

- Study the distressing marks on your Heirloom sample that was finished by Conestoga. You will need to duplicate these marks on your cabinetry. Conestoga uses various metal objects to create the indentations, such as various shards of metal. Refer to your sample door finished by Conestoga frequently to ensure a uniform amount of distressing.
- Metal items may be laid on the surface you are distressing and tapped lightly with a hammer to create these impressions. You may want to create your own tools by embedding these items into a wooden rolling pin or a wooden mallet. The rolling pin can then be rolled across the surface or the surface may be tapped with the mallet, creating the desired impressions.
- Split joints are replicated by cutting along the joint with a retractable razor knife. Simulated worm holes are created by randomly striking the piece with the point of an awl.
- Rasp marks are created on exterior edges by placing a wood rasp on the edge of the product at an angle and pressing it into the wood, using a filing type of motion.

Spraying Colourtone

- Thoroughly agitate Colourtone material, add catalyst while material is under agitation in a lined metal can or plastic container. Add 4 ounce of catalyst 5008 to all Heirloom Colourtones, except Ebony. For Ebony, add 3 ounce 5008 catalyst per gallon. Pot life after catalyzation is 6 to 8 hours. Keep material under constant agitation.
- Spray Colourtone to a thickness of 3 to 3-1/2 wet mils.
- Allow Colourtone material to dry for a minimum of 2 hours before sanding.



Duraguard® Finishing Instructions (continued)

Antiquing

- After allowing Colourtone material to dry, the entire piece must be sanded with an oscillating palm sander and 220 grit sandpaper. Follow the rounded areas that have been previously created in the wear sanding process, sanding through the Colourtone material to expose bare wood. This sanding step should be done in a random fashion, focusing on various areas of the product, referring frequently to the sample door finished by Conestoga. Focus on areas that would typically show the most wear from everyday use.

Glaze over Heirloom Colourtones

- Apply the glaze to all surfaces after the Colourtone material is fully dry and antiquing process is complete. Glaze may be applied with a rag and/or brush.
- Wipe glaze off surfaces immediately using a “selective” wiping technique, leaving behind the desired amount of glaze in the profiled and distressed areas. If matching to Conestoga pre-finished products, ensure that the same amount of glaze is left in profiled areas and flat surfaces as on the Conestoga product.
- Allow the glaze to dry for 1 hour.

Speckling over Heirloom Colourtones

- Speckling is a process that duplicates fly specks.
- The speckling material is randomly applied after the glaze dries by using a special gun or by “flicking” with a paint brush or tooth brush. Refer to your door sample finished by Conestoga to ensure the application of the proper amount of speckling.
- Allow speckling to dry for 1 hour prior to application of topcoat.

Topcoat over Heirloom Colourtones

- Thoroughly agitate topcoat material, ensuring there is no residue on bottom of can.
- Add 5 ounces of catalyst per gallon of 15° topcoat in a lined metal can or plastic container and agitate for 5 minutes prior to spraying. Keep topcoat under constant agitation. After catalyzation, the material has an 8 hour pot life. We do not recommend extending pot life by adding virgin material, as this will disrupt your catalyst ratio.
- Spray a 3 to 4 wet mil coat and allow to dry for a minimum of 4 hours before handling.

Brushed Glaze Effect

- The look of brushed on glazes is created by using precise sanding techniques on the second coat of Colourtone material, then hand wiping the glazing material over the sanded Colourtone base color. You will need sanding sponges to duplicate the technique used on your purchased pre-finished parts. Conestoga uses 3M Sandblaster 80 grit sanding sponges, part number 20908-80.

Surface Preparation for Colourtones

- Sand with an oscillating palm sander using 180 grit sandpaper.
- Fill all open voids with wood putty, sanding off excess putty material.

Spraying Colourtones

- Thoroughly agitate Colourtone material, add catalyst while material is under agitation in a lined metal can or plastic container. Add 4 ounce of catalyst 5008 to Colourtone material. Pot life after catalyzation is 6 to 8 hours. Keep material under constant agitation.
- Spray Colourtone to a thickness of 3 to 3-1/2 wet mils.
- Allow first coat of Colourtone material to dry for a minimum of 1 hour.
- Sealer sand the entire surface with 280 or 320 grit sandpaper.
- Spray a second Colourtone coat to a thickness of 3-1/2 to 4 wet mils.
- Allow the second coat to dry 2 hours before performing the sanding “scratch technique”.

Creating Brush Stroke Effect

- Holding the 80 grit sanding sponge firmly, apply moderate pressure, sanding in straight lines with the direction of the wood grain. Always use a continuous stroke from one end of the piece to the other with the grain direction, making two passes with the sanding sponge over all surfaces to achieve the proper amount of etching.
- Take care to minimize the overlap at joints or anywhere that the horizontal and vertical scratches intersect. While some overlapping will occur at most joints and panel raise corners, steps should be taken to limit overlapping. Any overlapping will result in the presence of both horizontal and vertical scratches on the same surface area.
- After sanding step is complete, apply the glaze material using a circular motion to ensure that the glaze fills the sanding scratches. Remove excess glaze, wiping in the same direction as sanding scratches. To touch up or highlight areas where the scratches are not prominent, simply repeat the sanding process, re-apply glaze and wipe off excess.
- Allow glaze to dry for 1 hour.
- Spray with Conestoga’s Duraguard 15° conversion varnish topcoat to a thickness of 3 to 4 wet mils.
- Allow topcoat to dry for a minimum of 4 hours before handling.

Applying Prism Paints

- Fill all open voids with wood putty, sanding off excess putty material. Sand with an oscillating palm sander using 180 grit sandpaper.
- Thoroughly agitate paint, add 2 ounces V66V21 catalyst to one gallon paint while material is under agitation in a lined metal can or plastic container. Catalyzed material must be used within 12 hours of having been catalyzed.
- Spray paint to a thickness of 4 wet mils and allow to dry for at least 10 minutes. Sand parts with a fine grit sandpaper.
- Apply second coat of paint within 8 hours of sanding. Spray second coat to a thickness of 4 wet mils.
- Apply conversion varnish within 2 hours of second coat and allow 4 hours to dry.



Duraguard® Finishing Instructions (continued)

Legal Disclaimers

- Conestoga's Duraguard finishes are industrial in nature, unlike stains purchased at a retail store. Although Duraguard offers a higher quality finish than most stains, it also is more combustible, more volatile and requires a higher level of expertise to apply. Due to the complexities involved with any finishing process, Conestoga will not be liable for any damages or injury resulting from the use of this product, even when the customer has taken precautions. Conestoga's liability is limited to the original purchase price of the finishing material.
- In order to best match any Duraguard stain color, it is important to follow the processes outlined on the previous pages. If these steps are not followed, your finished product may not match the products purchased from Conestoga. However, please bear in mind that following these procedures will not always guarantee an exact match. Due to the many variables involved in any finishing process, Conestoga assumes no responsibility if products that are finished by the customer using the Duraguard system are not an exact match to the finished products sold by Conestoga.

Important Note: All drying times mentioned in this document are to be used as guidelines only. The actual drying time will vary according to the climate in which the finish is applied.

- The Duraguard finish system is scientifically designed so that each of the materials, from base stain to topcoat, work with one another, thereby providing a beautiful protective finish for your wood products. Finish materials not sold by Conestoga may react unfavorably with Duraguard finishing materials causing poor topcoat adhesion, discoloration or other problems.
- Color variation can occur on separately ordered jobs. Conestoga cannot guarantee color matches on material ordered at different times. Length of time between orders may also be a factor affecting color variation. Environmental factors where existing material is stored or installed may affect finished products to the degree of causing an appearance different to that of a newly finished product. To better ensure consistency of appearance, Conestoga recommends against placing partial orders.

Health and Safety information

- Refer to MSDS for health and safety information. Log on to www.conestogawood.com/MSDS for 24 hour access to MSDS information and VOC reports or call 717-445-3252 to order a MSDS booklet.

Care and Cleaning of Fine Kitchen Cabinetry

- The Duraguard topcoat offers the utmost protection for kitchen cabinet applications and provides superior chemical and common kitchen stain resistance while maintaining color and sheen.
- Duraguard topcoat requires minimal care and cleaning. We recommend periodic cleaning with a mild detergent and water solution to remove dirt, dust and grease that buildup with routine usage. Dampen a soft, non-abrasive cloth and wipe entire exterior surface of cabinetry and dry with a soft cloth. Never use a wet cloth that allows water to run down the cabinetry and always dry cabinetry immediately if water is spilled onto the surface.
- Care should be taken not to use abrasive cleansers, ammonia or any other type of harsh chemical. These cleaning agents may cause discoloration, scratching, marring, and dulling of the finish. We also discourage use of furniture polishes and waxes on finished cabinetry. Furniture polishes alter the original sheen level and may leave a film on the surface that attracts dust and dirt. These polishes may also cause an irregular or blotchy appearance because they are unable to stand up to many common kitchen stains.



Customer Supplied Parts for Finishing

- Conestoga's premium finishes are now available on wood components not currently supplied by Conestoga through our Customer Supplied Products (CSP) program. While limited to products not currently available from Conestoga, the program is subject to size restrictions. Range hoods, assembled cabinetry and products supplied by direct competitors to Conestoga will be considered, but Conestoga reserves the right to refuse to finish any item.

| Maximum Size Parameters (thickness x width x length) | | |
|--|------------------|-----------------|
| Mouldings | Plywood | Misc. Parts |
| 2" x 12" x 120" | 3/4" x 30" x 96" | 15" x 36" x 96" |

- Conestoga utilizes the standard finishing processes outlined in the Solid Wood Finishing section to finish all customer supplied items. Parts submitted for finishing should be in finish ready condition and it is assumed that all parts will be in such condition that our standard finish processes and materials will produce the desired finished appearance.
- Additional charges will apply for those parts received that require additional labor such as puttying, sanding, and repair. Conestoga reserves the right to reject parts that are not in finish ready condition or that may contain materials that pose a contamination threat to our operation.
- For standard species, the CSP finish selection is limited to Recommended and Not Recommended offerings listed in the finishing Offering and Availability chart.
- Available topcoat glosses are 15° or 40°. Glazed finishes and opaque finishes are available with 15° topcoat only.
- Parts having machining defects, material defects, or poor sanding will produce less desirable results than parts that have been properly prepared for finishing and will likely have a different finished appearance than accompanying items. Appearance variations of CSP products are not considered defective.
- It is likely that CSP exotic or non-domestic species will not match components manufactured and finished by Conestoga.
- It is assumed that parts shipped directly to Conestoga from vendors are the correct parts and will be processed as such. Conestoga will not be responsible for any shipping errors, delays or damages incurred on CSP parts.
- Customer is responsible for shipping these parts to Conestoga. Due to our truck routs and backhauls, customer supplied parts cannot be shipped to Conestoga on Conestoga trucks.
- All CSP shipped to Conestoga must include the appropriate sales order number provided by Conestoga.
- Standard finishing lead-times apply and will begin when part has been received, inspected and found to be in finish ready condition and a customer approved quote is on file.
- CSP items cannot be expedited through the finishing process. Orders consisting of multiple parts or involving preparation labor may require additional lead-time.
- Contact Special Designs or your Sales Representative to properly complete the Request For Finish Quote order form found on the following page.

