

# Suffolk Care Guide

By Neptune

## Information

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We are delighted that you have chosen to purchase one of our Suffolk pieces of furniture. Whether it is a classically designed dining table or an elegant free standing cabinet, we are sure you will be delighted with your new Suffolk purchase!

To get the best from this Neptune product please read the care details below.

Please keep this document for future reference.

**IMPORTANT NOTE:** All furniture should be lifted and moved rather than dragged to prevent any damage to the product or the area in which you are using them.



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## Materials

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### Solid Oak top panels

The top panels are made from solid Oak which is renowned for its great strength and hardness and has been prized since the middle ages. You may experience snagging issues, such as minor cracking and movement of the timber; this is completely normal and is a result of this natural material stabilising in a normal home environment.

### Frames

The frames are made from Bass Wood, which is a hardwood renowned for being very stable. Again you may experience snagging issues, such as minor cracking and movement of the timber; this is completely normal and is a result of this natural material stabilising in a normal home environment.

### Door panels

The door panels are made from Plywood due to its strength, resistance to cracking and shrinking.

### Hardware

The door hinges are traditional butt hinges which are chrome plated and the doors close onto Neptune magnetic catches to guarantee long term performance.



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## Finish

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### Isoguard

The Oak surfaces throughout the Suffolk collection have been finished with Neptune 'Seasoned' Isoguard. This is a unique product that gives a very high level of protection to the furniture, yet at the same time preserves the natural beauty of the timber. Isoguard is designed to penetrate the timber surface and bond with each wood fibre at a molecular level.

Isoguard will protect the Oak surface against most spillages, including water, tea, coffee, fizzy drinks, vinegar, olive oil, milk, and lemon juice. We recommend that you wipe up spillages as soon as you discover them and strongly recommend the use of place mats and coasters when placing items on top of the cabinets.

If you need to repair your Oak top panel for any reason or just simply want to maintain the durability of the finish, Isoguard can be reapplied using the following method:

1. First lightly sand the area to be treated and ensure all dust is removed once finished.
2. Apply the Isoguard oil with a cloth, brush or sponge and leave to react with the timber for approximately 2 minutes.
3. Thoroughly remove all excess Isoguard with a clean cloth.
4. After applying the Isoguard, please note the following important guidelines:
5. Cloths saturated in Oil may spontaneously combust; after usage, soak in water before disposal.
6. The Isoguard treatment requires 24-36 hours curing time before the surface will be sufficiently protected.
7. It will take a full 3 weeks to completely cure.
8. In the first week after application do not clean with any liquids.
9. From the second week after application you may clean with a cloth dampened with water.
10. After 3 weeks after application you can clean the surface with a soapy wood cleaner.



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## Paint finish

The finish is water based acrylic eggshell paint which offers a great flexibility for changing the colour or simply maintaining the finish. The furniture can be repainted at any time using the method described below and the paint can be directly applied with no need for stripping down.

The standard colour of the Suffolk collection is Honed Slate with Dove Grey interiors, but these pieces can be hand painted to order with any of our exciting colours. There will be a nominal fee for this service, dependant on the size of the item.

Neptune paints are available in a wide variety of 28 colours!

If you need to repair your furniture for any reason or just simply want to refresh the finish, it can be repainted using the following method: (Please note: these instructions are provided in good faith but without warranty)

1. Before application please check for colour consistency. When more than one tin of the same colour is used, ensure the batch numbers are identical or intermix before use. Neptune can accept no liability for any decorating costs caused as a result of a miss-match in colours applied, beyond the value of the goods delivered by Neptune
2. Surface preparation – Remove any sharp edges or flaking paint with a fine sand paper; it is not necessary to sand down to bare wood, just sand enough to create a smooth finish. Vacuum or wipe away any debris and dust.
3. Filling – For damage where the surface of the paint is dented or cracked you will need to fill the area with wood filler. Follow the instructions shown on the filler with regards to application and drying times.
4. Paint preparation – Any filled areas will require sanding to ensure they are smooth and match the level of any surrounding paint work; It should feel seamless to the touch. Again, vacuum or wipe away any debris and dust.
5. Painting – Neptune water based eggshell paint can be applied directly onto exposed wood, filler and painted surfaces. Make sure the paint is fully mixed and stirred well before application. Apply two coats of paint in the direction of any existing brush strokes or the grain of the timber. We recommend painting an entire panel to ensure there is no noticeable colour variation in the case of reparation.
6. Cleaning – All brushes should be rinsed with tap water to clean.

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## Construction

### Structural joints

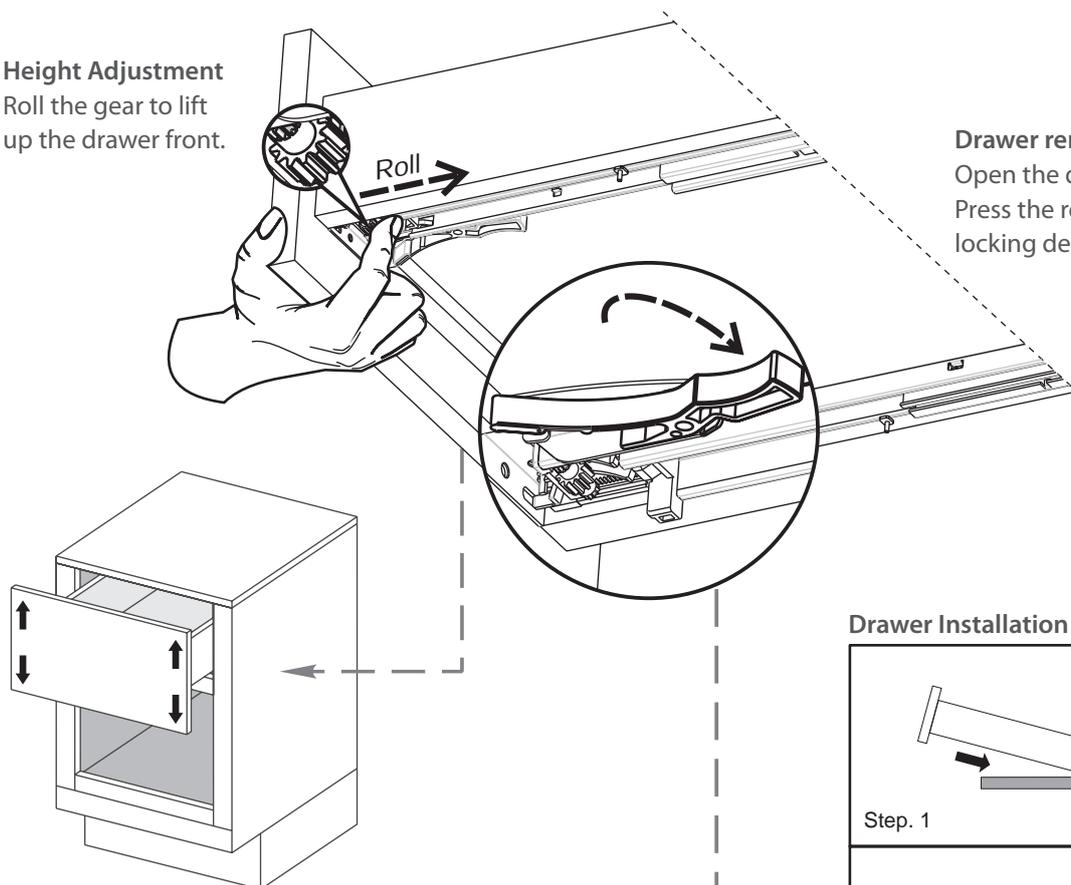
The Suffolk collection incorporates the traditional and best method of mortice and tenon joints, which are reinforced with the latest technology in modern adhesives. Followed by the drilling and dowel locking to guarantee a rigid framework that will last for years to come. Doors and drawers are set into their own timber frames and hand sanded for a perfect fit. The drawers are made using the traditional skill of dovetailing, which not only gives high strength characteristics, but also adds to the natural beauty of each piece.

### Drawer Runners

Suffolk drawers are supplied with double extension soft close drawer runners that support up to 30Kgs. These runners enable the removal of the drawer box via quick release red toggles found on the underside of each drawer at the front corner. The drawer box can also be adjusted in height to ensure perfect running and correct gap between carcass and drawer front.

#### Height Adjustment

Roll the gear to lift up the drawer front.

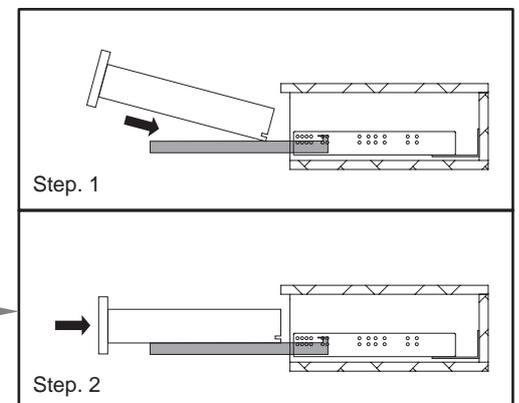


#### Drawer removal

Open the drawer.  
Press the red handles of the locking devices underneath.

Place the drawer on the slides and close the drawer. Then the locking devices will click and engage with the slides automatically. Open the drawer completely, check if the locking devices have engaged.

#### Drawer Installation

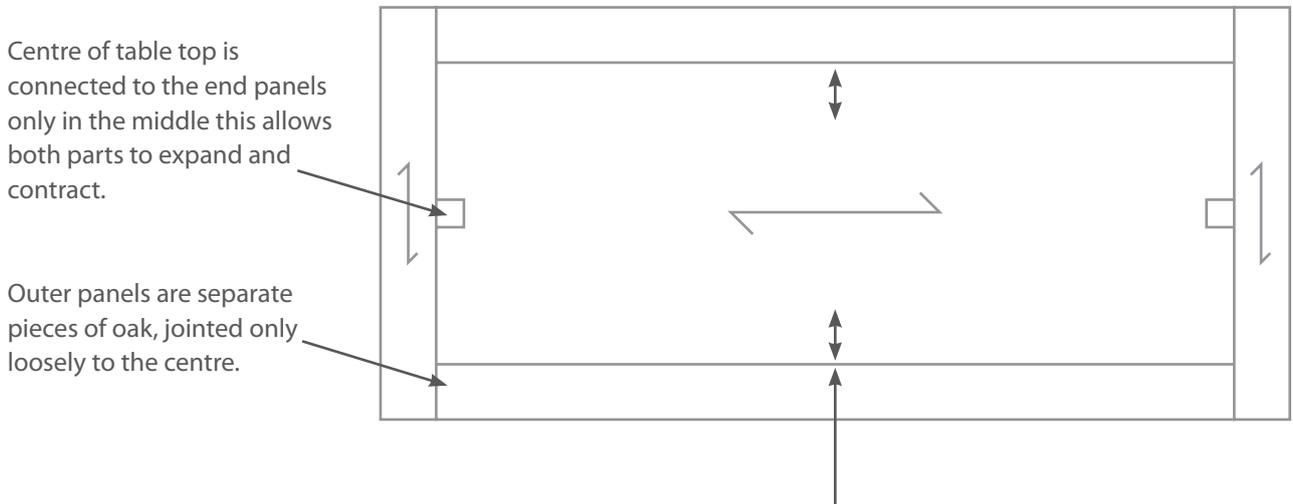


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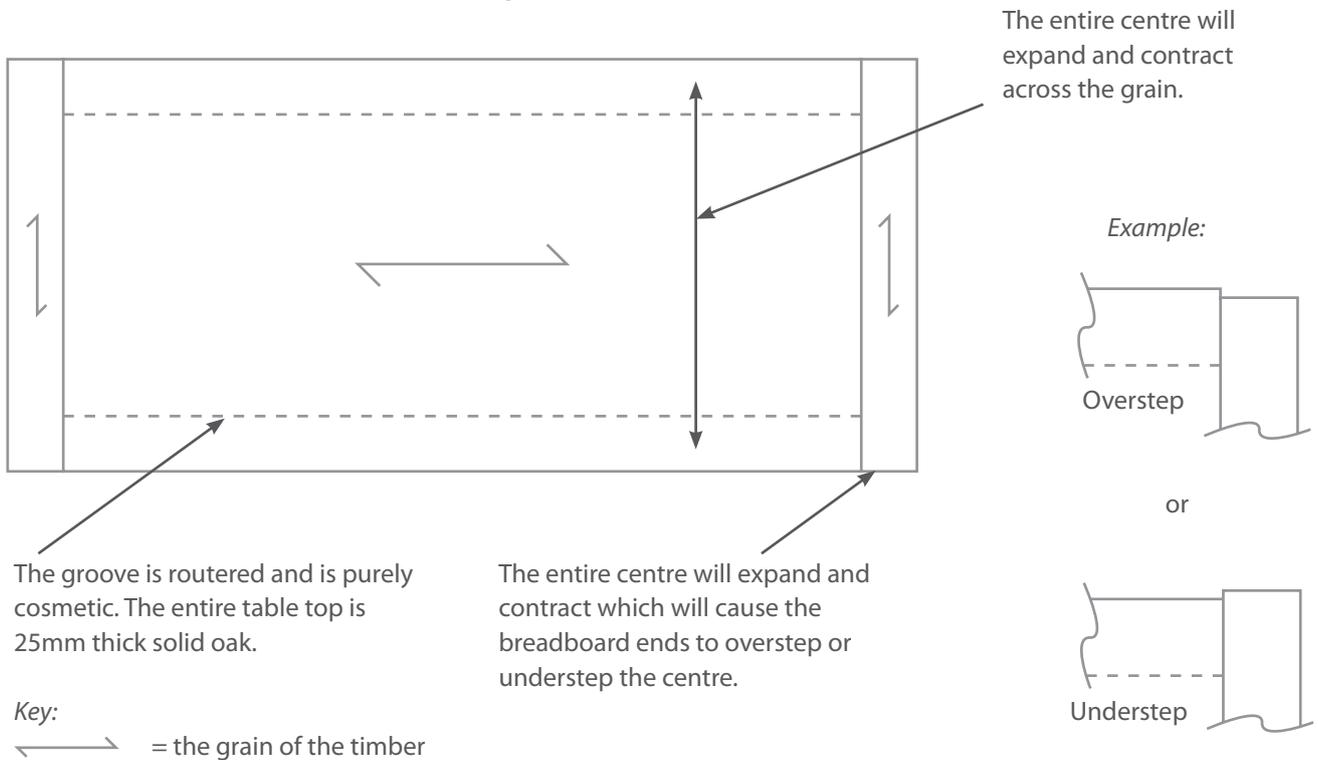
## Traditional Breadboard Solid Table Construction

### Version 1 - Current Table Top Construction



This allows the centre of the table top to move freely between the frame, thus creating a larger gap on either side when the centre panel contracts. There may be some lacquer within the gap when this movement occurs that can be removed.

### Version 2 - New Breadboard Table Top Construction



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## Maintenance

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### Paint

The Suffolk hand painted finish offers great resilience and is easy to repair, should an accident happen. In use, most marks can be wiped off the surface due to the type of paint used.

Also as described above you can refresh your furniture by repainting.



### Table Extension Leaves

If you have the extending table we recommend putting the extension leaves into the table from time to time and leaving it for a day or so if possible. This will ensure the extension leaves and the table top mellow at a similar rate. Timber will always change colour over time when in exposed to sunlight.



Now all you need to do is sit back and allow your new Suffolk furniture to become an integral part of your home and lifestyle. We hope you enjoy your furniture as much as we did designing and making it!

PS. Our design team would love to hear your comments. E-mail us now at [info@neptune.com](mailto:info@neptune.com)