

Care & Maintenance Instructions

Your Birch & Willow sconce or pendant was created for you in our studio in Massachusetts. The fixtures were made by hand of primarily natural materials. The care and maintenance is easy. All of the information listed below is available on our web site and has been consolidated in this document for easy access. Downloadable documents are noted below. The content of this document may be upgraded at anytime. You will always find the most current information on our web site.

Underwriter Laboratory Listing: All Birch & Willow Lamps are C-UL Listed to guarantee we meet industry safety standards. Underwriters Laboratories Inc. (UL) is an independent, not-for-profit product-safety testing and certification organization. You can find this and more information at www.ul.com.

One Year Guarantee: All Birch & Willow fixtures are covered by an industry standard one-year guarantee. It is possible to purchase an extended warranty prior to shipping your order.

Care & Maintenance: Each Birch & Willow fixtures are labeled with “maximum recommended wattage” label. Unless specified, the labeling is based on the use of incandescent bulbs. The most important thing you can do to insure the long-term use of your Birch & Willow fixtures is to only use bulbs of the recommended maximum wattage or less. The heat from higher wattage bulbs will dry out materials and darken paper. Placing fixtures in direct sunlight can reduce the life span of the items.

Cleaning: Birch & Willow fixtures are created with a wide range of materials including vines, paper and twigs. Our product line includes sconces and pendants. The following cleaning instructions are listed by material not lamp design. Please call us for any clarification.

Vines: The vines are very durable and have not been treated with a finish to preserve the original color and natural look. All Birch & Willow sconces, pendants, table lamps and floor lamps (except our Terra Table Lamp) made with vines are treated with an industrial flame retardant. Do not use water to clean these items. Cleaning the lamps or luminaries with water may remove the flame retardant. The flame retardant also contains a mildicide and UV protection.

The vines can be cleaned with a feather duster, compressed air or the reverse function of a vacuum cleaner, to remove dust.

Paper Fixtures: All Birch & Willow sconces and pendants made with paper are treated with an industrial flame retardant. Do not use water to clean these items. Cleaning the lamps or luminaries with water may remove the flame retardant. The flame retardant also contains a mildicide and UV protection.

If the fixture is placed or installed in a damp location in the building (i.e., poorly ventilated bathroom) or damp location (building near a beach or semi-tropical location), you may observe the paper absorbing moisture. The paper will then dry out as the room dries or the weather changes.

The paper can be cleaned with a feather duster, compressed air or the reverse function of a vacuum cleaner, to remove dust.

Twigs and saplings: All of our twigs and saplings are air dried before use to a moisture content suitable for furniture building. The cut ends of saplings are treated with a water-based finish to minimize cracking. The bark is untreated with a finish to preserve the original color and natural look.

All Birch & Willow sconces and pendants made with twigs or saplings are treated with an industrial flame retardant. Do not use water to clean these items. Cleaning the lamps or luminaries with water may remove the flame retardant. The flame retardant also contains a mildicide and UV protection.

Repair, Replacement or Rewiring: You are welcome to contact us to repair damaged fixtures. Replacement parts and components can be ordered directly from us. We are happy to rewire our fixtures. Each fixture is covered by a one-year guarantee. After that period, there will be a charge for any repair, replacement or rewiring, unless an extended warranty has been purchased and is in effect.

Recycling: All of our Birch & Willow fixtures are recyclable with the exception of the electrical.

Compact Fluorescent bulbs must be recycled at designated centers. Safe disposal requires storing the bulbs unbroken until they can be processed. The next step is to seek advice from local authorities. In most cases you will be directed to: 1. Return used CFLs to where they were purchased, so the store can recycle them correctly; or 2. Take used CFLs to a local recycling facility.

Questions: Please contact us by telephone or email if you have any questions or would like clarification of the above information.