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A GENERAL REFERENCE FOR THE CARE OF YOUR HOME

Client Care & MAINTENANCE

A reference for the materials, finishes, and furnishings specified for your home — prepared by the studio, intended to live on a shelf.

A LETTER FROM THE STUDIO

Welcome to *your* home.

Congratulations on the completion of your project. This manual has been prepared by Jack Creasy Design as a general reference for the materials, finishes, fixtures, and furnishings installed in your home.

Every piece specified for your space was chosen with intention. Care for it consistently, and it will repay you with years of quiet service.

If you ever have questions about a specific product or a situation not covered here, please write to us at service@jackcreasydesign.com — we keep a record of every item specified for your project and are always happy to point you toward the right cleaner, craftsman, or manufacturer contact.



JACK CREASY · PRINCIPAL & CREATIVE DIRECTOR

PLEASE READ FIRST

General Use & Limitations.

This guide is intended as a general reference only. Products, finishes, coatings, fabrics, sealers, stone treatments, hardware finishes, appliances, and installation methods vary widely by manufacturer, fabricator, installer, and application.

Where product-specific instructions are available, those instructions should always take precedence over this guide.

Cleaning and maintenance outcomes can vary depending on the age of the item, prior treatments, the nature of the stain or damage, the environment in the home, and the products or methods used. Jack Creasy Design cannot guarantee any particular result and is not responsible for damage resulting from cleaning products, maintenance methods, third-party services, or failure to follow applicable manufacturer guidance.

This guide is provided for general informational purposes only and is not a warranty, certification, or professional trade manual.

FIVE RULES BEFORE YOU BEGIN

- 01 **Always test** any cleaner, tool, or method in a small, inconspicuous area first.
- 02 **Use the gentlest method** first. Escalate only if needed.
- 03 **Never mix cleaning products.** Combining chemistries can damage finishes — or you.
- 04 **Stop immediately** if you notice a change in colour, sheen, texture, finish, or performance.
- 05 **When in doubt, ask.** Consult the manufacturer, fabricator, installer, or a qualified professional whenever there is uncertainty.

“ A NOTE FROM THE STUDIO

The most expensive mistakes in a new home are almost always the result of a well-intentioned cleaner meeting the wrong surface. When in doubt, write to us before you scrub.

THE MANUAL — IN FIFTEEN CHAPTERS

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"The most effective maintenance is consistent, gentle, and routine — small attentions made regularly prevent large repairs later."

How to use this manual — Each chapter opens with a short note from the studio, then lays out guidance in the *Four Points of Care*: what to expect, routine care, what to avoid, and when to call a professional.

01.

Before You Begin.

WHAT'S INSIDE

ENVIRONMENT & HUMIDITY

NATURAL VARIATION & AGING

SURFACE PROTECTION & PREVENTION

A home is a living thing. Wood breathes, stone moves with the weather, leather softens with the light. None of this is damage — it is how well-made things announce themselves.

This chapter sets out the conditions in which your home's materials will perform best, and the small, daily habits that protect them from the handful of things that cause real harm.

01

BEFORE YOU BEGIN · SECTION ONE

Environment, Humidity & Natural Variation.

Wood, leather, plaster, and natural stone are responsive materials. Stability in your home's environment is the single most effective form of care.

<i>i.</i> Indoor Humidity Maintain indoor humidity between 35–55% year-round. Low humidity causes wood, leather, and plaster to shrink and check; high humidity causes swelling, cupping, and mildew.	<i>ii.</i> Indoor Temperature Keep interiors between 18–24°C. Sudden shifts are harder on materials than a steady warmth or cool.
<i>iii.</i> Ultraviolet Light Direct sun fades textiles, artwork, wood tones, and leather. Use sheers, shades, or UV-filtering films on south- and west-facing windows.	<i>iv.</i> Natural Variation Slight variations in colour, grain, veining, and texture are expected — and are a hallmark of hand-selected, natural materials. They are not defects.

SECTION TWO

Aging, Patina & Expected Change

WHAT TO EXPECT <i>Natural materials will settle into their surroundings. Stone may develop a soft sheen along walkways; brass will warm and deepen; leather will soften and take on the outline of the person who sits in it. These changes are not wear — they are the evidence of a well-used home.</i>	
— ROUTINE ATTENTION Rotate rugs, cushions, and upholstered pieces twice a year so wear and sun exposure distribute evenly. Move artwork and lamps occasionally for the same reason.	— AVOID Prolonged direct sunlight on leather and upholstered seating. Placing warm or damp objects directly on unprotected wood. Drawing hard conclusions about a material during its first six months in the home.

02 BEFORE YOU BEGIN · SECTION THREE

Surface Protection & Daily Prevention.

A small collection of household habits protects almost every surface in the home — more effectively and more cheaply than any cleaner on the market.

i. Coasters, Trivets & Felt Pads

THE FIRST LINE OF DEFENSE

WHAT TO EXPECT *Without protection, rings, heat marks, and scratches will appear on almost any surface — including surfaces described as "durable." A small, consistent habit here prevents nearly all preventable damage.*

— ROUTINE CARE

Use coasters under every glass. Use trivets under every hot pan or dish. Inspect felt pads on furniture legs twice a year — replace when compressed.

— AVOID

Placing wet, hot, or oil-filled vessels directly onto any wood, stone, or painted surface — even if the surface is sealed.

ii. Walk-Off Mats & Entryway Habits

SAND, GRIT & SALT

WHAT TO EXPECT *Most damage to floors is abrasive — sand, grit, and road salt tracked in from outside. Walk-off mats at every exterior entry remove the majority of it before it ever meets the floor.*

— ROUTINE CARE

Place mats at all exterior doors, interior and exterior side. Vacuum mats weekly. Encourage a shoes-off habit where possible, especially in winter.

— AVOID

Rubber-backed mats directly on hardwood or natural stone — the backing can discolour the finish over time. Use breathable, natural-fibre mats instead.

iii. Spill Response

BLOT · DON'T WIPE · DON'T WAIT

WHAT TO EXPECT *Almost every liquid — water, wine, coffee, oil — will eventually stain if left to sit. The difference between a noticeable mark and no mark at all is, almost always, the first ninety seconds.*

— ROUTINE CARE

Blot spills immediately with a clean, dry, white cloth. Work from the outside of the spill inward. Lift rather than rub.

— AVOID

Rubbing, which drives the spill deeper into porous surfaces and fibres. Coloured cloths or paper towels with dyes, which can transfer. Waiting "until later."



02.

Care Calendar.

WHAT'S INSIDE

AFTER MOVE-IN

MONTHLY RHYTHMS

EVERY SIX MONTHS & ANNUALLY

Fifteen minutes, four times a year, will address almost every preventable problem a house can develop. Consistency outperforms effort every time.

These checklists are a complete summary of what to look at, and when. The chapters that follow explain how.

03 CARE CALENDAR · SECTION ONE

After Move-In & Monthly Rhythms.

The first weeks in a new home are an orientation. Walk through each room with intent. Note what you love, what feels off, and anything that seems to need attention — now is the moment to flag it.

After Move-In

i.

WITHIN THE FIRST THIRTY DAYS

- ☐ Walk through each room. Note any finish issues before use.
- ☐ Locate and label shut-offs: water, gas, electrical.
- ☐ Test all smoke and carbon-monoxide alarms.
- ☐ Review the appliance & product manuals; register warranties.
- ☐ Set indoor humidity to 35–55% and maintain it.
- ☐ Install felt pads under all furniture legs.
- ☐ Place walk-off mats at all exterior entrances.

Monthly

ii.

ON THE FIRST OF THE MONTH

- ☐ Vacuum all floors, rugs, and upholstery.
- ☐ Dust light fixtures, millwork, and shelving.
- ☐ Check under sinks for leaks or dampness.
- ☐ Clean dishwasher filter; run an empty cleaning cycle.
- ☐ Clean or replace range-hood filter if used heavily.
- ☐ Wipe appliance gaskets and exterior touchpoints.
- ☐ Test smoke & CO alarms; replace batteries as needed.



A NOTE FROM THE STUDIO

Pair the monthly walk-through with something you already do — the first of the month, the day you pay a recurring bill, the change of the seasons. The rhythm matters more than the date.

04 CARE CALENDAR · SECTION TWO

Every Six Months & Annually.

The half-year and annual passes catch what routine cleaning cannot: the sealer that's starting to wear thin, the caulk that's beginning to pull away, the felt pad that's gone flat. A careful hour now saves a service call later.

Every Six Months

iii.

SPRING & AUTUMN

- ☐ Rotate area rugs, upholstered cushions, mattresses.
- ☐ Condition leather furnishings (natural leather).
- ☐ Deep-clean grout in wet areas.
- ☐ Reseal natural stone counters if the water test indicates.
- ☐ Vacuum refrigerator coils; check door gaskets.
- ☐ Inspect caulking in bathrooms, kitchen, laundry.
- ☐ Tighten cabinetry and door hardware; adjust hinges.
- ☐ Check window sills after heavy rain.

Annually

iv.

ONCE A YEAR, ON A FIXED DATE

- ☐ Professional HVAC service & duct inspection.
- ☐ Professional chimney & fireplace inspection (if applicable).
- ☐ Professional carpet and upholstery cleaning.
- ☐ Refinish or screen-and-recoat hardwood if recommended.
- ☐ Test GFCI & AFCI outlets; replace smoke-alarm batteries.
- ☐ Inspect exterior paint, caulking, and weatherstripping.
- ☐ Review and update your household inventory for insurance.
- ☐ Replace felt pads and rug pads that have compressed.



WHEN TO REACH OUT

If any of these annual inspections reveal something that concerns you — a finish that isn't wearing as expected, a material behaving differently than described — write to us. We keep a record of every product specified for your project and can connect you with the right trade.



03.

Stone & Countertops.

WHAT'S INSIDE

NATURAL STONE — MARBLE,
QUARTZITE

ENGINEERED STONE — QUARTZ,
TERRAZZO

CONCRETE COUNTERTOPS

Natural stone is a record of time. A marble counter will, over the years, take on a soft sheen along its working edge and may hold the faintest memory of a lemon wedge. This is not damage — this is patina.

Engineered surfaces behave more predictably; natural surfaces reward a gentler hand. This chapter separates the two so you can choose the right touch for the surface in front of you.

05 STONE · SECTION ONE

Natural Stone — Marble & Quartzite.

i. Marble, Quartzite & Other Natural Stone

POROUS · SEALED · ACID-SENSITIVE

WHAT TO EXPECT *Natural stone is porous and can etch, stain, or dull when exposed to acidic foods and drinks — lemon, wine, vinegar, tomato, coffee. Over time, even well-maintained stone develops a soft patina around the most-used areas. Veining and colour variation between slabs is a defining feature, not a defect.*

— ROUTINE CARE

Wipe daily with a soft cloth and warm water, or a pH-neutral stone cleaner. Blot spills immediately — especially anything acidic or oily. Reseal every 6–12 months, or as recommended by the fabricator. Perform the "water-bead test" quarterly: if water no longer beads, it's time to reseal.

— AVOID

Acidic, alkaline, abrasive, or "all-purpose" cleaners; bleach; ammonia; vinegar. Placing hot pans directly on the surface. Standing water. Leaving citrus, wine, or tomato for more than a moment.

— SPILL RESPONSE

Blot with a clean, dry cloth — never wipe. For a fresh oil stain, cover with baking soda for several hours to draw it out. For set-in stains, a poultice may be required.

— WHEN TO CALL A PROFESSIONAL

Visible etching, deep staining, chips, or cracks. Honing, polishing, or repolishing should always be done by a qualified stone fabricator.

“ A NOTE FROM THE STUDIO

We often recommend marble with the understanding that it will live — and show its life. If a surface that never changes is what you want, an engineered stone will serve you better. If the story of a family cooking together is what you want, marble is irreplaceable.

06 STONE · SECTION TWO

Engineered Stone, Terrazzo & Concrete.

ii. Quartz & Engineered Stone

NON-POROUS · NO SEALING REQUIRED

WHAT TO EXPECT *Quartz and similar engineered surfaces are non-porous, highly stain-resistant, and do not require sealing. They are sensitive to sustained heat and to UV light, which can cause discolouration on lighter tones over time.*

— ROUTINE CARE

Clean with mild dish soap and warm water, or a dedicated quartz cleaner. A soft cloth is all that's needed. Always use trivets under hot cookware.

— AVOID

Bleach, oven cleaner, drain cleaner, or strong solvents — these can permanently damage the resin binder. Abrasive pads. Direct, sustained heat.

iii. Terrazzo

SEALED COMPOSITE

WHAT TO EXPECT *Terrazzo is a composite of stone chips set in cement or resin. Depending on composition, it may require periodic sealing. Flecks of aggregate of varying sizes and tones are a defining characteristic.*

— ROUTINE CARE

Clean with a pH-neutral cleaner and warm water. Reseal per fabricator's guidance — typically every 1–5 years depending on use. Dust-mop or vacuum floor applications before wet cleaning.

— AVOID

Acidic or abrasive cleaners. Vinegar. Heavily pigmented liquids left to sit on the surface. Dragging heavy furniture without felt protection.

iv. Concrete Countertops

SEALED · NATURALLY VARIABLE

WHAT TO EXPECT *Concrete is sealed but remains a natural material — it will develop a patina over time, including minor hairline surface cracks, which are characteristic. Colour variation between pours is expected.*

— ROUTINE CARE

Clean with pH-neutral cleaner. Reseal or re-wax periodically per fabricator. Use coasters and trivets as you would with natural stone.

— AVOID

Acidic cleaners and foods — citrus, vinegar, wine — left to sit on the surface. Abrasive pads. Sharp impacts.



04.

Wood Flooring.

WHAT'S INSIDE

HARDWOOD & ENGINEERED WOOD

HUMIDITY & SEASONAL MOVEMENT

TRIM, MOULDING & THRESHOLDS

A wood floor is the most responsive surface in the house. It will expand with the summer and contract with the winter — small gaps between boards in January are not a failure of the floor, but a sign it is doing precisely what it was made to do.

Consistent humidity, soft tools, and patient cleaning are everything here. The rest is detail.

07 WOOD FLOORING · SECTION ONE

Hardwood & Engineered Wood.

i. Hardwood & Engineered Wood Flooring

FINISH-DEPENDENT · HUMIDITY-SENSITIVE

WHAT TO EXPECT *Wood floors expand and contract with changes in humidity. Small seasonal gaps between boards in winter, and slight tightening in summer, are normal. Character-grade floors will include knots, mineral streaks, and colour variation. High-traffic paths will develop a soft patina over years.*

— ROUTINE CARE

Sweep, dust-mop, or vacuum (hard-floor setting) weekly. Damp-mop with a cleaner recommended by the finish manufacturer — "damp" means the mop is wrung nearly dry. Use felt pads under furniture; rotate rugs and mats seasonally. Maintain indoor humidity 35–55%.

— AVOID

Wet mopping, steam mops, or excessive water — all can damage the finish and swell the boards. Vinegar, ammonia, oil soaps, or wax-based cleaners unless explicitly recommended. Stiletto-heeled or unswept footwear. Rubber-backed mats directly on the finish.

— SPILL RESPONSE

Blot immediately with a clean, dry cloth. Follow with a barely-damp cloth and the manufacturer's recommended cleaner. Dry thoroughly.

— PROFESSIONAL ATTENTION

Deep scratches, water damage, buckling or cupping, and refinishing are all specialist work. A "screen-and-recoat" can refresh the finish without full sanding when done at the right moment.

ii. Wood Trim, Moulding & Thresholds

PAINTED · STAINED · WAXED

WHAT TO EXPECT *Baseboards, casings, and thresholds accumulate dust and are the first surfaces to show scuffing from footwear, vacuums, and mop heads. Seasonal gaps at inside corners and miter joints are normal and do not affect integrity.*

— ROUTINE CARE

Dust with a soft cloth or vacuum brush attachment monthly. Wipe with a barely-damp cloth as needed. Protect with felt on furniture and a bumper strip behind vacuums where possible.

— AVOID

Abrasive cleaners or pads. Excessive water at joints. Hard contact from vacuum bodies — a soft guard prevents nearly all scuff marks.

“ A NOTE FROM THE STUDIO

The single best investment you can make in a wood floor is a quality humidifier in winter. It will prevent more damage in five minutes of setup than any cleaner will undo in a year.

05.

Tile & Resilient Flooring.

WHAT'S INSIDE

CERAMIC & PORCELAIN TILE

GROUT CARE & SEALING

VINYL, LVT, CORK & LINOLEUM

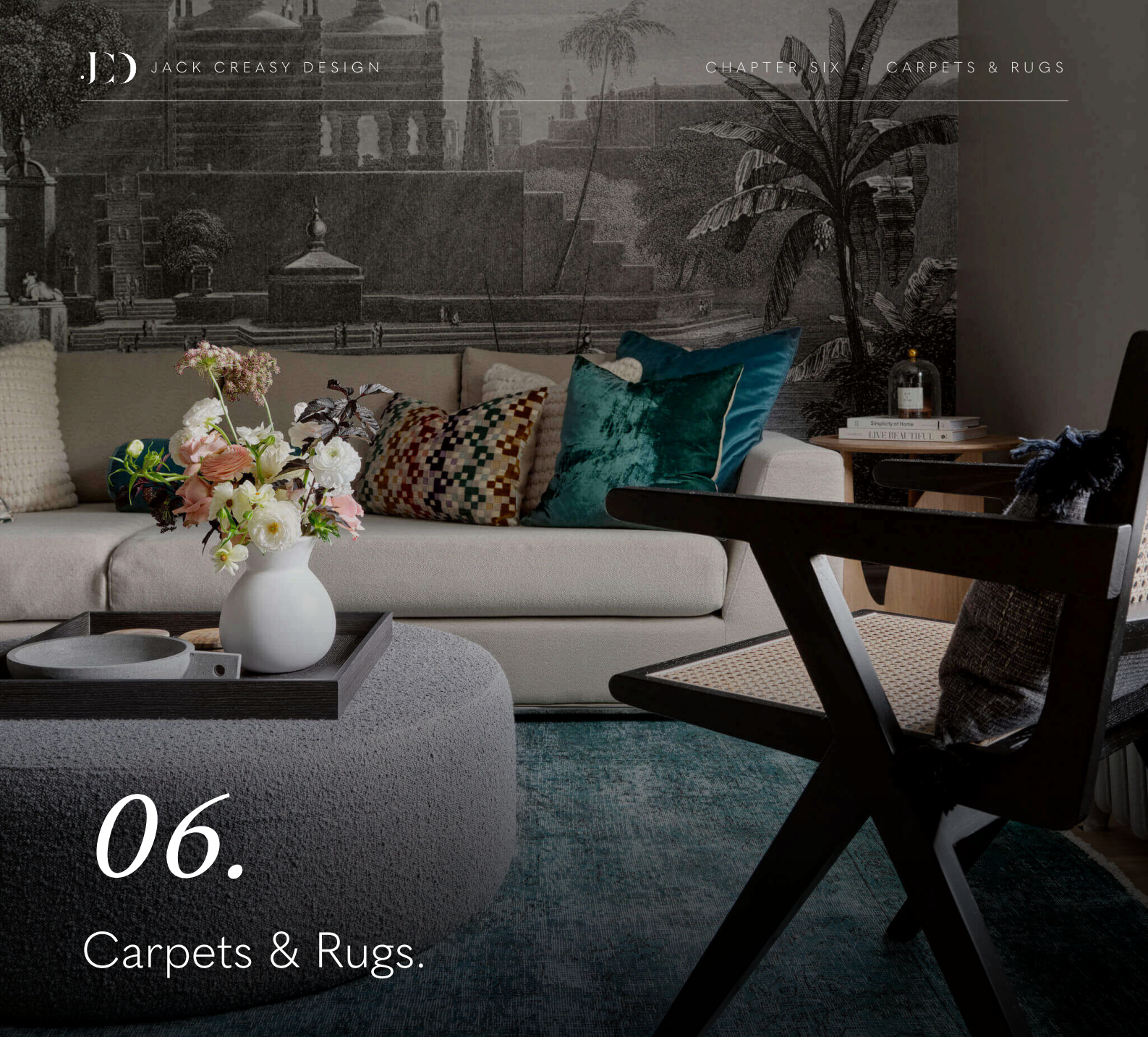
Tile is nearly indestructible; grout is where the work happens. And resilient floors — vinyl, cork, linoleum — reward the gentle routine more than any aggressive scrub.

What unites these surfaces is how quickly a simple weekly habit outperforms an occasional deep clean. The goal is never letting grime set.

08 TILE & RESILIENT · SECTION ONE

Tile, Grout & Resilient Floors.

i. Ceramic & Porcelain Tile DURABLE · LOW-MAINTENANCE	
WHAT TO EXPECT Glazed tile is one of the most durable surfaces in the home. Unglazed tile is more porous and may require periodic sealing. Slight colour variation between tiles is a natural characteristic.	
— ROUTINE CARE Sweep or vacuum weekly. Damp-mop with warm water and a mild, pH-neutral cleaner. Dry promptly in high-traffic areas to avoid slips.	— AVOID Harsh acids on unglazed tile or natural-stone tile. Abrasive pads on glossy glazes. Oil-based soaps, which leave a film.
ii. Grout POROUS · SEALED · RE-SEALABLE	
WHAT TO EXPECT Grout is porous and will darken over time in heavy-use areas — particularly around sinks, showers, and main walking paths. Sealing slows this considerably but does not prevent it entirely.	
— ROUTINE CARE Wipe after showering or cooking to prevent buildup. Deep-clean grout every six months with a dedicated grout cleaner and a soft brush. Reseal every 1–2 years in wet areas.	— AVOID Harsh acidic or bleach-based cleaners that strip sealer. Stiff wire brushes that can gouge grout lines.
iii. Vinyl, LVT, Cork & Linoleum RESILIENT FLOORING	
WHAT TO EXPECT Resilient floors are forgiving underfoot and easy to maintain, but can dent under heavy point-loads (stiletto heels, unprotected furniture legs) and fade with direct sunlight. Cork in particular will mellow in tone over the first year.	
— ROUTINE CARE Sweep or vacuum weekly. Damp-mop with a manufacturer-recommended cleaner. Protect with felt pads and large rug pads under heavy furniture. Use sheers on sun-exposed rooms.	— AVOID Wax or polish unless specified. Steam mops (most manufacturers prohibit them). Rubber- or latex-backed mats — they can stain permanently. Solvents and abrasives.



06.

Carpets & Rugs.

WHAT'S INSIDE

WALL-TO-WALL CARPET

AREA RUGS — WOOL, SILK, BLENDS

INDOOR-OUTDOOR & SYNTHETIC

A well-chosen rug will outlast the house around it — many hand-knotted pieces are already a hundred years old. Care them as you would a good coat: gently, consistently, and with professional help at the right intervals.

The first six months are when most rug problems appear: shedding, slight colour release, small puckers that relax with use. These are expected and pass on their own.

09 CARPETS & RUGS · SECTION ONE

Wall-to-Wall, Area Rugs & Indoor-Outdoor.

i. Wall-to-Wall Carpet	WOOL, NYLON, BLENDS
WHAT TO EXPECT <i>New wool carpet sheds — this is normal and slows over the first few months. Traffic lanes will show softening and slight matting over time; regular rotation of furniture is the most effective prevention.</i>	
— ROUTINE CARE Vacuum twice weekly in high-traffic areas, weekly elsewhere. Use a vacuum appropriate to the pile — a beater bar can damage wool or looped construction. Professional hot-water extraction cleaning every 12–18 months.	— AVOID Over-wetting during cleaning. DIY steam machines on wool. Rubbing spills. Colour-bleed-prone spills left to sit.
ii. Area Rugs — Wool, Silk, Handmade	FINE TEXTILES
WHAT TO EXPECT <i>Handmade rugs may shed, release a little dye on first cleaning, and relax out of small waves over the first season. Silk is particularly reactive to water and requires a specialist cleaner.</i>	
— ROUTINE CARE Vacuum with suction only — no beater bar — on both sides every 1–2 months. Rotate 180° twice yearly. Use a quality rug pad to reduce wear and slippage. Professional cleaning every 2–3 years for wool; more often for silk in heavy-use rooms.	— AVOID Home steam cleaning. Household carpet cleaners on wool, silk, or antique rugs. Rubber-backed pads in direct contact with hardwood finishes. Extended sun exposure.
iii. Indoor-Outdoor & Synthetic Rugs	PERFORMANCE FIBRES
WHAT TO EXPECT <i>These rugs are designed to tolerate more moisture, more traffic, and more cleaning than natural-fibre rugs. Most can be hosed down and air-dried. Always verify the manufacturer's guidance — construction varies.</i>	
— ROUTINE CARE Vacuum weekly. For outdoor use, hose down and air-dry as needed. For indoor use, spot-clean with mild soap and water.	— AVOID Prolonged storage while damp. Harsh solvents. Leaving on a wood or delicate surface while wet.

07.

Cabinetry & Millwork.

WHAT'S INSIDE

PAINTED & STAINED CABINETRY

LACQUERED FINISHES

HARDWARE & HINGES

Cabinet finishes are painted, stained, or sprayed to a specific tolerance. They are durable within ordinary use and vulnerable to exactly three things: water that sits too long, solvents that shouldn't be there, and hardware that has loosened without anyone noticing.

A soft cloth, a gentle cleaner, and a quarterly check of the screws will keep every cabinet in the house behaving like the day it was installed.

10

CABINETRY · SECTION ONE

Painted, Stained & Lacquered Cabinetry.

i. Painted Cabinetry

FACTORY OR SITE-APPLIED

WHAT TO EXPECT *Painted finishes are durable but can show wear at high-contact points — edges of drawers, around pulls, around the sink and range. Colour may mellow slightly with sun exposure. Hairline cracks at panel joints can open and close with the seasons.*

— ROUTINE CARE

Wipe with a soft, slightly damp cloth and mild dish soap. Dry promptly. Use furniture polish sparingly, if at all — and only as recommended by the finish manufacturer.

— AVOID

Ammonia, bleach, abrasive cleaners, and "magic erasers" — all can dull or strip the finish. Letting spills sit, especially along the sink run.

ii. Stained & Lacquered Cabinetry

WOOD-GRAIN FINISHES

WHAT TO EXPECT *Stained wood cabinetry reveals the grain, which means colour variation and minor markings are a visible part of the finish. Lacquered surfaces are reflective and show fingerprints and dust more readily.*

— ROUTINE CARE

Dust weekly with a soft cloth, following the grain. Wipe spills immediately. For lacquer, a microfibre cloth with warm water is usually sufficient.

— AVOID

Silicone-based polishes, which build up and can interfere with any future refinishing. Oily or waxy cleaners on lacquer.

iii. Hardware, Hinges & Slides

MOVING PARTS

WHAT TO EXPECT *Concealed European hinges and soft-close slides occasionally need adjustment as the house settles or with heavy use. This is routine — not a defect — and a few minutes with a screwdriver solves most complaints.*

— ROUTINE CARE

Tighten knob, pull, and hinge screws twice a year. Adjust hinge alignment if doors sit unevenly. Clean living finishes (unlacquered brass, bronze) with a dry cloth; lacquered finishes with a soft, damp cloth.

— AVOID

Polishes or abrasives on living or antiqued finishes — they are meant to patina. Oiling slides or hinges without a manufacturer recommendation.



08.

Wood Furniture.

WHAT'S INSIDE

DINING TABLES, CASEGOODS & DESKS

LACQUERED & RESIN TOPS

OUTDOOR TEAK & STONE-TOPPED

A well-made wood table should carry the memory of meals — the faintest rings from glasses that were there, the small mark a child once made, the soft lustre along the edge where hands have always rested.

What to protect against is not ordinary life but ordinary carelessness: standing water, a hot pan set down in haste, the wrong cleaner reached for at the wrong moment.

11

WOOD FURNITURE · SECTION ONE

Casegoods, Lacquer, Resin & Outdoor.

i. Wood Tables, Casegoods & Desks

SEALED · OILED · WAXED

WHAT TO EXPECT *Each finish behaves differently. Sealed and lacquered pieces resist spills but can show surface scratches. Oiled pieces are more porous but can be refreshed; waxed pieces show handling marks but develop character quickly.*

— ROUTINE CARE

Dust weekly with a soft, lint-free cloth. Use coasters, placemats, and felt pads consistently. Keep pieces away from radiators, vents, and direct sunlight. Oiled pieces may be refreshed with the manufacturer's recommended oil.

— AVOID

Silicone sprays, multi-surface cleaners, and unknown polishes. Hot cookware without trivets. Standing water, especially at joints and inlays.

ii. Lacquered & Resin Surfaces

HIGH-GLOSS FINISHES

WHAT TO EXPECT *These finishes are hard but show fingerprints, dust, and micro-scratches more readily than matte finishes. The reflective quality is a significant part of their character and can be preserved for decades with the right care.*

— ROUTINE CARE

Dust with a very soft microfibre cloth. Clean with warm water only, or with a cleaner specified for lacquer. Buff dry in the direction of any visible grain or sheen.

— AVOID

Paper towels — the fibres can scratch gloss finishes. Ammonia, solvents, or household polishes. Anything gritty or abrasive, including many "soft" sponges.

iii. Outdoor Teak & Weathering Woods

DESIGNED TO SILVER

WHAT TO EXPECT *Left untreated, teak silvers to a soft grey — this is a protective change, not damage. If a warm brown tone is preferred, the wood must be periodically oiled or sealed, which is a commitment that continues for the life of the piece.*

— ROUTINE CARE

Brush off debris; rinse occasionally with clean water. To preserve colour, apply teak oil or sealer per manufacturer's schedule. Cover or store during harsh seasons.

— AVOID

Pressure washers, which splinter the grain. Harsh bleach on silvered teak, which leaves a patchy appearance.

09.

Upholstery.

WHAT'S INSIDE

CLEANING CODES — W, S, WS, X

SLIPCOVERS & WICKER

PERFORMANCE FABRICS

Every upholstered piece has a cleaning code printed somewhere beneath a cushion or stamped on a tag — W, S, WS, or X. Knowing it before a spill happens saves the fabric.

Cushions relax. Seat cushions flatten. Linen wrinkles. These are not flaws; they are how natural and well-filled textiles behave. A quarterly flip and fluff keeps every piece looking its best.

12 UPHOLSTERY · SECTION ONE

Fabric Codes & Everyday Upholstery.

The cleaning code is everything. Always locate it before any spot-treatment. When in doubt, blot and call a professional upholstery cleaner before the spill has a chance to set.

i. Upholstery Cleaning Codes W · S · WS · X	
WHAT THEY MEAN <i>W water-based cleaner only. S solvent-based cleaner only. WS either may be used. X vacuum only — no liquid cleaners. Professional cleaning only when soiled.</i>	
— ROUTINE CARE Vacuum weekly with an upholstery attachment. Rotate and flip reversible cushions weekly. Fluff down and feather cushions daily. Rotate entire pieces seasonally to distribute wear and sun exposure.	— AVOID All-purpose cleaners. Bleach. Scrubbing. Direct sunlight on natural-fibre upholstery. Ignoring the cleaning code.
— SPILL RESPONSE Blot immediately with a clean white cloth — never rub. Use only a cleaner compatible with the fabric's code, and test in a hidden area first. For anything uncertain, blot dry and call a professional.	— PROFESSIONAL ATTENTION Overall soiling, set-in stains, odours, or anything on an "X" code fabric. Professional upholstery cleaning every 18–24 months on primary pieces.

ii. Slipcovers, Wicker & Performance Fabrics REMOVABLE · OUTDOOR · TECHNICAL	
WHAT TO EXPECT <i>Slipcovers will relax with each wash and may soften in tone. Wicker and rattan dry out over time and benefit from occasional humidity. Performance fabrics tolerate more but still benefit from routine care.</i>	
— ROUTINE CARE Laundry slipcovers per the care label; put them back on damp for a smooth fit. Dust wicker with a soft brush; wipe with a barely-damp cloth. For performance fabric, mild soap and water is nearly always enough.	— AVOID Bleach or hot water on slipcovers unless specified. Soaking wicker. Aggressive detergents on performance fabrics, which can strip the coating.



10.

Leather.

WHAT'S INSIDE

PROTECTED & PIGMENTED LEATHER

NATURAL & ANILINE LEATHER

NUBUCK & SUEDE

Leather is skin — it breathes, absorbs, and records its use. A well-loved leather chair at forty years old is handsomer than the day it arrived; this is the reward for consistent, gentle care.

The three leather families — protected, natural, and suede — require entirely different hands. Identify yours before you clean.

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LEATHER · SECTION ONE

Three Families of Leather.

<i>i.</i> Protected (Pigmented) Leather MOST COMMON · DURABLE	
WHAT TO EXPECT <i>Protected leather has a pigmented top-coat that resists stains and light fading. It ages more slowly than natural leather and is the most forgiving of everyday use.</i>	
— ROUTINE CARE Dust weekly with a soft cloth. Wipe gently with a barely-damp cloth as needed. Condition every 6–12 months with a manufacturer-approved conditioner.	— AVOID Saddle soap, olive or household oils, solvents, and "leather wipes" of unknown origin. Prolonged direct sunlight. Sitting with anything sharp in a back pocket.
<i>ii.</i> Natural (Aniline / Semi-Aniline) Leather MOST BEAUTIFUL · MOST REACTIVE	
WHAT TO EXPECT <i>Natural leather shows its origins — scars, veining, colour variation — and will develop a patina quickly. It is the family most affected by sun, body oils, and spills, and it is also the family that ages most beautifully.</i>	
— ROUTINE CARE Dust with a soft, dry cloth weekly. Condition every 6 months with a natural-leather-specific conditioner. Keep out of direct sun and away from heat sources.	— AVOID Water, which can spot unprotected leather. Any attempt to "clean" a fresh mark — it will almost always make things worse. Consult a professional for anything beyond routine dusting.
<i>iii.</i> Nubuck & Suede BRUSHED SURFACES	
WHAT TO EXPECT <i>Nubuck and suede are leathers with a brushed nap that feels velvety. They mark more easily than smooth leathers and are never cleaned with water.</i>	
— ROUTINE CARE Brush regularly with a soft suede brush. Use a dedicated suede eraser for small marks. Apply a suede protector spray once per year, testing in a hidden area first.	— AVOID Water. Leather conditioners designed for smooth leathers. Soap. Any attempt to wipe a spill — blot with a dry cloth, then brush once fully dry.



WHEN TO CALL A PROFESSIONAL

For any mark, stain, or scratch on leather that doesn't lift with a soft, dry cloth — stop. Leather repair is specialist work, and home remedies are the single most common cause of permanent damage. Write to us and we'll recommend a cleaner.

11.

Window Treatments.

WHAT'S INSIDE

DRAPERY & SHADES

GRASSCLOTH & SILK WALLCOVERINGS

VINYL & PAPER-BACKED PAPERS

Window treatments and wallcoverings are the slowest-wearing surfaces in the house. Most need nothing more than periodic dusting — and very little else that is not a mistake.

Specialty wallcoverings in particular — grasscloth, silk, and hand-screened papers — reward a careful, minimalist approach. Water is rarely your friend here.

14 WINDOW TREATMENTS & WALLPAPER · SECTION ONE

Drapery, Shades & Specialty Wallcoverings.

i. Drapery & Soft Window Treatments

LINEN · SILK · WOOL · COTTON

WHAT TO EXPECT *Drapery will relax and settle over the first few weeks. Some slight fading over years of sun is expected on natural-fibre fabric. Lined drapery will move with changes in humidity — small variations in hem length are normal.*

— ROUTINE CARE

Vacuum with an upholstery attachment every 1–2 months. Professional dry-cleaning every 2–4 years, depending on exposure. Close or draw during peak sun to reduce fading.

— AVOID

Home laundering of lined drapery — shrinkage and lining separation are almost guaranteed. Steam cleaning silk. Spot-treating with household cleaners.

ii. Roman Shades, Roller & Woven Shades

FABRIC & NATURAL-FIBRE SHADES

WHAT TO EXPECT *Natural-fibre woven shades have visible slubs, knots, and colour variation as a defining feature. Roller shade fabric may develop a slight wave at the edges over years of operation — not a defect.*

— ROUTINE CARE

Dust with a soft brush or vacuum upholstery attachment. Operate mechanisms gently — raise and lower fully at regular intervals to keep cords and systems balanced.

— AVOID

Liquid cleaners on natural-fibre shades. Forcing a mechanism that feels resistant — call for service instead.

iii. Wallpaper — Grasscloth, Silk, Paper & Vinyl

SPECIALTY SURFACES

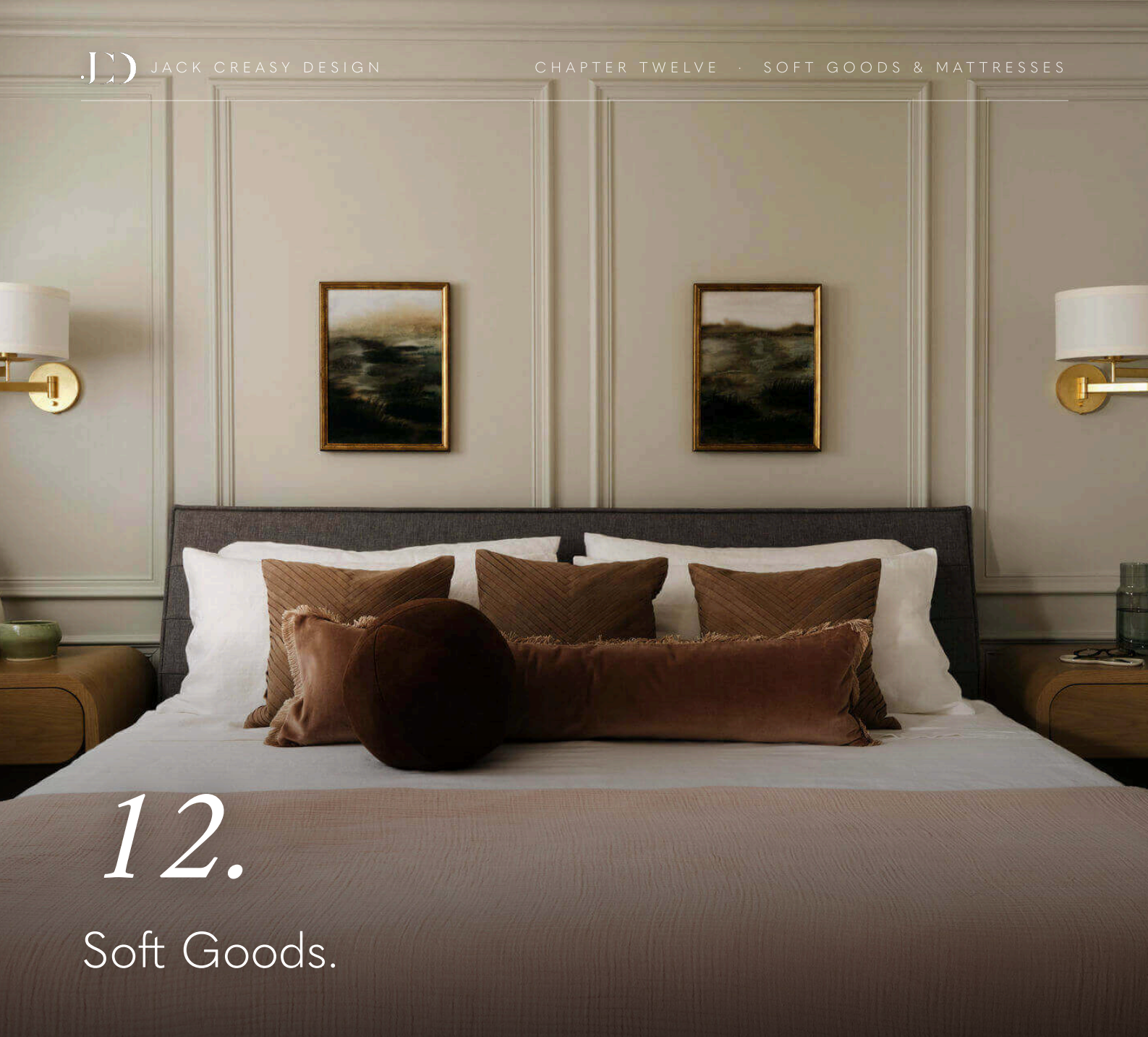
WHAT TO EXPECT *Specialty papers — grasscloth especially — will show visible seams and panel variation as a feature of the natural fibres. Minor colour shifting between rolls is inherent. Scrubbable vinyl is far more forgiving but is still not a surface to soak.*

— ROUTINE CARE

Dust grasscloth & silk with a soft vacuum brush only. For paper, spot-clean lightly with a soft eraser or dry sponge. Vinyl may be wiped with a barely-damp cloth.

— AVOID

Water on grasscloth, silk, or uncoated paper — even "damp" is often too much. Adhesives, tapes, or anything abrasive. Direct afternoon sun on pigmented papers.



12.

Soft Goods.

WHAT'S INSIDE

BEDDING & LINENS

DECORATIVE PILLOWS & TROWS

MATTRESS & FOUNDATION

A bed is rebuilt every morning and again every night. The materials that make it — linen, down, cotton, wool — are straightforward to care for, and they'll last a lifetime if the care is consistent.

Rotation is the quietest form of maintenance. Linens, pillows, mattresses: everything benefits from being moved.

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SOFT GOODS · SECTION ONE

Linens, Pillows & Mattress.

i. Bedding & Linens EVERYDAY TEXTILES	
WHAT TO EXPECT <i>Natural-fibre linens — linen, cotton, hemp — soften with every wash and develop a particular drape over time. Slight shrinkage on first laundering is expected. Linen wrinkles are a feature of the fabric.</i>	
— ROUTINE CARE Launder per the care label, using a gentle detergent free of optical brighteners. Air-dry or tumble on low to preserve longevity. Rotate between two or three sets so each rests between uses.	— AVOID Chlorine bleach on natural fibres. Fabric softener, which reduces absorbency and can leave residue. Over-drying — linens fatigue faster than any other home textile when repeatedly run hot.
ii. Decorative Pillows & Throws FEATHER · DOWN · SYNTHETIC · WOOL	
WHAT TO EXPECT <i>Feather and down inserts will flatten between fluffings — a good shake each morning restores loft. Throw blankets with natural fibres may pill slightly in the first season, which can be gently removed with a cashmere comb.</i>	
— ROUTINE CARE Fluff pillows daily. Spot-clean covers per their care label; many are dry-clean only. Air out throws occasionally.	— AVOID Home-laundering dry-clean-only covers. Storing soft goods damp. Prolonged compression, which breaks down feather and wool fill.
iii. Mattress & Foundation QUIET INVESTMENT	
WHAT TO EXPECT <i>A good mattress needs almost nothing from you beyond protection and rotation. A body impression of a few centimetres after a year is normal and not a defect; a larger one may indicate a warranty issue.</i>	
— ROUTINE CARE Use a washable mattress protector always. Rotate head-to-foot every 3 months; flip if double-sided. Vacuum surface seasonally. Keep pets and food off the mattress when possible.	— AVOID Water, steam cleaners, or home stain-treatment — most will void the warranty. Folding the mattress in transit. Placing a modern mattress on a slatted base with gaps greater than specified.

13.

Lighting & Finishes.

WHAT'S INSIDE

FIXTURES, SHADES & BULBS

MIRRORS & GLASS

METAL FINISHES & BOTANICALS

Metal finishes fall into two categories: those that stay the same, and those that are meant to change. Knowing which is which determines everything about how you care for them.

Lacquered finishes are preserved. Living finishes — unlacquered brass, bronze, copper — are cultivated. This chapter keeps them straight.

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LIGHTING & FINISHES · SECTION ONE

Fixtures, Glass & Metal Finishes.

i. Light Fixtures & Shades

ALWAYS TURN OFF FIRST

WHAT TO EXPECT *Fixtures specified for your home use a specific bulb temperature — typically 2700K for a warm residential light. Bulb mismatch is the single most common home-lighting complaint, and it is entirely preventable.*

— ROUTINE CARE

Turn off and allow to cool before cleaning. Dust weekly with a soft, dry cloth or feather duster. For crystal or glass, wipe gently with a lint-free cloth lightly dampened with water; dry immediately. Replace bulbs promptly with matching temperature and wattage.

— AVOID

Spraying cleaners directly onto a mounted fixture. Mixing bulb temperatures within a single fixture or room — the difference will read as a mistake. Touching bulbs with bare hands when still hot.

ii. Mirrors & Glass

SILVERED & CLEAR

WHAT TO EXPECT *Antiqued and hand-silvered mirrors include deliberate imperfections — spotting, foxing, slight variations. These are original to the piece, not damage.*

— ROUTINE CARE

Clean with a soft, lint-free cloth. A small amount of ammonia-free glass cleaner applied to the cloth (never sprayed on the mirror) is usually sufficient. Always wipe from top to bottom.

— AVOID

Ammonia-based cleaners on silvered or antiqued mirrors — these can cause black-edging over time. Paper towels on softer frames. Excessive moisture at the mirror edge.

iii. Metal Finishes — Lacquered vs. Living

KNOW WHICH YOU HAVE

WHAT TO EXPECT *Lacquered brass, chrome, nickel, and similar finishes should look the same on day one and year ten. Living finishes — unlacquered brass, bronze, copper — darken, warm, and patina. Never polish a living finish; never let a lacquered finish sit in moisture.*

— ROUTINE CARE

Lacquered: dry soft cloth, occasional damp cloth with mild soap. Living: dry cloth only, or simply hand oils from use. Dry any metal finish thoroughly after it gets wet.

— AVOID

Metal polishes or abrasive cloths on lacquered finishes — they remove the coating. Any "brass cleaner" on a living finish — it erases exactly the surface you're trying to grow.

iv. Botanicals & Greenery

REAL & ARTIFICIAL

WHAT TO EXPECT *Real botanicals — orchids, olive trees, ferns — require a watering rhythm more than any particular product. Artificial botanicals require nothing except occasional dusting.*

— ROUTINE CARE

For real plants, follow the watering and light schedule noted on the care tag at purchase. For artificial, dust with a soft brush monthly or a gentle vacuum brush.

— AVOID

Over-watering, the single most common cause of houseplant failure. Water droplets on artificial silk leaves that may spot.



14.

Appliances & Systems.

WHAT'S INSIDE

REFRIGERATION, RANGES &
DISHWASHERS

RANGE HOODS, DISPOSALS &
FAUCETS

ELECTRICAL, HVAC & LIFE SAFETY

The manufacturer wrote the rules for each appliance in your home. This chapter is the studio's summary of the ones that matter most.

Keep the original manuals filed somewhere dry. When in doubt, the manufacturer's guidance is always the authority — and the studio is happy to connect you with a qualified service provider when something is beyond ordinary care.

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APPLIANCES · SECTION ONE

Refrigerators, Ranges, Dishwashers & Hoods.

i. Refrigerators & Freezers		COILS & GASKETS
WHAT TO EXPECT <i>Efficiency depends on clean coils and tight door gaskets. Neglected coils are the most common cause of early compressor failure.</i>		
— ROUTINE CARE Clean interiors monthly with warm water and baking soda. Vacuum condenser coils twice a year. Check door gaskets for wear; clean with warm soapy water to maintain the seal.	— AVOID Harsh cleaners or bleach inside food compartments. Blocking vents at the back or bottom of the unit with nearby cabinetry or dust.	

ii. Ranges, Ovens & Cooktops		GAS · ELECTRIC · INDUCTION
WHAT TO EXPECT <i>Baked-on residue is significantly harder to remove once it has set. Ten seconds with a soft cloth after cooking prevents the weekend scrub-down.</i>		
— ROUTINE CARE Wipe the cooktop after each use once cooled. For induction and ceramic glass, use a dedicated cooktop cleaner and a non-abrasive pad. Clean burner caps and grates regularly on gas ranges.	— AVOID Abrasive pads on glass cooktops. Standing water around controls. Running the self-clean cycle unattended for the first time.	

iii. Dishwashers & Range Hoods		FILTERS & FLOW
WHAT TO EXPECT <i>A clogged dishwasher filter or grease-laden hood filter degrades performance long before either appliance appears to be "broken." Monthly attention here is the quietest win in the kitchen.</i>		
— ROUTINE CARE Clean the dishwasher filter monthly; run an empty cycle with a dishwasher-cleaning tablet. Clean or replace range-hood filters monthly with heavy use; most metal mesh filters are dishwasher-safe.	— AVOID Pre-rinsing dishes so thoroughly that the dishwasher's sensor under-cleans. Letting grease filters go past their schedule — recovery is harder than prevention.	

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APPLIANCES & SYSTEMS · SECTION TWO

Plumbing, Electrical, HVAC & Life Safety.

iv. Faucets, Fixtures & Disposals

PLUMBING

WHAT TO EXPECT *Finish on faucets behaves exactly like the metal finishes discussed in Chapter 13: lacquered looks the same for years; living finishes evolve. Disposals are built for regular use, not occasional heroics.*

— ROUTINE CARE

Wipe faucets dry after each use to prevent mineral spotting. Run cold water with the disposal; flush monthly with ice cubes and a citrus peel. Know where your water shut-offs are before you ever need them.

— AVOID

Harsh or abrasive cleaners on any faucet finish. Fibrous foods, grease, bones, and hard pits in the disposal. Chemical drain cleaners, which damage pipes over time.

v. Electrical & HVAC

SPECIALISTS ONLY

WHAT TO EXPECT *Homeowner responsibilities here are limited to testing, filter changes, and knowing when to call. Everything else is specialist territory.*

— ROUTINE CARE

Replace HVAC filters every 1–3 months depending on grade and use. Test GFCI and AFCI outlets monthly. Schedule professional HVAC service annually.

— AVOID

DIY electrical repairs. Covering vents with furniture or rugs. Ignoring a breaker that trips repeatedly — that is a message from the system, not a nuisance.

vi. Life Safety — Alarms & Detectors

SMOKE · CO · WATER

WHAT TO EXPECT *Smoke and carbon-monoxide alarms are the single most important equipment in the house — and they fail silently. Replace them, not just their batteries, on the manufacturer's schedule (typically every 7–10 years for smoke; 5–7 for CO).*

— ROUTINE CARE

Test all alarms monthly. Replace batteries twice a year with the change of clocks. Replace the unit itself per manufacturer. Check any installed water-sensor leak detectors each season.

— AVOID

Disabling an alarm that nuisance-trips; relocate it instead. Painting over alarms or detectors — it disables them.

15.

Doors, Windows & Paint.

WHAT'S INSIDE

INTERIOR & EXTERIOR DOORS

WINDOWS, PATIO DOORS &
SCREENS

PAINT — TOUCH-UP & EXTERIOR

The envelope of your home — doors, windows, and paint — is its first defense against weather and time. Small attention here, a twice-yearly walk, prevents almost every problem that might reach the inside.

Keep the leftover paint. Keep it labelled. It's the closing thought of this manual because it is, quietly, one of the most useful things you can do.

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DOORS, WINDOWS & PAINT · SECTION ONE

Interior Doors, Exterior Doors & Windows.

i. Interior Doors & Hardware

PAINTED · STAINED · HARDWARE

WHAT TO EXPECT *Doors will expand and contract slightly with the seasons. Hinges and latches may need minor adjustment over the first year as the house settles. This is ordinary.*

— ROUTINE CARE

Dust weekly. Wipe with a soft, slightly damp cloth as needed. Tighten hinge and strike screws twice a year. Clean hardware per its finish — lacquered wipes with a damp cloth; living finishes stay dry.

— AVOID

Slamming. Hanging heavy objects from doors, which strains hinges. Oiling hinges without a manufacturer recommendation — it can drip onto the finish below.

ii. Exterior Doors, Patio Doors & Screens

WEATHER-EXPOSED

WHAT TO EXPECT *Exterior finishes weather and may need refinishing every few years depending on exposure. Sliding and lift-and-slide doors require track cleaning to operate smoothly for their lifetime. Screens are often the first thing to show wear.*

— ROUTINE CARE

Inspect exterior finish each spring; refresh as needed. Vacuum door tracks monthly; never lubricate with oil — use a dry silicone spray if specified. Clean screens with a soft brush and water; repair or replace punctured screens promptly.

— AVOID

Pressure-washing near door seals. Oil-based lubricants on tracks (they attract dirt). Leaving exterior doors propped open in extreme weather — warping is the predictable result.

iii. Windows, Sashes & Sills

GLASS & WEATHERSTRIPPING

WHAT TO EXPECT *Condensation on the interior face of a window in winter is information — it tells you the indoor humidity is high for the outdoor temperature. Slight condensation is normal; persistent condensation should be addressed.*

— ROUTINE CARE

Clean glass with a lint-free cloth and ammonia-free cleaner. Wipe sashes, sills, and tracks with a damp cloth. Inspect weatherstripping annually for wear and replace any that has flattened or cracked.

— AVOID

Ammonia-based cleaners on tinted, treated, or low-E glass. Heavy scrapers, which can scratch coated glass. Painting over weatherstripping or window seals.

20 DOORS, WINDOWS & PAINT · SECTION TWO

Paint, Touch-Up & The Final Word.

Paint is a finish that tells you, quietly, when it is tired. Hairline cracks at trim, a scuff that won't wipe away, a colour that has mellowed on a sunny wall — each is a small invitation to touch up.

i. Interior Paint & Wall Finish

FLAT · EGGSHELL · SATIN · SEMI-GLOSS

WHAT TO EXPECT *Flat and matte finishes are the most forgiving of subtle touch-ups but the least washable. Eggshell and satin are wipeable. Hairline cracks at inside corners and along casings may open and close seasonally — cosmetic, not structural.*

— ROUTINE CARE

Dust walls occasionally with a dry microfibre duster or vacuum with a soft brush. Wipe marks with a barely-damp cloth and mild soap. Keep the leftover touch-up paint from your project, labelled by room and finish.

— AVOID

"Magic eraser" sponges — they dull and polish flat paint, leaving a bright spot. Household cleaners that contain abrasives, bleach, or solvents.

ii. Exterior Paint & Touch-Up

WEATHER-EXPOSED

WHAT TO EXPECT *Exterior paint weathers over 5–10 years depending on exposure. Chalking — a faint powder on older finishes — is a sign that repainting is becoming due. A full exterior repaint is scheduled, not reactive, work.*

— ROUTINE CARE

Inspect exterior paint each spring. Touch up small areas promptly. Keep vegetation trimmed back from siding and trim. Plan a full exterior repaint on a schedule rather than in response to a failure.

— AVOID

Pressure-washing painted surfaces — the pressure strips paint and forces water behind trim. Touch-up with a colour that "looks close" — always use the original product.

“ A FINAL NOTE FROM THE STUDIO

This manual is a general reference — not a warranty, not a trade manual, and not a substitute for manufacturers' specific guidance. When in doubt about any surface or finish in your home, write to us before you begin. We keep a record of every product specified for your project, and we are always happy to point you to the right cleaner, craftsman, or service.

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IN CLOSING —

Thank you for entrusting us with your home.

This manual was prepared by the studio to accompany the handover of your project. Keep it with your warranty documents and fixture & finish schedules — it is designed to be a reference for years, not months.

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