



Understanding Specialty Finishes & Manufacturer Warranties

Document Notice: This document is intended to educate customers about specialty finishes, manufacturer warranties, and product characteristics prior to purchase. The current version of this information is maintained on the [CDM Hardware website](#).

Helping you make informed decisions before placing your order.

At CDM Hardware, we specialize in premium architectural doors, hardware, and mouldings from many of the industry's finest manufacturers. Unlike mass-produced products, many of the finishes we offer are crafted using traditional techniques and premium materials that naturally evolve over time.

Every project deserves materials that are authentic, durable, and built to age gracefully. Understanding how these finishes perform—and how manufacturer warranties apply—helps ensure your expectations match the products you've selected.

The Beauty of Natural Materials

Many bronze and brass finishes naturally change appearance throughout their lifetime. Exposure to air, humidity, sunlight, skin oils, cleaning products, and everyday use all contribute to the finish developing its own unique character.

This natural aging process, commonly referred to as patina, is one of the characteristics that makes solid bronze and brass hardware desirable. No two pieces will age exactly alike, and variations between products are both normal and expected.

Depending on the product and finish, you may notice:

- Color variation
- Darkening or lightening
- Patina development
- Wear patterns around frequently touched areas
- Subtle spotting or oxidation

- Changes caused by environmental conditions

These characteristics reflect the natural behavior of the material and are often considered part of its long-term beauty.

How Location and Use Affect Your Hardware

The location where hardware is installed and the way it is used can significantly influence how many bronze and brass finishes age over time. Two identical products installed in different locations—or even within the same room—may develop noticeably different appearances as they naturally patina.

Several factors can influence how a finish evolves, including:

- Frequency of use
- Contact with skin oils and perspiration
- Humidity and moisture
- Cleaning products and household chemicals
- Sunlight and UV exposure
- Coastal or marine environments
- Indoor air quality and other environmental conditions

For example, cabinet hardware in a busy kitchen or bathroom may develop a patina more quickly than hardware installed on a seldom-used cabinet. Likewise, frequently used entry door hardware may age differently than hardware installed on an interior closet door.

These natural variations are expected characteristics of many bronze and brass finishes. Because each installation experiences different conditions, no two pieces should be expected to age in exactly the same way.

If maintaining a consistent appearance throughout your project is an important design consideration, we encourage you to discuss finish options with your CDM Hardware sales representative before placing your order. We can help you select products and finishes that best align with your project's aesthetic goals and expected environment.

What Is Considered Normal?

Many customers are surprised that premium architectural hardware continues to change long after it is installed. Unlike painted or synthetic finishes, authentic bronze and brass often develop additional depth and character over time.

Unless otherwise stated by the manufacturer, natural changes in appearance—including patina, color variation, and wear resulting from normal use—are generally not considered manufacturing defects.

If maintaining a consistent appearance over many years is important for your project, please speak with your sales representative before placing your order. We can help you select finishes that better match your expectations.

Manufacturer Warranties

CDM Hardware is an authorized dealer for the manufacturers we represent.

All warranty claims are administered according to each manufacturer's published warranty terms, conditions, limitations, and exclusions. While we assist customers throughout the warranty process, final warranty determinations are made by the manufacturer.

Because warranty coverage varies between manufacturers and products, we encourage customers to review the applicable warranty information before making a purchase.

Before You Place Your Order

To help ensure the products you receive meet your expectations, we encourage you to:

- Review product descriptions, finish options, and specifications carefully.
- Ask questions if you are unsure how a particular finish will age or perform.
- Discuss finish recommendations with your sales representative.
- Review the applicable manufacturer warranty information.
- Review our Return Policy before approving your estimate or placing your order.

Our goal is to provide the information you need to make confident purchasing decisions.

Frequently Asked Questions

Will my bronze or brass hardware change over time?

Many bronze and brass finishes naturally develop a patina through normal handling,

environmental exposure, and everyday use. The rate and appearance of these changes vary by finish, location, and environmental conditions.

Is patina considered a defect?

Generally, no. Natural patina and finish evolution are expected characteristics of many bronze and brass products and are typically not covered under manufacturer warranties unless expressly stated otherwise.

Can the finish be restored?

Some finishes can be maintained or restored using manufacturer-recommended care methods, while others are specifically intended to develop a natural patina. Always follow the care instructions provided by the manufacturer.

How do I know what to expect from my selected finish?

Our team is happy to explain the characteristics of any finish before you place your order. If preserving a consistent appearance is important to your project, we can help you select an appropriate finish.

Our Commitment

We believe informed customers make confident decisions.

By providing clear product information, expert guidance, and access to manufacturer warranty documentation, we strive to ensure every customer understands the products they are purchasing before an order is placed.

If you have questions about finish characteristics, maintenance, or warranty coverage, please contact your CDM Hardware sales representative or email cs@cdmhardware.com. We're here to help.

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