

Enclume Design Products, Inc.

FREQUENTLY ASKED QUESTIONS REGARDING ENCLUME COOKWARE RACKS

1. What is hammered steel?

Hot-rolled steel is used in Enclume's proprietary process to manufacture our signature "hammered steel." This handsome finish, with its rich distressed patina, has a protective coating to keep maintenance to a minimum.

2. What is a plated finish?

Our brass, copper and chrome finishes are applied to cold-rolled steel using electroplating to achieve the smooth hard surface and crisp clean lines that are distinctive to our plated racks. The copper racks are plated with two layers of copper and the brass and chrome racks are plated with a layer of copper and a layer of nickel before the brass or chrome is applied. In comparing solid brass or solid copper to our plated finishes, they currently do not meet the standards of excellence (strength, maintenance and durability) required in an Enclume plated rack.

3. What maintenance factors should be considered in selecting a particular finish?

Chrome and stainless steel are considered low maintenance along with hammered steel. Our copper and brass plated finishes are not lacquered. Over time they will develop a patina or can remain bright with regular polishing using a non-abrasive cleaner. It is very important that all trace of cleaner be removed however or the finish will tarnish again immediately. Stainless steel can be maintained with Scotch Brite, however, only rub the pad in one direction to avoid unnecessary scratching. Maintenance guidelines are included with our assembly instructions.

4. What is included with an Enclume cookware rack?

The rack components, mounting ceiling screw hooks (lag bolts for wall-mounted racks), and for most racks, a supply of pot hooks. Assembly instructions and a wrench are also included. Grid (unless otherwise noted), additional hooks, chain and extension hooks are accessories.

5. Why is knowing the location of the ceiling joist and wall stud locations critical to proper installation?

Consider the weight of the rack itself and the cookware to be placed on it. An installed rack should hold the hanging weight of a 200-pound person. A secure installation is a safe one. Therefore, it is critical to thread the ceiling screw hook into a wood joist or the lag bolt into the wall stud. **Joists are parallel beams from wall to wall to support the ceiling. Studs are the upright posts in the framework of a wall that support the drywall or wall covering.**

Mounting racks into brick masonry or metal require special mounting considerations and additional hardware specific for that purpose, such as, masonry expansion bolts. Consulting a professional in your area to review all aspects of this type of installation should be informative and beneficial to achieve a proper installation.



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6. What if my joists or studs are not in the proper place for installing the rack?

Adjustments sometimes can be made to the style of a rack to accommodate a special installation situation. There is also something called a ceiling plate which can be custom made when the hanging points on the rack are not compatible with the joist placement. Your local retailer or Enclume Customer Service Representative can discuss your circumstances and suggest alternatives for your consideration **before** you make your purchase decision.

7. What is the best height for a rack?

Hold your arm in the air and reach for the cookware you will be hanging. You need to be able to maneuver the fixed hole in the cookware handle or side hook onto the pot hook. For cookware with floppy hanging holes, the rack height may need to be lowered a bit to accommodate this type of handle.

Over an island? Consider the size of the island in relation to the dimension of the rack and the possible need to not only reach **up** but also to reach **in** to grasp the cookware. **Enclume overall rack measurements are from the ceiling (with the screw hook installed) to the bottom of the pot hook (which extends 2 ½" below the lower edge of the rack itself.)**

8. How do I adjust my cookware rack to accommodate various ceiling heights?

Several of our racks are designed for optimum use when installed from an eight foot ceiling but not all. It is important to take a measurement to determine the exact drop that you need your pot rack to have. If you subtract the height of the pot rack from the overall floor to ceiling height, that will tell you how far off the floor the bottom of the **pot hook** will be. From there you can determine how far down your cookware will hang. This is how you will know if the rack hangs too low or too high.

Low ceiling considerations? Whether the ceiling is low or the person is tall, specific racks have been designed for this need. Considering how you plan to use your rack as part of the selection process is a valuable exercise. As a focal point in the kitchen, your Enclume rack will provide the form and function to artfully display your cookware at its finest.

Please note that chain and extension hooks are considered accessories and need to be added to your rack purchase.

9. What's the difference between a straight hook and angled pot hook?

A straight pot hook lies flat and when placed on a rack allows for the flat surface of your cookware to face you. An angled pot hook is bent at a 90-degree angle and allows for nesting the cookware close together and uses the rack space efficiently.

10. Why should I purchase an Enclume rack?

Quality, durability and classic design. Quite simply, an Enclume rack is the finest cookware rack made and the best rack you can buy.

