



CROWN CHANDELIER

# MASTER MAINTENANCE PROTOCOL

FOR CERTIFIED CONTRACTORS & ESTATE STEWARDS



DOCUMENT REF: CCP-REV. 2024  
CLASSIFICATION: CRYSTAL OPTICAL STANDARDS  
ORIGIN: PROPRIETARY FIELD DATA

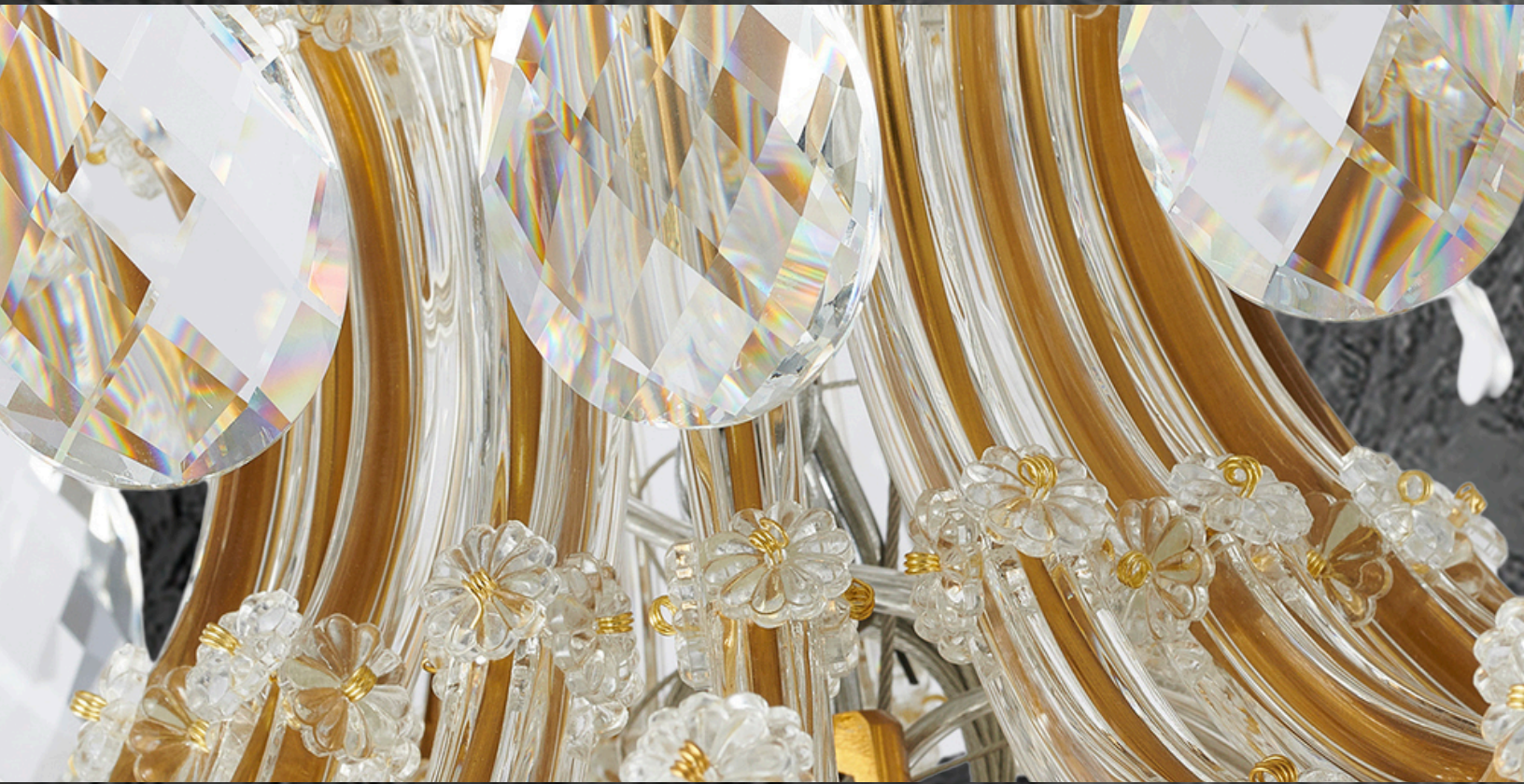
# CRYSTAL MAINTENANCE PROTOCOL

## TABLE OF CONTENTS

THE NORTH STAR - 'VISUAL CRACK' DEFINED	PG.1
THE CROWN STANDARD	PG.3
THE ANATOMY OF BRILLIANCE THE INVESTMENT SERIES	
CRYSTAL COMPONENTS GLOSSARY	PG.6
GENERAL MAINTENANCE PROTOCOL	PG.16
THE CONTRACTOR'S 'PRO-DESK'	PG.18
PROFESSIONAL INSTALLATION TIPS'	PG.22
FIELD RECOVERY LOG - TROUBLE SHOOTING	PG.24
THE CONNOISSEUR CIRCLE'	PG.30
CONTACT & SERVICE INQUIRIES	PG.32

# THE NORTH STAR: 'VISUAL CRACK' DEFINED

THE METRIC OF ARCHITECTURAL STEWARDSHIP



# THE NORTH STAR: 'VISUAL CRACK' DEFINED

## THE METRIC OF ARCHITECTURAL STEWARDSHIP

### 1. THE SPECTRAL SNAP

THE VISUAL CRACK IS NOT A STATIC GLOW; IT IS THE HIGH-INTENSITY, CHROMATIC "POP" THAT OCCURS WHEN WHITE LIGHT IS FRACTURED INTO ITS FULL SPECTRAL RAINBOW. WHEN A VIEWER MOVES THROUGH A ROOM, THE FIXTURE SHOULD APPEAR TO "CRACKLE" WITH LIFE AS DIFFERENT FACETS ENGAGE. IF THE LIGHT APPEARS "MILKY" OR "SOFT," THE OPTICAL ENGINE IS FAILING.

### 2. GEOMETRIC INTEGRITY

BRILLIANCE IS A PRODUCT OF PRECISION. EVERY K9 ELEMENT IS MACHINE-CUT AND DIAMOND-POLISHED TO CREATE PERFECTLY FLAT OPTICAL PLANES. THE VISUAL CRACK IS ONLY ACHIEVED WHEN THESE PLANES ARE FREE OF MICROSCOPIC DEBRIS. A SINGLE LAYER OF AEROSOLIZED OIL BLURS THESE EDGES, TURNING A SHARP SPECTRAL SNAP INTO A DULL, DIFFUSED GLARE.

### 3. THE CONTRAST THRESHOLD

THE "CRACK" RELIES ON THE IMMEDIATE TRANSITION FROM DEEP SHADOW TO HIGH-INTENSITY HIGHLIGHT. THIS IS WHY WE PRIORITIZE THE CLEANLINESS OF INTERNAL CHROME CORES AND "OPTICAL CORRIDORS." WITHOUT A DARK OR REFLECTIVE BACKGROUND TO PROVIDE CONTRAST, THE BRILLIANCE HAS NO CANVAS.

### EXECUTIVE SUMMARY

*If the "Crack" is muted, the fixture is compromised. Maintenance is not about cleaning glass; it is about restoring the spectral performance of a precision instrument.*

# THE CROWN STANDARD

- THE ANATOMY OF BRILLIANCE
- THE INVESTMENT SERIES



# CRYSTAL - THE ANATOMY OF BRILLIANCE

## SECTION 01: THE PERFORMANCE LUXURY STANDARD

### I. MATERIAL INTELLIGENCE: WHY K9?

#### PERFORMANCE LUXURY

CROWN CHANDELIER REP'S PRODUCTS THAT UTILIZE MAINLY K9 OPTICAL BOROSILICATE AS THE PRIMARY MATERIAL. KNOWN AS THE "PROFESSIONAL PERFORMANCE STANDARD" IT OFFERS THE IDEAL BALANCE OF REFRACTIVE FIRE AND ARCHITECTURAL DURABILITY.

#### OPTICAL PURITY

MEASURED BY THE ABSENCE OF SEEDS (BUBBLES) AND STRIATIONS, K9 MAINTAINS A HIGH REFLECTIVE INDEX (~1.5), ENSURING THE "VISUAL CRACK" ALLURE WHILE BEING SIGNIFICANTLY MORE RESISTANT TO ENVIRONMENTAL CLOUDING THAN TRADITIONAL SOFT-LEAD CRYSTAL; UNLESS OF COURSE WE ARE TALKING ABOUT SEEDED BUBBLE BLOCK!

### I. STRUCTURAL GEOMETRY

#### PRECISION FACETING

BRILLIANCE IS 80% GEOMETRY. CROWN K9 ELEMENTS ARE MACHINE CUT AND DIAMOND POLISHED. THIS INSURES EVERY FACET IS A PERFECTLY FLAT OPTICAL PLANE, STRIKING LIGHT AT CALCULATED ANGLES.

#### THE SHARPNESS FACTOR

SOFT ROUNDED LINES OFTEN INDICATE MOLDED 'PRESSES GLASS'. CROWN'S GALLERY ARE CRISP, SHARP VERTICES ARE THE HALLMARK OF HIGH GRADE OPTICS, PROVIDING THE HIGH CONTRAST 'POP' REQUIRED FOR ULTRA LUXURY ENVIRONMENTS.

*Our manufacturers utilize K9 Crystal because it provides 95% of the brilliance of couture grades with 200% more architectural longevity. It is the smartest choice for high-impact performance."*

# CRYSTAL - THE INVESTMENT SERIES

## SECTION 02: MARKETPLACE AUDIT & CLASSIFICATION

### INVESTMENT TIER AUDIT

#### TIER 1: COUTURE GRADE

STRASS / 30%+ HIGH LEAD CRYSTAL. CATEGORIZED AS “STRUCTURAL JEWELRY”. HIGH REFRACTIVE FIRE BUT EXTREMELY SOFT AND PRONE TO SCRATCHING. RESERVED FOR LEGACY ESTATES AND MUSEUM-GRADE FOCAL POINTS.

#### TIER 2: PERFORMANCE LUXURY

THE CROWN STANDARD: K9 OPTICAL GRADE. THE GLOBAL STANDARD FOR LUXURY RESIDENTIAL & HOSPITALITY. OFFERS MAXIMUM CLARITY WITH HIGH DURABILITY, CAPABLE OF WITHSTANDING DECADES OF MAINTENANCE CYCLES.

#### TIER 3: ARCHITECTURAL GLASS

K5 OR SODA-LIME GLASS. FOUND IN MASS-MARKET RETAIL. LACKS THE DENSITY TO BEND LIGHT INTO RAINBOWS; OFTEN IDENTIFIED BY GREEN/BLUE TINT AT THE EDGE AND ‘MUSHY’ MOLDED FACETS.

### THE REFRACTIVE INDEX AUDIT

**GLASS (1.45-1.50)** STATIC DECORATIVE FINISH. MINIMAL LIGHT BENDING. NO SPECTRAL FIRE.

**CROWN K9 (1.52+)** ACTIVE OPTICAL ENGINE. ENGINEERED FOR HIGH CLARITY SPECTRAL EXPLOSION AND LONG-TERM SURFACE STABILITY.

# CRYSTAL COMPONENTS OF CHANDELIER & GLOSSARY & MAINTENANCE



# THE CLASSIC CRYSTAL PENDELOQUE



- **THE PROFILE:** A TIMELESS, PEAR-SHAPED OR ALMOND-CUT CRYSTAL CHARACTERIZED BY ITS SYMMETRICAL FACETS.
- **THE FUNCTION:** ACTS AS THE PRIMARY ENGINE FOR LIGHT REFRACTION, SPLITTING WHITE LIGHT INTO A FULL-SPECTRUM PRISMATIC DISPLAY.
- **MAINTENANCE:** THESE SMOOTH SURFACES ARE PRONE TO SKIN OIL TRANSFER. USE WHITE COTTON GLOVES AND A DRY, LINT-FREE MICROFIBER CLOTH TO BUFF THE FACETS TO A MIRROR FINISH. IF VISIBLY SOILED, WASH GENTLY WITH WARM SOAPY WATER, GRAVITY RINSE & DRY.



# THE SEEDED CRYSTAL BUBBLE BLOCK



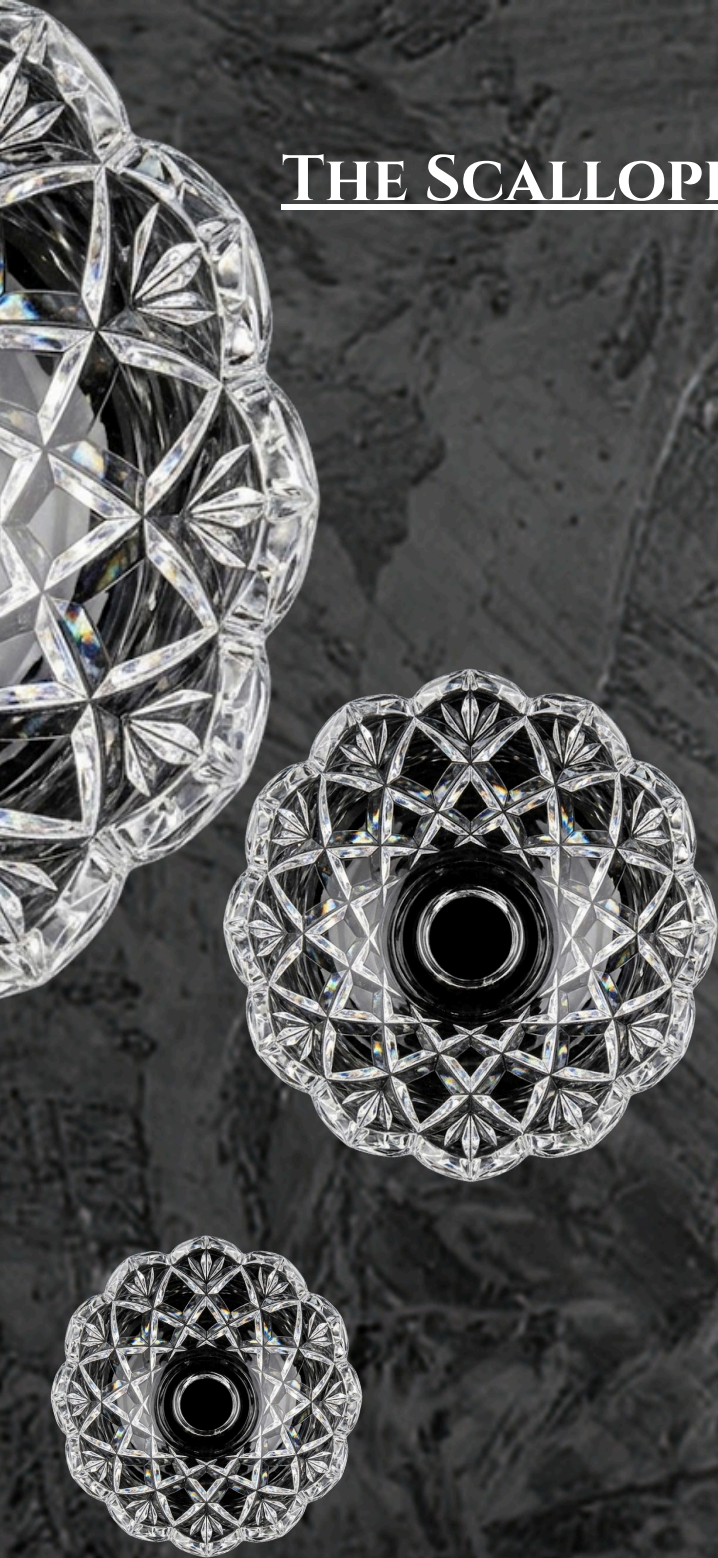
- **THE PROFILE:** PRECISION ENGINEERED COLUMN WITH THOUSANDS OF EMBEDDED BUBBLES, CREATING DENSE EFFERVESCENT SPARKLE.
- **FUNCTION:** DIFFUSES INTERNAL LIGHT SOFTLY, ELIMINATING HOT SPOTS; ENGINEERED FOR ARCHITECTURAL GRAVITY.
- **MAINTENANCE:** DUST IS VISIBLE AGAINST BUBBLES. USE SOFT FEATHER DUSTER OR EVEN COMPRESSED AIR FOR NO-CONTACT CLEAN, OR MICROFIBER WITH NYLON LINT-FREE GLOVES; DAMPEN AS NEEDED.

# THE CRYSTAL CHARD



- **PROFILE:** RAW, ASYMMETRICAL, AGGRESSIVE CUTS, BREAKING FROM TRADITIONAL GEOMETRY.
- **FUNCTION:** SPLINTERS LIGHT SHARPLY FOR HIGH-CONTRAST ENVIRONMENTS, ADDS EDGY MODERN AUTHORITY.
- **MAINTENANCE:** EDGES ARE SHARP, **PROTOCOL:** USE LONG REACH DUSTER OR WEAR LINT FREE NYLON GLOVES OR MICRO FIBER TOWEL TO AVOID SNAGGING, CLEAN RECESSED FACETS CAREFULLY.

## THE SCALLOPED CRYSTAL BOBECHE



- **PROFILE:** A WIDE DISH-LIKE CRYSTAL ELEMENT WITH RADIAL FACETS, TRADITIONALLY USED TO CATCH WAX BUY REIMAGINED AS A REFLECTIVE LIGHT SPREADER.
- **FUNCTION:** AMPLIFIES THE DWNWARD GLOW OF THE BULBS AND SERVES AS THE STRUCTURAL BASE FOR THE CANDLE ABRA SLEEVES, GRONDING THE UPPER TIERS OF THE CHANDELIER.
- **MAINTENANCE:** AS A HORIZONTAL CUPPED-TYPE SURFACE, THIS IS THE PRIMARY AREA FOR DUST ACCUMULATION.  
**PROTOCOL:** THESE ARE TYPICALLY REMOVEABLE FOR A GENTLY SOAP WARM WATER WASH.

# THE CRYSTAL ROSETTE, STRUCTURAL JEWELRY



- **PROFILE:** THIS IS A SMALL, TYPICAL START TYPE SHAPE OR FLORAL PATTERN CRYSTAL ACCENT, INDIVIDUALLY OR STRINGED.
- **FUNCTION:** IT IS DESIGNED SPECIFICALLY TO COVER THE FUNCTIONAL FASTENERS AND FRAME SCREWS, TRANSFORMING UTILITARIAN HARDWARE INTO HIGH-END FACETED BRILLIANCE.
- **MAINTENANCE:** THESE SMOOTH SURFACES ARE PRONE TO SKIN OIL TRANSFER. **PROTOCOL:** USE WHITE MICRO-FIBER GLOVES AND A DRY, LINT-FREE MICROFIBER CLOTH TO BUFF THE FACETS TO A MIRROR FINISH.

# THE CRYSTAL REGENCY BALL DROP



- **PROFILE:** HEAVY SPHYRICAL CRYSTAL TERMINAL PIECE FEATURING MULTILATERAL SYMMETRIC DIAMOND FACETS FOR 360-DEGREE BRILLIANCE.
- **FUNCTION:** ACTS AS THE PRIMARY ARCHITECTURE ANCHOR; CONCENTRATES AND SPLINTERS LIGHT INTO SPECTRAL RAINBOWS AT THE FIXTURES LOWEST TERMINATION.
- **MAINTENANCE:** HEAVY GEOMETRY REQUIRES CRADLED SUPPORT DURING CLEANING. **CLEANSING PROTOCOL:** USE A DETAILING BRUSH FOR DEEP FACET GROOVES; INSPECT APEX FOR 'FLEA BITE' CHIPS.



## THE CLEAR ICEBERG CRYSTAL

- **PROFILE:** AN ORGANIC, IRREGULAR RECTANGLE BLOCK FEATURING A RUGGED “CHISELED” EXTERIOR. UNLIKE FACETED CRYSTAL, ITS SURFACE MIMICS NATURAL ICE OR RAW QUARTZ.
- **FUNCTION:** ACTS AS A DIFFUSION SHIELD; RATHER THAN CREATING SPECTRAL RAINBOWS, IT BREAKS LIGHT INTO SOFT, AMBIENT GLOWS. THE HEAVY MASS OF THE GLASS ADDS SUBSTANTIAL ARCHITECTURAL WEIGHT AND A “HAND-FORGED” LUXURY AESTHETIC TO THE FIXTURE.
- **MAINTENANCE:** SURFACE IRREGULARITIES EASILY TRAP DUST AND AEROSOLIZED OILS. **FLUSH PROTOCOL:** WARM LIGHTLY SOAPY WATER AND MICROFIBER CLOTH, RINSE AND TOWEL DRY WITH SIMILAR CLOTH, STREAK FREE.

## THE CLEAR FACETED CRYSTAL SPIRE

- **PROFILE:** AN ELONGATED , ORGANIC ARCHITECTURAL SPIRE. HOLLOW SPIRE FEATURES PARALLEL EXTERIOR FLUTING AND INTERIOR VERTICAL RIBBING THAT FOLLOW THE SCULPTURAL CONTOUR.
- **FUNCTION:** ACTS AS A LIGHT BENDING AMPLIFIER. THE INTERIOR VOID ACTS AS AN OPTICAL ENGINE THAT CAPTURES LIGHT AND CHANNELS IT ALONG THE RIBBING, OFTEN FROM AN LED STEM.
- **MAINTENANCE:** COMPLEX, ORGANIC EXTERIOR RIBBER INTERIOR: **INTERNAL VOID CLEANSING:** REMOVE AND IMMERSE IN WARM SOAPY WATER AND RINSE, IF POSSIBLE, LIGHT COMPRESSED AIR DRYING. **EXTERNAL DETAILING:** SOFT BRISTLED DETAIL BRUSH WITH WARM SOAPY WATER, DRY WITH MICROFIBER TOWEL.

*"The Plume is a 'High-Touch' component. Even a single thumbprint on the vertical facets will be magnified by the internal metallic reflection, dulling the entire array."*



# THE CHAMPAGNE BEADED CRYSTAL

- **PROFILE:** A DENSE, ARTICULATED CASCADE OF MACHINE-CUT, OCTAGONAL CRYSTAL BEADS; FUSED WITH CHAMPAGNE-TONED METALLIC OXIDES DURING THE MOLTEN STAGE. BEADS ARE MECHANICALLY LINKED.
- **FUNCTION:** ACTS AS AN OPTICAL AMBIANCE MASK. ENGINEERED TO ABSORB COOL, BLUE-LIGHT SPECTRUM. CONVERTS 100% OF LIGHT OUTPUT INTO UNIFORM WARM AMBER GLOW. NESTING GEOMETRY PROVIDES HIGH DENSITY SPARKLE.
- **MAINTENANCE:** STANDARD DUSTING IS INEFFECTIVE. **FLUSH PROTOCOL:** SPRAY WARM PH-NEUTRAL SOAPY WATER, W/GRAVITY FED WARM WATER RINSE. IF TACKY AEROSOLIZED OIL ACCUMULATES, CONSULT MANUFACTURER DIRECTLY FOR PROTOCOL.



# GENERAL MAINTENANCE PROTOCOL

UNIVERSAL CARE STANDARDS FOR HIGH-PERFORMANCE OPTICS



# GENERAL MAINTENANCE PROTOCOL

## UNIVERSAL CARE STANDARDS FOR HIGH-PERFORMANCE OPTICS

### **THE GOLDEN RULE:**

NEVER SPRAY CLEANING AGENTS DIRECTLY ONTO THE FIXTURE. CAPILLARY ACTION CAN PULL FLUIDS INTO THE CRYSTAL SOCKETS AND ELECTRICAL HOUSING, CAUSING INTERNAL CORROSION OR "SOCKET-BURN."

### **THE DRY-DUST PHASE:**

UTILIZE A HIGH-QUALITY OSTRICH FEATHER DUSTER OR AN IONIZED MICROFIBER WAND FOR WEEKLY MAINTENANCE. THIS REMOVES SURFACE PARTICULATE BEFORE IT HAS THE CHANCE TO BOND WITH ENVIRONMENTAL HUMIDITY.

### **THE WET-CLEAN PHASE:**

FOR SEMI-ANNUAL DEEP CLEANING, USE A TWO-GLOVE SYSTEM. ONE GLOVE IS DAMPENED WITH A 50/50 MIX OF DISTILLED WATER AND ISOPROPYL ALCOHOL (90%+); THE OTHER REMAINS DRY FOR IMMEDIATE POLISHING.

### **CLIMATE CONSIDERATIONS:**

IN HIGH-HUMIDITY OR COASTAL ENVIRONMENTS, CRYSTAL IS PRONE TO "SWEATING." THESE ENVIRONMENTS REQUIRE A SHORTER MAINTENANCE CYCLE TO PREVENT SALT-AIR ETCHING ON THE CRYSTAL SURFACES.



# THE CONTRACTOR'S PRO-DESK

## FIELD LOGISTICS & COMPONENT MANAGEMENT

### **STAGING PROTOCOL:**

BEFORE UNBOXING, DESIGNATE A "SOFT-ZONE." COVER A 6'X6' AREA BENEATH THE FIXTURE WITH A HIGH-PILE DROP CLOTH OR MOVING BLANKETS. IF A CRYSTAL ELEMENT IS DROPPED, THE SOFT-ZONE PREVENTS A CATASTROPHIC "SHATTER-CHAIN." BE SURE TO CUT POWER PRIOR.

### **THE REPLACEMENT INDEX:**

AS A BOUTIQUE SUPPLIER OF HIGH-PERFORMANCE OPTICS, CROWN CHANDELIER DOES NOT MAINTAIN LOCAL PARTS INVENTORIES. ALL CRYSTAL COMPONENTS, MOUNTING HARDWARE, AND SPECIALIZED ELECTRICAL ELEMENTS ARE PROPRIETARY TO THE MANUFACTURER.

- **DIRECT INQUIRY PROTOCOL:** IN THE EVENT OF FIELD BREAKAGE OR MISSING COMPONENTS, TECHNICIANS MUST NOT ATTEMPT TO SOURCE GENERIC THIRD-PARTY GLASS. ALL REPLACEMENT REQUESTS CAN BE ROUTED THROUGH CROWN CHANDELIER FOR DIRECT MANUFACTURER INQUIRY.
- **BUFFER STOCK POLICY:** INCLUSION OF "EXTRA" CRYSTAL ELEMENTS IS AT THE SOLE DISCRETION OF THE MANUFACTURER AND VARIES BY FIXTURE SKU. CONTRACTORS/OWNERS ARE ADVISED TO INVENTORY ALL COMPONENTS UPON ARRIVAL.

# THE CONTRACTOR'S PRO-DESK

## FIELD LOGISTICS & COMPONENT MANAGEMENT

- **PROCUREMENT LEAD TIMES:** BECAUSE REPLACEMENT PARTS OFTEN SHIP DIRECTLY FROM NATIONAL AND INTERNATIONAL MANUFACTURING HUBS, LEAD TIMES CAN FLUCTUATE. WE RECOMMEND IDENTIFYING ANY "CRITICAL PATH" COMPONENT NEEDS DURING THE INITIAL STAGING PHASE TO AVOID INSTALLATION DELAYS.

### **SOLVENT COMPATIBILITY:**

USE ONLY PH-NEUTRAL, NON-AMMONIA BASED CLEANERS. AMMONIA WILL "YELLOW" THE METALLIC COATINGS ON CHAMPAGNE-TONED BEADS AND CAN DEGRADE THE CHROME PLATING ON STRUCTURAL PLUMES.

### **WEIGHT LOAD VERIFICATION:**

ALWAYS VERIFY THE JUNCTION BOX RATING. HIGH-DENSITY CRYSTAL CAN WEIGH 3X MORE THAN STANDARD ARCHITECTURAL GLASS. ENSURE THE BRACKET IS BOLTED TO A STRUCTURAL MEMBER, NOT JUST THE DRYWALL BOX. COORDINATE WITH MANUFACTURERS RECOMMENDATIONS & INSTALLATION INSTRUCTIONS.

# THE CONTRACTOR'S PRO-DESK

## FIELD LOGISTICS & COMPONENT MANAGEMENT

**PRO-TIP:** "ALWAYS PHOTOGRAPH THE MANUFACTURER'S BATCH CODE ON THE SHIPPING CRATE BEFORE DISPOSAL. THIS CODE IS REQUIRED TO ENSURE THAT REPLACEMENT CRYSTALS MATCH THE SPECIFIC 'COLOR-BATCH' OF YOUR FIXTURE."

# PROFESSIONAL INSTALLATION TIPS

ELIMINATING RE-WORK & MAXIMIZING “THE CRACK” AFFLUENCY



# PROFESSIONAL INSTALLATION TIPS

## ELIMINATING RE-WORK & MAXIMIZING "THE CRACK" AFFLUENCY

**THE GLOVE-ONLY RULE:** OILS FROM HUMAN SKIN ARE ACIDIC. ONCE BAKED ONTO A CRYSTAL BY THE HEAT OF THE LIGHT SOURCE, THEY BECOME PERMANENT "GHOST PRINTS." APPLICATORS MUST WEAR LINT-FREE WHITE COTTON GLOVES FROM THE MOMENT THE CRYSTAL LEAVES ITS PACKAGING.



**DRESSING FROM THE CENTER OUT:** TO MAINTAIN BALANCE ON LARGE-SCALE TIERED CHANDELIERS, ALWAYS HANG THE INTERNAL CRYSTAL RINGS FIRST, MOVING OUTWARD. THIS PREVENTS THE FIXTURE FROM TILTING AND ENSURES THE FRAME STAYS ALIGNED.

**CABLE TENSIONING:** FOR ADJUSTABLE SUSPENSION FIXTURES, ALLOW THE AIRCRAFT CABLES TO "SETTLE" FOR 24 HOURS BEFORE THE FINAL LEVELING. THE WEIGHT OF THE CRYSTAL MAY SLIGHTLY STRETCH THE STEEL WEAVE.

**THE FINAL AIM:** ONCE THE FIXTURE IS "DRESSED," PERFORM A 360-DEGREE WALK-AROUND. USE A HANDHELD LED FLASHLIGHT TO CHECK FOR "DARK SPOTS" WHERE CRYSTAL SPIRES MAY BE MISALIGNED OR OVERLAPPING.

# FIELD RECOVERY LOG

TOP 20 DIAGNOSTIC & TROUBLESHOOTING PROTOCOLS



# FIELD RECOVERY LOG

## TO 20 DIAGNOSTIC & TROUBLESHOOTING PROTOCOLS

### OPTICAL & CRYSTAL ISSUES

**(1) THE "GHOST" PRINT:** A FINGERPRINT THAT APPEARS ONLY WHEN THE LIGHT IS ON. **FIX:** APPLY 90% ISOPROPYL ALCOHOL TO A MICROFIBER CLOTH; POLISH UNTIL THE "HALO" VANISHES.

**(2) THE DULL SPARKLE:** CRYSTAL LOOKS "FLAT" OR "PLASTIC." **FIX:** CHECK FOR ARCHITECTURAL DUST FILM. USE A HIGH-INTENSITY LED FLASHLIGHT TO FIND THE UNPOLISHED FACET; CLEAN WITH A 50/50 DISTILLED WATER/VINEGAR MIX.

**(3) CHROMA-SHIFT:** CHAMPAGNE BEADS LOOK BROWN OR MUDDY. **FIX:** THIS IS ALMOST ALWAYS KITCHEN GREASE. USE A DE-GREASING SOLVENT FLUSH; DO NOT WIPE. CHECK WITH MANUFACTURER.

**(4) THE "FLEA BITE":** A MICROSCOPIC CHIP ON A CRYSTAL APEX. **FIX:** IF THE CHIP IS <1MM, ROTATE THE CRYSTAL 180 DEGREES TO HIDE THE FRACTURE FROM THE PRIMARY SIGHTLINE.

# FIELD RECOVERY LOG

## TO 20 DIAGNOSTIC & TROUBLESHOOTING PROTOCOLS

**(5) INTERNAL CLOUDING:** MOISTURE TRAPPED INSIDE A HOLLOW SPIRE. **FIX:** REMOVE, USE A HAIRDRYER ON "COOL" OR "LOW HEAT" TO CIRCULATE AIR INTO THE INTERNAL VOID UNTIL CONDENSATION EVAPORATES.

**(6) RAINBOW LOSS:** THE "VISUAL CRACK" IS GONE. **FIX:** CHECK THE BULB. HIGH-CRI LEDs (90+) ARE REQUIRED TO TRIGGER REFRACTION. CHEAP BULBS KILL THE FIRE.

**(7) TIGHT-NESTING GAPS:** GAPS IN A BEADED STRAND. **FIX:** INSPECT THE METAL "BOW-TIE" CONNECTORS. GENTLY RE-TENSION THE WIRE WITH NEEDLE-NOSE PLIERS.

**(8) SEED OVERLOAD:** TOO MANY BUBBLES IN ONE SEEDED BLOCK. **FIX:** THIS IS AN ORGANIC MATERIAL TRAIT. SWAP THE "BUSY" BLOCK WITH ONE FROM A HIGHER, LESS VISIBLE TIER OF THE FIXTURE.

**(9) LEAD-WHITE RESIDUE:** A WHITE POWDER APPEARING IN CRYSTAL JOINTS. **FIX:** THIS IS LIKELY DRIED POLISHING COMPOUND FROM THE FACTORY. REMOVE WITH A DRY DETAILING BRUSH.

# FIELD RECOVERY LOG

## TO 20 DIAGNOSTIC & TROUBLESHOOTING PROTOCOLS

**(10) THERMAL STRESS CRACKS:** INTERNAL "SPIDERING" AFTER 2 HOURS OF USE. **FIX:** VERIFY BULB WATTAGE. IF USING INCANDESCENT, THE HEAT MAY BE TOO HIGH FOR THE CRYSTAL DENSITY. SWITCH TO LED IMMEDIATELY.

### STRUCTURAL & MECHANICAL ISSUES

**(11) THE "LEAN":** CHANDELIER HANGS SLIGHTLY TILTED. **FIX:** RE-BALANCE THE CRYSTAL LOAD. OFTEN, ONE SIDE HAS ONE EXTRA "BUFFER" CRYSTAL INSTALLED BY MISTAKE.

**(12) CABLE HUM:** A VIBRATING SOUND FROM THE SUSPENSION. **FIX:** ENSURE AIRCRAFT CABLES ARE NOT TOUCHING THE DECORATIVE CEILING CANOPY.

**(13) SOCKET DROOP:** A CRYSTAL ARM LOOKS LOWER THAN THE OTHERS. **FIX:** CHECK THE SET-SCREW AT THE BASE OF THE ARM. TIGHTEN ONLY WHEN THE FIXTURE IS UN-WEIGHTED.

**(14) CANOPY GAP:** THE CEILING PLATE ISN'T FLUSH. **FIX:** THE WEIGHT OF THE CRYSTAL HAS PULLED THE BRACKET. ADJUST THE THREADED NIPPLE 1/4 TURN UPWARD.

# FIELD RECOVERY LOG

## TO 20 DIAGNOSTIC & TROUBLESHOOTING PROTOCOLS

**(15) CHROME TARNISH:** DARK SPOTS ON THE METAL CORE. **FIX:** THIS IS USUALLY "FLASH RUST" FROM SALT AIR. USE A JEWELER'S ROUGE CLOTH; NEVER USE **ABRASIVE PADS.**

**(16) FLICKERING:** LIGHT STROBES WHEN DIMMED. **FIX:** INCOMPATIBILITY BETWEEN THE LED DRIVER AND THE WALL DIMMER. VERIFY ELV (ELECTRONIC LOW VOLTAGE) DIMMING IS IN USE.

**(17) STUCK CRYSTAL PINS:** A PIN WON'T RELEASE. **FIX:** DO NOT PULL. USE A DROP OF MINERAL OIL ON THE PIN HEAD; WAIT 5 MINUTES; SLIDE OUT HORIZONTALLY.

**(18) THE "RATTLE":** SOUND WHEN THE AC KICKS ON. **FIX:** IDENTIFY THE LOOSE CRYSTAL ELEMENT. APPLY A MICROSCOPIC DAB OF CLEAR MUSEUM WAX TO THE CONTACT POINT BETWEEN THE CRYSTAL AND THE METAL.

**(19) OFF-CENTER SPIRE:** A PLUME COLUMN IS CROOKED. **FIX:** INSPECT THE "SEATING RING" AT THE BASE. DEBRIS OFTEN PREVENTS THE SPIRE FROM SITTING FLUSH IN THE CHROME SOCKET.

# FIELD RECOVERY LOG

## TO 20 DIAGNOSTIC & TROUBLESHOOTING PROTOCOLS

**(20) REPLACEMENT MISMATCH:** NEW CRYSTAL LOOKS "WHITER" THAN THE OLD ONES. **FIX:** THE OLD CRYSTALS ARE LIKELY "FILMED" WITH DUST. DEEP-CLEAN THE ENTIRE FIXTURE TO MATCH THE REFRACTIVE INDEX OF THE NEW PART.

# THE CONNOISSEUR CIRCLE

REFINING THE ART OF ARCHITECTURAL STEWARDSHIP



# **THE CONNOISSEUR CIRCLE**

**REFINING THE ART OF ARCHITECTURAL STEWARDSHIP**

**THE INVESTMENT MINDSET: A CROWN CHANDELIER IS NOT A LIGHT FIXTURE; WE THINK OF THEM AS A FUNCTIONAL SCULPTURE. REGULAR MAINTENANCE PRESERVES THE REFRACTIVE INDEX, WHICH DIRECTLY CORRELATES TO THE "VISUAL CRACK" AND THE RESALE VALUE OF THE ESTATE.**

**DIMMING & OPTICAL LIFE:** WE RECOMMEND UTILIZING HIGH-QUALITY LUTRON-GRADE DIMMING SYSTEMS. SOFT-START LIGHTING REDUCES THE THERMAL SHOCK TO THE CRYSTAL ELEMENTS, PREVENTING THE MICROSCOPIC STRESS FRACTURES THAT CAN CLOUD CRYSTAL OVER DECADES.

**PROFESSIONAL RE-CERTIFICATION:** EVERY 24 MONTHS, WE RECOMMEND A LOCAL CERTIFIED TECHNICIAN PERFORM A "STRUCTURAL AUDIT"—TIGHTENING THE MECHANICAL LINKS, CHECKING FOR WIRE FATIGUE, AND PERFORMING A FULL-IMMERSION ULTRASONIC CLEAN ON HIGH-DENSITY BEAD STRANDS.

**LEGACY CARE:** KEEP THIS MANUAL IN THE HOME'S PERMANENT RECORDS. IT PROVIDES THE TECHNICAL DATA NECESSARY FOR INSURANCE APPRAISALS AND FUTURE RESTORATION EXPERTS TO MAINTAIN THE ORIGINAL BRILLIANCE OF THE PIECE.

# CONTACT & INQUIRIES



[SALES@CROWNCHANDELIER.COM](mailto:SALES@CROWNCHANDELIER.COM)



503.217.4360