



# the formal information

(retail)

# your information pack

## Your information pack

Please read this information pack carefully.

It has been put together to help with any questions you may have and also important information about guarantees and care for your furniture.

Paperwork from your designer, once your deposit has been placed:

- overhead plan – numbered to match your quote
- 3D visual / elevation plan
- deposit invoice - the breakdown of your order
- fitting estimate (if applicable)
- worksurface details (applicable for solid surfaces)

Contents of this pack:

- what's next
- preparation and additional works
- final balance payment details
- delivery details
- returns information
- notes on installation
- progress and completion
- guarantee information
- door care & maintenance
- surface care & maintenance
- feedback and your £50 recommend voucher

# what's next- survey

For our retail customers, a surveyor will contact you usually within a few weeks after your order has been placed, however if your kitchen is not looking to be installed for at least 5-6 weeks, this may be a little longer.

They will check measurements and confirm specifics about your furniture design. It is a useful time to check the finer details and you may have a question that has arisen since your design.

At the survey you will cover particular areas around your furniture order, all detailed in this pack:

- your paperwork
- contact & communication – check we have key contact details
- room preparations for your delivery
- items you're supplying yourself or keeping
- worksurfaces paperwork (if applicable)
- final payment & delivery
- progress & managing the install

## Design Changes

This is a good time to ask any final questions about your design and furniture, as once the surveyor has been, your *order cannot be changed as products may then go for order or into production.*

Any changes that are made post sale, will need to be agreed with your designer and signed off by yourselves prior to your order going into production. There may be implications affecting other areas of your kitchen design and therefore may cause delay to the delivery and/or installation process. Additional costs may be incurred and will be calculated at this stage and invoiced with the balance payment.

## Holding Deposit

If you have paid a holding deposit (less than standard deposit) to release plans for your project in advance, please note this may not be based on a full and final quote or design, as this may be subject to change depending on final information and confirmation on products. A holding deposit is valid for up to 90 days from date of payment and upon when the full deposit needs to be paid to secure a complete order. The holding deposit It is fully non-refundable should you chose not to take your project further.

## Cancellation

The deposit may not be refundable in full should you need to cancel your order. The goods ordered under this agreement are purpose made specifically for particular requirements of the order signed at deposit stage and termination of the contract may result in a financial penalty in certain circumstances.

Kitchen Flair Limited reserves the right to cancel any order by refunding all monies paid upon receipt of an unsatisfactory survey report from its Surveyor.

# preparation

## Points to discuss on your survey:

- What will you do if your kitchen is ripped out before your delivery for cooking & cleaning?
- Building works may require skips, your installer will co-ordinate this, for general rip outs, it will be a man with a van or a skip – rubbish is only collected upon completion of the install, not before
- Do you need to keep any items during this time?
- Will you require temporary tops during your install if having solid surfaces?

## Points to discuss at survey

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Please ensure you empty all your units and work surfaces ready for the rip out, you may incur additional charges should the fitter need to make the kitchen area safe to work in

**Supply only:** Annotated plans and visuals - please ensure your trades & installer have these in advance of the installation. If any questions arise please ask your fitter to contact your designer in advance.

## Keep ME!

If you would like to keep any products from your existing kitchen whether that be to donate, sell or re-install in the new kitchen please request 'Keep Me!' stickers to attach to the products prior to removal day. Each product will need a label; a description of the product and what the installer is to do with it should be detailed on the lines provided.

## Appliances

Please note, if you are purchasing your own appliances or other items for your kitchen, such as lighting for example, we need the details as soon as possible to ensure your order can go into production. Your units may not progress until these are confirmed and you may miss your delivery slot. Kitchen Flair cannot be held responsible in any way for incorrect model codes provided, which may alter the kitchen dimensions & furniture ordered.

Where you are providing your own appliances please ensure the products are on site prior to your installers arrival as they will need to be ready to be installed, as any items not present may delay your installation and mean progress cannot be made.

Where products such as radiators are being changed the new products including valves must be on site prior to removal day to ensure any changes to the 'first fix' plumbing can be made and any plastering works are carried out following the changes. Please be aware if a return plasterer visit is required due to changes by the installer or plumber are likely to incur a return visit charge.

## Rubbish Removal

Following your installation, if you are not having a skip, your rubbish will be stacked neatly until around the end of the second week and the majority of the installation has taken place. Your installer will ask if you have a preferred location for the rubbish however if you will be leaving the property or arranging a key please advise your installer in advance.

# additional works

## Building Works & Installations

Kitchen Flair does not quote, undertake, or guarantee any building work. However, because of the nature of the business and for convenience, you may have been offered, from one of our designers, the details for a plasterer, fitter or builder to price/quote for such works. The work quoted by these contractors is subject to the understanding that the contract is between the contractor and yourselves.

We advise you to obtain a written quote from the contractor and to discuss any guarantees and completion of works, in addition request a receipt of payment. We strongly advise, once your kitchen design is complete (often ahead of building works), all plans are passed on to your building for confirmation of measurements. Your kitchen has been designed to suit measurements provided and these need to be checked, as any changes to these measurements, Kitchen Flair cannot be held accountable.

The term building works, relates to items such as, moving windows, doors, walls, new ceilings, floors, plastering, etc. All our installers and contractors are self-employed with their own insurances, the contract is between yourself and the nominated contractor. The Fitters Estimate is an estimate only and whilst we work hard to ensure all areas are covered there may be changes to this outline estimate.

Your designer & surveyor will issue you with drawings and plans, we recommend you use these in consultation with your contractor/fitter and take advice offered, prior to the kitchen going into production and delivered.

If you are using your own plumber/electrician/plasterer/etc in relation to the install of your kitchen, you will need to co-ordinate the services, based around your delivery date.

The installers organised by Kitchen Flair will co-ordinate any services you have requested, during your prep and install week. Please discuss and confirm with them during the initial visit the paperwork and plans you have.

If changes occur for any reason, to the original measurements and plans provided due to the services above, we must be notified immediately. Goods may have already been ordered and so any changes after survey may incur additional charges to products should changes be made.

## Careful Removal Request

The rip out charges outlined on the Fitters Estimate are set out for a speedy removal. If you are looking to sell or retain any or all of your current kitchen furniture, we recommend the person purchasing the products remove them to avoid any issue around damage or product failure.

If careful removal is to be requested, your installer carrying out your rip out needs to price this accordingly, changes start at £80 (additional to the standard rip out charge). Please be aware, there is always a risk of damage or product failure, which neither Kitchen Flair or the installer can accept liability for during the removal process.

Please also see additional notes under "Keep Me"

## Wallpaper & Plastering

Please be aware that if any wallpaper is present this will delay the plasterers commencement unless you have made arrangement for the team to carry out wallpaper removal at an extra cost. Should wallpaper removal be required the majority of our customers carry this out themselves between removal day and the plasterers attendance however if you require assistance please let us know and we can cost and arrange as required.

## Decoration & Flooring

Final decoration should not be completed until the kitchen is installed. We understand you may want to do first/mist coats and hard to reach areas however please be aware there is a risk of minor damage and setting out pencil marks from the installer. We do not recommend any decoration be completed until the installation is completed. Advice should be taken from your plasterer or decorator when painting onto fresh plaster utilising either a plaster sealer or watered down matt emulsion.

It is also recommended that flooring is laid after the installation (all finishes) which can be installed to the legs of the kitchen and the plinth will cover the abutment. If you are having the floor tiled onto a solid floor (not floorboards) you may wish to install these before the kitchen and is the only surface where we consider it acceptable to fit the kitchen on top.

Kitchen Flair cannot accept any liability for any damages to existing furniture, decoration or flooring, it is the responsibility of the homeowner to protect, cover or remove.

# composite worksurfaces

## Worksurfaces

As discussed and detailed in your worktops pack, if you're having a work surface from one of our fabricators / suppliers of solid tops, you will need to ensure you are available for your template and install day.

The level of detail which can sometimes go into templating and installing your surface, requires your input and confirmation. Importantly, Kitchen Flair cannot sign off these processes as there are questions and confirmations the templaters and installers will require answers to, which may be of personal preference, in addition they may offer specific advice based on their experiences.

If you have chosen a material with a veined pattern the vein from one piece to the next piece will not necessarily follow through to align the veins. This applies to both the vertical and the horizontal plane of the material. However, on certain materials we can offer a bespoke vein matching service which is optional and will incur additional costs to cover wastage of material. If you are interested in this special service please ask your designer or surveyor for more information before template.

Due to changes in batches, despite many surfaces being man-made, there will often be allowances made for changes to batch patterns and textures, which are manufacturing tolerances. If you would like to see your final slab or request an up to date current sample from the current batch, please do request this, as our showroom samples are not always the most current batch.

The timing of the template and install is usually confirmed the day before, we can try where possible to request a morning or afternoon slot, though this cannot always be guaranteed.

- |                                 |   |
|---------------------------------|---|
| <input type="radio"/> On survey | Discuss & Finalise Plan & Design of tops  |
| <input type="radio"/> Template  | Available to sign off during the install week   |
| <input type="radio"/> Install   | Who will be available to sign off, usually the week after template, subject to availability |

Please ensure you read through the worksurface agreement enclosed if you are having a solid surface which requires template and installation via one of our fabricators.

## Worsurfaces by Others

You may be having your worksurfaces organised and supplied by an alternative fabricator, we advise to only book a provisional date for your template due to any delays which may occur during installation of your kitchen furniture.

Kitchen Flair accepts no liability for any consequential losses, costs or refitting charges due to shortages or delayed items required for your template.

# composite worksurfaces

## Worksurface Agreement

### Acceptance of terms

- \* You as the customer or nominated representative is to be on site during template and installation to confirm details and discuss points requiring clarification to avoid any confusion over additional charges that may be incurred if changes are required for any reason
- \* You have been provided with a drawing which your quote is based on - any variances to the drawing may incur additional charges
- \* You have been provided with a checklist of what is included in your quote and discussed with your designer - any variances at template stage may incur additional charges
- \* Any changes to the original drawing and quote provided, where additional charges are added, if not paid at the point of confirmation, may delay your install date, as confirmations must be made 24hours after template
- \* After confirmation of your order with Kitchen Flair, a nominated template and install date will be booked with the worksurface supplier. Please note upon confirming all final delivery dates directly with you, you will be provided with a confirmed nominate day for template and install - please ensure you as the customer or a nominated representative make themselves available on this day.
- \* 24hours notice will be provided of the time slot provided by the surface supplier, then you will receive a 1 hour call to say they are on their way
- \* **Sign off on the template and install is final, please ensure if you have nominated a representative, that they have the authority to sign off the agreement on the day - changes cannot be made after this point**

### Preparations for template

- \* It is essential that the site is prepared according to our terms below. If we need to organise a revisit the site because it is not prepared, a charge of £180 plus VAT will be made
- \* All base units and end panels are to be fixed into position and secured to the walls
- \* open wall sections, for instance where a dishwasher is to be placed, should be battened out with at least 50x25mm timber
- \* Any worksurfaces (temporary or otherwise), sinks and appliances should be removed and disconnected where appropriate. Dresser units should also be clear of the worksurfaces
- \* any appliances, range cookers, sinks, plug sockets or other features that require cut outs should be available for templating – this is especially important if you are purchasing your own items
- \* your flooring must be in place for templating if you are having solid downstands
- \* If for any reason, you feel unsure about the template, please contact us immediately, as once it is signed we have limited time to report any issues

### Preparations for install

- \* All of the above must be in place and sinks must be on site ready for fitting to the surfaces
- \* at installation, access must be available at the agreed time with you or your representative to sign off
- \* If for any reason, you feel unsure about the install, please contact us immediately, as once it is signed we have limited time to report any issues

# payment details

## Final Balance Payment Details

The final balance for your furniture is due **BEFORE** the scheduled delivery day

After your survey, we will advise you of the approximate installation date. Nearer the time we will contact you with a more specific date and time for delivery of your furniture and this is when we will arrange to take payment.

We will only accept the following methods of payment for the delivery balance:

1. Personal, company, building society cheques and bankers drafts must be received 10 working days prior to delivery
2. Debit card payment and bank transfers must be received 4 working days prior to delivery
3. Cash must be received 4 working days prior to delivery

We do not accept credit card payments for delivery balances due to the charges made by the card companies. AMEX American Express is not accepted.

## Bank details

Kitchen Flair Limited  
Account Number: 1420 1460

Royal Bank Of Scotland  
Sort Code: 16 28 33

## Taking Delivery & 90 days Interim Payment

The price of your complete order and quotation is valid for the products to be **delivered within 90 days of the deposit/order date**, after which it may be subject to a review, should delivery be on or after 90 days.

As some projects take longer than anticipated, there may be delays to your project which takes you over a planned period of time and where provisional delivery dates have been discussed, On some occasions, we may request an interim payment prior to the collection of your final balance, where the project is looking to exceed 180 days from placing the order/deposit.

## Installers Final Payment

The fitter is to be paid direct upon completion of your kitchen.

If there is anything minor outstanding then most customers pay the fitter in full, confident that the fitter will return to address the outstanding issues. However, we recommend to hold a small retention back to cover what is required of the fitter to complete. This can be discussed between you and the fitter.

Please be aware that any monies withheld from the installer after completion, may result in a breach of contract between yourself and Kitchen Flair and importantly the installer. Any additional works required by either party may not be undertaken, should the need arise, if outstanding payments have not been made.

## Title of Goods:

Unless otherwise agreed in writing all materials delivered to the customer's premises in connection with the work shall be at the customers risk after delivery, ownership of such materials shall pass to the customer once payment in full is received and delivery has taken place.

# delivery details

## Delivery Arrangements

We will confirm your delivery of your furniture, once the necessary steps have taken place, such as a survey and confirmation of all paperwork.

Confirmation of an approximate delivery date will be made by telephone or email within one week and then the day before we will confirm timings, if your fitter is not on site to accept delivery.

If for any reason there are any delays/postponements for any reason, which may delay your delivery & install, please advise as soon as possible. Please note if you are using installers booked by Kitchen Flair, you may incur additional charges if limited notice is given for delays on your delivery & install dates. In addition, the next available date will be provided, we will do our best to achieve a date most suitable for all parties.

Delivery times are usually Monday to Friday (excluding Bank Holidays) from 8:00am to 4:00pm. To ensure the safety of our delivery team, we politely request all dogs, cats and other pets are secure and out of the way, ideally in another room, before opening the front door to accept your delivery.

## Delivery Conditions

Kitchen Flair will accept no claim for shortage of goods delivered unless notice is received within 4 working days of delivery. In addition, any damages incurred, must be reported to the office immediately with a photo if required. Please note, after the removal of any film protectors on the doors, again this must be notified to the office with 4 working days of the final install day.

If we are only supplying goods (not working with a recommended installer by Kitchen Flair), all goods must be inspected thoroughly upon delivery. Kitchen Flair will not be liable for any shortages or damages reported after this time. Please sign your delivery note accordingly, noting any damages to packaging or any discrepancies.

Kitchen Flair will in no circumstances accept liability for any consequential loss or damage of any kind howsoever caused. We are not in a position to offer a level of liability cover that would provide for compensation for damage to furniture, floor coverings or wall etc. Please take any necessary measures to ensure that furniture, flooring and walls etc is protected prior to the delivery as we cannot accept responsibility for any damage caused. Any claims for damages cannot be accepted for items moved to another address from where the items were delivered.

Machining goods in any way and continuing with the install, confirms your acceptance of their quality and standard. We are subsequently unable to accept return of these items under any circumstances.

## Appliances Not Working

Due to the service agreement we have with our suppliers and manufacturers, once an appliance has been installed, it must be attended by a qualified engineer of that manufacturer. Upon the appliance being installed, you must register your appliance and organise an engineer to attend. At this stage, the reason for the fault can be established and it can then be organised to be repaired or replaced according to the engineers report.

## Returns

Subject to prior agreement only, some goods may be returned for credit, however a 50% handling charge is applicable in all cases. Any specials, discontinuing products or paint to order goods, cannot be returned for credit, due to the nature of the product.

Goods must be returned in their original packaging and in a saleable condition. Kitchen Flair will incur no costs for returning such items.

# installation

## Notes on Installation

*The work estimate for the fitter is subject to the understanding that the contract is between the contractor/installer and yourselves.*

Your Fitters Estimate can often include some items which are subject to confirmations by the installer, electrician, plumber or other services for example. Please note the information we provide is an **estimate only** and whilst every effort has been made to cost every aspect of the installation there may be occasions where it could change.

For example, even after the pre installation survey we cannot always tell whether or not your electrics are up to current regulations. Due to the ever changing laws, it may necessary for the fitter to carry out additional or remedial works on your electrics to bring them in line with current regulations.

**If any additional costs are required the fitter will discuss this with you prior to carrying out any work.**

Very occasionally fitters come across lead pipe work in the house. This is usually not seen until the old kitchen is removed. It may need to be replaced in line with current guidelines and may incur an additional cost.

## Installers & Tradesmen

Your Fitter's Estimate has a space at the top for you to complete the names and details of tradesmen who are working on your installation; we recommend you complete this with your fitter.

Take the time to communicate with your fitter and find some time to check in with them during your install, there are some things we like to leave until the kitchen is in place, as things can look different, such as lighting points and handle locations.

## Walls, Flooring & Alignment

We always hope that the wall or floor surface left behind is good enough to retile onto. Depending on the quality of your plastered walls and floor levelling it may be necessary to make good these surfaces, before any new materials can be fitted for them. If any new plasterwork is required, a plasterer will quote you for the work required.

Also, there may be an extra charge for floor levelling after removal of existing flooring if you decide it must be addressed. Our plinths are 150mm for kitchens and we align the plinth to the floor, which may result in a gap at the top of the plinth. Any issues regarding this must be highlighted at Surveyor stage as it will not be addressed during or after installation of your goods.

Kitchen Flair or any of the tradesmen do not take responsibility for any existing faults. We will not be responsible for any non-alignment of the install by reason of the installation being fitted on existing flooring at your request. Kitchen Flair takes care when installing the goods however you must take reasonable measures to protect existing flooring to prevent any damage. In addition our fitters will dust sheet the designated area accordingly to minimize any dust, but must advise there will always be an unavoidable element of dust given the nature of the product and installation process.

# progress & completion

## Shortages & Delays

Kitchen Flair work with some of the leading door, appliances and worksurface manufacturers in the country, though due to the nature of the products and processes involved prior to delivery on site, damages and delays may occur.

Kitchen Flair accepts no responsibility for non-delivery or delayed delivery of goods due to causes beyond its control, such as fire, strikes, government control, damages or shortage of materials or appliances from its suppliers. Please note, where we are not responsible for such delays caused by these companies, for whatever reason, shall not entitle the customer to rescind their contract or for Kitchen Flair to incur any additional charges which installers may charge for. We work hard behind the scenes to ensure all goods are delivered on time and in good condition ready for your delivery date and install completion. Kitchen Flair accepts no liability for and consequential losses, cost or refitting charges.

Please note some items, such as glass or laminate splashbacks can only be ordered at the point of install and therefore, depending on the request can take an additional 2 weeks from confirmation with the office. Made to order splashbacks, including large sizes and RAL colours can take an additional 6-8 weeks.

## Snagging

During the installation Kitchen Flair will have discussions with the fitter to ensure the job is running smoothly and any issues are dealt with during this time. There is a lot which goes on behind the scenes and often in the early stages, you may feel things are not moving quickly. We check in with your fitter daily and communicate for little extras, such as fillers, items which may need cutting down in the factory or delivering items, etc.

There may be an occasion, for whatever reason, that the kitchen plan changes from the original order. Kitchen Flair accepts no responsibility for changes outside its control and we will do our best to resolve such matters during the install.

Whilst we book your rip out and preparations over one week and install over a period of one week, there may be occasions where the time period has to be extended. This may be due to details noted above or other factors, however our installers do not work on a "day rate" for this reason, to ensure you do not incur any additional costs for such delays. *Most kitchen installs can take up to and over 4 weeks from rip out to completion.*

Usually our installers will be able to complete any outstanding works at a time which is mutually beneficial to both parties. You can contact your fitter direct, though it will be something which is monitored by the office.

## Progress & Completion

If you are available in the daytime usually we like to organise a progress visit with you and the installer during the install, if you are not available, we will always call and feedback from the visit.

Also, if you would like a final visit from the team, please do let us know, we usually find there has been so much communication throughout, you are happy and everything is complete, though if we can organise a final visit it is usually beneficial to both parties.

## Kitchen Flair guarantee

Kitchen Flair guarantee covers cabinets, only manufactured by ourselves for a period of up to 25 years (from Jan 2017). This includes the carcass and any fittings to do with the carcass, subject to materials being available, such as edging, hinges, drawer boxes.

As you may be aware fashions change in the kitchen industry and from year to year, some items are discontinued. **This means we can only guarantee the doors for 1 year from the date of order. Any discontinued products, Kitchen Flair is not able to replace.**

## Looking after your Kitchen to keep within your guarantee

To help you with the care of your kitchen, please adhere to the following:

- Read the door care maintenance information provided
- Use your extractor at all times when cooking
- If your dishwasher has an automatic opening setting, please be aware excessive steam from this function may incur damages to your doors
- Timber doors may expand or contract in extreme temperatures, try to keep temperature constant
- Do not use any small appliances, which give off excessive heat/moisture below wall cupboards – for example, toasters, kettles, irons, as this will void the guarantee
- Keep any worktop joints free of water and heat as this may cause joints to come apart
- Keep all work surfaces dry and clean at all times, especially after use to avoid stains and marks
- Keep to manufacturers recommendations for the maintenance of appliances and sinks
- When cleaning floors, ensure that water is cleaned up promptly and not left to be absorbed, especially on key areas around panels and plinths
- **At installation stage, discuss with your installer, sealing of all panels and pilasters to floor or worksurface (dresser), as often these panels are cut down and therefore have exposed edges and if not sealed will be at high risk of water damage \*PANELS WILL BLOW IF EXPOSED TO LIQUIDS\***

Kitchen Flair does not take any responsibility for faults caused by negligence or any damages which fall under the suggestions for good housekeeping above.

We guarantee that the furniture we supply to you will be of satisfactory quality and free from manufacturing defect for the timelines expressed above, provided that regular care is exercised as described in our door care guide.

Please note this does not apply to normal wear and tear, meaning dents and scratches, water damage or normal deterioration that is received by regular use.

For guarantees on individual items, such as appliances, sinks and taps, please check the packaging and often the fitter will leave them together or in the individual appliance. You may find extended warranties with some items and therefore we strongly advise you to register these independently with the manufacturer.

Plumbing connections, after 12 months, must be maintained by the customer and we recommend regular servicing.

# guarantee continued

## Belfast Sinks

Please note due to the nature of the product and how they are manufactured, Belfast Sinks come with a 2% + / - tolerance which cannot be avoided.

## Hettich Drawer systems & hinges

Kitchen Flair works with Hettich components and it is important to secure your guarantee of these products that your installer - if not recommended via Kitchen Flair - understands how to operate and work with these products. It is often identifiable, if an issue should arise, if it has been mis-handled.

You will receive some information in your fitters pack and you can use the links below, alternatively feel free to contact the office if you are unsure

### [ArciTech Assembly, adjustment and installation.](#)

The drawer removal is right at the end 2.30mins

### [Sensys Installation and adjustment.](#)

Hinge removal 1.00mins

## In-frame Butt Hinges

Butt hinges on in-frame doors may over time drop slightly due to the nature of the product, which may result in rubbing of your door against the frame.

This is not a fault of the product and they can be adjusted very easily once you have been shown, we advise you discuss this with your installer or call the team for advice.

## Egger Laminate Worksurfaces

Kitchen Flair works with Egger Laminate products, if this is a product your have chosen for your worksurface you will also have been provided with an Egger Installation Kit. It is important to secure your guarantee of these products and that your installer - if not recommended via Kitchen Flair - understands they must use the Egger Installation Kit provided with these products. It is often identifiable, should an issue should arise, if it has been mis-handled

## Duropol Core 12mm Worksurfaces

For additional care and maintenance of the Duropol Core 12mm worksurfaces, please see <http://www.duropol.co.uk/care-and-cleaning/>

## Manufacturing defects

Kitchen Flair accepts no liability where a manufacturing fault has occurred for products purchased by us, futher to Kitchen Flair accepts no liability for and consequential losses, cost or refitting charges of said products.

# door care & maintenance

## General Care

As with all kitchen furniture the most common problems found occur as a result of excessive or prolonged exposure to heat and/or moisture.

When installing any product into a new or existing property, extension or property with ongoing works, we strongly advise the building is dry, well ventilated and adequately heated to protect your product.

Any defects on products reported after installation and sign off, could result in the doors being tested by our manufacturers under an independent advisory board. Any doors found to have been exposed to heat and/or moisture will incur charges for any replacements required, plus installation charges.

Always ensure that water is not left around sink areas as damage caused as a result is not covered by the guarantee.

Always wipe off excess moisture and be careful with extreme heat sources, such as kettles, ovens and toasters. It is recommended that these heat sources are not placed directly under wall units when they are in use; they generate a higher level of heat and moisture than is often appreciated and can quickly and easily lead to damage of the furniture.

Don't place appliances that create steam (e.g. steamer, coffee maker or kettle) underneath the cabinets so that the steam flows up against the underside of the cabinet and doors.

Please note that the hue of natural timber will mellow over time and hairline cracks are likely to become apparent overtime at the joints of colour painted items of furniture including doors. In addition, all doors mature and change over time depending on exposure within its environment.

For product cleaning ONLY use 5% soap, 95% water solution, wiping with a squeezed cloth, finally drying with a soft clean dry cloth. Dust with a soft cloth only.

PLEASE NOTE a damp cloth means almost dry and not almost wet!

Quick reference DO NOT USE the following on the doors or furniture:

- \* Wax Furniture Polish
- \* Bleach Or (Hypochlorate) Chlorine Based Cleaners
- \* Dilutes
- \* Abrasive Or Aggressive Cleaners
- \* Multipurpose Cleaners
- \* Acetone or Solvents

If using glass cleaner to clean your glass doors be careful not to damage the finish of the door and cabinet parts while cleaning. Do not spray glass cleaner directly on to the glass or cabinet parts as this may discolour the finish of your kitchen cabinets. Instead, spray a small amount of cleaner on to a lint free cloth or paper towel then wipe the glass.

*\* Sanded are unfinished therefore care of these doors will depend on the type of finish applied, eg paint, stain, wax etc. You should contact your supplier of the surfacing finish for care guidance.*

# door care & maintenance

## MANUFACTURERS INFORMATION

### Cleaning advice for all door types including timber, painted, foil & stainless steel

- Do not use wax-furniture polish, abrasive or aggressive cleaners, bleach or other hypochlorite (chlorine) based cleaners, multipurpose cleaners, dilutes, acetone, alcohol, solvent or similar products on the door, as this will damage the surface; additionally wax and polishes leave a residue build up that is difficult to remove.
- Only use a 5% soap, 95% water (liquid soap) solution, wiping with a damp (not wet) cloth, finally drying with a soft clean cloth.
- Ensure all cooking splashes are wiped immediately with a damp cloth; and dust with a soft cloth only.
- Never use any abrasive pads or abrasive cleaners on the furniture. Spills and condensation on the fascias/panels should be cleaned and dried immediately.

### Timber & Veneered Doors & Panels

Cleaning: when cleaning timber doors you must follow the pattern of the grain. It is advisable to use a damp (not wet) cloth to remove fingerprints and marks, followed at once with a clean and dry soft cloth.

Moisture: excess moisture can damage a timber product - it is recommended that susceptible areas such as around the sink are thoroughly maintained and kept dry at all times. Light: timber changes colour when exposed to light.

Light: lacquered surfaces also have a certain tendency to "yellow with age" depending on the exposure to light. The species of timber and intensity of exposure will affect the rate of change. Due to this we recommend that timber samples be changed regularly.

It is advised that colour change is taken into consideration when replacing or fitting new doors some time after the original kitchen has been installed.

### Foil & High Gloss Finished Doors & Panels

Foil/Lacquer coated products are manufactured from the highest quality materials. Please be careful not to puncture the foil/melamine lacquered surface of your panels. These should be kept dry in order to prevent moisture ingress.

*Your gloss doors will come with a protective film over the front. You should remove this only after they are installed as the curing process continues for around 72 hours after the film is removed.* This means the doors will be liable to scratching and other marks. You should avoid cleaning the doors for at least a few days to prevent any marks appearing on the surface.

You should clean the doors with a soft damp cloth and a mild detergent. Never use any harsh or abrasive cleaners as this may damage the gloss surface of the door. Normal cleaning and polishing may leave minor scratches on the surface of the door, which is quite natural.

Moisture: Periodically clean the interior and exterior surfaces of the door using a soft, damp cloth. Wipe dry all surfaces after cleaning.

Use only cleaning agents that are intended for the materials used in your kitchen. Avoid any agents that contain ammonia, alcohol, bleach or an abrasive.

If the surface of the product is exposed to any oil based substance (for example olive oil, butter, margarine or cooking oil), the spillage must be wiped away immediately to prevent staining. Grease marks caused by these oil-based products can easily be removed by use of a mild detergent, non-abrasive cleaner if used immediately after spillage has happened.

Abrasive cleaners are not recommended for this type of product. Do not expose the doors or panels to a temperature in excess of 60°C (140°F) (Approximately the temperature of washing up water).

Light: If the doors are supplied with a protective film on the face they must not be directly exposed to sunlight. Once installation is complete, carefully remove the protective film from the front of the fascia. We also advise that colour change is taken into consideration when replacing or fitting new doors some time after the original kitchen has been installed.

# door care & maintenance

CONTINUED

## Painted Doors & Panels

**Cleaning:** it is advisable to use a damp (not wet) cloth to remove fingerprints and marks, followed at once with a clean and dry soft cloth. Any form of furniture polish or other cleaning products should be avoided.

**Light:** painted finishes will change colour when exposed to light - the intensity of exposure will affect the rate of change. Any colour samples and door samples provided should be used as a guide only and due to certain variables, may not provide an exact match to the finished painted product. We also advise that colour change is taken into consideration when replacing or fitting new doors some time after the original kitchen has been installed.

## Stained Doors & Panels

Our range of stains are protected by an application of lacquer. **Cleaning:** it is advisable to use a damp (not wet) cloth to remove fingerprints and marks, followed at once with a clean and dry soft cloth. **Light:** stained finishes will change colour when exposed to light - the intensity of exposure will affect the rate of change. We also advise that colour change is taken into consideration when replacing or fitting new doors some time after the original kitchen has been installed.

## Vinyl Wrapped Doors & Panels

PVC and vinyl wrapped doors are a durable and easy to clean product, however there are some limitations on their use in certain applications. It is our recommendation that as an end user, you must be aware that if high temperatures or excessive water are present this may cause edges to peel back, which can result in failure of the product.

Never use appliances that generate heat, such as a toaster directly underneath a PVC edged or vinyl wrapped door. Never allow concentrated steam (such as a kettle or dishwasher steam) to be released directly underneath or next to a PVC edged or vinyl wrapped door.

To prevent heat damage to vinyl wrapped doors and panels, we strongly advise that extractors are always switched on above working hobs.

Never allow the product to encounter water for a long period of time or to become saturated, ensure any liquids are fully cleaned and dried up swiftly. For cleaning use a damp non-abrasive cloth and do not use bleach.

# surface care & maintenance

## Wood Worktops

One of the main advantages of a wooden worktop is that while other work surfaces age badly through use, wood gains in character.

A solid wooden worktop also has the benefit of being solid all the way through. This means that if you mistreat and care for the worktop badly any surface damage or scratches can easily be sanded away to reveal a fresh new surface.

It is important to re-oil the worktop at regular intervals to maintain the durability of the oiled finish and keep the worktop looking at its best. Oil should be applied to the worktop between once every three to six months, depending on usage. Regular treatment of oil like this will keep the worktop looking like new for many years.

The finishing oil on wooden worksurfaces and doors is water resistant not waterproof. Particular attention should be made at the sink area, get into the habit of wiping down the work surface after use at the sink and leave the worktop in a "dry" state. Do not stand wet crockery etc on the worktop and leave for any length of time.

## Quartz Worksurfaces

Your new surface is a modern material which requires little day to day care. Clean the surfaces regularly with water containing soap or a mild detergent and a soft cloth or sponge. Rinse off surfaces with clean water. Polish dry with a soft cloth. Alternatively use the 'E Cloth' surface cleaning system for a consistent, smear free finish every time.

Tougher stains can be removed by using a product such as Cif with in conjunction with a plastic scouring pad. Avoid use of abrasive cleaning materials: scouring powders, steel wool, metal brushes, etc. Never use bleaches or chlorine based cleaners, acids, photographic development liquid, alkalis (caustic soda) or concentrated disinfectants on quartz surfaces. If any of these come into contact with the material, clean them off immediately, otherwise surface damage may occur.

Do not allow surface deposits to build up on surfaces, e.g. powder detergents, mineral deposits and salts. Strongly coloured foodstuffs, such as tea, coffee, blackcurrant and beetroot, can be difficult to remove from quartz surfaces, especially light colours. Use a cleaner such as Cif and a plastic scouring pad. Always use pan stands and trivets to protect the surface from hot, rough and wet pots, pans and utensils. Direct contact from iron, steel, ceramic and copper vessels can scratch and stain the surface. Always use cutting boards to chop and slice food upon. Never cut directly onto the quartz surfaces. Never stand, sit or put heavy weights on the worktop, especially around sinks and hobs where the material may be weaker.

## CORIAN Worksurfaces

You will be provided with your sink cut out to keep. Ensure you have received your DuPont Corian Care and Maintenance Kit that is designed to complement your everyday cleaning products. Over time your worksurface will need replenishing to remove scratches and to keep it looking fresh. This should be undertaken with care and for full details, please go to - <https://www.cduk ltd.co.uk/support/downloads/?corian-solid-surface-product-information>  
<https://www.youtube.com/watch?v=Jg-js92z0u4>

## GENERAL DOs and DON'Ts FOR ALL SURFACES

Always stand hot, dirty or rough pans on a trivet or pan stand or hot rods. Lengthy prolonged contact with metals such as iron and steel can cause black staining, this is caused by the natural chemicals in the surface reacting with the metal, so avoid leaving iron trivets standing on the worktop.

Always use cutting boards to chop food. Do not cut directly on the worktop.

Always mop up spills of water and other liquids straight away, do not allow liquids to stand for any period of time.

# feedback...your thoughts

as we are always looking to improve our customer's journey with us, we would be grateful if you could take some time to complete the questionnaire below and return to us.

please tick in the boxes below, for the rating most appropriate. if you would like to add any further comments about your experiences, please detail in the box below.

	excellent	good	satisfactory	poor
website viewing				
initial showroom visit				
home appointment				
product range				
brochures available				
design service				
quotation service				
information pack				
delivery organisation				
tidiness of installation				
quality of installation				
support with installation				
overall value for money				
overall satisfaction				

any additional comments or further details...

name

postcode

# if you're happy tell others

## Recommendations

If you're happy tell others...

By doing this, you too will receive a gift from us for £50 to spend how you wish.

Once the person you recommended, confirms their order and settles the non-refundable deposit you will be sent a cheque for £50... All you need to do, is complete the voucher and send it to us to redeem.

## Terms & Conditions

The voucher has no expiry date and is redeemable with Kitchen Flair Limited only

The voucher has a cash value of £50 maximum

The voucher is only redeemable if the referral's purchase is over £2500 (excluding fitting costs)

The voucher is only redeemable once the non-refundable deposit is paid

Vouchers cannot be transferred

Only one voucher can be used per recommend, feel free to make copies of this voucher, for further recommends

Vouchers cannot be redeemed for referrals for customers who purchased their kitchen before your order date

Vouchers cannot be redeemed for referrals which Kitchen Flair Limited was not notified of before the referrals deposit was secured

### I recommend

Name .....

Address .....

### My details are

Name .....

Address .....

Contact number .....

Cheque payable to .....

Year had kitchen .....  
(after Jan 2018)

Sign .....

