

## Section 10:

### Customer care guidance

As much as it can be tempting to go at your kitchen cupboards with bleach and a scourer, please don't!

Firstly, it's not necessary and secondly, you could end up damaging the finish of your kitchen fascias.

Please read on for advice on how to keep your kitchen clean and germ free, whilst also looking as good as new.

#### High Gloss Doors

- Use a cleaning product not containing aggressive substances like acetone, alcohol, bleach etc., as those components could seriously damage the surface of the door. Preferably use a soft cotton or microfibre cloth with only water and soft soap (containing a maximum of 1% of liquid soap)
- Smoking may cause discolouration on some finishes which is not removed by the recommended cleaning methods.
- Vuplex gloss cleaner is available to purchase and is recommended for gloss finishes

#### Matt Doors

- Do not use kitchen cleaners on matt doors, as they leave a residue on the surface which over time builds up, leading to a surface which will mark with fingerprints etc.
- Use a mild detergent to keep the surface clean and fingerprint free.
- Avoid excessive changes in temperature and humidity as much as possible. Always try to ensure adequate ventilation when cooking and washing.
- Matt Maxxe cleaner is available to purchase and is recommended for matt finishes

#### Timber Doors

- Wood products will resist most household chemicals, including alcohol. However any spillage which occurs should be wiped off at once, and thoroughly dried.
- Marks can, in most cases be removed with a soft damp cloth or, failing that a mild detergent and warm water.
- Do not use solvents or abrasive cleaners.

#### Worktops

- All exposed worktop edges must be sealed with a waterproof sealant to prevent water moisture penetration, which will cause the laminate to lift.
- Although the worktop is very hardwearing, sharp knives and objects will scratch the surface. To prevent damage, a chopping board should be used and pots and pans should be lifted and not

dragged. Care should be taken not to drop any heavy objects onto the worktop as the surface may crack.

- The laminate surface can tolerate boiling water and hot cooking splashes but may be damaged if very hot saucepans, oven dishes or electric irons are placed on the surface. To prevent damage always use heat resistant mats.
- For cleaning, a damp soapy cloth will clean off most spills. Bleaches, scouring pads and multi-surface cleaners should not be used. Concentrated juices, corrosive liquids and food colourants should be wiped off immediately. On no account should any spillage, even water, be allowed to lie on the surface.
- Refer to the worktop supplier's instructions for further information.

#### Carcases

- Do not use polish on any surfaces; a damp cloth with soapy water will clean off most marks and spills. On no account should any spillage, even water, be allowed to lie on the surface. Bleaches, scouring pads and multi-surface cleaners should not be used.

#### Drawers, Runners, Doors and Hinges

- These should be wiped out with a damp soapy cloth and wiped dry with a soft cloth when necessary. The roller runners and hinges are lubricated and should not be cleaned with degreasing agents, as this will affect the action of the moving parts.
- Never lean on partially or fully open doors and drawers in order to gain access to base units. The specification of the hinges are to adequately support the weight of a door plus small additional weights such as wire racks holding cloths, small jars and herbs etc. It is advised that once the kitchen has been installed, the customer should check every six months that all screw "B" on the hinges are tight.
- It is recommended not to attach a waste bin to the door but instead use one supported by the carcass.

## Wall Units

- Care should be taken not to position kettles, or any appliance which creates large amounts of heat or steam, underneath a wall unit. Excessive heat or moisture can damage the units and doors.

## Handle Care Guidelines

When you've invested in new door handles, taking care of their upkeep can further ensure their longevity. Often, you'll have bought your new home furniture with one eye on improving the overall aesthetics of your property, so it makes sense to take care of it.

### Antique Brass

To care for internal door handles, you simply need to wipe over internal fittings with a soft, non-abrasive cloth; buffing as you clean. It's worth bearing in mind that over time, distressed finishes are naturally intended to wear to enhance the aged appearance. This may result in colour variation and is not a sign that your door furniture needs replacing.

### Polished Chrome and Satin Chrome

Chrome is an extremely durable and hard-wearing material that has been designed to last the test of time. The only likely care that it will require is the removal of finger marks on polished services. A good way to deal with this is through lightly dusting your chrome door handles with a soft, non-abrasive cloth. You should always avoid using wax polish with this material.

### Satin Nickel

For satin nickel, the care requirements depend on whether the fittings are internal or external at the property. If they are indoors, simply wipe over the surface with a non-abrasive cloth and buff gently until you get a shine. For external fittings, you will need to sparingly apply a high-quality wax polish; which you will need to buff gently with before it dries and causes smears.

### Polished Brass

First and foremost, it's vital that you don't use any metal or spray polishes here as the grit or solvents commonly found in these products can damage the material. The technique of buffing with a soft non-abrasive cloth is common to polished brass care treatment, but there are other things to consider for the maintenance of external fittings. They need to be wiped over with a good wax polish, before the wax dries and causes any smears.

## Temperature and Humidity

- Avoid excessive changes in temperature and humidity as much as possible. Always try to ensure adequate ventilation when cooking and washing. Dryers, if possible, should be vented to the outside to avoid excessive humidity in the kitchen.

### Black Antique

As iron in any form can be vulnerable to rusting, a lot of the door handles that we supply have been covered by zinc plating and powder coating to prevent this as much as possible. For ongoing care, a light oiling may be required occasionally to ensure smooth functionality. Additionally, any harmful deposits which cause corrosion can be removed through wiping with a lightly oiled cloth.

### Stainless and brushed steel, chrome, copper

Clean these products with a dilute solution of liquid soap and rinse with clean water, drying with a soft cloth immediately afterwards.

A stainless-steel polish can be used with a soft cloth, taking care not to get the cleaning agent onto other surfaces. If the product is oil based, the area will need to be cleaned again to finish. Any discolouration should be removed immediately using a mild proprietary cleaner, rubbed in with the grain of the steel. Rinse with clean water immediately afterwards and dry with a soft cloth.

Common bleaches, cleaners, acids, concentrators, disinfectants, chlorides and general alkalis can lead to pitting of the surface. If any of these substances come into contact with the surface, they should be rinsed off immediately. Avoid using coarse, abrasive materials that can scratch the product surface.

If metal particles (e.g. from Brillo pads) are left on the stainless steel, it can quickly turn to rust and give the appearance that the sink/hob/tap is rusting. In this case, use a soft bristle brush such as nylon and use the grain of the material to clean away the particles.

**FAILURE TO FOLLOW THE APPROPRIATE AFTERCARE AND MAINTENANCE METHODS MAY INVALIDATE THE PRODUCT GUARANTEE OR WARRANTY.**