TIMBER TREND KITCHENS

# CARE AND MAINTENACE GUIDE

## Melamine Doors, Panels and Kickboards and Laminate Bench

For general care and maintenance, simply wipe away most spills or marks with a damp cloth, or use an all-purpose cleaner such as Windex spray cleaner or Ajax Spray n Wipe. Rubbing gently with a clean, dry cloth brings back the brightness of laminates. With a few sensible precautions, your Laminex® laminate surface will enjoy a long lifespan. GENERAL CARE – INFORMATION • Avoid scourers and abrasives as they will damage the surface. • Don't place hot objects, electrical appliances or pots straight from the oven or cooker onto your Laminex laminate surface. • Don't cut on the Laminex laminate surface. • Keep waxes and polishes well away as they dull the natural shine. • Do not use strongly acidic, alkaline cleaners or bleach for normal cleaning as these might etch the surface.

GENERAL CARE – STREAKS Streaky marks sometimes show on dark colors after cleaning. An all-purpose cleaner such as Windex spray cleaner or Ajax Spray n Wipe usually removes them. GENERAL CARE – GREASE Using a mild dishwashing detergent in water will remove greasy marks. Dab, wait and wipe away. Finish with an all-purpose cleaner such as Windex spray cleaner or Ajax Spray n Wipe.

GENERAL CARE – SPILLS Laminex laminate surfaces resist staining from most household chemicals. With some accidental spills however, prompt action is essential. Wipe off beetroot, grape and berry juices, first aid preparations, concentrated bleach, oven cleaners, dishwasher detergents, artificial dyes, hair coloring and solvent based pen ink immediately. Specialty glues such as Super Glue must also be removed straight away with acetone (nail polish remover).

GENERAL CARE – STAINS If the stain won't budge with Extra Strength Windex, try methylated spirits or dab the stain with a diluted bleach mixture (1 part bleach to 8 parts water); leave for 3 minutes then wash off with water and dry. Finish off with Extra Strength Windex. Only as a last resort if a stain persists try 2 or 3 rubs with a crème cleanser or white toothpaste, wash and dry. Please note that bleach or these abrasive cleaners may irreversibly damage the laminate surface.

GENERAL CARE – SCRATCHES Laminex laminate surfaces will withstand normal wear and tear, but can be damaged by scratching or cutting with utensils, knives and unglazed pottery. Darker colors will show scratches more readily than lighter colors. In general, dark colors and high gloss surfaces require more care and maintenance than lighter colors or lower gloss colors. To minimize scratching, always place and lift objects from the surface – never drag or slide them across the surface.

SPECIFIC CARE – FINISHED DESIGNED TIMBER VENEER PANELS Laminex® Finished Designed Timber Veneer Panels are easy to clean using a damp cloth and non-abrasive cleaning products. To remove more stubborn stains, the use of alcohol, ammonia or other light solvents is recommended. Never use acetone or trichloroethylene on the polyurethane surfaces. Do not use abrasive cleaners, powders, scouring pads, steel wool, sandpaper, etc. These can damage the finish and make the surface susceptible to staining. Silicone based cleaning products must be avoided.

SPECIFIC CARE – LAMINEX PANELS (GLOSS) SPECIFIC CARE – LAMINEX PANELS (GLOSS) A wipe over with a clean, soft damp cloth should be sufficient to keep the decorative surface clean. Soiled surfaces or light stains are removed with warm soapy water or with common detergent such as Windex Glass cleaner, , containing no abrasive or strongly acidic or alkaline ingredients. If wipe marks are noticeable on the gloss surface, it is generally due to greasy residue being moved around as a result of the cleaning process. To remove, Methylated spirits may be used or Windex glass cleaner. It is recommended to do a final wash down with soapy water and a dry, clean cloth to remove any residue and restore the appearance.

Formwrap Doors: As with all high quality furniture finishes care must be used in cleaning and maintenance. Use only warm water (35ºC) with pure soap clean and dry FormWrap surfaces. Do not use abrasive cleaners, strong household cleaners or detergents, particularly those containing hydroxide or solvents. Do not use scouring pads, steel wool or other harsh materials. If the FormWrap surface comes into contact with any strong cleaning product or detergent, promptly rinse with warm water, ensuring that all residue from the cleaner is removed. Do not allow hot objects – such as saucepans or irons to come in contact with your FormWrap surface finish. Direct exposure to sunlight should be avoided on all doors and panels as fading, bleaching or yellowing may occur.

## Engineered Stone Benchtops

Engineered stones are generally 91%-95% quartz based. They are manufactured to ensure ease of maintenance and longevity. As with any surface it can be permanently damaged by expose to strong chemicals, DO NOT USE any products that contain Trichlorethane or Methylene Chloride such as paint removers or strippers, avoid any aggressive cleaning agents like oven cleaner that have high alkaline levels. Should the surface be exposed by any of these items, rinse immediately with water to neutralize the effect.

Engineered stone requires very little maintenance to keep the surface looking like new. For everyday, routine cleaning of your stone benchtop we recommend wiping the surface with warm soapy water (a mild detergent) and a damp cloth, As Engineered stone is virtually non-porous, it will keep its lustrous gloss and ultra-smooth surface without polishing and it never needs sealing. Never attempt to polish the surface on your own, and avoid prolonged rubbing in one spot when cleaning.

We always recommend cutting on an appropriate cutting board and never directly on the engineered stone surface to avoid blunting kitchen knives or damaging the surface of your bench top.

Engineered stone will tolerate brief exposures to moderately hot temperatures, however prolonged direct contact with, or radiated heat from very hot pots can cause thermal shock, discoloration or damage. Therefore we do not recommend placing hot pots, pans, electric frying pans, oven trays, etc. directly from the hotplate or out of the oven onto the surface of engineered stone benchtop. We always recommend the use of a hot pad or trivet to place hot items on.

TimberTrend Kitchens Guarantee:

Congratulations on the purchase of your new cabinets.

To ensure a satisfactory result, Timbertrend recommends that any advice in this document as provided by the manufacturer of the products used in your new cabinets be trialed on an inconspicuous part of your cabinet prior to using on the whole surface. Should you need to contact Timbertrend Kitchens regarding warranty, cleaning or general advice, please have the following handy, address including Lot number, return contact details and a description of the warranty or advise needed.

Guide to our warranty:

We offer a warranty for our workmanship and quality and also a suppliers and manufactures warranty for the products used as advised by the manufactures of the product.

Defects must be clearly visible and must be illuminated by non-critical light, example, and light that strikes the surface is diffused and is not glancing or parallel to that surface, not under direct sunlight, spot lamps, wall lights or torch light.

Our goods come with guarantees that cannot be excluded in the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits to you under the warranty are in addition to other rights and remedies you have under the relevant law in relation to the goods and services to which the warranty relates.

Exclusion to Guarantee:

All alignment of cabinetry doors, drawer fronts and similar joinery are only covered for the first 6 months after completion.
General wear and tear.
Abrasive or solvent cleaners have not been used to clean any kitchen components
Negligence to the product
Finished surfaces being exposed to moisture or heat, surface cracks, imperfections, colour variations erc, that are common with natural products such as timber and stone benchtops.
Damage to benchtop due to water overflows, heat or steam caused by appliances being placed near joins.
Damage due to exposure to direct sunlight

Cracks in stone benchtops generally associated due to ground movement or settlement.  Cracks developed in tops after installation are not covered under warranty.
Failure to care and maintain your kitchen in accordance with the attached care and maintenance guide.
Outdoor installations are covered for quality and workmanship only, not the product itself.

## Contact Information

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