

## THE EXORNA KITCHENS GUARANTEE

We are happy to let you know that once your dream Exorna Kitchens kitchen has been installed, we will leave you with our Exorna Kitchens warranty. That's peace of mind for you and our way of saying thank you.

### WHAT IS GUARANTEED?

"Exorna Kitchens" provides the Exorna Kitchens Guarantee as a warranty against defects in the component parts of our cabinets, doors, bench-tops, taps, sinks and appliances (collectively "our products") as follows:

- Cabinets and doors: any defects in materials and workmanship in the cabinet frame, doors, panels, drawer fronts, legs and plinths. The warranty does not cover handles or work tops.
- Taps and sinks: any defects in workmanship.
- Appliances: any defects in workmanship, based on the OEM recommendations and within their warranted period, but excluding any of their warranty exclusion points.
- The warranty is subject to the full terms and conditions set out in this document.

#### WARRANTY PERIODS

The warranty under the Exorna Kitchens Guarantee starts on the date of purchase and lasts for the following number of years:

- On our doors; 6 years for vinyl products, 4 years for high gloss finished products and painted finish products. Excludes labour for replacement – under certain circumstances, at Exorna discretion this will be waived.
- warranty period of solid timber - 4 years; and
- On all cabinets unless otherwise specified -- 10 years;
- On all taps and sinks -- 2 years, unless there is a manufacturer's warranty

## EXCLUSIONS & LIMITATIONS

### GENERAL EXCLUSIONS

The following are not defects in our products and are not covered by the Exorna Kitchens Guarantee:

- Wear and tear;
- Cuts and scratches that appear after product delivery by us;
- Imperfections in the finishes or in the natural materials of sinks and taps;
- Accidental damage;
- Fading over time;
- Failure to maintain and clean product in accordance with Exorna Kitchens Ltd instructions;
- Damage or deterioration due to exposure to salt water or salt air;

- Does not include damage as a consequence of local heating due to ovens, toasters, dishwashers or any other source of localised heat or moisture. See attached bulletin on care and maintenance of vinyl wrapped doors.

## **WHO IS ENTITLED TO CLAIM THE EXORNA KITCHENS GUARANTEE?**

You are entitled to claim the Exorna Kitchens Guarantee if:

- You are the original purchaser and have kept the original purchase receipt or invoice;
- You have followed the product care instructions provided to you. If you have lost the care instructions, these are available from our showrooms or on our website,
- Our product was purchased for personal, domestic or household use only;
- Our product has been fully paid for; and
- Our product has been installed by our own teams.

You will be unable to claim the Exorna Kitchens Guarantee if:

- Our product has been assembled or installed incorrectly, used inappropriately, abused, modified without our authorisation, maintained or repaired incorrectly;
- Where the product is kept in a humid environment, subjected to rapid changes in temperature or subjected to steam or excessive heat (ie from kettles, toasters, ovens & dishwashers).
- Our product has been damaged by water or moisture; or
- The property where our product has been installed has at any time after the date of purchase been rented to anyone for commercial purposes.

## **HOW CAN YOU CLAIM THE EXORNA KITCHENS GUARANTEE?**

If you wish to make a claim, please contact our Head Office within the warranty period by telephone on 028 7035 6501. e-mail: [warranty@oliverexorna.co.uk](mailto:warranty@oliverexorna.co.uk)

It would be helpful if you had the following information on hand:

- Product details;
- Copy of your original purchase receipt or invoice; and
- Address details for where our product was delivered.

We will arrange with you for our product to be inspected by us. Where you live outside a radius of 50km (30 miles) from any of our showroom locations, you will be responsible for cost of delivery to our nearest showroom or the cost for our technician to travel to you, unless otherwise agreed with us.

## **WHAT WILL EXORNA KITCHENS DO?**

On being advised by you of the potential defect, we or our agent will inspect our product to determine whether the Exorna Kitchens Guarantee applies.

If the Exorna Kitchens Guarantee applies, subject to the exclusions and limitations described, we will:

either repair the defective component of the product, or replace it with an identical component where available. Exorna Kitchens will decide whether a component or the product is to be repaired or replaced. If an identical component of the product is not available, we will replace it with a component of similar value, style and appearance; (and cover the cost of repairs, spare parts, labour and travel to effect the repair or replacement.)

If we are unable to access your kitchen at the time arranged with you, then you will bear the additional cost to us to return to carry out the work. You are responsible for any other costs related to claiming this warranty unless otherwise provided by law or agreed with us.

If you wish for a defective component of a product to be replaced with a superior component, we will do so on payment of the difference between the component prices. The number of components we replace will be limited to the number we confirm are defective. Any product that we remove to replace will become the property of Exorna Kitchens.

## DISPOSAL OF KITCHEN ITEMS – DUMP OR RECYCLE?

Exorna Kitchens pride themselves on the long lifetime of their product if properly used. However all kitchens will eventually get to the point that you will want to change them – even if only down to fashions and new equipment availability.

Whenever the day arrives that the old kitchen needs to be removed you need to ensure you dispose of materials in an environmentally sensitive way. The following guide will give you enough information to allow proper disposal for everything in your kitchen.

Type of waste	How to dispose	Why?
Wood from the carcass	Easiest method – use on an open fire or wood burning stove	
Wood from the doors	If plastic coated do not burn – local council amenities. If painted doors these can be burnt as above.	Coating on the doors is based on a PVC – when this burns it produces an unpleasant smell and lots of black smoke.
Wood based Worktops		Chemicals used to treat the wood to achieve water resistance can leach out and cause pollution.
Lighting	Must be recycled through Council amenities, including the bulbs and tubes.	The content of electric bulbs and fluorescent tubes are classed as <b>'hazardous waste'</b> and must be disposed of correctly.
Electrical equipment	All electrical equipment falls under the WEEE legislation and needs to be taken to the local council amenity for disposal.	Electrical equipment such as freezers, air conditioning units contain gases which <b>contribute to the 'Greenhouse' effect</b> causing depletion of the Ozone layer and general increased heating of the earth. Copper and steel can be reclaimed for recycling.
Stoneware	* Care lifting – very heavy items. Can be disposed of in any civic amenity in hard core.	
Accessories	Plastics used to provide cutlery trays, stainless steel fittings, steel hinges and handles can all be disposed of in the recycling bin	All these materials are effectively recycled to reduce landfill and provide reusable materials to manufacturers.

## RECALL OF EQUIPMENT PROVIDED BY EXORNA

Exorna Kitchens will undertake to contact any customer when the product they have purchased becomes subject to a safety recall notice. Exorna will provide an email to the account used to purchase the kitchen alerting of the concern and equipment type. Please

note it is the customers' responsibility to advise the manufacturer if the equipment is no longer in use or they no longer own the property where the item is installed.

You can review the recall notices on line at the following link:

<https://www.gov.uk/guidance/product-liability-and-safety-law>

### **Care and Maintenance of Exorna Kitchens Vinyl Wrapped doors.**

Care and Maintenance of Vinyl wrapped and Acrylic doors and associated products

As with all timber based items our products should not be stored or installed in a newly plastered room or damp environment. If you need to store them for a while they should be kept flat, preferably in the room in which they are to be installed. This is of particular importance for tall/wardrobe doors.

To clean door surfaces use a soft clean cloth, dampened (not wet) with warm soapy water. Dry off with a soft dry cloth. Do not use abrasive cleaning liquids or such items as scouring pads.

These products are wrapped in a man-made material, as are all similar ones in the kitchen and bedroom industry, which will melt under hot temperatures. To avoid damage caused as a result of exposure to excessive heat please follow these simple guidelines:

- When installing doors adjacent to ovens or other heat sources always ensure doors are shielded by the use of heat deflector strips
- Never use an appliance that generates high levels of heat or concentrated steam (such as a toaster, kettle, pressure cooker or breadmaker) directly under or adjacent to a door or panel as this can cause damage.

Components damaged as a result of not following the above guidelines are not covered by the Exorna Kitchens guarantee unless protected by suitable heat strips and a suitable gap left for heat escape.

The correct care should help ensure that your doors and associated products will look good for a long time.

Care and Maintenance of Kickboards and lower edges of floor mounted cabinets.

Your kitchen has a kickboard – the board which closes the kitchen units off to the floor level. When washing floors do not flood the floor, particularly around the base of the kitchen units since this may result in swelling of the material in contact with the floor and discolouration may follow.

High Gloss Products - additional information

All high gloss products should be allowed to 'cure' for seven days after removing the protective film. Please treat very carefully during this period and avoid cleaning or wiping as much as possible

To clean the surface of the doors, wipe using a soft cloth with a mild non-abrasive, dishwashing detergent diluted in warm water. The mix should be 1 part detergent to 99 parts warm water. You should never use any vinegar-based detergents, solvents, abrasive detergents, white spirit or furniture polish.

We recommend the use of VuPlex polish or similar with a micro anti-scratch cloth, as included in the Door Care Kit.

Care and Maintenance of Laminated Worktops

Laminate worktops are generally easy to clean, just use a soft clean cloth and warm soapy water. Stubborn marks can often be removed with a cream cleaner but you should never use aggressive cleaners or abrasive scouring pads as these will damage the surface.

Laminate has good stain resistance and is unaffected by most foods, domestic cleaners, cosmetics and solvents. Foods with strong colours such as curry, beetroot, blackcurrant juice, red wine and strong acid-based cleaning or de-scaling products will stain the surface and should be wiped away immediately. Residual stains left after wiping can usually be removed by cleaning with a mild bleach solution, as can ingrained stains in textured laminates - use a nylon bristle nailbrush if necessary on these - be sure to rinse off and dry the area immediately, bleach lying on the worktop may soften the laminate and cause damage or discolouration.

Wipe up any spills immediately and pay particular attention to drying thoroughly around the sink and over any joints; no matter how good the seals water can often find the slightest weaknesses. Also please be careful not to place kettles, toasters or any other appliances that get hot in the immediate area of a joint or directly over it. Over time the rapid changes in temperature can cause the joint seal to break down and allow moisture to get in and damage the chipboard core of the worktop. Typically this can cause the core to swell up and the laminate to become loose.

You should always protect your new worktop from hot pots, utensils etc. by using heat resistant trivets or surface protectors. Never take anything out of the oven or off the hob and place it directly on the surface of the worktop. Boiling water and cooking splashes will not harm your worktops, but should be wiped off as soon as possible.

Your new worktops will withstand normal domestic use for many years to come, but you should always use chopping boards, bread boards etc. and never cut directly onto the surface. Also take care not to slide cast-iron pots or un-glazed crockery over the surface as this will cause unnecessary wear.

Cuts and scratches will be more visible on gloss, metal foil and darker laminate surfaces.

Given proper care and attention your worktops will last for many years.

Technical Evaluation of Exorna Kitchen products to BS and BS EN standards

UNIT TYPE	FIRA REF	TEST REF	TEST DESCRIPTION	Result
<b>600mm Wall Unit</b>	TSCAF49775	ISO 7170 -7.1.2.1  BS 6222-2:2009 BS EN 14749:2005	Vertical load on pivoted door. (37.5kgs / 10 cycles)  Level H	Pass Pass
<b>600mm Full Height Base Unit</b>	TSCAF49776	BS 6222 - B1 (ISO 7170 - 6.4.1)  BS 6222-2:2009 BS EN 14749:2005	Carcase handling test. Test for structure and underframe. (450N / 10 cycles each direction)  Level H	Pass Pass
<b>400mm Drawer Unit</b>	TSCAF49777	ISO 7170 -7.5.2  BS 6222-2:2009 BS EN 14749:2005	Strength of extension elements. (30kgs / 10 cycles)  Level H	Pass Pass
<b>1200mm Full Height Base Unit</b>	TSCAF49778	BS 6222 - B1 (ISO 7170 - 6.4.1)  BS 6222-2:2009 BS EN 14749:2005  ISO 7170 -6.1.3  BS 6222-2:2009 BS EN 14749:2005	Carcase handling test. Test for structure and underframe. (450N / 10 cycles each direction)  Level H  Deflection of shelves (uniform load of 1.75Kgs / dm2 for 7 days - M.A.D = 5.8mm)  Level H	Pass Pass  Pass Pass
<b>900mm Corner Base Unit</b>	TSCAF49779	BS 6222 - B1 (ISO 7170 - 6.4.1)  BS 6222-2:2009 BS EN 14749:2005	Carcase handling test. Test for structure and underframe. (450N / 10 cycles each direction)  Level H	Pass Pass
<b>600mm Corner Wall Unit</b>	TSCAF49780	BS 6222-2:2009 BS EN 14749:2005	Level H	Pass Pass
<b>Vinyl Wrap Doors</b>	TMCMF49774  TMCMF50664	BS 6222-3:1999  BS 6222-3:1999	Finish Performance Adhesion Performance  Finish Performance Adhesion Performance	Pass Pass