

CUSTOMER CARE GUIDE

IMPORTANT NOTES ABOUT YOUR NEW KITCHEN



PREPARING FOR YOUR NEW KITCHEN

Guidance to help you prepare for the installation of your new Haus12 kitchen

PRE-DELIVERY BALANCE

After your kitchen is despatched from the factory, you will receive notification of its arrival and the delivery arrangements to the installation address. Prior to delivery into the UK, the pre-delivery payment is required. Delivery and installation may be delayed until payment is received. Additional charges for furniture storage and labour may be incurred should the installation be delayed by the customer.

DELIVERY AND STORAGE

It may be necessary to deliver your kitchen a few days before installation and we ask that a clean, dry and secure area (garage or another room) be set aside for storage of your new cabinets while preparation work is carried out in the kitchen.

PLEASE NOTE RESPONSIBILITY FOR INSURANCE PASSES OVER UPON DELIVERY.

If your kitchen is ordered from Germany we cannot delay delivery into the UK. If you need to delay your kitchen delivery you will incur additional UK storage costs.

The installation team will need access. If you are working or on holiday you must arrange for a key holder to act on your behalf and advise your Haus12 studio of this.

REMOVAL OF YOUR OLD KITCHEN

If your contract includes dismantling your old kitchen, ensure that all drawers and cupboards are empty. Remove any small electric appliances and ensure that the old fridge is empty and defrosted. If you have a kitchen carpet, please remove it.

If you have another use for your existing kitchen our fitters will if asked, remove such items with all due care but we cannot guarantee their final condition. It is the customer's responsibility to place items to be retained in a safe place.

DURING INSTALLATION

Here are some practical guidelines for making the installation process as smooth as possible.

Your home will be disrupted periodically during installation when mains services are interrupted. Your cooking and heating facilities are temporarily disrupted. A little forward planning will minimise any inconvenience. Hot water and central heating supplies may be affected. Remember to switch your gas central heating off when the water supply is cut! Plan baths, showers and laundry outside the installation team's working hours. Plan shopping and cooking. Gradually rundown food stocks before work begins, don't fill the fridge and freezer the day before installation.

Haus12 installation teams take great care to respect your home and always clean up afterwards.

If you have pets, arrange for them to be supervised or confined to another part of the house as exterior doors will need to be left open to allow the fitter access during the installation.

Explain to children in your home what is happening and for their own safety, keep them away from the installer's tools and work areas.

If you have any concerns which may affect your installation please contact Haus12 Interiors in good time before work commences and every effort will be made to accommodate your requirements.

INSTALLATION TIMESCALES

For the benefit of all we will do our best keep to the estimated dates. Due to the nature of the work a firm starting date cannot be guaranteed until 48 hours beforehand.

Worktops like quartz, solid surfaces and granite are produced from a template which can only be made after the base units have been fitted. These worktops are therefore usually fitted 7-10 days after installation.

Every endeavour is made to install your kitchen as quickly as possible and to schedule. However it is vital that the work is thorough and accurate. Rushing jobs to keep to schedule may impair the function of your kitchen.

ADDITIONAL WORKS

The plan, specification and quotation are on the basis that the fabric of the kitchen is in sound condition and that the walls and floor levels are within acceptable tolerances. Should it be discovered during installation that additional work is necessary to effect a satisfactory installation then this will be the subject of a separate quotation.

APPLIANCES

Where Haus12 has undertaken to install appliances not supplied by us it is essential that these appliances are available on site when fitting begins. Additional costs will be incurred for return visits. The installation or relocation of customer's appliances will be carried out to our normal high standards. Please note that the relocation of appliances is carried out at customer's risk. Please note that the European Directive concerning ozone depletion means that retailers are unable to take and dispose of old cooling products. Customers are requested to make their own arrangements via local authority waste disposal sites.

EXTRAS

Additional items such as extra power points, plumbing, lighting, etc., arising during installation and not included in the original contract with Haus12 must be notified to Haus12 and will be quoted separately.

FITTING WORK NOT CARRIED OUT BY HAUS12

It is the customer's responsibility to ensure that any fitting or preparation work not carried out by Haus12 is done strictly in accordance with the plan and specification.

Haus12 cannot accept responsibility or offer any warranty in respect of work not carried out by us. We cannot indemnify the customer against any additional costs incurred due to work contrary to the specification.

Where preparation work is to be done by fitters other than Haus12 fitters, it is important that electrical, gas and water services, waste outlets, etc. are in the appropriate places. In particular, horizontal pipe runs should be within 100 mm of the floor level, stop cocks and electrical sockets must not be positioned behind appliances, and tails should be left for appliance sockets so that these can be installed in adjacent cupboard units. Waste pipes should not be placed behind appliances unless the worktop is at least 650 mm deep.

AFTER INSTALLATION

COMPLETION OF INSTALLATION

On completion of installation, we will carefully inspect your kitchen and arrange for any replacement items or any remedial works to be carried out as soon as possible. Any replacement furniture from Germany will take a further 2-3 weeks for delivery.

We also ask you to inspect the kitchen and report any issues immediately. Once you are satisfied that any issues have been reported, you are asked to sign a Completion Form and make the final balance payment.

REGISTER YOUR APPLIANCES

Supplied appliances carry the manufacturer's 1 year (minimum) warranty.

PLEASE REMEMBER TO REGISTER YOUR APPLIANCES DIRECT WITH THE MANUFACTURER.

Appliance manufacturers also offer separate Guarantees which can be extended to suit your needs.

CARE AND MAINTENANCE OF YOUR KITCHEN

Helpful tips and advice to enable you to keep your new Haus12 kitchen looking good for years to come.

LAMINATE WORKTOPS

Laminate worktops are resistant to heat and scratches but avoid risking damage with sharp or hot objects. Use a cutting board when chopping or slicing. Don't place hot pans directly on the work surface. Treat laminate joints with care as they are not included in your guarantee. Don't leave hot pans or water standing on them. This can cause the joint to expand, damage the seal and allow water to penetrate the core material.

SILESTONE® AND ECO BY COSENTINO®

Silestone® and ECO by Cosentino® are low porous surfaces and therefore highly resistant to everyday domestic stains. For regular cleaning of Silestone® or ECO by Cosentino® surfaces, Cosentino S.A. recommends you use Q-Action. If Q-Action is not available, water and mild/neutral soap is the best option for regular cleaning.

CAESARSTONE®

Due to Caesarstone®'s high density and non-porous qualities, normal cleaning with a damp cloth and mild detergent is all you need to keep your Caesarstone® surface looking great. Thoroughly rinse off the soap/mild detergent with water after use and dry with soft cloth or paper towel. We recommend a thorough cleaning of your Caesarstone® surface on a weekly basis.

CORIAN® & SOLID SURFACES

Over time, Corian and other solid surface worktops acquire a smoother more silken appearance. To develop an even lustre use a gentle abrasive powder bleach or mild cream abrasive cleaner once or twice a month over the first few months. Clean the entire top with a wet sponge or cloth using a circular motion then rinse and wipe with a damp cloth before finally drying with a paper towel.

GRANITE, SLATE AND MARBLE

To avoid staining, it is best to wipe up spills immediately as they occur. Do not scrub these surfaces with harsh abrasive cleaners. Wash them gently with a solution of clean warm water and light, neutral detergent. Finally rinse with clean water and dry with a chamois leather or similar. If in doubt, always refer to the manufacturers own care and maintenance instructions.

WOOD

Never chop, cut or place hot pans on a wooden work surface. Always use a chopping board. Wipe off all spills immediately (tea and coffee will stain the surface). Joints and edges are vulnerable to wear and tear in high use areas like sinks and drainers. To protect against water penetration, periodic resealing with 'Danish oil' or similar is advised.

DOOR & DRAWER FRONTS

Laminate fronts should be cleaned with hot water and mild household detergent (washing up liquid etc). Wooden fronts should be wiped clean in the direction of the grain with a damp cloth (do not use a cleaning agent) and dried with a soft cloth or paper towel.

APPLIANCES

For care of all gas, electric and other domestic appliances always refer to the manufacturers instructions. In the event of an appliance failure, contact the manufacturers help-line for fast efficient response.

Appliances supplied by Haus12 Interiors are covered by a minimum of 1 year manufacturers guarantee which can be extended (directly with the manufacturer) if required.

Water connections are hand tight and should be checked and adjusted regularly to prevent leakage. If the home is left empty for any length of time the water supply should be switched off. Connections should be re-checked before switching the water supply on again.

SINKS

Stainless steel sinks do not rust but will scratch so care must be taken when cleaning.

The preferred method is to wash with a non-abrasive cloth and a solution of hot water and washing up liquid then rinse with hot water and dry. Persistent stains should be removed with a specialist stainless steel cleaner. Synthetic sinks can be cleaned with washing up liquid and any stubborn stains with dishwasher powder.

Always rinse the sink after use and after cleaning. Remember that advice on recommended cleaning procedures for your particular sink is available from the manufacturer

MAINTENANCE OF MOVING PARTS

After several years it may be necessary to oil the runners of drawers and pull-outs. It is sufficient to apply a few drops of resin free (sewing machine) oil.

For perfect running of drawer runners, it is important to keep them clean. If dirt gets in the rails it should be removed immediately with a small brush.