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Customer Care Information

Hatt Kitchens would like to welcome you, not only to your new home, but also to your new **Hatt** Kitchen.

In order that you may obtain the maximum benefit from your new **Hatt** Kitchen, please take time to read through the following brief notes on how to care for and preserve what will, after all, be one of the most used areas of your new home.

Hatt Kitchens
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Hartlebury
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DY10 4JB

Your **Hatt** kitchen has been manufactured to the highest standards, using some of the very best materials and components available. With little maintenance, your kitchen will provide you with many years of trouble-free service.

The following procedures will assist in prolonging its life and appearance.

Laminate Worksurfaces

It should only be necessary to use a damp cloth with a little liquid detergent to remove most marks, but occasionally 'Cif' or a similar cleaner may be used to remove those stubborn stains such as blackcurrant juice and curry sauce.

Excess water, especially around the corner joints and front edge of the worksurfaces, should be removed immediately, as constant water ingress will cause irreversible damage and is not covered by the manufacturers warranty.

Do not let excess water stand on or near worksurface joints.

Do not boil your kettle over or near worksurface joints or under wall cupboards.

Do not position microwaves, toasters, steamers or any other heat-generating appliance over or near a worksurface joint.

Do not cut directly onto the worksurface; always use a counter saver or chopping board.

Do not place hot pans directly on to the worksurfaces. They are not heat-resistant.

High-gloss worksurfaces need extra special care; by their very nature scratches and cuts will show up more readily.

Special Note :- The laminate manufacturers recommend that when standing at the worksurface, for washing up, etc., you do not wear a plastic apron. This can have an adverse effect on the pattern in the laminate and can 'wear it away'. Any damage caused in this way will invalidate the normal warranty.

Stained or Lacquered Front Edge Worksurfaces

These should be treated as above, with special care being paid to both the sink and hob areas. Constant contact to the front edges of the surfaces, especially if wearing plastic aprons, can cause a breakdown of the surface finish over a period of time.

Corian

Getting used to CORIAN

On installation, a CORIAN worktop will have an overall satin sheen finish. However, as you use it, CORIAN acquires a smoother, more silken finish and appearance, rather like the soft lustre or sheen fine silverware develops. Even the cleaning properties appear to improve with use. To ensure that this lustre does not develop unevenly, use a gentle abrasive powder bleach (e.g. Bar Keepers Friend) or a mild cream abrasive cleanser, i.e. Cif, once or twice a month over the first few months. Clean the entire top with a wet sponge or cloth, using a circular motion. Rinse/wipe with a damp cloth, and dry with paper towel or a soft cloth. You will be pleased to see how CORIAN responds to your touch...!

How to clean CORIAN kitchen tops & sinks:

CORIAN is not self-cleaning, whatever you have been told!

But it is simple to maintain!

For everyday cleaning, try it the easy way first! Although liquids cannot penetrate CORIAN, it is best to wipe up spills as they occur. Just use an ammonia-based hard-surface cleaner; a good solid-surface cleaner; or ordinary detergent. Clean the sink or top as usual, with a damp cloth and detergent, wiping it well and rinsing it to get rid of any oils and fats – or spray with a hard surface cleaner and leave a few minutes before rinsing/wiping clean with a damp cloth and finishing with a dry cloth. If any stains need more attention, sprinkle a gentle abrasive powder bleach on the damp surface and leave for a few minutes before using a sponge or soft cloth to rub with a circular motion and rinsing/wiping, then drying.

Once or twice a week beauty treatment. Remove all the fat and oil residues of normal food preparation from the sink, using a detergent or hard-surface cleaner. Partially fill the sink with warm (not boiling) water. Add 1-2 teaspoons (5-10ml) of liquid household bleach, and leave for a few hours or overnight.

You do not need a strong solution!

In the morning, the sink should be beautifully clean, with very little effort.

Dealing with obstinate offenders: On any problem area, try it the easy way first!

Metal marks from pots and pans (in particular, aluminium and cast iron) show on **CORIAN** sinks, just as they do on porcelain, ceramic or acrylic.

Also **food preparation stains** or discolouration (from wine, tea, coffee, vegetable oils, food residues, etc.) build up on **CORIAN** sink surfaces, just as on stainless steel sinks where they are less evident on the darker base colour.

Hard water leaves visible water marks on **CORIAN**, just as on glassware which is why it should be wiped dry with a soft cloth or paper towel after use. First try the easy methods, then progress to the gentle abrasive powder bleach, or mild cream abrasive you used to develop the sheen. Avoid abrasive plastic scouring pads in normal cleaning. Only with a really persistent stain as lily pollen, or saffron, or with a severe scratch, should you need to resort to a harsh abrasive powder, or an abrasive plastic scouring pad (e.g. Scotch-Brite).

(If you do have to use abrasive cleaners or pads, always restore the overall lustre afterwards, using the gentle abrasive powder bleach or mild cream and blend the scrubbed area into the entire surface by rubbing in a circular motion.)

If hard water scale has built up around the waste or taps, use a standard household lime-scale remover and follow the manufacturer's instructions. Only if necessary, use an abrasive scouring pad to remove the deposit, rinse well, and buff dry. **Restore the gloss level as described above.**

PREVENTING DAMAGE

What to watch out for...

Heat: Rather than cause accidental heat damage, prevent such damage in the first place:

- ✓ *Always use a heat protection pad or trivet (with rubber feet) for hot cookware, or leave cookware to cool on the hob first. Never put hot pans, particularly cast iron, directly on a CORIAN top or in a sink. Such heat can damage any surface.*
- ✓ *If you must put a hot pan on the base of a sink, use a protective sink mat, sponge, or cloth beneath. The best alternative is to leave the utensil to cool slightly first, or put a few inches of cool water in the sink **before** the pan.*
- ✓ *Avoid pouring boiling liquids directly into sinks without turning on the cold tap first.*

Scratches: it is not a good idea to cut or chop directly onto **CORIAN** – it will score the worksurface! Use a chopping board instead.

Like **all** materials **CORIAN** will develop slight abrasion marks in normal daily use. Use occasional overall cleaning as described.

Darker colours may show such wear and tear more rapidly and need a bit more attention, as would dark coloured wood. However, if **CORIAN** is accidentally scored or scratched more severely (e.g. by a kettle, toaster, or unglazed ceramic pulled across the surface) you can usually restore it yourself (see cleaning methods).

Chemical Spillage: Accidental spills of strong chemicals (e.g. paint stripper, brush cleaners, metal cleaners, acetone-based nail varnish removers, etc.) should be flushed promptly with plenty of soapy water to avoid damaging the surfaces! For nail varnish spills, non-acetone based remover **can** be used, and then flushed with water.

Undetected or prolonged exposure to chemicals with subsequent damage (perhaps from a leaking container) may require the attention of a **CORIAN** Quality Network Service Centre.

Granite/Quartz Worksurfaces

This document will provide you with best way to care for your granite/quartz top, up stand, down stand, splash back and island area (if installed).

However, the company does not guarantee against the following: scratches that may occur due to fair wear and tear, stains, burn marks, natural discolouration, natural fissure lines, chips, fading or the build-up of lime scale.

CLEANING:

In most cases, clean soapy water is all that is required to clean Granite and Quartz surfaces. Because of the glass-like finish it may be necessary to wipe the surface with a clean dry cloth afterwards to remove streaking.

In the event of dry food or sauces, it is quite safe to use a green sponge scouring pad or even fine steel wool, as long as the motion of cleaning is with care and not with an intense scrubbing action.

We do not recommend any particular product especially those that contain high levels of bleach and ammonia but if a food mark is stubborn then you could try something like a Jif Cream. **Never** use bleach on stains or food marks.

POLISHING:

The polish on a granite and quartz surface is not created by any varnishes or waxes; it is in fact very similar to polished plate glass. Subsequently, under normal household use, granite and quartz tops require little in the way of maintenance.

LOOKING AFTER GRANITE & QUARTZ TOPS:

Granite and Quartz are extremely hard and durable products. This makes them extremely practical and desirable in a working kitchen setting as they are very forgiving. However, whilst the geological composition of granite is such that it is resistant to staining, scratching and heat it is not entirely impervious and should be treated with a measure of respect. Spills should be wiped away as soon as convenient, red and white wine, coffee, tea, vegetable juices such as beetroot/red cabbage immediately, especially if spilt on a light coloured or heavily veined granite/quartz surface.

The surface should not be used as a cutting board, and care should be taken with hot fats or hot pans, **always** use a trivet especially on Quartz and, as a matter of routine, on a Granite. Care should also be taken not to spill hot fats or oils on the surface of both.

PROTECTING A GRANITE OR QUARTZ SURFACE:

Neither Granite or Quartz absorb liquids readily, hence their natural resistance to staining. However, the spilling of red wine, coffee, fruit juices like orange and lemon, vegetable juices such as beetroot/red cabbage should be avoided on light coloured or heavily veined Granites. A sealer is recommended for light or heavily veined or patterned Granites which can be purchased from your kitchen installer. Time scales for resealing can vary depending on use of your granite work surface. It is thought that a light coloured or deeply veined granite should be resealed every three to six months and the darker granites every nine to twelve months, but there are no hard and fast rules. Some clients are happy to carry out re-sealing themselves, but as a matter of routine, all clients will be contacted at least once a year with regard to re-sealing their work surface. If re-sealing is required, the work will be chargeable, the charge depending entirely on the surface area to be worked but there is no obligation on the client's part to go ahead with this service.

REPAIRING GRANITE & QUARTZ:

In the unlikely event that a Granite or Quartz work surface is badly scratched, it may be possible to remove the scratch or scratches and re-polish the surface or surfaces. This however, should only be undertaken by an experienced Granite operative and the work will be chargeable. In the equally unlikely event of staining, it is possible to draw out some stains from the surface; again this should only be undertaken by an experienced person and will be chargeable. However, it should be noted that the success of stain removal very much depends on the nature and severity of the staining.

A WORD OF CAUTION:

Granite and Quartz both have a remarkable compressive strength; they do not however, have any significant tensile strength. Large holes are often cut into the Granite and Quartz surface to accommodate sinks and hobs. These areas should be considered vulnerable areas, and should not be stood on or sat on for any reason or purpose as this may crack the Granite or Quartz at its point of least resistance. Cracks can be repaired but will remain visible. Also, protect your surfaces from falling solid objects as chips can be repaired but will also remain visible. Both types of repair are chargeable.

Hardwood Worksurfaces

Maintenance

Proper care and treatment in the first few weeks will pay dividends in the long term. A course of oil treatment is imperative to build up a surface that is impervious to stains and to ensure a long and trouble-free life.

When your worksurfaces are delivered, they will have a fine sanded finish ready for oiling. They will be a much paler colour than you are probably expecting. When they are oiled they will immediately darken, but all timber will take a few months to mellow down in colour, a process that will continue to a lesser degree for the rest of its life due to exposure to the ultra violet rays in daylight.

Iroko

Iroko is a unique timber. When freshly sawn, it is the colour of pale straw. With the application of vegetable oil (sunflower is ideal), it darkens considerably but any variations in the colours of the boards are actually exaggerated. However, within a few days, with further applications of oil, these variations fade rapidly. Within a period of time – several months probably – all Iroko assumes a deep, uniform, chestnut brown patina, irrespective of original colour.

You will need to oil the worksurfaces every day, preferably last thing at night for the first week. After that, once a week will suffice with the interval between treatments gradually increasing until you are eventually just wiping the worksurfaces over with an oily cloth once a month. The worksurfaces need more oil when water on the surface 'smudges' rather than forming definite droplets. It is important to remove the excess oil after 10-15 minutes to prevent a 'gummy' surface forming.

Beech

We recommend Danish Oil, a blend of oils, resins and dyes, resistant to water, alcohol and food acids for finishing these worksurfaces. Your worksurfaces will be treated with its first coat with sufficient oil being left for at least one further treatment. A further four or five coats will be needed. A maintenance coat about twice a year or, when the surface looks dull, will be all that is necessary. If you require more oil, then please contact us.

All woods

The oil should be applied using a soft paintbrush. After approximately 15 minutes, remove any excess with a soft cloth or good quality kitchen paper. In the first few weeks of service, caution should be taken to prevent the worksurface becoming stained before sufficient protection is built up.

Water should not be allowed to lie on the surface but must be wiped off immediately with a cloth. Oak is particularly prone to acquiring black stains which are very hard to remove, if iron utensils come into contact with it in the presence of water.

Colour

All our worksurfaces are hand-made and, as such, each board is carefully selected by a craftsman for colour and grain match. However, the simple fact is that every piece of timber is unique both in pattern and colour – an essential part of its beauty and appeal. The colour of the raw timber is quite different to what it will be when the oil is applied. When they are oiled, they will immediately darken, but all timber will take a few months to mellow down in colour, a process that will continue, to a lesser degree, for the rest of its life, owing to exposure to the ultra violet rays in daylight.

Laminate Doors, MFC, Vinyl and Gloss Doors

Treatment is very much as for worksurfaces above – a final wipe with a dry cloth is all that is necessary to remove any remaining finger marks left after cleaning. No abrasive cleaners should be used under any circumstances.

Stained or Natural Finished Solid Wood Doors

Solid timber is a living material, even after harvesting it still needs to 'breathe'. All doors are sealed after staining with specially formulated clear lacquer which enables this 'breathing' process to take place. No further treatment should be necessary. However, a good quality wax furniture polish can be used if desired as extra protection. This will not harm doors, although over a period of time it will cause the lighter finishes to become darker. For this reason 'limed' or 'bleached' kitchens should not be polished.

Water and timber do not mix! Extra care should be taken when performing 'wet' tasks. Do not wipe doors with a wet cloth - a slightly damp one may be used ensuring all moisture is removed immediately afterwards.

Lacquered Finish Solid Wood or Composite Doors

Although all doors are sealed after painting with the same hard wearing lacquers, it should always be remembered that it is still a painted finish.

Painted doors should not be polished under any circumstances. A slightly damp cloth is all that is necessary to remove most marks and splashes. A small amount of liquid detergent may be applied to the cloth for very stubborn stains with the area being wiped dry immediately.

Should doors become damaged or chipped, then with a little care and patience and a child's paint brush, it should be possible to touch-in all but the most badly knocked marks. Painted finishes are more vulnerable than some other finishes and should be treated with respect.

General Maintenance

Drawer runners are basically maintenance-free but, should the rollers become stiff, then a little sewing machine oil should be used.

Units fitted with magic-corner, tall pull-out and carousel mechanisms can only hold a maximum weight of 32kg distributed evenly, anything more may cause the units to malfunction and in the long term stop the mechanism from working altogether.

Interiors of cupboards may be cleaned using a damp cloth with a liquid detergent ('Cif' or similar for stubborn stains) as described previously.

The plinth panel or 'kickboard' is clipped into position for easy removal should access to services or periodic cleaning underneath be desired.

Lighting

Fluorescent tubes are normally of the 'warm white' variety – the alternative being 'daylight' fittings. Various sizes may be used in your kitchen and replacement tubes for most of these sizes are available from your usual light bulb supplier. However, should you have any difficulty in obtaining a particular size, please contact us for advice.

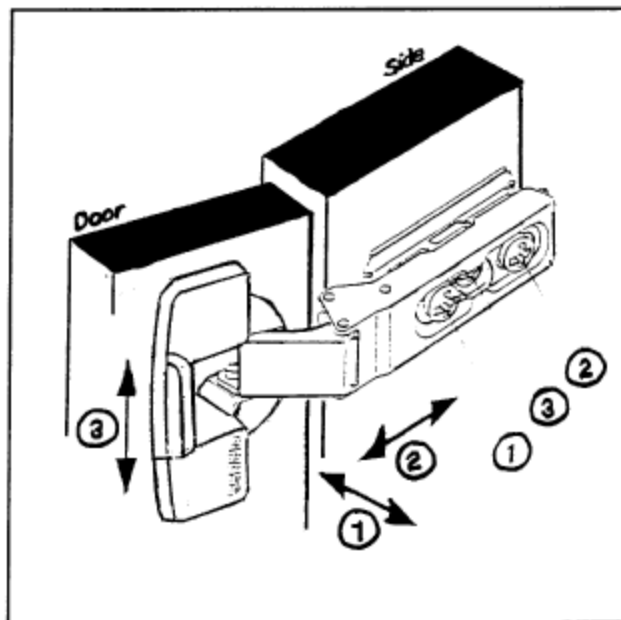
Low-voltage Lighting

12-volt fittings have a variety of bulbs, 10 and 20-watt capsule lamps being the most popular. Replacements are available from your usual light bulb supplier and identification of requirements is made easier by taking the offending bulb along to your supplier when purchasing a replacement. Should you experience any difficulty in obtaining replacements, please contact us for advice.

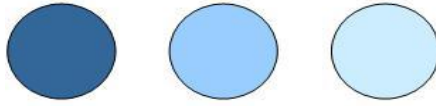
Door hinges are of the 'clip-on' variety that makes for easy removal. From time to time, it may be necessary to tighten or adjust them and the diagram below should help you to do this.

Hinge Adjustment

The 'clip-on' hinge system provides 3D adjustment. This 3D feature has the advantage that assembly and fitting tolerances may be corrected. The adjustment feature is integrated in the hinge arm and may be used independently of each other.



- 1.) Side adjustment provides for micro adjustment of the door in relation to its neighbouring doors and is secured from accidental loosening.
- 2.) Depth adjustment is also the fixing position of the hinge on the baseplate. This screw adjusts the position of the door in relation to the cabinet itself. It is more likely than any other to become loose over a period of time, and therefore may need periodic tightening.
- 3.) Height adjustment is achieved by way of this screw and is responsible for the vertical positioning of the door to the top and bottom of the cabinet.



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Useful Numbers for After Sales and Customer Care

AEG	Customer Service:	08445 611 611
	Service Force :	08445 616 616
		www.aeg.co.uk
Abode	Information line :	01226 283434
		www.abode-shop.co.uk
Baumatic	Customer Care:	01189 336911
		www.baumatic.co.uk
Beko	Customer Care:	0845 600 4911
		www.beko.co.uk
Blanco	Customer Care:	0208 450 9100
		www.blanco.co.uk
Bosch	Customer Care:	08702 400060
	Service:	08702 413381
		www.bosch.co.uk
D.R. Cooker Hoods (Elica)	Customer Care & Service:	01252 351111
		www.elica.co.uk
Electrolux	Customer Service :	08445 616 613
	Service Force :	08445 616 616
		www.electrolux.co.uk
Franke Sinks	Customer Care (Central)	01782 599258
		mail@central-servicesuk.co.uk
	Customer Care (South)	0844 800 3346
		sales@south-services.co.uk

Hatt Kitchens

Customer Care:

01299 251320

Leisure Sinks

Customer Care: 0870 789 5108
www.leisuresinks.co.uk

Neff

Customer Care: 0844 892 8989
www.customerservice.neff.co.uk

Siemens

Customer Care: 0844 892 8999
www.siemens-home.co.uk

Smeg

**Customer Care
& Service: 0844 815 0701**
www.smeg-service.co.uk

Zanussi

Customer Care : 08445 612 612
Service Force : 08445 616 616
www.zanussi.co.uk

**Hatt Kitchens
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Hartlebury
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DY10 4JB**

Dear Sirs

Re: Customer Care

Please be kind enough to forward by return copies of your Customer Care packs to present to our customers.

Please mark for the attention of :

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.....
.....

Post Code:

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Thanking you in anticipation of your prompt response.

Yours faithfully,