

CUSTOMER CARE

CONTACT INFORMATION



Helpline 01903 524331

Email customercare@manhattan.co.uk

Fax 01903 524322

www.manhattan.co.uk

CUSTOMER CARE

HOW TO CARE FOR YOUR MANHATTAN KITCHEN

Use a damp cloth rinsed in warm water containing a mild non-abrasive detergent for cleaning of all doors, handles, knobs and units.

Abrasive scouring powders, cream and even polishes should be avoided as this can scratch the furniture and result in corrosion of the finish.

Remember that while regular cleaning will preserve the finish of your kitchen furniture, ordinary sunlight and airborne contaminants like tobacco smoke and cooking fumes may cause some colour change over time. It is normal for all paint, lacquered finishes and natural timbers to react in this way. MFC and vinyl-wrapped doors may also change depending on their environment.

Worktops are highly durable, but they are not indestructible. To maintain them in good condition, general cleaning of worksurfaces requires only a damp cloth rinsed in warm water containing a mild non-abrasive detergent. If the worktop has a textured surface, a soft nylon brush can be used to ensure more thorough cleaning. Potentially persistent stains should be removed immediately.

CUSTOMER CARE

HOW TO CARE FOR YOUR MANHATTAN KITCHEN - CONTINUED

SOME DO'S

- Ensure that the kitchen furniture is cleaned regularly
- To prevent damage from hot objects, always use heat-resistant mats on the surface of the worktop
- Always use ashtrays for cigarettes
- Always use a chopping board when preparing food
- Wipe spilt liquids away from door & drawer fronts, units and worktop joints and cut-outs immediately
- Make sure that all inset appliances are properly sealed with a suitable waterproof silicone sealant and ensure that this is maintained over time
- If you have a solid timber, granite or 'Corian' worktop, please refer to the manufacturer's instructions

SOME DON'TS

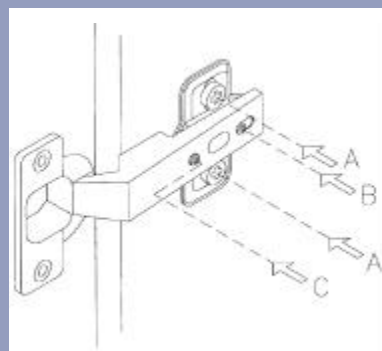
- Do not overload units or shelves
- Do not exert unnecessary pressure on the doors or hinges
- Do not slam the doors and drawers
- Never place hot objects from the oven or hob directly onto the worktop surface, as

this can cause discolouration and blistering

- Avoid sliding rough bottomed objects or sharp utensils across your worktop
- Never cut foodstuff directly on the worksurface
- Because of the effects of steam, don't position a kettle or other steam/heat-generating appliance under a light fascia or over a worktop joint. Don't open a dishwasher door under a worktop until the steam has been dispersed

DOOR ALIGNMENT

If your doors need adjustment from time to time, please use the aligning screw mechanism on the hinges.



- A:** height adjustment [up and down]
- B:** depth adjustment [front to back]
- C:** side adjustment [left to right]

CUSTOMER CARE

THE MANHATTAN GUARANTEE

Your Manhattan kitchen furniture is guaranteed for a full two years from the date of legal completion.

WHAT IS COVERED

- Any fault arising from defective workmanship or material failure
- Faults will be resolved free of charge. If repair is impractical the item will, at our opinion, be replaced

WHAT IS NOT COVERED

- Gloss laminate worktops
- Breakdowns or failure caused by:
 - Poor handling, storage or installation by the purchaser or any contractors other than those specifically retained by Manhattan Furniture;
 - Damage due to impact or other accidental external cause;
 - Negligence or wilful misuse;
 - Appliances or other specialist products such as sinks and taps that are covered by a separate manufacturer's guarantee (refer to appliance user guide for details)
- Cupboard lighting
- Exact matching of replacement or additional doors/drawers
- Deterioration from fair wear and tear
- Door adjustments/alignment
- Products that have been moved are also excluded

Additional kitchen furniture purchased after the date of legal completion is covered by the Manhattan 2-year Guarantee (subject to product availability).

Any labour costs for refitting are not covered by the Guarantee and will be quoted separately.

Items replaced under Guarantee do not restart the Guarantee from this point.

Under our policy of continuous improvement we reserve the right to replace any product that has failed under the terms of the Guarantee with the nearest equivalent.

Reasonable opportunity must be given to inspect the product where it is installed. If removed, the product must be retained for inspection.

Liability is limited to the single product in question and not to the whole kitchen. This Guarantee does not extend to cover consequential loss or damage or installation costs arising from the defective product. This Guarantee is not transferable and does not in any way affect the statutory rights of the consumer.

CUSTOMER CARE

HOW TO CLAIM

In the unlikely event of needing to claim under this Guarantee, please contact your builder who will liaise with us on your behalf.

Manhattan will then contact you to advise how these issue(s) can be overcome.

A full explanation of why you believe the product needs to be changed will be required.

To assist with the efficient processing of your claim, below is a list of questions you may need to consider:

UNITS

- Is it a base unit, sink unit, wall unit or a tall unit?
- What is the width of the unit (in mm)?
- If it is a wall unit or a tall unit, what is the height (in mm)?

DOORS

- Are they to fit on a base unit, wall unit or a tall unit?
- What is the height of the door (in mm)?
- What is the width of the door (in mm)?
- As you face the door, which side are the hinges on?
- Is it a glazed door?
- Does the door fit on an appliance? If so, which appliance?

DRAWER FRONTS

- What is the height of the drawer front (in mm)?
- What is the width of the drawer front (in mm)?

SHELVES

- Are they to fit in a base unit, sink unit, wall unit or a tall unit?
- What is the width of the unit that the shelf is to fit into (in mm)?

HANDLES

- Should your kitchen have varying lengths of handles, please measure the length of each individual handle (in mm)

GENERAL TERMS/DESCRIPTIONS:

- Cornice = Trim that runs along the top of the wall units
- Light Fascia = Trim that runs along the bottom of the wall units
- Continuous Plinth = Kickboard that runs along the bottom front of your base units
- Return Plinth = Kickboard that runs down the side of the base units
- Bumpons = Plastic buffers that attach to the back of the doors/drawers to prevent slamming