Timbercraft

CUSTOM BUILT GERMAN KITCHENS

CUSTOMER CARE MANUAL

CARE • MAINTENANCE • APPLIANCE SUPPORT

PLEASE KEEP FOR FUTURE REFERENCE
THIS MANUAL CONTAINS IMPORTANT INFORMATION ON CARING FOR YOUR KITCHEN, PROTECTING ITS FINISHES AND REGISTERING YOUR APPLIANCES.



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A PERSONAL WELCOME

Dear Valued Customer,

Thank you for choosing Timbercraft. We sincerely appreciate your business and hope you enjoy your new kitchen for many years to come.
This Customer Care Manual has been prepared to help you maintain the appearance, condition and performance of your kitchen. It includes important guidance on the care and maintenance of your cabinets, fronts, worktops and appliances.

ESSENTIAL CARE PRINCIPLE
Kitchen furniture is designed for normal everyday use; however, regular care is essential. Water, steam, condensation, grease, spills and other residues should always be wiped away promptly, and surfaces should be dried thoroughly.

Please take the time to read the following care instructions and refer also to the operating and maintenance information supplied with your appliances, accessories and specialist worktop materials.
Proper care will help protect your kitchen and keep it looking its best for many years to come.

The Timbercraft Team

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CUSTOMER CARE AT A GLANCE

The most important care principle throughout this manual is simple: remove moisture, steam, grease and residue promptly, and leave kitchen furniture clean and dry after use.

Always follow the operating and care instructions supplied with your appliances, accessories and specialist worktop materials, as manufacturer guidance for a specific product takes precedence.

TERMS AND CONDITIONS

This Customer Care Manual should be read together with the Timbercraft Terms and Conditions applicable to your order, which set out the contractual terms for the supply and, where applicable, installation of your kitchen. The version accepted in connection with your order remains the applicable version. Our current Terms and Conditions can be viewed at timbercraft.ie/terms-conditions/. Nothing in this manual or the Terms and Conditions affects your statutory consumer rights.

ESSENTIAL CARE OF YOUR KITCHEN



Your Timbercraft kitchen is designed for normal everyday use within a kitchen environment. However, kitchen furniture is not waterproof, and correct care is essential to protect the materials and finishes over time.

KEEP YOUR KITCHEN DRY

Water, steam, condensation, grease, food residue and other liquids should not be allowed to remain on cabinet fronts, panels, edges, joints, plinths or surrounding furniture. Any spills, splashes, moisture, grease or residue should be wiped away promptly using a soft, suitable cloth and the affected area dried thoroughly.

CLEANING PRODUCTS

Use only mild, water-soluble household cleaning products that are clearly stated to be suitable for kitchen furniture. Do not use:

- Solvents or products containing alcohol
- Abrasive cleaning products or scouring powders
- Steel wool, pot scrubbers or abrasive cleaning pads
- Steam cleaners or running water

Glass cleaning products should not be used on kitchen furniture unless specifically confirmed as suitable for the surface, as some may contain alcohol or solvent-based ingredients.

CLEANING CLOTHS AND PROMPT CLEANING

Use a soft, clean, non-abrasive and non-pilling cloth or a gentle sponge. Use only a lightly damp cloth and never allow kitchen furniture to become excessively wet. Take care with microfibre cloths on delicate surfaces, as trapped particles may cause fine scratching.

Spills, grease, food residue, fingerprints and other marks should be removed as soon as possible. Fresh marks are generally easier to remove and are less likely to affect the surface finish. After cleaning, always wipe surfaces, edges and joints thoroughly dry.

PROLONGED EXPOSURE AND WARRANTY

Repeated or prolonged exposure to water, steam, condensation, grease or other liquids can cause swelling, discolouration, deterioration of edges, lifting of finishes or other permanent damage.

Damage caused by improper use, inadequate care, or repeated or prolonged exposure to moisture, steam, grease or liquids is not covered under the Timbercraft kitchen furniture warranty. Where an issue arises, Timbercraft will assess the nature and cause of the damage in accordance with the applicable warranty terms.

Any warranty assessment, aftercare obligation, exclusion or chargeable service is also subject to the Timbercraft Terms and Conditions applicable to the customer’s order.

YOUR RIGHTS

Nothing in this Customer Care Manual affects your statutory consumer rights.

STEAM, HEAT AND HIGH-RISK MOISTURE AREAS

02

STEAM AND HEAT

• When cooking, always use appropriate ventilation to minimise steam and condensation around kitchen furniture.
• Select the appropriate power level on the cooker hood. Where the hood has an after-run function, allow it to continue operating after cooking to help remove remaining vapour and steam.
• Always follow the dishwasher manufacturer instructions. Where appropriate, allow steam to dissipate or condense within the appliance before opening it fully rather than allowing concentrated steam to discharge directly onto surrounding furniture.
• Do not operate coffee machines, electric kettles, toasters or other heat- or steam-producing appliances directly beneath wall units.
• Do not place hot pots, pans, oven trays or other heated items directly onto worktops or furniture surfaces. Always use a suitable protective trivet or heat-resistant mat.
• Do not leave oven or dishwasher doors partially open for ventilation. Escaping heat, steam and moisture can damage nearby doors, panels, edges and surrounding furniture.
• Always follow the operating and care instructions supplied by the manufacturer of each appliance and built-in component.

HIGH-RISK MOISTURE AREAS

Certain areas of the kitchen require particular attention because they are more frequently exposed to water, steam and condensation.
• Sinks and taps: Wipe away splashes, spills and standing water from worktops, joints, doors, gables, cabinet edges and surrounding surfaces promptly.
• Kettles and coffee machines: Position appliances so steam, condensation and potential spills are directed away from furniture fronts, panels, joints and edges.
• Dishwashers and ovens: After use, check surrounding doors and panels and remove any visible condensation or moisture promptly.
• Cleaning: Use a soft, lightly damp cloth rather than an excessively wet cloth. After cleaning, always dry the surface thoroughly.
• Edges and joints: Take particular care around exposed edges, seams and joints, as repeated moisture exposure can cause swelling or deterioration over time.

GENERAL RULE

Moisture, steam and condensation should be removed promptly and kitchen furniture should be left clean and dry after use.

FURNITURE FRONTS, HANDLES AND MOVING COMPONENTS



FURNITURE FRONTS

Unit fronts should be cleaned regularly using a soft, clean and lightly damp cloth together with a mild cleaning product suitable for kitchen furniture. Grease, fingerprints, food residue, moisture and spills should be removed promptly. After cleaning, dry the surface thoroughly, paying particular attention to edges, joints, handle areas and recessed sections where moisture may collect.

Do not use abrasive cleaners, scouring pads, steel wool, solvents or harsh chemicals on furniture fronts.

INTEGRATED AND MILLED BAR HANDLES

Fronts with integrated or milled bar handles require additional care. Take care when opening and closing doors, as fingernails, rings and jewellery may leave marks or fine scratches around frequently handled areas.

Do not allow water, spills, condensation or cleaning residue to collect within recessed handle areas. Remove moisture promptly and dry thoroughly. Repeated or prolonged moisture exposure can cause swelling, deterioration of edges or damage to the finish.

LACQUERED, HIGH-GLOSS AND DELICATE FINISHES

Use only soft, non-abrasive cloths and cleaning products suitable for the specific surface. Minor signs of normal use may become visible over time, particularly around frequently handled areas. Care should be taken to minimise scratching and surface wear.

LARDERS WITH INTERNAL PULL-OUT DRAWERS

Larder doors fitted with 165 degree soft-close hinges should be allowed to close naturally using the soft-close mechanism. Do not force or repeatedly push the door closed. Continuous forced closure can place excessive strain on the hinges and may lead to premature hinge failure, misalignment or damage to the door mechanism.

HINGES, DRAWERS AND MOVING COMPONENTS

Doors, drawers and pull-out mechanisms should be opened and closed normally and should never be forced beyond their intended movement. Avoid placing excessive weight on open drawers, doors or pull-out components. If a mechanism becomes stiff, misaligned or difficult to operate, stop forcing it and contact Timbercraft for advice.

HOB, SINK AND WORKTOP CARE



HOB AND SINK CARE

Hobs and sinks manufactured from stainless steel, enamel or plastic should be cleaned using a soft, damp cloth and a mild dishwashing liquid.

For persistent water marks or limescale deposits, use a suitable commercially available cleaner recommended for the specific surface, or a small amount of standard household vinegar where appropriate. Rinse thoroughly afterwards and dry with a clean, soft cloth to help prevent further water marking.

Avoid abrasive cleaners, scouring pads, steel wool or harsh chemicals unless specifically approved by the manufacturer. Always follow the individual care and maintenance instructions supplied by the hob or sink manufacturer, as finishes, coatings and cleaning requirements may vary.

WORKTOP CARE AND MAINTENANCE

• **Cutting:** Do not use the worktop itself as a cutting surface. Always use a suitable chopping or cutting board.

• **Crockery and hard objects:** Avoid dragging or sliding crockery, cookware or other hard objects across the surface. On deep-matt or textured finishes, repeated sliding may create visible polished or glossy areas over time.

• **Heat:** Do not place hot pots, pans, oven trays or other heated items directly onto the worktop. Always use a suitable trivet or heat-resistant mat.

• **Cleaning:** Use a soft cloth and a mild household cleaning product suitable for the specific material. Avoid abrasive or aggressive cleaning products unless specifically approved by the worktop manufacturer.

• **Moisture:** Do not allow water, spills or other liquids to remain standing on the worktop. Particular care should be taken around joints, cut-outs, sinks, taps, appliance openings and bonded or glued areas. Wipe liquids away promptly and dry thoroughly.

QUARTZ, STONE AND SPECIALIST WORKTOPS

Quartz, granite, porcelain, Dekton and other specialist worktop materials may have specific care and maintenance requirements. Always follow the instructions supplied by the worktop manufacturer or stone supplier for the exact material installed in your kitchen.

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APPLIANCE REGISTRATION, WARRANTY AND SERVICE

REGISTER YOUR APPLIANCES

We strongly recommend registering all new appliances directly with the relevant manufacturer as soon as possible after installation. Registration helps the manufacturer identify your appliance, provides easier access to product support and may be required to activate additional or promotional warranty cover. Warranty promotions may have registration deadlines, so always check the terms that apply to your individual appliance.

BEFORE REGISTERING

Have the model number, serial number, production or identification number where applicable, purchase date, Timbercraft invoice or proof of purchase, and delivery or installation date available. These details are normally found on the appliance rating plate.

QUICK REGISTRATION

Bosch

NEFF

Siemens

AEG

Quooker

BORA

WARRANTY, SERVICE AND REPAIR CONTACTS

SUPPLIER / BRAND	CONTACT	SUPPLIER / BRAND	CONTACT
BSH Home Appliances Bosch, NEFF, Siemens	01 450 2655	Hoover Hoover appliances	0818 200 021
Electrolux / AEG Electrolux and AEG	0818 543 000	Teka Appliances, sinks and taps	01 626 2314
Leonard / Progress Via Electrolux	0818 543 000	Showtime Blanco distributor	01 816 2101
Cowan / Potter Cowan Nordmende, De Dietrich, Elica, Franke	01 413 6000	Potter Cowan Caple distributor	01 842 3666
Whirlpool Whirlpool appliances	01 616 1777	Quooker Quooker systems	service@quooker.ie
Hotpoint Hotpoint appliances	0818 313 413	BORA Appliances and extraction	00800 7890 0987 / support@bora.com

Please keep your records: Timbercraft invoice, appliance model and serial numbers, registration confirmations, appliance manuals, extended warranty documents and this manual.

Manufacturer warranties and promotional arrangements are subject to the individual manufacturer terms. Any manufacturer warranty or guarantee is in addition to, and does not affect, your statutory consumer rights.