

CONSUMER PRE-SALE ADVICE

The Elegance range is made for the top end of kitchen design. Due to the care and attention required for all aspects of design, ordering and fitting, this range is perfectly suited to independent retailers who retain focus on quality and service. In order to sell this range correctly and effectively, undertaking training on the Elegance range prior to selling is mandatory.

Timber Ranges

As with all Quantum products, you can be sure our timber ranges meet the highest standards expected by both our retailers and their customers. Add to that the versatility presented by our product range, and you have a recipe for success, no matter what way you look at it. The timber we used is sourced from the finest suppliers all over the world, and due to the sophisticated design and superior workmanship, your furniture will not only look beautiful but can also be expected to remain looking that way throughout its lifetime. Offered in a large number of styles and finishes, our timber ranges can be relied on to please even the most discerning customer.

Sourcing

In the production and sourcing of solid wood and veneered products, great care is exercised in the selection and quality of suitable materials. Every effort has been made to source FSC certified products.

Grain

As solid timber is a natural living product, it is not possible, nor desirable, to strive for total uniformity of shading and grain patterns. Our aim is, at all times, to operate within controlled parameters that recognise variations as both acceptable and aesthetically pleasing.

Curved Mouldings

Curved mouldings are only crafted from solid timber. The nature of this process, coupled with the curved shape, will result in a proportion of end grain showing. This curved section will always be comparatively darker in colour than straight sections (just as the top of a door, where rail meets stile, shows end grain that is always darker in colour).

Application Of Quadrant Doors

When quadrant doors are aligned with a straight door onto a wall carcass, they require a selection of accessories to accompany them in order to achieve a consistent, seamless application – see Technical Guide.

Glass Supplied

The glass supplied as standard with glazed doors is 4mm plain toughened glass. Curved glass is supplied as laminated safety glass at 7.5mm thick.

Light Affecting Colour

Wood changes colour when exposed to light. The species of timber and the intensity of exposure will affect the rate of change. Due to this we recommend that timber samples be changed regularly. It is advised that colour change is taken into consideration when replacing or fitting new doors some time after the original kitchen has been installed.

Moisture

Timber is hygroscopic, meaning it absorbs and releases water depending on its surrounding environment. All of our high-quality hardwoods are kiln dried to a moisture content of 8-12%. However, timber, by nature, is susceptible to expansion and shrinkage depending on the environment in which it is installed. This means it could expand when there is an abundance of moisture in the air, particularly in winter or when excess moisture is prevalent in renovated or new builds. Contraction may occur in the summer months when the climate is drier. This potential natural movement of the timber can cause any layer of paint, lacquer, varnish etc that has been applied, to move with it and may result in panel shrinkage and hairline cracks along the joints of the door. This is a natural characteristic of painted timber furniture and does not represent a product fault.

Pre-Installation Recommendations

Ensure that all new builds or newly plastered rooms have been left to environmentally stabilise prior to the installation of new kitchen doors. Kitchen doors must not be installed into a damp, or moisture-rich environment as it will cause undesirable movement in the joints and panels of the door. It is highly recommended that a humidity reading is taken in new build homes and newly plastered rooms prior to fitting to ensure the moisture content of the room is at a normal level.

Cleaning And Maintenance

General cleaning advice for all door types:

- Do not use wax furniture polish, abrasive or aggressive cleaners, bleach or other hypochlorate (chlorine) based cleaners, multi-purpose cleaners, dilutes, acetone, alcohol, solvent or similar products on the door, as this will damage the surface.
- Only use a 5% soap, 95% water (liquid soap) solution, wiping with a damp (not wet) cloth. Finally drying with a soft, clean cloth only.
- Ensure all cooking splashes are wiped immediately with a damp cloth.
- Dust with a soft cloth only.



CONSUMER PRE-SALE ADVICE

Timber & Veneered Doors

Cleaning

- When cleaning timber doors you must follow the pattern of the grain. It is advisable to use a damp (not wet) cloth to remove fingerprints and marks, followed at once with a clean and dry soft cloth.

Moisture

- Excess moisture can damage a timber product - it is recommended that susceptible areas such as around the sink are thoroughly maintained and kept dry at all times.

Light

- Timber changes colour when exposed to light. The species of timber and intensity of exposure will affect the rate of change. Due to this we recommend that timber samples be changed regularly. It is advised that colour change is taken into consideration when replacing or fitting new doors some time after the original kitchen has been installed.

Painted Doors

Cleaning

- It is advisable to use a damp (not wet) cloth to remove fingerprints and marks, followed at once with a clean and dry soft cloth.

Light

- Painted finishes will change colour when exposed to light - the intensity of exposure will affect the rate of change. Due to this, we recommend that painted swatches and door samples be changed regularly. We also advise that colour change is taken into consideration when replacing or fitting new doors some time after the original kitchen has been installed.

Lacquered (Natural Finish) Doors

Cleaning:

- It is advisable to use a damp (not wet) cloth to remove fingerprints and marks, followed at once with a clean and dry soft cloth.

Light

- Lacquered finishes will change colour when exposed to light - the intensity of exposure will affect the rate of change. Due to this, we recommend that swatches and door samples be changed regularly. We also advise that colour change is taken into consideration when replacing or fitting new doors some time after the original kitchen has been installed.

Sanded (Raw) Doors

Cleaning

- Sanded products are unfinished and therefore the care of these doors will depend on the type of finish applied, eg paint, stain, wax etc., see above for care guidance.

It is imperative that you relay all of the above information to your customers. Quantum will not be held liable for any miscommunication between retailer and consumer. The Quantum 25 year guarantee will not cover products that have been exposed to excessive temperatures, be it cold or hot, or excessive moisture and humidity.

Standard Quantum guarantee terms apply. Contact customer.services@s6k.co.uk for full terms and conditions.

Name:

Date:

Signature:

I have read and understand the Consumer Pre-Sales Advice Form and agree to recommendations contained within. *(please tick)*



QUANTUM