

# Magnet

Better. By design



Magnet kitchen  
owner's guide

# Welcome to the family

When it comes to buying a kitchen you're in safe hands. At Magnet, we take pride in giving you the best possible experience from start to finish. To make sure everything runs as smoothly as it should with your new kitchen, we've created this guide to help you keep a check on all the things you need to keep in mind. We'll cover it all – from what happens after placing your order, to how the delivery process works. We'll also cover your guarantees and what to do in the event of a claim. Please make sure you read everything in here before taking delivery and installation. Your Designer will always be on hand for any questions or queries you have throughout the process. Now, let's get started.

By following the simple advice set out in this guide, we're confident that you will be able to enjoy many years of excellent service from your new Magnet kitchen

**Jason Reed**  
Head of Customer Care



## Contents

WHAT HAPPENS NEXT?	01
DELIVERY OF YOUR KITCHEN	02
STORAGE OF YOUR KITCHEN	03
PREPARATION OF YOUR KITCHEN SPACE	03
GENERAL FITTING	03
THE ENVIRONMENT	06
ABOUT YOUR KITCHEN	07
CARING FOR YOUR KITCHEN	09
FRONTALS, PANELS AND TRIMS	10
WORKTOPS AND SINKS	11
METAL ITEMS	12
MAINTAINING YOUR KITCHEN	12
YOUR GUARANTEES AND HOW TO MAKE A CLAIM	13
DISPUTE HANDLING	20

It might help to record your key dates here for quick reference:

Item	Date
Contract agreed	
Pre-Fit Survey date	
Delivery date	
Balance Payment due date	
Installation commencement date	
Specialist worktop template/measure date (if applicable)	
Specialist worktop fit date (if applicable)	
Specialist glass template/measure date (if applicable)	
Specialist glass fit date (if applicable)	
Estimated completion date	

# What happens next?

To make sure the next steps go smoothly, we've provided a checklist for you. This will help take you through all the steps to ensure your kitchen is completed efficiently and to your expectation.

Let's talk through the process, whether Magnet are installing your kitchen or if you've made fitting arrangements yourself.

## Stage 1 Pre-installation

**Pre-Fit Survey.** If you have arranged with us for one of our Approved Installers to fit your kitchen, our Installer will visit you, several weeks before delivery and make sure that the proposed kitchen plan will fit within the room correctly.

If you are not using our Installation service, we strongly suggest that you have your chosen fitter undertake such a survey; they will need to see the room, the plan, the list of products and the work required to be able to accurately quote you for the work you wish them to do. We'll even provide you with a Pre-Fit checklist to help with this.

At the Pre-Fit Survey the checks include that any electrical, gas and plumbing work can be carried out to current standards. Any problems or questions raised here will be reported to your designer who will run through them with you, until everything is satisfactory.

**Consolidation.** The designer will now confirm all details, including any changes made following the Pre-Fit Survey. They will also cover payment methods and timescales and arrangements for any specialist products such as granite or glass, as well as the best waste solution for your kitchen. At this point, you will be asked to sign the contract.

Next, we'll agree a delivery date with you. You will be contacted by our delivery partner about 14 days before delivery to confirm some of the arrangements. They'll contact you again a day or so before delivery, just to confirm everything.

KITCHEN CHECKLIST	
Pre-Fit Survey	
Consolidation	
DELIVERY	
Confirmation call	
Morning call	
Item check	
INSTALLATION	
Fit schedule	
Product check	
Waste	
First fix	
Kitchen installation	
Handover checklist	
Corrective report	
Home check call	
Home check visit	
Guarantee issued	
Smart Care due	

# What happens next?

## Stage 2 Delivery of your kitchen

**Before we deliver.** Ahead of the big day, there are just a few things we need you to do to make sure your new kitchen has a trouble-free journey to its new home.

The first thing to do is make sure we can get to you. Please consider anything that might affect delivery. This could be the width of your road, height restrictions, parking restrictions and access to your property.

The picture below gives you an idea of the size of our delivery vehicles, so please help us make sure we can legally park within 100 metres of your front door.



To make this easier, you will be asked to complete a delivery access checklist which will help identify any potential problems. If you need us to deliver using a smaller vehicle, we will happily do that. But please let us know well in advance, so we can get everything sorted in good time.



## ON THE DELIVERY DAY

Let's give your new kitchen a warm welcome. Please make sure you are in to receive, check and sign for the goods. If you can't be there, you will need to arrange for a responsible adult to represent you instead.

The Delivery Team\* will call you between 8.00am and 10.00am to tell you what time you can expect them to arrive.

We know how much your home means to you, so we take every care protecting it. The Delivery Team\* will place carpet protectors in walkways to prevent any damage to your floors, they will also ask you to remove any pictures or ornaments and ensure walkways are clear.

They will ask you to check the number of packages you receive and verify that there is no visible damage to the packaging or the content. If a package is damaged, it will be opened with you to verify the product inside is okay. If there are any damages, or items missing from the list of products on the delivery note, the Delivery Team will report them directly to our Supply Team who will do all they can to quickly replace them. You will be asked to sign specifically for having checked some items – such as appliances, sinks and taps.

Please report any missing or damaged products to the store where you purchased your kitchen within 14 days of delivery. You may be charged for any items reported outside of this time.

\*If we're delivering via an alternative vehicle, we'll agree different arrangements with you.



# What happens next?

## STORAGE OF YOUR KITCHEN

We make sure all items are packaged carefully, so the various components of your kitchen furniture, appliances and accessories will arrive in pristine condition. Until they're fitted, they should be stored carefully, keeping the following in mind:

- Your furniture, appliances, worktops and accessories should be kept indoors in a safe, cool and dry location avoiding high humidity, extreme cold or heat sources.
- Please leave the product in the packaging until it's ready to install, to avoid possible damage. And don't forget to take care when handling bulky items such as worktops and appliances as they may be heavier than they seem.
- Some products, such as worktops, may come with their own specific storage instructions, please ensure you follow these carefully. Worktops should be stored horizontally on a sound, dry and level surface. Be careful to avoid storing them front edge down, or surface down.
- Bear in mind that the delivery will take up a lot of space so it is best stored away from the room where it is to be fitted, this way it won't obstruct the work.

## PREPARATION OF THE KITCHEN SPACE

Your family is ready for your new kitchen, but is the space it's going in? Please make sure that the room where the kitchen is to be installed has been fully dried out following any wet-trade works, such as plastering. This should be completed before installation starts and allowed enough time to dry naturally. Rooms with any area below ground level will need to be fully tanked (sealed against moisture ingress from the surrounding earth) and should be well ventilated.

Most kitchen rooms contain a vent or air-brick to allow air movement inside the room – it is crucial that this is not covered.

## GENERAL FITTING HINTS AND TIPS

Here are some things to remember when it comes to fitting your new kitchen:

- Only registered persons may carry out alterations to electrical circuits and gas supply.
- Competent fitters or joiners should be used to undertake all cabinet installation work.
- Please take care when removing packaging - for your safety and to avoid damage to the product, do not use any sharp implements.
- Cooker hoods and appliances such as tumble dryers and boilers generally need to be vented through an outside wall.

We will provide a comprehensive fitting guide when we deliver the kitchen, but for now it's worth noting a few points that may help later:

- All floor cabinets should be fitted to a solid, horizontal and flat surface. Not on top of carpet or lino, for example.
- If you're having a new floor fitted, then you will need to decide if you want it to run 'wall to wall' or up to the legs of the units. If you want it run 'wall to wall', then you will need to make arrangements in good time, ready for fitting, so there are no unexpected delays.
- Sometimes when existing furniture is removed, we find unexpected issues that could not be seen before, even at Pre-Fit – damp patches, for example. This will need to be dealt with before any units are fitted.
- Some of the cabinets, panels and worktops will need to be scribed to fit. This is perfectly normal and they will need to be sealed before fitting.

# What happens next?

## Stage 3: Installation

Again, whether we are fitting your kitchen, or you have arranged your own fitter, the fitting process is similar.

**Day One.** The first day is more about everything being ready; preparation is key. You will need to ensure the kitchen cupboards are empty – our experience is that most customers find this takes longer than they anticipated. The Installer should run through several details with you including the schedule for the fit and when water, gas or electricity will be off for example.

Our Installer will check the product to make sure everything they need is there and is exactly as it should be. If not, they will then order replacements so they arrive in time to enable completion on schedule. Please ensure your fitter does the same – the sooner we know of an issue, the sooner we can resolve it. Our Installer has agreed with us an on-site protocol, so you can expect them to work tidily and with consideration. They will remove the old kitchen, if that is what has been agreed, and start doing those essential behind the scenes things that make all the difference.

**The next day(s)...** Each day our Installer will give you a progress update and let you know about any schedule changes. If you are having specialist worktops or glass they will confirm, via the store the templating and fitting dates so they can be sure your kitchen is ready in time. If the need arises for more replacements these will be ordered and delivered as speedily as possible. If we are not fitting the kitchen then your store will liaise with you to ensure everyone is aware of template and fitting requirements.

**Completion.** Towards the end of the installation our Installer will give the kitchen a final tidy and show you where the various utility service control points are. They will align all the doors and drawers and show you key elements of the fit. They will make sure you have all the appliance warranty and instruction booklets and we would encourage you to register your appliances online with the manufacturer; in this way, if there are any future issues they will know you and the product and be able to resolve them efficiently. We believe you should expect the same from your fitter.



Once all this is done, our Approved Installer will run through a checklist with you, and ask you to sign the 24 Month Installation Guarantee. If there is something that is not quite right the Installer will do their utmost to correct it there and then. If they are not able to complete, then they will list the items outstanding and ask you to sign. This document will be used by our store to order any parts required and to agree a completion timescale.

## POST MAGNET INSTALLATION

**Home Check.** We want to make sure you are completely satisfied with your kitchen and its installation, so we will always call you to ask. We can arrange for your designer to visit and issue your Product Guarantee. Or, if you feel that a Home Check is not required, then we will simply send your Guarantee out to you.

After our installation, you may be contacted by our Head Office to conduct a quick customer satisfaction survey. This enables us to monitor our performance and drive improvements. If you have had any notifiable gas or electrical work undertaken, then you will also receive a separate pack with your Building Regulations Compliance Certificates. These are required should you ever sell your home.

**Smart Care.** Where you have chosen the Magnet installation service included (free of charge) is our Smart Care visit. This is arranged at your request, via our website, approximately 12-15 months after your initial installation. An Approved Installer will visit your home and check that everything is looking and working as it should be, including plumbing, door and drawer alignment and many other areas. They'll also give advice on future maintenance to ensure your kitchen looks great for many years to come.

# What happens next?

## A GUIDE TO HOW LONG A KITCHEN INSTALLATION MAY TAKE

There are many factors that affect how long the installation will take, such as the removal of the existing furniture, any wall preparation required, plumbing, gas, electrical works and so on.

In terms of fitting the kitchen itself, an average sized kitchen, without specialist worktops, will usually take in the region of 1-2 weeks to install.

If you have a large kitchen, are having other associated works undertaken, or are having specialist worktops or bespoke glass items fitted, then the installation can take several weeks to complete.

Don't worry, this doesn't mean that you will be without a functional kitchen for this period. If required, we or your fitter are able to fit temporary worktops with a hob and sink and remove them when your specialist items are delivered.



## REMINDER IF YOU'VE MADE YOUR OWN ARRANGEMENTS FOR YOUR KITCHEN TO BE INSTALLED.

### Pre-Installation & Pre-Fit Survey.

Your family's ready for your new kitchen, now we need to make sure your room is ready for it too. We want to be sure that the plan and products being delivered to you are totally appropriate. So before confirming the order, please make sure your chosen fitter undertakes a thorough survey of the room that the kitchen will be fitted into and thoroughly compares this to the proposed layout and list of materials.

Your fitter should check the behind-the-scenes areas too. For example, is the gas supply suitable? Is the electrical supply appropriate for the new appliances? Is the choice of tap and sink suitable for the property? Water pressure? Waste water routes? What are the walls like? Will they support the units? And so on. Your fitter will be responsible for making sure these things are carried out to the appropriate standard.

Hopefully you won't, but if you do find problems at the time of your fitter's Pre-Fit survey, you need to notify us at least 14 days before delivery. This gives us time to work with you to make the changes needed and do our very best to meet the delivery date agreed.



# The environment

You can be reassured that many of our products are FSC accredited but here are some of the ways you can help us help our planet:

- The kitchen products we will deliver are protected by appropriate, but minimal, packaging. Because of this, it needs to be disposed of in a considerate way.
- If we are installing the kitchen we can arrange waste collection (except for cooling appliances) – this way over 95% of the waste is diverted from landfill because products made from materials such as chipboard or wood can be recycled back into chipboard.
- If you choose not to use this service or have not taken up our installation service, please consider the environment when disposing of everything that's removed from your kitchen.



# About your kitchen

We want you to have as much information on your new products as possible.

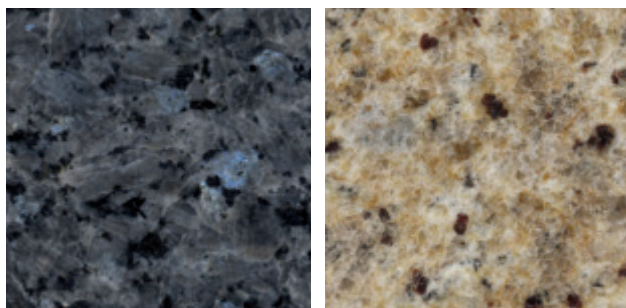
You will have received a copy of the Cabinet Detail Listing from our store. This lets you know what each part of the kitchen is made from – the cabinet, the frontals, the panels, the trims and so on.

We'd like to take a minute or two to just explain a little bit more about the other items that you may have chosen to complement your kitchen.

## GRANITE WORKTOPS

Granite is a natural material from quarries around the world. Because of the way the stone has been formed by nature, its main features are variation in colour, grain and so on. Sometimes this means different pieces of Granite may not match each other or be as close to the sample you'll have seen. We work with our carefully chosen partners to make sure they match as well as possible, but some variation is inevitable.

Joints will be visible and while the tops are sealed they are not impervious, so any spillages (especially of things such as red wine and coffee) need to be cleaned immediately. As with all surfaces, they do not like extreme heat, so please use trivets and cutting boards to prevent damage.



These tops are made to order, so there will be a requirement for a template and a delay while they are manufactured, ready for installation a week or two later. If we are installing your kitchen we can set up temporary tops which will provide a sink and limited cooking facilities after template for the duration. If you're using your own fitter then they might do the same if asked. These temporary facilities will need to be removed ready for the fitting of granite tops.

**All of the units and panels need to be fully fitted in readiness for the template and Range cookers need to be in situ so they can be accurately measured. Sinks, taps and hobs must be on site and any undermounted sinks also need to be in situ ready.**

It's also worth noting that you must be there for both the templating and the fitting of the tops, as you will need to answer any queries and approve the template. After this, you'll have to confirm some details and sign on completion of the fitting that you are satisfied with the tops, and the work done.

# About your kitchen



## QUARTZ WORKTOPS

These are man-made from natural products and are extremely durable. Again they are sealed but spillages need to be cleaned immediately. Joints will be visible and while there will be less variation between pieces and samples than with granite, variation does occur and you will notice this if you have chosen a grained quartz or one with 'sparkles', as the distribution of these is random.

**The process for ordering, templating and fitting is the same as for granite, see the previous page.**



## CORIAN WORKTOPS

These are man-made and very durable. Joints will be largely inconspicuous, but on some colours and tops with patterns, the joint may be more obvious. Again, spillages will need to be cleaned away and while scratches can easily be sanded out, it's best to avoid the need for this by using cutting boards. Corian can withstand high temperatures, but not pans straight from the hob or oven, so please use trivets.

**The process for ordering, templating and fitting is the same as for granite, see the previous page.**



## MINERVA WORKTOPS

These are man-made worktops, delivered to you in standard lengths for cutting and jointing on site.

There are very specific installation instructions supplied with the tops and whilst no specialist installation is required, there is more work involved in jointing the tops than with a laminate worktop, for example. We can provide you, before delivery, with a set of instructions for your fitter if you wish, so they are fully aware of the work involved, just ask.



## SOLID TIMBER WORKTOPS

We provide these in two ways – those that we supply with the delivery of your kitchen for cutting and preparation on site, and those that are 'bespoke', as per the process for granite on the previous page.

**Timber is a natural product and variations in colour and grain are expected in and between the worktops.**

Before fitting, timber worktops need to be stored very carefully. They must be stored in a dry room with a stable temperature. Timber also naturally expands and contracts so the tops are fitted with room for expansion and the joints should not be fixed. Without the slotted brackets and room for expansion, the tops will bow and/or crack and if they are not suitably fitted this will not be covered under warranty.

Timber tops are a beautiful addition to any kitchen, but they do need extra care. Please follow the instructions provided with the tops. They will come with oil and, once the fitter has left, it will be up to you to maintain the tops, applying oil based on the usage as per the instructions.

**Where we are supplying 'bespoke' tops, the process is the same as for granite, see the previous page.**

# Caring for your kitchen

## GENERAL CARE

It's our pleasure to guarantee your kitchen and we want you and your family to be able to enjoy it at its best for many years to come. By following these simple guidelines and any supplied with the product, you will be able to make sure it does.

Modern materials and finishes provide good heat, moisture and stain resistance, but excessive heat should not be allowed to come into direct contact with any surface and any moisture should be dried away as quickly as possible.

Spillages of any kind should be removed immediately, using a soft dry cloth to avoid the possible dangers of staining and distortion.

Materials are sealed for protection, however prolonged and continual exposure to moisture could cause materials to degrade.

Some products (e.g. frontals and worktops) may have specific maintenance instructions supplied. These will be labelled appropriately.

Any additional care instructions provided must be followed. And it's a good idea to keep a record of these for future reference.

Extractor fans should always be used while cooking. It's important to maintain the fan by changing or cleaning the filter in line with the manufacturer's instructions.

## TIMBER, TIMBER VENEERED AND PAINTED PRODUCTS

Please note that all products, but especially timber, timber veneered, and painted products can vary in colour as the products begin to age and mellow. This is natural and will depend on environmental conditions. With timber-based products, grain and colour variation is an expected feature due to the natural characteristics and growth patterns of the wood.

Different materials used in the kitchen will naturally change colour at different rates. This is to be expected and is not covered under the guarantee.

## WEIGHT RESTRICTION GUIDELINES

Please be aware that weight restrictions usually apply on the following products and should therefore not be subjected to overloading:

- Drawer boxes and fitted runners.
- Pull out wirework storage (baskets and runners).

## A GUIDE TO WALL UNIT LOADING

Assuming that the wall brackets have been appropriately fixed to the wall (and for ready to assemble, the unit brackets properly fixed to the unit), then the maximum loadings for standard wall units are as follows (in kg). (As a guide, a standard bag of sugar is 1kg.)

It makes sense to distribute items, with heavier ones towards the bottom of the unit and lighter ones to the top.

TYPE/SIZE	R2A	RIGID
300mm	19	20
400mm	27	28
500mm	34	36
600mm	42	44
800mm	54	56
1000mm	68	70
Corner	66	68

As a general rule, overloading any product with excessive weight, or not evenly distributing the weight of the load, will potentially weaken the product over a period of time and affect its overall performance in use. Where weight restrictions apply, these are usually stated in manufacturer's guidelines/fitting instructions or are sometimes imprinted on the product.

## GLAZING

Specialist glass cleaners may be used on glazed products in accordance with manufacturer's instructions. Please retain glass ID labels from glazed units for future reference.

# Frontals, panels and trims

## IMPORTANT

Unless stipulated by manufacturer's instructions, never use an abrasive material, cleaning agent, solvent-based cleaners or an aggressive or concentrated cleaner (including multi-purpose cleaners) to clean your frontals, panels or trims. These will damage the product. Spray polishes should also never be used as most contain solvents or acids that break down the surface over time.

## CLEANING AND DRYING INSTRUCTIONS (GENERAL)

Clean the frontal, panels and trims thoroughly using a dilute (1%) solution of water and soap, unless otherwise stated. Ensure all excess moisture is wiped off with an absorbent cloth and finish with a soft, clean and dry lint free cloth to ensure excess moisture is removed and the item is dry.

**Under no circumstances should abrasive materials be used (such as paper towels) as this could result in permanent damage. Use of dusters should also be avoided as dust contains particles of grit which may subsequently damage this type of frontal over time.**

**All frontals, panels and trims are moisture resistant. They are not waterproof, so they require drying when they get wet. Failure to do this will eventually result in the failure of the product and this is not covered under the terms of the product guarantees.**

For example, particular care should be taken in areas such as floors, where mopping may cause excess moisture to the kitchen product. In this situation, care should be taken to avoid the kitchen becoming wet and where it has, making sure that it is dried thoroughly.

## VINYL AND FOIL WRAPPED PRODUCTS

Within 48 hours of the frontals being installed and before the handles are mounted, carefully remove any protective film using a fingernail, starting from the border of the layer.

NEVER use a knife or any other cutting device as this may damage the product.

## HIGH GLOSS PVC, PAINTED FRONTALS AND ACCESSORIES

We recommended that the following guidelines are undertaken when cleaning high gloss PVC/painted frontals and accessories: Any spillage to the face of this type of door should be dealt with immediately for ease of cleaning. Stains or spillages should be removed using a microfibre j-cloth, which are lint free. Clean the frontal, panels and trims thoroughly using a dilute (1%) solution of water and soap. Chamois

leather should then be used, leaving the door dry with a streak free finish.

The frontals should all be dried thoroughly following cleaning and each time they get wet through spillages or condensation for example generated by cooking.

## ACRYLIC FRONTALS (E.G. FUSION)

Within 48 hours of the frontals being installed and before the handles are mounted, carefully remove any protective film using a fingernail, starting from the border of the layer.

NEVER use a knife or any other cutting device as this may damage the product.

There is a thin film between the protective film and the acrylic surface which may be visible when the protective film is removed. The surface should only be cleaned using a soft cloth and a dilute solution of water and liquid soap. The acrylic surface may become 'static' attracting dust; should this arise an anti-static plastic cleaner should be used.

## APPLIANCE FRONTALS

Integrated appliance frontals can be exposed to varying temperatures and water. Please refer to the manufacturer's care instructions when maintaining and caring for these products.

## DISHWASHERS

While using integrated dishwashers, hot steam will be produced during its cleaning cycle. To protect frontals and worktops on or around the appliance from excessive heat and steam keep the appliance door closed for at least 30 minutes after the wash programme has finished, letting the steam cool. The dishwasher seal should be inspected for damage and cleaned regularly to ensure steam does not escape from the appliance when in use.

**PLEASE DO NOT OPEN THE APPLIANCE MID-CYCLE.**

## FRONTAL ALIGNMENT

Please note hinges and runners may loosen over a period of time. If this occurs, it is important that you realign the frontals immediately. Take care not to over tighten the fixing screws. Please refer to the Magnet Installation Guide for further instructions. (Note: this adjustment is not part of the 24 month fitting guarantees.)

It is expected that in normal use the kitchen will be subject to wear and tear and such damage in use is not covered under the terms of the product guarantee.

# Worktops and sinks

## GENERAL CARE OF WORKTOPS

Most worktops are supplied with separate instructions from the manufacturer to help maintain their appearance. But here are some general tips for taking care of your worktops:

- All surfaces should be cleaned regularly with a solution of dilute liquid soap (1%). Use a damp cloth and wipe dry immediately.
- Normal use of the worktops will not damage the surfaces. However they should never be used as a chopping board or a cutting surface.

## PLEASE ALWAYS USE CHOPPING BOARDS WHEN CHOPPING AND PREPARING FOOD

- Wipe up all spills immediately, particularly chemicals, strong colours, acidic substances and oils. Pay attention to the front underside edge while doing so.
- Inset sinks should be properly sealed to the worktop with suitable waterproof mastic solution. Joints between two worktops pieces and especially joints between a worktop and a sit-on sink should be fully sealed.
- Always use heat preventative mats when placing hot items onto worktops.
- Please retain specific maintenance instructions that may be provided by the manufacturer.



## LAMINATE AND COMPACT LAMINATE WORKTOPS

Laminate and Compact Laminate worktops look great, are hard-wearing and should retain their looks with minimum attention. A wipe over with a damp cloth is all that's needed in day-to-day use. Occasionally you should clean the worktops with a dilute solution of liquid soap. This should be wiped off and dried straight away.

The surface of these worktops is impervious to water, however the core materials and adhesive are not, which is why all moisture and spillages should be wiped off immediately, especially around joints, cut outs and the front edge.

The surfaces will resist most household chemicals, however, strong chemicals and substances such as bleach, beetroot juice, tea, coffee, concentrated fruit juice, food colourants and dyes, perfumes and nail polishes can stain if left in contact with the surface.

If you need to clean a stubborn stain, please refer to the manufacturer's care instructions.

Laminate surfaces will resist the temperature of boiling water and hot cooking splashes, however they will not withstand direct contact with hot items, for example, hot saucepans, oven dishes and electric irons. To prevent damage, do not place hot items directly on to the worktop and use heat resistant mats. Where possible, do not place a kettle or toaster directly above a worktop joint as the heat will gradually break down the seal.

## GRANITE, SOLID WOOD, CORIAN, MINERVA AND COMPOSITE (QUARTZ) WORKTOPS

These will be supplied with their own specific care instructions. Please refer to these for full details.



## Stainless and brushed steel, chrome, copper, brass products and handles

Clean these products with a dilute solution of liquid soap and rinse with clean water, drying with a soft cloth immediately afterwards.

A stainless steel polish can be used with a soft cloth, taking care not to get the cleaning agent onto other surfaces. If the product is oil based, the area will need to be cleaned again to finish. Any discolouration should be removed immediately using a mild proprietary cleaner, rubbed in with the grain of the steel. Rinse with clean water immediately afterwards and dry with a soft cloth.

Common bleaches, cleaners, acids, solvent-based cleaners, disinfectants, chlorides and general alkalis can lead to pitting of the surface. If any of these substances come into contact with the surface, they should be rinsed off immediately. Avoid using coarse, abrasive materials that can scratch the product surface.

If metal particles (e.g. from Brillo pads) are left on the stainless steel, it can quickly turn to rust and give the appearance that the sink/hob/tap is rusting. In this case, use a soft bristle brush such as nylon and use the grain of the material to clean away the particles.

**FAILURE TO FOLLOW THE APPROPRIATE AFTERCARE AND MAINTENANCE METHODS MAY INVALIDATE THE PRODUCT GUARANTEE OR WARRANTY.**



### MAINTAINING YOUR KITCHEN

We build our kitchens to last and want your kitchen to provide you with excellent service throughout its lifetime. By following the above guide to caring for your kitchen we are sure you will be delighted for many years to come. But, as well as the day-to-day cleaning and drying you will need to undertake a degree of routine maintenance.

Some things do break down over time, such as the silicon seals along the rear of worktops or where panels meet the floor. These need to be repaired or replaced to ensure the longevity of the products they are there to protect.

We've mentioned adjusting hinges and runners – they are pretty straightforward jobs, and if done regularly will prevent doors and drawers rubbing and causing damage. Heat seals to ovens and seals to dishwashers, for example can become loose or dirty and begin to fail. Simple routine servicing will stop any problems from happening in the future.

Sometimes, tap washers and valves begin to fail – spot them early and get them changed and that annoying occasional drip won't turn into a regular flow. If Magnet has installed your kitchen then after 12 months, you can request our Smart Care visit where we send one of our Installers in for an hour or so to take care of the things we've mentioned above.

# Your guarantees and how to make a claim

We work hard in our factories and with our supply partners to ensure that you receive the best possible products with the best possible guarantees, so you have complete peace of mind.

We insist on using the finest materials, the latest production technology and stringent quality control standards. Our factory is ISO9001 Certified and we consistently and systematically monitor all materials used in the manufacturing process, to ensure our quality control standards are adhered to.

We want to ensure you have no doubt about what the guarantees include for each component of your kitchen and how, if there is a problem, we can help resolve it with you.



We believe in an open and transparent approach – something you'd expect from a company that has been in business for 100 years. We have informed you about what is, and what is not, covered and given you those key tips on how you should maintain the elements of your kitchen so that problems may be avoided altogether.

## **WE WILL BE THERE IF SOMETHING GOES WRONG**

To provide clarity, we have broken the guarantee down into several sections. This list isn't totally inclusive, but it does cover most of the things you'll find in your Magnet kitchen.

### **The cabinet and its components**

#### **The frontals**

#### **The panels, plinths and trims**

#### **The handles/knobs**

#### **The appliances**

#### **The sinks and taps**

#### **The worktops**

#### **The lighting**

#### **The accessories**

#### **The installation**

We are confident in the quality of the kitchens we provide, so you can be too.



## Here are the general terms and conditions of the guarantee

Each element in your Magnet kitchen is guaranteed against faulty materials and workmanship as specified in the relevant section.

The guarantee covers products installed for domestic use purposes in the United Kingdom and the Isle of Man only. The guarantee is transferable. Magnet will honour the guarantee upon production of proof of purchase in the form of a copy of the guarantee document and is subject to the product remaining at the address in which it was fitted. If you do transfer the guarantee, for example when you sell your home, please ensure the new owner is given this booklet so they know how to care for their Magnet kitchen.

We are continually reviewing the ranges and products we sell, and we reserve the right to alter product features or adjust specifications at any time. We sometimes need to discontinue a range so that we may bring other ranges to the market. Where we accept under the terms of the guarantee that a product has failed, and we are unable to supply like for like replacements or nearest equivalent products, we may offer a repair or price reduction based on the original price paid by you for the product concerned and the number of years remaining on the guarantee.

In the event of a claim, we reserve the right to inspect the product at your home, before it is repaired, removed or dismantled, to form an opinion, or to seek advice on the probable cause of the issue, and to advise you accordingly.



The guarantee will become null and void if any of the product is replaced, repaired or subject to any remedial work without reference to us and agreement given. Any damage caused by improper or negligent use or failure to maintain the kitchen in accordance with the Product Aftercare guidelines supplied here is not covered under the guarantee.

All products, but especially wooden, wood veneer or painted products used within a kitchen will change colour over time. Different materials will change at different rates and the rate of change will depend on environmental factors such as sunlight, smoke, cooking odours, cleaning regime and so on. This is to be expected and is not covered under the terms of the guarantee.

Accidental damage, normal wear and tear\* or colour changes arising from smoke or other environmental factors and where a product has not been used appropriately, are not covered under the guarantee.

Any item or component rendered defective by unsatisfactory kitchen planning or faulty installation, or not installed in accordance with the manufacturer's guidelines are not covered under the guarantee.

Consequential loss of whatever nature including, but not limited to, the replacement of any other household fixtures, fittings or furniture arising from any claim is not covered under the guarantee.

Where we disagree regarding a guarantee issue, you have the right, as per our dispute handling process to raise the matter with The Furniture and Home Improvement Ombudsman who will be able to independently assess your claim. Magnet would be bound by any decision they make.

The guarantees we are offering do not affect your statutory rights.

\*See more about this on page 19.



# What to do if an issue arises

You need to notify us at the very earliest opportunity of a problem arising.

For most products, please contact the Magnet store you purchased your kitchen from. You may be asked to provide evidence of the purchase and to provide a copy of the guarantee certificate.

If the claim relates to installation (where Magnet has installed the kitchen) then you will need to provide a copy of the 24-month Installation Guarantee. Where these are not available we will search our systems/records to try to confirm the purchaser details. Where Magnet have not installed the kitchen and there is an issue with the workmanship, you will need to contact the original fitter.

In respect of appliances, please refer to the section below. While the contract for the appliances does lie with Magnet, each of our Supply Partners has set up service centres and they are well placed to handle any claim.

## The guarantees

### THE CABINET AND ITS COMPONENTS

PRODUCT	GUARANTEE PERIOD	NOTES
Premium ID3	Lifetime	Includes hinges (including soft close) drawer runners and shelf clips.
Factory Assembled	20 Years	Excludes any electronic mechanisms.
Simply Ready to Assemble	15 Years	The product must be maintained in line with the aftercare instructions provided.

### THE FRONTALS, PANELS, PLINTHS AND TRIMS

PRODUCT	GUARANTEE PERIOD	NOTES
Frontals End and Filler Panels Plinths Trims Handles and knobs	5 Years	Excludes reasonable wear and tear and damages. Excludes colour changes due to environmental factors. The product must be maintained in line with the aftercare and maintenance instructions provided.

# The guarantees

## THE APPLIANCES

We work hard with our chosen suppliers to ensure that as well as providing good quality, durable appliances they also provide you with access to their service teams under their manufacturer warranties.

They are best placed to handle a claim where an appliance has failed. That doesn't mean we're passing the buck, we're still here in the event of any problem you encounter with the services they may provide.

In line with legislation we follow these simple guidelines in the event of an appliance failure:

TIME FROM DELIVERY	WHAT TO EXPECT	NOTES
Up to 30 days	You may request a replacement appliance or choose to accept a repair.	We will always arrange a service call by the manufacturer to affirm the fault and to offer a repair if possible. You do not need to accept a repair, and should you choose replacement the manufacturer will arrange it with you directly.
31 days to 6 months	We will agree that the manufacturer makes a repair.	We will arrange a service call by the manufacturer. Where a repair is not reasonable we will agree that the appliance be exchanged and generally the manufacturer will arrange it with you directly.
6 months to end of manufacturer's warranty	We will agree that the manufacturer makes a repair.	We will arrange a service call by the manufacturer. Where a repair is not reasonable we will agree that the appliance be exchanged and generally the manufacturer will arrange it with you directly.

**We strongly recommend that you register your appliance purchase with the manufacturer, many of who offer an extended warranty for doing so.**

## How to claim

The below table relates to appliances that fail in service due to a fault. In respect of damages, you will be asked at point of delivery to check the condition of the packaging.

Where there is obvious damage to the packaging on delivery you may reject the appliance, when we will arrange for another to be sent, or agree that it be opened to verify the appliance is ok.

Where there packaging and appliance seem fine at point of delivery, you have 14 days from the point of delivery to report any damages found on unpacking.

MAKE	GUARANTEE PERIOD	NOTES	SERVICE CONTACT NUMBERS
AEG	2 Years		03445 616616
Electrolux	1 Year		03445 616616
Zanussi	1 Year		03445 616616
Caple	1 Year		0117 938 1900 Option 3
Beko	2 Years	Must be registered with Beko to obtain the 2nd Year.	0333 207 9710
Smeg	2 Years as standard	Smeg Victoria model – 5 years.	0344 557 9907 Option 3
Rangemaster	2 Years		0870 789 5107
Samsung	2 Years	On occasion 5 years on promotion.	0330 726 7864
Elica	2 Years		01252 351111 Option 2
InSinkErator	2 Years		0800 389 9175
Roros	5 Years		+4772 40 94 00

**Consumables such as lightbulbs and filters are not included under the guarantee; these can generally be purchased from the manufacturer's website or service centres.**

# The guarantees

## THE SINKS AND TAPS

MAKE	GUARANTEE PERIOD	NOTES	SERVICE CONTACT
Schock	5 Years	Concentrated bleach will break down a composite surface over time and should not be used.	Please contact the store
Pyramis	Lifetime		Please contact the store
Franke	50 Years 50 Years 25 Years 5 Years	Ceramic Sinks Franke Stainless Steel Sinks Carron Inset S/steel sinks Taps Taps: washers and ceramic disc valves are not included within the guarantee.	0161 436 6280 Option 4
Villeroy & Boch	5 Years		0117 938 1900 Option 4
Caple	5 Years		0117 938 1900 Option 3
Carron	25 Years		0161 436 6280 Option 4
InSinkErator	2 Years	Taps: washers and ceramic disc valves are not included within the guarantee.	0800 389 9175
Paini	2 Years	Taps: washers and ceramic disc valves are not included within the guarantee.	01845 595805
Quooker	2 Years	Excludes consumable parts and issues caused by faulty installation or limescale	0207 923 3355

## THE WORKTOPS

In all cases - please contact the store from which the purchase was made

TYPE	GUARANTEE PERIOD	NOTES
Standard Laminate	Lifetime	<p>The guarantees from the manufacturer are against faulty materials and workmanship in manufacture.</p> <p>All products will need to be fitted and cared for in line with the guidelines elsewhere in this document and/or within the instructions provided with the product.</p>
Gloss Laminate	Lifetime	
Compact Laminate	Lifetime	
Minerva	10 Years	
Corian (Bespoke)	10 Years*	
Quartz (Bespoke)	10 Years*	
Granite (Bespoke)	10 Years*	
Wood (Bespoke)	10 Years	
Glass (inc. splashbacks)	10 years against delamination	



\* Applies to materials and manufacturing workmanship, exclusions apply

# The guarantees

## THE ACCESSORIES

TYPE	GUARANTEE PERIOD	NOTES
Lighting	1 Year	Guaranteed against a manufacturing fault. Replacement bulbs are not covered by the guarantee.
Wirework	1 Year	

## THE MAGNET INSTALLATION

TYPE	GUARANTEE PERIOD	NOTES
Magnet Installation	2 Years	You need to maintain the kitchen; this includes checking periodically to make sure, for example, that there are no obvious water leaks.

### \*WEAR AND TEAR – WHAT IS THIS?

**Definition:** Normal wear and tear is the expected decline in the condition of a material due to normal everyday use. It is deterioration that occurs in the course of living in a property. It is not caused by abuse or neglect.

The kitchen is subject to all sorts of knocks and bangs in everyday use – in the same way a car will be subject to paint chipping from stones thrown up from the road. These knocks are not covered under our guarantee. Examples of some of the kinds of general wear and tear not covered are shown here.



### FLOOD DAMAGE

The kitchen and any appliances and accessories are not covered by our, or any manufacturer's guarantees, where the room has been affected by flood.

# What to do when things go wrong – dispute handling

We will do all we can to make sure that the advice we give, the layouts we create and the orders generated are fully discussed, agreed and understood by you right at the outset.

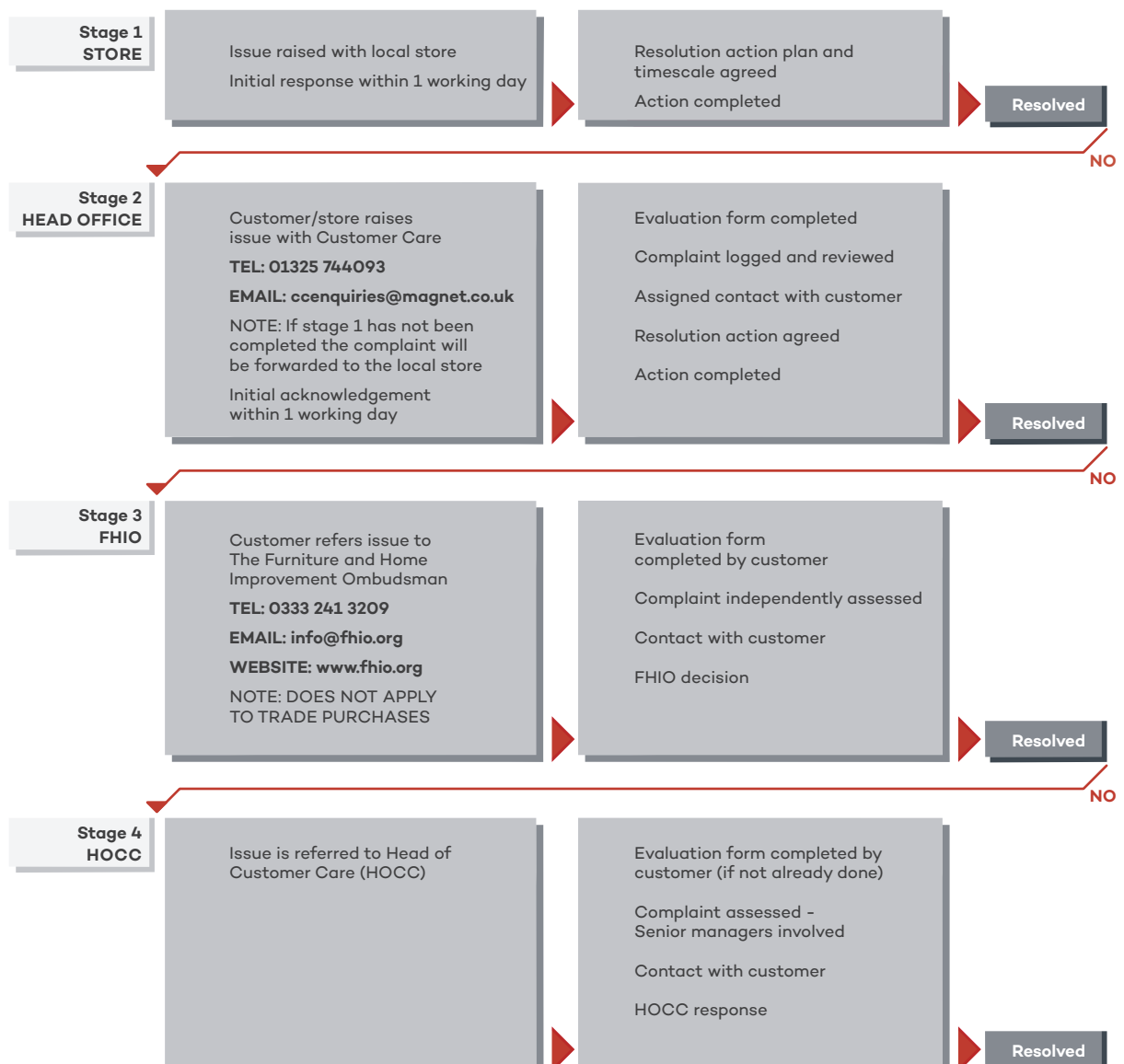
We pride ourselves on our Right First Time principles and our Signature Service which are backed by The Furniture and Home Improvement Ombudsman, BSI and TrustMark.

On occasion though, things don't always go to plan and, where this is the case, we will do all we can to make sure we fully fulfil our contract with you.

With help from The Furniture and Home Improvement Ombudsman, we have created a simple Dispute Handling Process so you and we know what to do in the event of an issue arising.

## Customer dispute resolution process

We are proud of the products and services we offer, but understand that, on occasion, things do not quite go to plan. To help, when things do go wrong, we have created a user-friendly dispute resolution process that has been endorsed by The Furniture and Home Improvement Ombudsman. The process has 4 key stages:



# Furniture and home improvement ombudsman alternative dispute resolution service

It is a legal requirement that we provide you with free access to an independent, licensed Alternative Dispute Resolution service provider.

This is something that we have been providing our customers with for many years, even before legislation required us to. We work very closely with The Furniture and Home Improvement Ombudsman (FHIO) and you can find more details about them at [www.fhio.org](http://www.fhio.org)

As a further point of reassurance we have agreed with FHIO that we will abide by any decision or award they may make, but you as the consumer do not have to accept their findings.

If you want to talk to FHIO about an issue, then you can contact them by telephone and they will give unbiased advice. Similarly, you can contact your local Citizens Advice Bureau or Trading Standards for advice.

We work hard to ensure that any issue doesn't come to the need for that, but you can be assured that we work closely with these organisations to make sure our processes are fair and reasonable.

If you need to contact us, please do so firstly to the Store from which you made the purchase, if they are unable to help contact us at:

**BY POST TO:**

Customer Care, Magnet Ltd  
Allington Way, Darlington  
Co. Durham DL1 4XT

**BY TELEPHONE:**

01325 744093

**BY EMAIL TO:**

ccenquiries@magnet.co.uk

**IF YOU NEED TO CONTACT FHIO, THEIR DETAILS ARE AS FOLLOWS:**

**BY POST TO:**

The Furniture and Home Improvement Ombudsman, Premier House,  
First Floor, 1-5 Argyle Way,  
Stevenage SG1 2AD

**BY EMAIL TO:**

info@fhio.org

**VIA THE WEBSITE:**

www.fhio.org

**BY TELEPHONE:**

0333 241 3209

Some appliance serial numbers are difficult to find when you need them the most, so why not record them here:

Appliance	Serial number

Use the space below to record any other important pieces of information you might need to recall in the future, for example your Order Number or contact details for your designer/store.

Notes to self



We hope that you have found this information useful and trust that you will be able to enjoy many years of excellent service from your Magnet kitchen.

Our Head Office team may be in touch shortly to conduct a quick customer satisfaction survey. All feedback you provide is useful and will help us ensure we offer the best service possible to future customers.

If you have any questions at all, please let us know and we'll do our very best to help.

**Jason Reed**  
Head of Customer Care

# Magnet

Better. By design