



# **HOWDENS**

## **JOINERY CO.**

**Product  
Care and Maintenance  
Information**

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## **1.0 Kitchen Frontals and Carcases**

### **1.1 Care and Cleaning of 18mm Rigid Carcase**

A solution of warm water and a mild household detergent is the recommended method of cleaning carcasses to maintain appearance and performance.

The use of other substances such as abrasive cleaners, wax furniture polish or solvents is not recommended as they may damage the surface.

### **1.2 Care and Cleaning of Door and Drawer Frontals**

Doors and drawer frontals should be cleaned with a slightly damp cloth and then wiped dry.

For stubborn marks a solution of water and a mild household detergent can be used. Wipe the surface with a damp cloth and then dry with a soft cloth.

More aggressive cleaners such as wax furniture polish, abrasive cleaners or solvents are not recommended as they may damage the surface.

## **2.0 Appliances**

### **2.1 General Care and Maintenance**

Specific care and maintenance guidelines will vary depending on the type of appliance and manufacturer.

To ensure the long and trouble free usage of your appliance, please refer to the care and maintenance information published by the manufacturer. This can be found in the Instruction Manual supplied with the appliance.

### 3.0 Sinks and Taps

#### 3.1 Stainless Steel Specification

All Stainless Steel sinks are manufactured from high quality 18/10 Stainless Steel (18% Nickel and 10% Chromium) which conforms to BS EN10088-2:1995.

#### 3.1.2 Troubleshooting Issues with Stainless Steel Sinks

Issue	Likely Cause	Solution
Oil, Grease and Fingerprints	Oil/ Grease/ Fingers coming into contact with surface	Remove with washing up liquid and hot water but a solvent may be required (e.g. White Spirit). Care must be taken to use proper safety precautions if using solvents.
Tea Stains	Tea/ Tea bags coming into contact with surface	Remove with a hot water solution of sodium bicarbonate (washing soda) and water, applied with a soft cloth or sponge.
Rusting	<p>Sinks manufactured with 18/10 Austenitic Stainless Steel cannot go rusty as they are "Non Ferric". This means that the iron content of the material is bound in such a manner that the Iron is not available for oxidation which would lead to rust.</p> <p>Any rust on the surface will be as a result of iron particles deposited from a secondary source such as the water supply or iron scourers (e.g. Brillo pads).</p>	<p>Normal mild cleaning agents, such as "Cif" together with a soft cloth can be used to remove rusted particles from the surface. Ensure that you follow the grain of the steel in order to minimise the potential of scratching the surface.</p> <p>In extreme cases a proprietary Stainless Steel restoring solution should be used.</p> <p>In the event that a soft cloth does not remove the rusted particles a Scotch-Brite pad can be used. This pad will tend to scratch the surface of the sink and therefore should be used sparingly .</p>
Hard Water Spots, Lime Scale and White Stains	Build up of mineral deposits from standing water	Normal mild cleaning agents can be used, such as "Cif" together with a soft cloth.
Discolouration	Heat Tinting (Unlikely to occur during normal usage)	If discolouration from heat tinting does occur, the use of a proprietary Stainless Steel polish and a nylon scouring pad (e.g. Scotch-Brite) will be required.

### 3.1.3 - General Advice

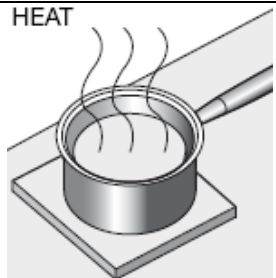

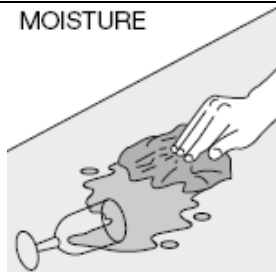
- i. Take care when use a plastic washing up bowl as particles of grit or glass can become embedded in the base of the bowl which will scratch the sink
- ii. Cleaning agents containing bleach should not be left in contact with the sink as this will lead to discolouration or pitting of the stainless steel. If bleach is necessary it should be diluted to the strength specified by the manufacturer and never left in contact with the surface for longer than 30 minutes. Rinse sink thoroughly with clean water after use.
- iii. Do not leave wet cloths, pads, containers on the sinks as this causes water marks
- iv. Do not use Silver Dip cleaners as they contain strong acids which cause discolouration and pitting

### 3.2 Tap Care and Maintenance

All taps should be cleaned only with mild liquid detergent or soap and water a dried with a soft cloth. Use of unsuitable cleaning agents would invalidate any warranty and may cause the finish to become discoloured or damaged.

## 4.0 Worktops

### 4.1 Care of Laminate Worktops

	To do	Avoid
<p>HEAT</p> 	<p>To prevent damage from hot objects, use heat resistant mats, trivets or hot rods on the surface of the worktop</p> <p>Always use ashtrays for cigarettes</p>	<p>Avoid placing objects taken directly from the oven or hob directly onto the laminate surface as this may lead to blistering</p>
<p>SCRATCHING</p> 	<p>Always use chopping boards for preparing food</p>	<p>Crockery items, kitchen utensils and other objects sliding across your worktop will produce fine scratches in the laminate</p>
<p>MOISTURE</p> 	<p>Wipe spilt liquids away from joints and cut-outs immediately</p> <p>Ensure that all inset appliances are properly sealed with a suitable waterproof mastic</p>	<p>Moisture will not harm the laminate surface itself but it is advisable to wipe away any spillage as soon as possible. The critical areas are around joints and cut-outs.</p>

#### 4.2 Cleaning Laminate Worktops

Stain or Mark	Dry Cloth or Duster	Damp Cloth	Warm Water & Detergent	Non Abrasive Cleaner	White Spirit	Acetone or Nail Polish Remover
Foodstuffs						
Tea		✓	✓	✓		
Coffee		✓	✓	✓		
Milk		✓	✓	✓		
Fruit Juice		✓	✓	✓		
Curry		✓	✓	✓		
Red Wine		✓	✓	✓		
Vinegar		✓	✓	✓		
Lemon Juice		✓	✓	✓		
Beetroot		✓	✓	✓		
General Household Items						
Dust or Light Dirt	✓					
Soap Residue		✓	✓	✓		
Oils		✓	✓	✓		
Paint (Water Based)			✓	✓		
Paint (Solvent Based)					✓	
Dyes (Washable)			✓	✓		
Dyes (Permanent)					✓	✓
Show Polish					✓	
Wax Crayon					✓	
Biro/Pen			✓	✓		
Chalk		✓	✓	✓		
Lipstick			✓	✓		
Nail Varnish						✓
Bleach		✓	✓	✓		
Other						
Finger marks		✓	✓	✓		
Blood			✓	✓		
Nicotine			✓	✓		

### 4.3 Solid Surface Worktops - Care and Maintenance

Issue	Solution
Light stains/dirt	Use a dry or damp cloth or towel and a mild detergent Avoid solvent based products
Normal kitchen/cooking stains	Use a cleaning agent, e.g. washing up liquid, warm soapsuds with a cloth Avoid solvent based products
Scratching	A maintenance kit is available to eliminate light scratches Deep scratches can also be repaired. Please consult your fitter To reduce likelihood of scratches, use soft cloths when cleaning, cutting boards when preparing food and do not place hot pans directly onto the surface
Moisture	Remove any excess water as soon as possible Boiling water and cooking splashes should do no harm to surface

### 4.4 Solid Wood Worktops – Care and Maintenance

As wood is a living material, a proper course of oil treatment is essential to ensure a long and trouble free life.

In the first few days of use, care must be taken to prevent the worktops becoming stained before they have built up sufficient oil protection. In particular water must not be allowed to lie on the surface, but wiped off immediately with a cloth.

After a period of time it may be necessary to restore the sheen of the tops with a coat of oil. This can be done either when you feel they start to look a little dull, or as a precaution every 3-6 months. This will ensure your worktop is kept in prime condition.

## 5.0 Flooring

### 5.1 Solid Oak Flooring – Care and Maintenance

Always have a dust-attracting mat at front or back doors; this will prevent any sharp stones or dirt scratching the floor.

In a domestic situation, a dust-attracting mop can be used; it will keep floors clean and dust free. Use felt pads on the feet of furniture to protect the floor from excessive scratching.

In a commercial location, felt pads or other form of protection need to be used to protect from excessive scratching of the floor. Heavy scratching will break the seal of the lacquer causing damage to the timber by ingress of dirt and moisture from cleaning.

### 5.1.2 Troubleshooting Issues with Solid Oak Flooring

Issue	Likely Cause
Expansion	Flooring absorbing moisture after installation
Shrinkage	Heating drying the floor out
Cupping	Moisture under the floor. It cannot be caused by the floor itself

In general, floors tend to expand in summer when windows and doors are open and the air moist, and shrink in winter, when windows and doors are closed, the heating is on more often and the air consequently comparatively dry.

### 5.2 Engineered Flooring – Care and Maintenance

	To do	Avoid
Preservation	Polish floor with a thin layer of wood polish (e.g. Bona Wood Polish with wax content). Depending on traffic repeat every 8 to 10 weeks.	Room humidity going above or below 45-60%. An Air Humidifier may be necessary in Air Conditioned climates.
Scratching	Place felt like pieces underneath any furniture bases or chair legs. Place a ground mat in any entrance areas	Floor surface coming into contact with hard surfaces (e.g. stones, furniture bases, heeled shoes).
Cleaning	Daily cleaning can be done with either a vacuum cleaner or a smooth floor broom A damp mop or special polish can be use remove stains, grease, footprints	Using traditional wax or steel wool on floor surface

### 5.3 Laminate Flooring – Care and Maintenance

	To do	Avoid
Daily Cleaning	Use a vacuum cleaner or broom. Light stains can be remove with a well wrung damp flat mop and clean water	Spreading large amounts of water on the floor
Problem Stains (e.g. Paint, Glue, Oil, etc)	Remove with a basic laminate cleaner	Vapour cleaning equipment Abrasive cleaning equipment



## **6.0 Hardware**

### **6.1 Door Furniture – Care and Maintenance (Brass/ Satin Nickel products)**

Our products are protected by the most advanced lacquer available and under normal circumstances should give many years of service. They should be cleaned with a cloth moistened with soapy water or alternatively wiped over with a soft cloth with beeswax. UNDER NO CIRCUMSTANCES USE ANY FORM OF METAL CLEANER, OR AEROSOL SPRAYS.

However, after a period of time the lacquer coating, especially on external fittings, can suffer possible breakdown. Therefore, the life of the lacquer is beyond the manufacturers control and cannot be guaranteed. When the lacquer coating has broken down, remove the brass fittings and coat using a soft brush with acetone thinner e.g. "Nitramores". Completely dry the product using a soft cloth and metal polish, such as "Brasso" or "Duraglit". At this stage the product can be polished as and when required using "Brasso" or "Duraglit".

### **6.2 Door Furniture – Care and Maintenance (Chrome products)**

Our quality chrome products are virtually maintenance free. However, deposits will accumulate on external fittings. We therefore recommend regular cleaning with a soft cloth and non-abrasive wax polish.

This will ensure the original appearance is maintained.