

YOUR CARE &
MAINTENANCE
GUIDE



THANK YOU FOR PURCHASING Your Tom Howley Kitchen

Welcome to your new Tom Howley kitchen.

Your bespoke kitchen has been designed and made for you here in Britain by Tom Howley craftsmen, using the highest quality materials and industry leading construction methods.

In order to maintain your kitchen and preserve its first class appearance, we recommend that you follow the care instructions set out in this guide. For any specific appliance queries we recommend that you consult the appliance manufacturer directly.

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MAINTAINING

Painted Finishes

Painted Frontals

In most instances the painted external surfaces will only need to be cleaned with lukewarm water. For stubborn marks a small amount of washing up liquid can be added to the water, but under no circumstances should you use spray cleaning products. Always remove greasy marks from the paintwork as soon as possible.

Paint Storage

On delivery of your Tom Howley kitchen you will receive a tin of the correct paint to match your kitchen. Please follow the storage instructions on the tin. As paint shades differ from batch to batch, it is very important this paint is stored safely as it will be required for any after-care work. In the event that your supplied paint tin is misplaced or damaged we may have to repaint the entire kitchen in which case we will regrettably need to charge for this work.



Composite Kitchen Worktops

Silestone, Porcelain & Quartz Worktops

Although composite kitchen worktops can withstand high temperatures for short periods of time, its performance varies with respect to different factors such as thickness, colour, location, etc. For this reason, it is not recommended that the product be exposed to sustained contact with a heat source such as a hot pan. In such situations the use of a heat pad or trivet is recommended. Silestone will not offer any warranty for surfaces that have been damaged by extreme heat.

Composite worktops can be cleaned easily with a mild detergent, water and a soft cloth or paper towel. These surfaces do not require polishing to keep them shiny and smooth. They simply require regular cleaning in order to maintain their distinctive shine.

Any dried food, grease, paint or other substances can be gently scraped away using a rounded plastic knife. Avoid using metal tools to do this as metal may scratch a composite worktop.

PLEASE NOTE

Silestone offer a 25 year quality guarantee which the end user needs to activate on the Silestone website. Any product that is unregistered in the 60 days after purchase will retain a two year guarantee.

Caesarstone products come with a 25 year limited residential warranty.



Lapitec Worktops

ROUTINE CLEANING

Use a microfibre cloth to remove dust from the surface. Wash the Lapitec® worktop with hot water, to which you may add the manufacturer's recommended dose of Fila Cleaner or an equivalent mild detergent. Rinse with clean water and dry with a cloth. For best results, we recommend cleaning any stains immediately, without letting them dry.

WHAT NOT TO DO

Do not use waxes, oily soaps, sealers or other treatments. Some commercially available detergents contain wax or polish additives that can leave an oily film on the surface after several applications, affecting the cleanliness and appearance of the Lapitec®. Avoid using ceramic knives or other objects that are as hard as Lapitec®, as they could affect the surface. Do not use scouring pads that could scratch the surface. It is better to choose pads such as Scotch-Brite blue non-scratch sponges. Do not hit the surface with pointed or heavy metal objects, as they could chip or, occasionally, break the material. Remember that the edges are the most vulnerable part of the top.

Lapitec® products are guaranteed for 10 years.

Granite Kitchen Worktops

Granite Worktops

Looking after granite worktops properly will help them last longer and remain shiny, glossy and elegant for years.

All natural stone tops are porous and therefore can stain if spills are not wiped away in a timely manner.

Granite worktops are sealed before fitting. However it is recommended that you reseal them every four months or as required, using a granite maintenance kit available from leading DIY stores.

Areas of frequent use may need additional attention when carrying out maintenance.

Honed Granite Worktops

A honed granite worktop will be more porous than a polished granite worktop. Take care of it by ensuring that greasy or acidic foods do not touch the surface. A chopping board should be used to protect the worktop.

PLEASE NOTE

Do not use bleach, scouring detergents, chlorine or alkaline substances on the worktops as these will cause damage. When polishing granite worktops, non-abrasive detergent can be used in small amounts, with clean, warm water and a soft cloth.



OILING

Wooden Surfaces

Dry Wooden Areas

Wooden areas in your kitchen, such as dressers are usually lacquered and require only a gentle clean with a damp cloth to remove dust and general dirt.

Wooden Chopping Blocks

We recommend that you wipe your chopping block clean after each use to avoid staining, if your chopping block does become stained, a light rub down with sand paper and re-coating the chopping block with oil will usually restore it to look as good as new.

Sometimes small cracks may appear in the grain of the timber, this is entirely normal and these cracks can easily be filled in with hard wax. Cracking can be the result of not applying enough oil to the chopping block, in which case, after filling any cracks with wax give the block two additional coats of oil.

If the chopping block becomes a little sticky due to excessive use of the oil, you can resolve this with a light sanding with a very fine grade of paper before applying an additional coat of oil to seal. To maintain your chopping block you will need to apply finishing oil to the surface on a regular basis.

Veneer Internals & Non Oiled Worktops

Avoid using bleach, scouring detergents, chlorine or alkaline substances as any of these will damage the surface. Non-abrasive detergent can be used in small amounts with clean, warm water and a soft cloth.



Metal Work, Ironmongery & Sinks

Handles & Hinges

Under no circumstances should you use any form of metal cleaner, aerosol spray cleaner or solvent based abrasive cleaning solutions on our products as these can remove the protective lacquer. We recommend cleaning with the use of a dry, lint free cloth.

A squeaky hinge just needs a drop of oil. Wipe away any excess to avoid contact with the painted surfaces.

Taps & Sinks

Fittings should be regularly cleaned with warm water or a mild pH-neutral liquid soap and then polished with a clean Microfibre cloth.

VITREOUS CHINA & FIRECLAY

Rinse thoroughly and use a soft cloth to wipe the product dry after each use. Soft abrasive cleaners may be used when necessary to clean vitreous china products. Avoid strong abrasive cleaners that will scratch and dull the surface.

STAINLESS STEEL

We recommend that you clean stainless steel once a week, using stainless steel cleaner/polish applied with a non-abrasive cloth or sponge. Avoid abrasive detergents. Stainless Steel will scratch over time. However, with use and regular cleaning the stainless steel will build up a patina and the scratches will cease to be evident.

CHROME

Chrome is the hardest and most durable metal finish but we still recommend that you avoid using any cleaning products that contain corrosive chemicals. Please stick to our general guidelines for cleaning metal with warm water followed by a clean microfibre cloth.

NICKEL & PEWTER

Nickel, Satin Nickel and Pewter finishes will change over time as the metal reacts with the environment. Pewter can be restored using a Pewter Pad. Other than that, please stick to our general guidelines for cleaning metal.

BRASS FINISHES

Polished, Satin and Aged Brass are known as 'Living Finishes' and as such will develop an individual patina over time, so it is important to expect the appearance to change and there to be a variation between different items. For daily cleaning we recommend you follow the same general guidelines as other metals.

To restore the original sheen of Polished Brass, we recommend an occasional very light polish with Brasso.

For Satin Brass you can use a Pewter Pad to help restore the original finish.

Care Information

Manufacturer's Instructions

We recommend that you follow the manufacturer's instructions for each appliance and that you stick to using their approved cleaning products. Please see the back page of this guide for a list of contact phone numbers.

Dishwashers

To avoid any defects with the furniture door, please ensure that the door is kept closed during the wash cycle and fully opened following the end of a cycle if the appliance is hot. When the door is left ajar condensation forms along the top of the door and over time this can get into the appliance workings or penetrate the paint. Dishwasher plinths are removable and only held in place with magnets for easy servicing.

Freezers

Please ensure that the drawers are not obstructed by any items in them, as this can prevent the door from shutting properly and cause the freezer to ice up. If this does occur always de-ice the freezer before you make a service call, to avoid an unnecessary call-out charge.

Cabinet Lights

The cabinet lights are LED. They can be used with a dimmer switch but please consult your electrician and make sure he is aware that they are LED fittings to ensure a compatible dimmer switch is installed.

Hints & Tips

Utensil Drawers

Be careful when using the utensil or cutlery drawers. If items are protruding when the drawer is pushed closed this can damage the paint finish on the drawer front and the surrounding frame.

Hidden Storage

Avoid overloading pull-out wire baskets in larders and corner units to prevent damage to the mechanism. The weight limit is shown on the 'loading badge' displayed on the item.

Bins

Avoid overloading and compacting the rubbish down into the bin as the downward pressure can damage the runners, causing the door to jam.

Waste Disposal Units

Always have the water running before you feed in the waste and leave it running for a few seconds afterwards to avoid any blockages.

APPLIANCES

Bertazzoni

03300 539 185 (9-5pm)
e: ukservice@bertazzoni.com
w: uk.bertazzoni.com/more/care-service

Caesarstone

0800 158 8088
e: info@caesarstone.co.uk
w: caesarstone.co.uk/customer-service/contact-us

Falcon/Aga Range Master

01926 457628 (9am-5pm)
e: consumers@agarangemaster.co.uk
w: rangemaster.co.uk/register-your-warranty

Fisher & Paykel

08000 886 605 (24 hrs)
Service/Warranty:
w: fisherpaykel.com/uk/support/book-a-service
w: producthelp.fisherpaykel.com/eu

Franke

0161 436 6280
e: ks-hotwater.gb@franke.com
w: franke.com/gb/en/ks/support/after-sales-service/guarantees-page

Kaelo

02078 701 115
e: info@kaelo.co.uk
w: kaelo.co.uk/activate

Kohler

0800 001 4466
e: technicalsupport@kohler.co.uk
w: kohler.co.uk/support/guarantee

Lapitec

01895 820 883
e: info@lapitec.co.uk
w: lapitec.com/warranty-card

Liebherr

03330 147 888
e: lgb.refrigeration@liebherr.com
w: home.liebherr.com/en/gbr/service/after-sales-service/online-repair-service

Miele

0330 160 6600 (Mon – Fri 9am – 5pm)
w: miele.co.uk/f/uk/contact-next-gb
w: miele.co.uk/e/service-repair-product-so
w: miele.co.uk/c/service-10 (also have virtual assistant)

mQuvée

e: info@mquvee.com

Neff

0844 892 8989
w: neff-home.com/uk/service/repair/book-a-repair-online
w: neff-home.com/uk/service/support

Perrin & Rowe

01708 526 361 (closes 5.30pm)
e: customerservices@perrinandrowe.co.uk
w: perrinandrowe.co.uk/parts-and-support

Quooker

0207 923 3355 (Mon – Fri 8.30-5.00pm)
e: service@quooker.co.uk
w: quooker.co.uk/service

Silestone

01256 761229 / 01256 758138
e: info.uk@consention.com
w: silestone.co.uk/contact

Sub-Zero & Wolf

0208 418 3877 (8.30-5.00pm)
e: service@subzero-wolf.co.uk
w: subzero-wolf.co.uk/service

Westin

01484 421 585
e: sales@westin.co.uk
w: westin.co.uk/support/guarantee-and-after-sales-service

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EXQUISITE BESPOKE KITCHENS