



Kessler

CUSTOMER CARE GUIDE

A guide to caring for your Kessler Kitchen

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Kessler

Thank you for investing in a Kessler Kitchen. Your new kitchen has been lovingly handmade, using traditional cabinet making methods and the highest-grade materials. We are confident our craftsmanship will stand the test of time.

We would like to take this opportunity to highlight some useful tips to maintain your furniture, ensuring your new kitchen stays in its optimum condition for years to come.

TEMPERATURE CONTROL

Your kitchen is composed of wood or wood-based materials, designed for use within a controlled room climate. Warping is typical of wood materials and is caused by the temperature and humidity within the surrounding environment. We advise the ambient temperature of the room be maintained between 18 and 22°C and that you use your extractor fan whilst cooking. This ensures your room will be adequately ventilated and the furniture will not be subject to any extreme levels of moisture.

If under-floor heating is installed within your kitchen it is important that the temperature should not be raised or lowered quickly as doing so can cause slight shrinkage and cracking. Your heating installer should be able to advise how to run your system correctly and efficiently.

CLEANING

We advise you to clean your kitchen regularly to maintain its high quality. As your kitchen furniture is made from wood or wood based materials it must be protected against water and steam, therefore you must not use a steam cleaner. We advise you to clean your kitchen using a slightly damp, soft cloth. Do not use steel wool or sponge scourers as they will damage the surfaces of your kitchen. Polish, wax, strong liquid detergents, abrasives and solvents are not suitable for cleaning your kitchen and should not be used in any circumstances, as to do so will harm your kitchen. Kessler-UK will not be liable for any damages caused by the incorrect use of cleaning agents and/or equipment.

▸ SOLID WOOD

If your kitchen features solid wood materials, the colour, grain and knots (if applicable) may vary. This is due to its natural origin and not a material defect. Although the surfaces have been sealed with high quality varnish, light will cause colour change, which is expected of solid wood surfaces. Spillages and marks must be removed immediately and not left to dry. To remove, we recommend using a slightly damp, soft cloth and wipe in the direction of the grain. Dry all water residues with a soft cloth immediately after cleaning.

▸ SYNTHETIC FRONTS

Cabinets with synthetic coatings are easily cleaned following the cleaning advice listed above. If you require a stronger liquid to clean stubborn marks we recommend that you use a domestic plastic cleaner or diluted washing up liquid, although we strongly advise you to carry out a test in a small, discreet area first. Polish, wax, strong liquid detergents, abrasives and solvents are not suitable for cleaning your kitchen and should not be used in any circumstances as to do so will harm your kitchen.

▸ HIGH-GLOSS FRONTS

To protect your high gloss fronts, do not remove the protective plastic film until your kitchen installation has been completed. Due to the nature of high gloss, traces of fine surface scratches may be visible in sunlight and halogen light. This is normal and is not a surface defect. Alike other surfaces, spillages and dirt must be cleaned immediately with a slightly damp, soft cloth. Excess water residue must be removed with a dry, soft cloth after cleaning. The use of abrasive cleaning materials such as hard sponges, scourers and micro-fibre cloths will increase the appearance of scratches, therefore we strongly advise you to only use a soft damp cloth for gentle cleaning. Instances of scratching due to improper cleaning will not be covered in your lifetime warranty.

▸ HANDLES, HINGES AND DRAWERS

To prevent the build-up of dust and dirt, we advise that you clean your handles, hinges and drawers regularly, using a slightly damp, soft cloth. Do not use abrasive cleaning materials such as hard sponges, scourers and micro-fibre cloths as they can increase the appearance of scratches. Do not use solutions containing solvents and vinegar-based substances as they can cause permanent staining. However, if you wish to use cleaning products to remove stubborn marks, we advise you to try them out first, at your own risk, in a small, discreet area.