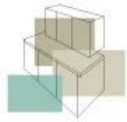


**Kitchens** by Paul Holden  
Designed for living.

## **Care and Maintenance Guide**

March 2014

425 West Front St. • P.O. Box 397  
Stirling, Ontario • K0K 3E0  
Phone: 613-395-1490 • Fax: 613-395-5714  
Toll-Free: 1-800-284-0435  
E-mail: [info@kitchensbypaulholden.com](mailto:info@kitchensbypaulholden.com)  
[www.kitchensbypaulholden.com](http://www.kitchensbypaulholden.com)



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## **Preface**

Established in 1988, over 25 years of experience is behind every product we install. We have built our reputation on quality craftsmanship and exceptional service. We specialize in custom kitchens and place individual emphasis on each client and home. As a member of the CKCA and NKBA we maintain high standards for our product, manufacturing and installation. Our extensive product selection and modern, automated equipment and state of the art technology keep us on the leading edge of the industry.

Family owned and operated, we employ friendly and experienced staff who are always here to help. From design and manufacture to installation and service work, we take pride in the quality of our services and our clients' satisfaction.

Contained in this package are tips on how to care for and maintain your custom cabinetry to give you years of beauty and enjoyment. Thank you for choosing Kitchens by Paul Holden, we appreciate your business.

*“We always aim to exceed your expectations!”*

- *Paul Holden*



## **Five Year Limited Warranty**

Kitchens by Paul Holden warrants our product to be free of material and manufacturing defects for a period of five (5) years from the date of installation.

- This is the complete and only warranty offered. Any other expressed or implied warranties are replaced in whole by this warranty which is subject to Federal and Provincial laws.
- Kitchens by Paul Holden will provide a limited (5) year warranty on materials and workmanship; providing that the products have been used under normal residential conditions.
- This warranty will become null & void if it has been determined by Kitchens by Paul Holden that the product has been misused, abused or has been subject to neglect.
- Kitchens by Paul Holden will only warranty the work of our own, qualified, installers. Installations completed by others (supply only) or installations modified by others will not be covered.
- Kitchens by Paul Holden will repair or replace, at its discretion, the defective components.
- **Cabinets:** (5) year limited warranty on materials and workmanship
- **Drawer Systems & Hinges:** Life-time warranty; associated labour is not covered by this warranty.
- **Wood & MDF Doors:** (5) year limited warranty; (1) year warranty for door warping on doors less than 42" high.
- **Polymer & Polyester (Thermofoil) Doors:** (5) year limited warranty
- **Finishes:** (5) year limited warranty
- **Laminate Countertops:** (1) year limited warranty
- **Granite:** (2) year limited installation warranty
- **Quartz:** (15) year transferrable product warranty; (2) year limited installation warranty
- **Acrylic Solid Surface:** (10) year product warranty; (2) year limited installation warranty
- **Installation:** (2) year limited warranty; warranty claims filed two years after original installation date will carry a labour charge to perform the warranty work.
- Caulking, silicone and related products are not covered under warranty.
- Wood is a product of nature. Any variations in grain pattern, texture and/or color are considered to be part of the wood's inherent beauty and are not considered to be a defect.
- Deterioration of the product surface as a result of normal wear and tear does not constitute a defect under the terms of this warranty and will not be considered for a claim.
- All of Kitchens by Paul Holden's warranties reflect the individual product warranties extended by our suppliers. We do not extend a warranty beyond our suppliers' warranty period.



## **Preventative Maintenance**

Cabinets should be treated like fine furniture. A few simple steps will not only extend the life of your custom kitchen but also keep it looking like new. Use a clean, microfiber cloth for regular dusting (packaged dusting sheets are not recommended). Clean your hardware with a solution of warm water and mild dish detergent applied to a damp microfiber cloth (brass and silver cleaners are not recommended). Dry your hardware and surrounding area immediately.

### *Shelf Capacity and Rotation*

Recommended maximum loading for shelves is 15 lbs per square foot and 65 lbs per drawer. Avoid door mounted storage accessories unless the cabinet has specifically designed for this feature. Once every six months, remove, clean, and flip your shelves. This will extend the life of your shelves and help prevent warping and sagging.

### *Appliances and Heat/Steam Damage*

Heat and steam can damage many components of a kitchen. When cooking always turn on the vent on your range hood or over-the-range microwave. Avoid placing hot items or electric appliances directly on the countertop, use protective insulating. When using heat and/or steam producing appliances such as toasters, crock pots, kettles or coffee makers always pull them out toward the edge of the countertop so they are not directly below the upper cabinets - this will prevent damage to cabinets' finish, edging, and doors. The heat generated when using an oven's self-cleaning feature is much greater than during normal cooking. If this heat escapes from the oven, it can damage your cabinets. To minimize the risk to your cabinets pull out your oven by approximately eight inches and remove cabinet doors and drawers adjacent to, or directly above, the appliance before using its self-cleaning feature.

### *Sunlight Exposure*

Consider the use of blinds or shades to prevent discolouration of your cabinetry. Exposure to direct sunlight tends to darken the color of natural wood products. Sunlight can also fade painted surfaces, laminated surfaces and Thermofoil surfaces.

### *Water Damage*

Quickly cleaning spills and splatter prevents damage caused by prolonged exposure. Prolonged exposure to spills, including food, water or other liquids can cause permanent discolouration or damage. Avoid draping damp or wet dish towels over the doors of cabinets. Over time, this moisture can cause permanent water damage to the door. Extra attention is required around susceptible areas such as sinks, dishwashers, waste cans and food preparation areas.



## Stained Wood

Nature creates, but never duplicates – no two pieces of wood are exactly alike, even from the same tree. Due to the difference in natural colour and grain, each piece of wood will react differently to the finishing materials used (colour may vary even within the same component). Wood characteristics (grain patterns, knots, mineral deposits etc.) are natural occurrences in wood surfaces and are not considered defects. Some wood species will darken naturally with age. Kitchens by Paul Holden is not liable for the change in appearance of any product due to this aging process or discolouration due to exposure to cigarette smoke.

### *Routine Care*

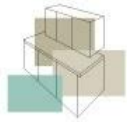
Everyday cleaning can be performed using a slightly damp microfibre cloth, wiping the surfaces dry. For best results, wipe in the direction of the wood grain. Do not use a dishcloth to wipe your cabinets - it may contain remnants of grease or detergents. Mild soap and water applied with a clean cloth can be used to remove oil, grease, or other materials from the surface. All soap residues should be removed from the surface using a clean, damp microfibre cloth. Dry surfaces immediately after cleaning - give special attention to areas around the sink and dishwasher. Do not use waxes, polishes (such as Pledge), strong detergents, ammonia solutions, bleach and abrasive cleaners.

### *Heat, Steam and Humidity*

Caution must be used when dealing with heat or moisture around any wood products. Steam, water or heat that comes close to or in contact with any wood product will absorb causing multiple issues. Kitchens by Paul Holden will not warranty failures of this nature. Care must be taken when using toasters, portable grills, kettles, coffee makers and other heat/steam generation appliances to ensure that upper cabinets are not subjected to excessive heat or steam. Excessive humidity levels may affect the wood and could cause warpage, swelling, and/or shrinkage of the cabinet doors. To reduce this risk avoid sharp changes in temperature, we also recommend keeping relative humidity in your home between **40%** and **50%**. Raised panel door styles are susceptible to panel shrinkage if exposed to low humidity but will return to their natural shape as the humidity returns to proper levels. This shrinkage is not considered a defect, but please let us know if this issue occurs in your home and we will gladly touch up the finish on any receding panels. Kitchens by Paul Holden will not warranty product failure caused by excessively humid conditions; all wood products need low stable moisture conditions in order for the joints to remain tight.

### *Water Damage*

Wipe up any liquid spills promptly. Avoid draping damp or wet dishtowels over the doors of cabinets. Over time, this moisture can cause permanent water damage (peeling or discolouration) to the door. Don't use too much water when cleaning. Excess water use can damage your cabinets and is not covered under warranty.



## **Lacquered MDF**

MDF (Medium Density Fiberboard) cabinet doors are finished with a water-based tinted lacquer coating. This finish is very durable, but improper care will cause premature wear. We do not suggest the application of a lacquered finish on wood doors – such projects are susceptible to finish splitting/hairline cracks along wood joints, these occurrences will not compromise the strength of the joint and are not covered under our warranty.

### *Routine Care*

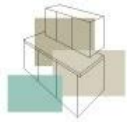
Tinted lacquer may be cleaned with a solution of warm water and a small amount of mild dish detergent. Wipe clean with a soft cloth dampened in the water/detergent solution, followed by a clean, damp microfiber cloth to remove any soap residues and dry immediately with a soft cloth to avoid streaking - give special attention to areas around the sink and dishwasher. Do not use a dishcloth to wipe your cabinets - it may contain remnants of grease or detergents. Avoid cleaning with products containing bleach, ammonia or silicone. Though this finish is very durable, repeated use of harsh chemicals may damage your lacquer finish.

### *Heat, Steam and Humidity*

Caution must be used when dealing with heat or moisture around MDF products. Steam, water or heat that comes close to or in contact with the product can cause multiple issues. Kitchens by Paul Holden will not warranty failures of this nature. Care must be taken when using toasters, portable grills, kettles, coffee makers and other heat/steam generation appliances to ensure that upper cabinets are not subjected to excessive heat or steam.

### *Water Damage*

Wipe up any liquid spills promptly. Avoid draping damp or wet dishtowels over the doors of cabinets. Over time, this moisture can cause permanent water damage (peeling, swelling or discolouration) to the door. Don't use too much water when cleaning. Excess water use can damage your cabinets and is not covered under warranty.



## **Polymer or Polyester**

Thermofoil doors and cabinets with Polymer or Polyester surfaces are manufactured using materials that are designed for easy care.

### *Routine Care*

Thermofoil products can easily be cleaned by using mild soap and must be rinsed and wiped with a dry microfiber cloth. Clean all spills immediately using a soft cloth dampened with clean water, and then dried immediately. Do not use your dishcloth to clean your cabinets, because it may contain grease, detergent, or other household chemicals that may damage the cabinet surface. Avoid accumulations of dirt such as grease or dust to avoid chances of permanent stains. Do not use abrasive pads or steel wool to clean your products. Never use chemical products such as paint thinners, bleaches, products containing acetone, or any cleaning product containing solvents or abrasives which may cause permanent damage. Do not use wax on Thermofoil cabinets.

### *Heat and Steam*

Avoid exposing Thermofoil products to sources of extreme heat (85°C/185°F). Precautions must be taken when using certain electric countertop appliances. Toasters, kettles, portable ovens and all other appliances creating heat or steam can effect nearby surfaces. Be sure to place these appliances so as to avoid affecting surfaces situated above the appliance. Kitchens by Paul Holden will not warranty damage of this nature.

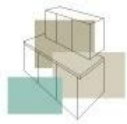
### *Water Damage*

Wipe up any liquid spills promptly. Avoid draping damp or wet dishtowels over the doors of cabinets. Over time, this moisture can cause permanent water damage (peeling or discolouration) to the door. Don't use too much water when cleaning. Excess water use can damage your cabinets and is not covered under warranty.

## **Glass Door Cabinets**

Extra care is required when cleaning glass doors. Spray an ammonia-free glass cleaner on a clean microfiber cloth or paper towel before applying to glass surface. Do not spray cleaner directly on the glass – this can cause damage to the cabinet finish and seep behind mullions. Don't use cleaners containing sodium hydrochloride, phosphoric acid or sulfur.





## **Laminate**

Plastic laminate countertops are a durable man-made surface, but like any product they can be damaged by abuse, neglect or carelessness. Never kneel, sit or stand on your countertop as this may cause cracking and will void the warranty. Mitre joints in laminate countertops require silicone sealing once a year to maintain their water resistance. Please note that seams in the countertop within 24" of a sink are not covered under warranty.

### *Routine Care*

Clean your countertop with a damp cloth or sponge and a mild detergent. Don't use cleaners containing ammonia, bleach, or abrasives. Wipe the countertop with clean, damp cloth and dry the surface with a non-abrasive cloth. Abrasive cleaners and products such as steel wool should never come in contact with the laminate.

### *Stain Removal*

Difficult stains can be removed using a mild household cleaner and a soft bristle brush. Rinse thoroughly and dry to remove any residue. Never use cleaners containing acid, alkali or sodium hypochlorite. Hair, textile and food dyes can cause permanent stains. Wipe up immediately and rinse several times with water. Do not use abrasive cleaners, powders, steel wool, sand paper or scouring pads on the laminate surface.

### *Minor Damage*

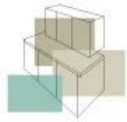
Ceramic and abrasive objects can cause scratches and premature wear. Do not chop, slice, pound, or hammer on the laminate surface. Sharp utensils will scratch or slice the surface. Heavy blows may crack or gouge the surface. Use cutting boards, chopping blocks or other protective elements when working on the countertop.

### *Heat Tolerance*

Do not place hot items directly on the laminate surface, use protective insulated pads. Extreme heat can cause cracking, blistering, burns, and discoloration – these are irreparable. Avoid using electric heat sources such as kettles, skillets, and irons directly on the laminate surface.

### *Water Damage*

Wipe up standing water immediately. Water that is allowed to sit on the countertop for any length of time, especially near mitre joints, can penetrate and cause the core of the counter top to swell and delaminate. Be careful in areas where sinks, dishwashers, coffee makers, toasters or kettles are located on or near a mitre joint. Wipe off water or other liquids immediately. Damage caused by excessive water in the seam area is not warranted.



## **Granite**

Granite is a 100% natural product, with every stone having its own unique qualities and characteristics. These range from natural pitting to areas of crystal deposits embedded within the stone as well as the stone's unique motion and patterns, therefore it is not always possible to be matched across a joint or corner area. All these qualities give stone its original character and uniqueness. Your new countertops have been treated with a penetrating sealer. The sealer bonds to the stone and acts as a repellent to help prevent absorption, yet at the same time it lets the stone breathe and release moisture. The seams in your granite countertop have been joined together with an epoxy and are totally water proof. Never kneel, sit or stand on your countertop as this may cause cracking and will void the warranty.

### *Routine Care*

Clean stone surfaces with a neutral cleaner, stone soap or a mild liquid dishwashing detergent and warm water; use a soft cloth. Do not use harsh chemical soaps or cleaners. Too much soap will cause streaks and leave a film. Wipe the surface thoroughly with warm water and soft cloth. Do not clean the surface with products containing lemon, vinegar, acids or abrasives.

### *Stain Removal*

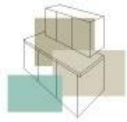
Stone products have many tiny pores that are susceptible to different liquids such as oils and red wine, if left for a long period of time may leave a temporary ring. In most cases this will fade with time and will not harm the stone. When using oils, lemon juice and red wine it is best to wipe up the spills as soon as possible and leave the top to air dry. To remove stains and spills use a paper towel to blot the stain as quickly as possible – avoid wiping a spill as it will cause the stain to spread. Avoid leaving even a small spill, because it may stain and spread. Use a household cleaner and nylon bristled brush to remove the stain. Rinse the surface thoroughly after cleaning and dry with a soft, clean cloth.

### *Heat Tolerance*

Granite possesses excellent wear resistance and heat resistance, but hot items may cause cracking or discolouration. If it's too hot to touch with your hand, do not put it on the countertop.

### *Sealing your Granite*

It is recommended that you seal your granite countertops once per year. Granite sealers can be purchased at your local hardware store. Follow the directions on the product. Depending on the product, this process usually takes between half an hour and an hour. Sealing your granite will provide more protection from staining.



## **Quartz**

Quartz is a homogeneous and solid mineral-filled polymer material so that it is easy and convenient to care for and maintain. Simple routine maintenance is required to keep it looking new. Its hard, nonporous surface makes Quartz simple to clean. Never kneel, sit or stand on your countertop as this may cause cracking and will void the warranty.

### *Routine Care*

In most cases, soap and water or a mild detergent is all that is required for cleaning. Do not use abrasive cleaners or pads. Thoroughly wipe the surface with clean, damp cloth to remove residue and dry with soft, clean cloth.

### *Stain Removal*

Wipe up staining foods and liquids immediately, this will make clean up much easier. For stain removal apply household cleaner to the stained area. Gently rub the stained area in a circular motion with a damp cloth. Wipe the area with a clean damp sponge or cloth to remove any residue followed by a dry cloth. Never use steel wool on your countertop. To remove hard water deposits, use a wet cloth with a mixture of one part vinegar to three parts water. Dry the area with a clean, dry cloth.

### *Heat Tolerance*

Hot pans and heat producing appliances may cause discoloration or cracking which will void the warranty. If it's too hot to touch with your hand, do not put it on your counter top – use a cutting board or similar protective shield underneath the item.



## **Acrylic**

Acrylic countertops are solid surface non-porous, fully manmade material with a high resistance to heat. Never kneel, sit or stand on your countertop as this may cause cracking and will void the warranty.

### *Routine Care*

In most cases, soap and water or a mild detergent is all that is required for cleaning. Do not use abrasive cleaners or pads. Thoroughly wipe the surface with a clean, damp cloth to remove residue and dry with soft, clean cloth.

### *Stain Removal*

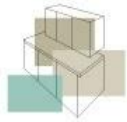
To remove stains apply a kitchen cleaner to the stained area. Gently rub the stained area in a circular motion with a damp cloth. Wipe the area with a clean damp cloth or sponge to remove any residue, followed by a clean, dry cloth. Do not expose the surface to harsh chemicals, if contact occurs flush countertop with water. Never use steel wool on your countertop. To remove hard water deposits, use a wet cloth with a mixture of one part vinegar to three parts water. Dry the area with a clean dry cloth.

### *Minor Damage*

A scratch that can be felt by touch should be addressed by a professional fabricator. Always use a cutting board instead of cutting directly on the surface. Use felt pads on canisters, pottery, etc. to prevent scratching on the surface.

### *Heat Tolerance*

Always use a hot pad or trivet with rubber feet to protect surface from heat. Hot pans and heat producing appliances may cause discolouration or cracking which will void the warranty.



## **Stainless Steel Sinks**

The best form of maintenance is regular cleanings. A little bit of cleaning on a regular basis is preferable to a major cleaning on a sporadic basis. To clean your sink, use the mildest cleaning procedure that will do the job effectively.

### *Routine Care*

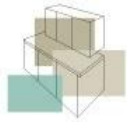
Use mild soap, water and soft household sponge. Finish cleaning by wiping down the sink with a soft dry cloth. Regularly rinse and towel dry your sink with a soft, dry cloth. Clean faucets with a mild liquid soap, promptly rinse with warm water, and dry with a clean soft cloth. Never use abrasive cleaners or waxes, chemical cleaners, alcohol, cleaning agents containing acid, polish abrasives or harsh cleaners for cleaning.

### *Stain Removal*

Any cleaning or scrubbing to remove stubborn stains inside the sink bowl should follow the direction of the grain line. Any scrubbing across the grain will show as a scratch. Scrubbing in the same direction as the grain will blend any surface scratches. Rinse with water and buff with soft, static proof cloth for best results. Stainless steel does not rust, however rust stains may occur as a result of other materials coming into contact with the sink allowing iron particles to bond to the sink surface. Iron particles introduced by steel wool pads can deposit rust spots. Rust spots and stains can be removed with metal cleaners. For similar reasons do not leave any mild steel or cast iron cookware or implements anywhere on the sink for extended periods of time. The combined presence of iron and moisture with stainless steel may lead to staining of the sink. Chlorine bleach in high concentrations may cause pitting on the surface. The risk of damage is proportional to the concentration of the chlorine and the duration of the exposure between the sink and chlorine agent. Use vinegar and water in a mild solution to remove any mineral deposits that may have built up followed by flushing the surface with water.

### *Minor Damage*

Do not drop sharp objects into your sink and do not use your sink surface as a cutting board as this may scratch and damage the sink. We recommend using wire bottom grid accessories to avoid this type of damage.



## **Granite Sinks**

The best method of preventative maintenance is to ensure that the sink is clean and dry when not in use. Keep the sink fixture free of any standing water and use the mildest cleaning procedure that will do the job effectively.

### *Routine Care*

Use liquid mild, non-abrasive cleaners with a soft cloth or sponge and rinse well after use for daily care. It is also good practice to then dry the sink with a soft cloth.

### *Stain Removal*

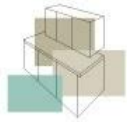
When disposing of staining liquids down the drain, run the water to dilute their potency. For stubborn food stains pour a bleach-water solution (one part chlorine bleach to four parts water) onto a cloth and cover the stain. Allow the bleach to sit for at least ½ hour and then clean with a dish detergent, rinse off with clean water and dry. This is not to be used as a routine cleaning. To remove any mineral deposits soak the affected area in a solution of hot water and white vinegar, three parts water to one part vinegar, rinse thoroughly and dry. Always avoid the use of metal scouring pads or wire wool as they will leave a metal residue on the surface and give the appearance that the sink is stained. Do not leave any mild steel or cast iron cookware anywhere on the sink for an extended period of time, the combined presence of iron and moisture can lead to staining. Do not leave rubber dish mats, wet sponges, or cleaning pads in the sink over night as they will trap water which could lead to discolouration.

### *Minor Damage*

Your granite sink is made from an extremely hard and tough material; metal dragged across the bottom of your sink will leave a metal residue. This marking is on the surface of the sink and can be removed by scrubbing in a circular motion with a soft nylon brush and liquid soap. Try to avoid dropping sharp objects in your sink as they may damage the surface. We recommend using wire bottom grid accessories to avoid this type of damage. Do not use your sink as a cutting surface.

### *Heat Tolerance*

Granite sinks can withstand temperatures up to 280°C, however modern pots can reach higher temperatures. Contact with extremely hot pots should be avoided. Prior to straining boiled foods into your solid surface sink run hot tap water into the sink, this will raise the temperature of the sink and prevent a sudden change that could potentially cause cracking.



## Adjustments and Troubleshooting

### *Door Adjustments*

Cabinetry doors can be adjusted in a number of ways to fine-tune the positioning of each door individually. The diagrams below outline a few simple adjustments that can be made to rectify simple door alignment issues. Adjustments can be made using a #2 pozi-drive screwdriver, or alternately, a #2 Phillips screwdriver. For more information regarding hinge adjustments please visit our website at [kitchensbypaulholden.com](http://kitchensbypaulholden.com).



### *Door Removal and Soft-Close Operation*

Cabinetry doors can be removed from the cabinet as required. The soft closure hinges in your cabinetry can be adjusted to alter the rate of closure on all doors. Please note that bi-fold corner cabinet doors will not feature a soft-close device.



### *Touch Ups*

Your original cabinetry has been delivered with a touch-up kit for corrections of minor damage after installation. Please contact us if additional touch-up stain/paint is required.



## **Reporting a Concern**

It would be our pleasure to discuss and review any concern you may have regarding our products. When contacting either a home builder or our office please have your home address, date of cabinetry installation, and (if applicable) the lot number, subdivision name, and the name of the original owner of the home.

### *Residential Builder*

If you have purchased your home from an affiliated Residential Builder please contact their office directly to report a concern or warranty claim. They will evaluate the issue and take appropriate action.

### *Retail Client/Home Renovation*

Please contact our office by phone, fax, e-mail or in person to report an issue or claim. We will assess your concern and provide service work as necessary.