



Your product  

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guarantee and  

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maintenance  

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guide

AshleyAnn   
KITCHENS, BEDROOMS & BATHROOMS

# Our guarantee to you is simple and reassuring...

Cabinets, drawers and hinges are covered for their lifetime.

Doors, worktops and storage units are covered for 10 years.

There are no catches to this guarantee, though obviously it's subject to normal wear-and-tear and excludes accidental damage.

## Care and maintenance

### Furniture

#### Care and cleaning of carcasses

These are best cleaned with a solution of warm soapy water (mild household detergent).

You shouldn't use other substances such as abrasive cleaners, wax furniture polish or solvents, as they may damage the surface.

#### Care and cleaning of laminate and melamine doors and fascias

Doors and other fascias should simply be cleaned with a slightly damp cloth and then wiped dry. Stubborn marks can be removed by first using a mild solution of water and household detergent, then wiping with a damp cloth, finally drying with a soft cloth.

On no account should a wax furniture polish, abrasive cleaner, or solvent be used on either the doors and other fascias or the handles, as they may damage the surface.

#### Care and cleaning of timber and painted doors and fascias

Use a 5% liquid soap, 95% water solution, then wipe with a damp (not wet) cloth, and finally dry with a soft clean cloth. Dust with a soft cloth only, following the grain pattern of the wood.

Do not use abrasive or aggressive cleaners, bleach or other hypochlorite (chlorine) based cleaners, multi-purpose cleaners, acetone, alcohol, solvent or similar products on the doors and other fascias, as this will damage the surface.

It is advisable to use a damp (not wet) cloth to remove fingerprints and marks, followed at once with a clean and dry soft cloth. Cooking splashes should be wiped up immediately using a damp cloth.

All timbers are adversely affected by the environment in which they are installed, particularly a moist climate and in high levels of humidity. Timber is hygroscopic, which means the material will take up or let out moisture depending on the environment its placed in. We therefore recommend that timber doors only be installed in areas that have been suitably acclimatised so that the timber is allowed to find its EMC (equilibrium moisture content).

As most people are aware, wood changes colour when exposed to light; the rate of change being dependent upon the species of timber and intensity of exposure.

#### Care and cleaning of acrylic and lacquered doors and fascias

The surfaces should be cleaned with a slightly damp cloth and then wiped dry.

Stubborn marks can be removed by first using a mild solution of water and household detergent, then wiping with a damp cloth, finally drying with a soft cloth.

On no account should a wax furniture polish, abrasive cleaner, or solvent be used on either the doors, fascia or handles as they may damage the surface.

### Worktops and Moulded Sinks

#### Care and cleaning of granite worktops

To clean your granite countertop, wipe using a microfiber cloth with soap and warm water or a mild household cleanser. Wipe up spills as they occur.

Always avoid using bleach and abrasive cleaners with a pH greater than 10. Do not use water-repellents, polishes or waxes.

#### Recommendations

- Do not place hot objects directly on the surface. Table mats or trivets are recommended to avoid damaging the surface.
- If spills occur, clean them up and dry the surface quickly.

- Avoid cutting directly on the surface because it can scratch.
- The lighter coloured countertops may show watermarks when wet. This happens because the stone darkens when wet; the marks vanish when the water evaporates.
- Do not place the surface outside or anywhere that may be exposed to high levels of ultraviolet radiation.
- Do not polish the surface.
- Do not place heavy objects that are unsuitable for worktop use on the surface.
- Products such as high acidic, solvent, acetone and strong chemicals (e.g. paint stripper, brush cleaners, metal cleaners, oven cleaners, cleaners containing methylene chloride, acid drain cleaners, acetone based nail varnish removers etc.) should not be used for cleaning the worktops.
- Scouring pads should not be used, it is advisable to use a microfiber cloth or wet paper.

### Care and cleaning of quartz worktops

To clean your quartz countertop, wipe using a microfiber cloth with soap and warm water or a mild household cleanser. Wipe up spills as they occur. Always avoid using bleach and abrasive cleaners with a pH greater than 10. Do not use water-repellents, polishes or waxes.

#### Recommendations

- Do not place hot objects directly on the surface. Table mats or trivets are recommended to avoid damaging the surface.
- If spills occur, clean them up and dry the surface quickly.
- Avoid cutting directly on the surface because it can scratch.
- The lighter coloured countertops may show watermarks when wet. This happens because the stone darkens when wet; the marks vanish when the water evaporates.
- Do not place the surface outside or anywhere that may be exposed to high levels of ultraviolet radiation.

- Do not polish the surface.
- Do not place heavy objects that are unsuitable for worktop use on the surface.
- Products such as high acidic, solvent, acetone and strong chemicals (e.g. paint stripper, brush cleaners, metal cleaners, oven cleaners, cleaners containing methylene chloride, acid drain cleaners, acetone based nail varnish removers etc.) should not be used for cleaning the worktops.
- Scouring pads should not be used, it is advisable to use a microfiber cloth or wet paper.

### Care and cleaning of Corian®/Hi-Macs® worktops

To clean your Corian®/Hi-Macs® countertop, wipe using a microfiber cloth with soap and warm water or a mild household cleanser. Wipe up spills as they occur.

Always avoid using bleach and abrasive cleaners with a pH greater than 10. Do not use water-repellents, polishes or waxes.

#### Recommendations

- Do not place hot objects directly on the surface. Table mats or trivets are recommended to avoid damaging the surface.
- If spills occur, clean them up and dry the surface quickly.
- Avoid cutting directly on the surface because it can scratch.
- Do not polish the surface.
- Do not place heavy objects that are unsuitable for worktop use on the surface.
- Products such as high acidic, solvent, acetone and strong chemicals (e.g. paint stripper, brush cleaners, metal cleaners, oven cleaners, cleaners containing methylene chloride, acid drain cleaners, acetone based nail varnish removers etc.) should not be used for cleaning the worktops.
- Scouring pads should not be used, it is advisable to use a microfiber cloth or wet paper.

### Care and cleaning of Corian®/Hi-Macs® moulded sinks

To ensure a thorough clean of your sink and perhaps once a week, remove any fat and oil residues from

normal food preparation using a detergent or a hard- surface cleaner. Use a spray with 3/4 of liquid household bleach and 1/4 water to spray the sink, and leave for a few hours or overnight. The exposure time should be limited to 16 hours. Following this, rinse thoroughly with clean water.

#### **Important note about instant boiling water taps:**

A container should always be used to collect boiling water, as water of this very high temperature may cause surface damage in Corian®/ Hi-Macs® moulded sinks, with discolouration, light cracking or 'crazing'. This type of damage is not covered by the warranty.

### Care and cleaning of Dekton® worktops

To clean your Dekton® countertop, wipe using a microfiber cloth with soap and warm water or a mild household cleanser. Wipe up spills as they occur.

Always avoid using bleach and abrasive cleaners with a pH greater than 10. Do not use water-repellents, polishes or waxes.

#### Recommendations

- Avoid direct contact with flames.
- If spills occur, clean them up and dry the surface quickly.
- Avoid cutting directly on the surface because it can scratch.
- Do not polish the surface.
- Do not place heavy objects that are unsuitable for worktop use on the surface.
- Scouring pads should not be used, it is advisable to use a microfiber cloth or wet paper.

### Care and cleaning of solid timber worktops

To clean your solid timber countertop, wipe using a microfiber cloth with soap and warm water following the grain pattern of the wood. Wipe up spills as they occur.

Always avoid using bleach and abrasive cleaners with a pH greater than 10. Do not use water-repellents, polishes or waxes.

**Oiling:** Your wooden worktop may need refurbishing from time to time. To do this clean the worktop with a diluted washing up liquid solution, allowing it to dry completely before applying a thin coat of Danish Oil to all accessible areas using a lint free cloth. Allow your work surface to dry naturally and repeat if necessary.

If your worktop becomes dirty and lifeless, scour with a nylon scouring pad dipped in Danish oil, wiping away any excess with a dry, clean cloth.

The worktop should be treated with Danish oil monthly for the first six months after installation, and every six months thereafter.

If your wooden worktop is fitted over a Butler or Belfast type sink, Danish oil should continue to be applied monthly, or when the beading of water no longer occurs on the worktop surface.

All timbers are adversely affected by the environment in which they are installed, particularly a moist climate and in high levels of humidity. Timber is hygroscopic which means the material will take up or let out moisture depending on the environment it is placed in. We therefore recommend that timber worktops only be installed in areas that have been suitably acclimatised so the timber is allowed to find its EMC (equilibrium moisture content).

Most people are aware that wood changes colour when exposed to light, the rate of change dependent upon the species and the intensity of exposure.

#### Recommendations

- Do not place hot objects directly on the surface. Table mats or trivets are recommended to avoid damaging the surface.

- If spills occur, clean them up and dry the surface quickly.
- Avoid cutting directly on the surface because it can scratch.
- The lighter coloured countertops may show watermarks when wet. This happens because the wood darkens when wet; the marks vanish when the water evaporates.
- Do not place the surface outside or anywhere that may be exposed to high levels of ultraviolet radiation.
- Do not polish the surface.
- Do not place heavy objects that are unsuitable for worktop use on the surface.
- Products such as high acidic, solvent, acetone and strong chemicals (e.g. paint stripper, brush cleaners, metal cleaners, oven cleaners, cleaners containing methylene chloride, acid drain cleaners, acetone based nail varnish removers etc.) should not be used for cleaning the worktops.
- Scouring pads should not be used, it is advisable to use a microfiber cloth or wet paper.

### Care and cleaning of laminate worktops

To clean your laminate countertop, wipe using a microfiber cloth with soap and warm water or a mild household cleanser. Wipe up spills as they occur. Always avoid using bleach and abrasive cleaners with a pH greater than 10. Do not use water-repellents, polishes or waxes.

#### Recommendations

- Do not place hot objects directly on the surface. Table mats or trivets are recommended to avoid damaging the surface.
- If spills occur, clean them up and dry the surface quickly.
- Avoid cutting directly on the surface because it can scratch.
- The lighter coloured countertops may show watermarks when wet. This happens because the laminate darkens when wet; the marks vanish when the water evaporates.

- Do not polish the surface.
- Do not place heavy objects that are unsuitable for worktop use on the surface.
- Products such as high acidic, solvent, acetone and strong chemicals (e.g. paint stripper, brush cleaners, metal cleaners, oven cleaners, cleaners containing methylene chloride, acid drain cleaners, acetone based nail varnish removers etc.) should not be used for cleaning the worktops.
- Scouring pads should not be used, it is advisable to use a microfiber cloth or wet paper.

## Splashbacks

### Care and cleaning of mirror and glass splashbacks

General cleaning of mirror or glass splashbacks requires only a damp cloth and a mild detergent, or a dedicated glass cleaner.

Abrasive scouring powders, creams and even polishes should not be used.

## Stainless Steel Sinks

### Care and cleaning of stainless steel sinks

Wash down the surface using water containing soap or mild detergent.

Always rinse the surface with clean water and dry with a soft cloth.

Polishing the surface with a stainless steel polish and a soft cloth can complete a thorough cleaning operation.

## Electrical Appliances and Lighting

For care/maintenance and warranties, please refer to the individual manufacturer's document supplied with each product.

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KITCHENS, BEDROOMS & BATHROOMS

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