



CUSTOMER GUIDE

to installations and product care



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Thank you for your recent purchase from Norwood Interiors.
This booklet intends to guide you through your forthcoming installation and help with taking care of it for years to come.
If you require further information please call 0113 388 5 200.

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SURVEY & INSTALLATION

A. Survey & Project Management

Once a customer and designer have completed all the paperwork and signed a contract, the complete file is passed to our Installations Department and is allocated to a Technical Surveyor who is responsible for the project management of the installation to its satisfactory conclusion.

Initially an appointment will be made for the Surveyor to carry out a technical survey (normally two or three weeks prior to installation) and from that date he will be the customer's point of contact until completion of the project.

B. Start Dates

The start date for each installation is dependent on the day the installation team allocated to the project completes their previous contract.

The Surveyor will agree a "week commencing" date with the customer and on the Friday preceding that week the customer will be contacted and informed of the planned start day of the installation.

Please note that this could be any day of the following week, though normally Monday, Tuesday or Wednesday for a kitchen.

NB. The installation team may not arrive on the first day until late morning, as they will have previously called at the operations depot to load materials.

C. Time Taken to Install

Each project has its own complications, so it is unrealistic to specify a finite length of time for any installation.

The following notes are offered as a guide only, do not form part of any contract and the accuracy of the information given will vary from project to project.

KITCHENS

An "average" kitchen installation will take one to two weeks to complete, although tiling may be completed two to three days after the furniture is installed, and any solid surface requirement will inevitably delay final completion.

Customers must expect to be without their kitchen plumbing and cooking facilities for at least two to three days, and in reality should not plan to use their kitchen in any substantial way throughout the installation period.

BEDROOMS

Most bedroom installations are completed within one week. Substantial or complicated projects which are likely to take longer will be highlighted by the Surveyor at the time of the technical survey.

BATHROOMS

Although every effort will be made to ensure that toilet facilities are available at all times, few bathroom installations are completed in less than two weeks.

D. Installation Teams

As at the beginning of this year Norwood are using 40 installation teams, specialists in the three disciplines of kitchens, bedrooms, and bathrooms. These teams can be made up of one, two or even three personnel. If an installation involves gas appliances then only a "CORGI/ Gas Safe" registered fitter will complete and test the gas supply section of the installation. Similarly, all relevant electrical installations will be certified to Part P regulation standard.

It is the nature of the industry that these joiners, plumbers, tilers, etc. each run their own individual businesses and are therefore not technically "employed" by Norwood Interiors Limited.

For the protection of both ourselves and our clients we have taken the following steps:

1. All our fitters have entered into a special "Service Contract" with Norwood Interiors.

2. They are fully conversant with our "Codes of Practice" which have been prepared essentially for the benefit of our clients.
3. Their references and previous work have been scrutinised before they are allowed to work for Norwood.
4. The quality of their work for Norwood and their adherence to our "Codes of Practice" are continually monitored. Indeed each installation is "project managed" and supervised by one of our Technical Surveyors who will also act as your liaison.
5. Most of our fitters have worked for us for many years and we have become mutually dependent in continually obtaining future work.
6. All of their work is guaranteed by Norwood.
7. The proof of the pudding – we have hundreds of letters from satisfied clients, and in the last financial year installed almost £3,000,000 worth of contracts for people who had been recommended to us from existing customers.

E. Tiling

Dependent on the amount of tiling involved, this task may be carried out by the installation team, during installation, or two or three days later by a specialist tiler.

F. Finishing Dates

Wherever possible we will attempt to complete a project within a timescale requested by a customer. However, unforeseen problems during the installation, suppliers' delivery problems, etc. can mean delays on some projects. It is this company's policy to complete each installation, not in the fastest possible time, but to a high standard in a reasonable length of time.

G. Payment

The final instalment of the invoice value is payable to the fitting team on the final day of installation (or to the tiler if he is the last Norwood representative on the project). Customers should ensure therefore that funds are in place in order to pay any outstanding balance at the time of completion.

Note: Customers funding the project via a Norwood Interiors' home improvement loan should sign the "Authority to Pay" form on completion.

DESIGN & SUPPLY ONLY CONTRACTS

In contracts where installation is being completed by others, please note the following:

SURVEY

Norwood will still offer a technical survey before ordering the goods and our Surveyor may be able to offer some installation hints at that time. However, he is not subsequently available for consultation or project management.

BUILT UP CABINETS

If cabinets have been ordered 'built up', the frontals will be delivered packaged for protection, and unfitted. (Frontals should be checked and any damage notified to Norwood within 48 hours of delivery or any replacements will be on a chargeable basis.)

DELIVERY

Delivery is included to a ground floor area (normally a garage) but not to any first floor area. We will make every effort to deliver on a weekday of your choice, wherever possible.

PAYMENT

Full payment of cleared funds must be in place before delivery. Payment can be made by cheque (10 days before), or cash/bankers draft at the showroom (by Friday of the week prior to delivery).



CARE OF YOUR KITCHEN/BEDROOM

FURNITURE, APPLIANCES AND POTTERY

CARE AND ATTENTION OF FRONTALS

Timber Doors

Wood veneers and wooden doors should be cleaned with a minimum amount of water. Doors should never be left wet as this can impair the finish.

Spillages on doors should be wiped away quickly to prevent damage. Residues should be removed with a damp cloth and non abrasive household detergent. The door should then be dried thoroughly.

Over a long life the surface sheen of the door can be maintained with applications of household wax furniture polish, however as a natural product colour changes may occur over a period of time.

It is recommended that all timber doors are protected from accidental knocks and scratches to maintain the natural decorative appearance and lacquer finish.

Timber worktop edging should be cared for in the same way.

Melamine, Laminate and PVC Coated Doors

Water splashes will not harm the surface of melamine or laminate doors. However to protect any door, never allow water to lie on the surface, always wipe away any spillage immediately.

Melamines, laminates and PVC coated doors should be cleaned with a damp cloth, warm water and a mild detergent. Do not use harsh scouring powders as they could damage the surfaces.

Rag roll effect doors should under no circumstances be cleaned using any form of solvent.



General Notes

Steam and heat can cause damage to all doors, please ensure that items such as toasters and kettles are not left under wall units whilst in use.

Most doors will resist staining from the majority of household chemicals. However some chemicals and strong dyes such as concentrated fruit juices, beetroot, etc. can cause damage and discoloration. If spillage occurs, wipe off immediately and rinse thoroughly leaving the door to dry.

CARE OF WORK SURFACES

Laminated Work Surfaces

HEAT

Boiling water and hot cooking splashes will do no harm. Do not place cooking utensils, pans or ovenware, taken straight from a hot oven or hob, directly on the surface. Always use suitable protection against direct contact with excessive heat.

SCRATCHING

Crockery and normal kitchen utensils sliding around will do no harm. The surface can be damaged by scratching or cutting with knives or other sharp utensils. It is recommended that a protective mat or chopping board be used.

STAINING

Worktop laminate resists most household chemicals including alcohol and cosmetics, however some strong chemicals and dyes can cause damage and discoloration. If a spillage occurs of such items as beetroot juice, concentrate fruit juice, dyes, chemicals, descaling solutions or sanitary cleaners, wipe off immediately and rinse and dry the area thoroughly.

CLEANING

The laminate should be maintained by cleaning with water and detergent. Persistent marks can be removed by using a suitable cream cleaner. Harsh scouring powders and abrasive pads should be avoided. Stubborn stains in deep textured surfaces can be removed using household bleach. A nylon bristle handbrush is also effective in removing persistent marks from textured and dimensional finishes.

MOISTURE – Water will not harm the surface in any way, but excess water may affect the adhesive and core material underneath. Do not allow water to lie on the surface, especially where it may seep into joints.

Stone Care & Maintenance

Your new stone work surface is pre-treated with a liquid silicone sealer which reduces its natural porosity and provides a protective coating.

Clean stone surfaces regularly with water containing soap or a mild detergent and a soft cloth or sponge. Rinse off surfaces with clean water. Polish dry with a soft cloth.

Avoid use of abrasive cleaning materials – scouring powders, steel wool, and metal brushes etc. Never use bleach and other chlorine based cleaners, acids, photographic development liquid alkalis (caustic soda) and concentrated disinfectants on stone surfaces. If any of these come into contact with the stone, clean them off immediately, otherwise surface damage will occur.

Do not allow surface deposits to build up on composite stone surfaces, e.g. powder detergents, mineral deposits and salts.

Strongly coloured foodstuffs, such as blackcurrant and beetroot, can stain stone surfaces. Acidic foodstuffs such as citrus juice, vinegars and cola will etch the stone surface.

Always use pan stands and trivets to protect stone surfaces from hot, rough and wet pots, pans and utensils. Direct contact from iron, steel, ceramic and copper vessels can scratch and stain the stone surfaces.

Always use cutting boards to chop and slice food upon. Never cut directly onto the stone surfaces.

Stone is a natural material. The variations in its structure, pattern and colour are characteristic and constitute part of its appeal and value.

Over time, with normal kitchen use, stone work surfaces will acquire a patina that reflects the use to which they have been put. It is normal for the original high sheen to weather and mellow in this way.

Never stand, sit or put heavy weights on the worktop.

CARE AND MAINTENANCE OF SINKS AND TAPS

Asterite and Teflite Sinks

GENERAL CARE

- The use of a wire basket is recommended to avoid scratches occurring in your sink and helps to reduce the risk of accidental damage.
- The use of a plastic washing up bowl is not recommended as small particles between the bowl and the sink may slowly grind away the surface of the sink.
- Strong chemicals and alkalis such as ammonia, caustic soda, paint stripper, brush cleaners and nail varnish removers must not come into contact with the sink as they may cause damage to the surface.

- Do not use limescale remover or pour acid down the waste.
- Do not use neat bleach as this causes the waste outlet to weaken and crack.
- Always use a chopping board, do not use the sinktop.
- Avoid dropping sharp objects onto the surface of your sink. This may scratch or damage the sink.
- The sink can withstand very high temperatures. However, it is not advisable to place hot pans and dishes straight onto the sink surface. (The accessories in particular are less resilient to very high temperatures.)

MAINTENANCE

Washing down the sink with soap or detergent and warm water after use should be sufficient to keep the sink surface clean and stain free.

Heavy stains such as dyes and juices should be washed off as soon as possible. Any remaining marks should be cleaned with non abrasive cleaner such as Domestos Multi-Surface Cleaner or dishwashing powder/liquid on a damp cloth or sponge. If the stains become ingrained in the bowl an overnight soak using diluted bleach or diluted biological washing powder will remove these marks easily.

In hard water areas limescale deposits can be removed by soaking the sink in a 1 part vinegar to 5 parts water solution.

Some aluminium pans may leave grey marks (deposits of metal) on the surface of the sink. These can easily be removed using a non-abrasive cleaner.

Avoid the use of abrasive cleaners such as cream cleaners, scouring pads and wire wool on the sink as such cleaners abrade the surface. Where these cleaners are used during the cleaning of pans, rust spots may appear. This is not a fault with the sink and can easily be removed using a non-abrasive cleaner.

Stainless Steel Sinks

In the main, care of stainless steel sinks is as for Asterite sinks.

In addition to the cleaners mentioned above, the use of specialist cleaners such as Bar Keepers Friend is recommended for stainless steel sinks, in particular for the removal of marks which may be caused by deposits in water and the use of scouring pads on pans, etc.

Taps

All taps, especially gold effect, must be cleaned using a soft damp cloth only.

Bleach based and abrasive cleaning agents and materials must not be used on any tap.

Wooden Chopping Boards

Before using your new chopping board, wipe clean with a damp cloth then oil with a good vegetable oil, do not use olive oil, and allow to dry overnight. This should be repeated regularly, failure to do so may result in the board warping. In the event that the board does warp, re-treat with vegetable oil and position the board flat, this will allow the board to become straight again. After use wipe with a damp cloth and store flat.

Electrical and Gas Appliances

For instructions regarding use and care of all appliances please refer to the manufacturer's operator's manual.

All appliances are covered by the manufacturer's guarantee. In most cases this is a comprehensive 12 month guarantee. Please refer to your manual for further details regarding the length and cover provided by the manufacturer's guarantee and details of optional extended warranty.

Should a fault occur with your appliance or should you require spare parts please contact the relevant service agent. The telephone number can be found in your operator's manual.

Below are a list of useful service agent numbers:

Miele	01235 554455
Bosch	0990 678910
Elica	01245 322117
NEFF	0990 678910
Stoves	01514 327838
Whirlpool	0870 600 8989
CDA Appliances	0115 9700111

Extractor Fans

It is essential that whenever the hob is in use the extractor is switched on. This will eliminate the possibility of damage to the frontal above the hob from heat and steam.

Replacement filters for your extractor fans can be purchased from ourselves, larger supermarkets and most major DIY outlets.

CARE OF YOUR BATHROOM

FIXTURES AND FITTINGS

Ceramic Products

All pottery should be cleaned regularly with warm soapy water or a mild detergent and a soft cloth. Thorough cleaning after use will help to prevent the build up of insoluble deposits in hard water areas and tide marks.

Stubborn stains may be removed with a mild scouring powder, taking care not to allow the powder to come into contact with any plated brassware (including waste outlets).

WC bowls should be cleaned regularly using a British Bathroom Council approved cleanser. Use a soft brush and do not allow metal to come into contact with the glaze.

Flush the WC after cleaning to remove any remaining cleanser.

A build up of mineral deposits can be removed by dissolving with lemon juice and cleaning as normal.

WC Seats and Bath Panels (Acrylic)

Use warm soapy water or a mild solution of detergent and a soft cloth only to clean WC seats. Dry with a soft cloth.

WC pan cleansers should not be used on the seat. The seat and the cover should be in the upright position when cleaning the WC pan.

Abrasives and scouring powders will irreparably damage the finish of the seat. Do not allow paint strippers, acids, oil based products, bleaches or solvents to come into contact with the surface of the WC seat.

WC Seats and Bathrooms (Timber)

Clean wooden seats with a damp cloth only, using soapy water or mild detergent. Dry thoroughly with a soft, clean cloth. Do not allow liquid to sit on the surface of the seat for any length of time as this will damage the finish.

The occasional use of wax furniture polish will maintain the finish and help protect from water damage.



Brassware

Chrome and gold plated taps and wastes should be cleaned regularly with a soft cloth and warm soapy water, rinsed dry and polished with a clean dry cloth.

Many household cleaners and personal hygiene products contain chemicals which will attack the finish if allowed to come into contact with the fittings.

In particular avoid using abrasive cleaners and protect from denture cleanser.

Baths, Shower Trays and Plastic Basins

When filling always run a little cold water into the bath before turning on the hot tap.

Clean immediately after use with warm soapy water or mild detergent. This will help prevent the build up of deposits in hard water areas and tide marks. A build up of deposits can be removed by dissolving them with lemon juice and then cleaning as normal.

Do not allow paint strippers, WC cleansers or bleaches to come into contact with the material.

Vanity Unit Tops, Furniture and Facias

LAMINATE COUNTERTOPS

Water should never be allowed to stand on the vanity unit top, clean away any water splashes immediately. Clean laminate tops with water and detergent, dry with a clean cloth. Do not use abrasive cleaners, particularly on a top with a high gloss finish.

TIMBER FACIAS

Wood veneers and wooden doors should be cleaned with a minimum amount of water. Doors should never be left wet as this can impair the finish. Spillages on doors should be wiped away quickly to prevent damage. Residues should be removed with a damp cloth and non abrasive household detergent. The door should then be dried thoroughly.

The surface sheen of the door can be maintained with occasional applications of household wax furniture polish.

MELAMINE, LAMINATE AND PVC COATED FACIAS

Water splashes will not harm the surface of these doors but to protect the edges in particular of any door do not allow water to lie on the surface, always wipe away any spillage immediately.

Melamine, laminate and PVC coated doors should be cleaned with a damp cloth, warm water and a mild detergent. Do not use harsh scouring powders as they could damage the surface.

Rag roll effect doors should under no circumstances be cleaned using any form of solvent.

Tiles

Tiles can be wiped over with a wet cloth and mild detergent. Dry and polish with a soft, clean, dry cloth.

Grout and Silicone

Due to moisture in the bathroom, black spots may appear on grout and silicone. This can be removed using bathroom mildew cleaners or specialist mould sprays available from supermarkets, DIY outlets and tile specialists. Treated surfaces should then be rinsed thoroughly.

AFTERSALES & CUSTOMER SERVICE

Any queries within the terms of the guarantee should be directed to the customer service desk on

(0113) 388 5 200 Mon – Fri 9am – 5.30pm

It is this company's policy that all service requests are responded to within three working days (excluding emergency calls) and normally completed within 10 working days.

For Aftersales service relating to **electrical & gas appliances** – see page 11.

NORWOOD INTERIORS' 5 YEAR GUARANTEE

In the event of any defects arising in the first five years, due to faulty manufacture or materials, Norwood guarantee to repair or replace the offending components. Faults arising out of workmanship are covered for 12 months.

1. The guarantee only applies to cabinets, cabinet components or worktops used in a domestic situation, which were not sold at marked down prices as ex-display or discontinued lines.
2. The guarantee is only available to the original purchaser, who must produce proof of purchase.
3. The guarantee shall not apply if the cabinets, cabinet components or worktops, which are the subject of a claim, have been subject to misuse, neglect, alteration or accidental damage.
4. The guarantee is subject to availability of the materials or components, and Norwood reserve the right to substitute materials of similar type, colour or quality, if the materials requiring repair, or replacement, are not readily available.
5. The guarantee shall not apply to damage or faults caused by work done or modifications carried out by anyone other than Norwood authorised personnel.
6. Domestic appliances, sinks, taps, bathroom pottery, showers, cubicles, accessories and light fittings are covered by the appropriate manufacturer's guarantee.
7. Norwood must be notified immediately of any defect that arises by sending written details of the problem and proof of purchase to the address below.
8. It is the company's policy to respond to any service/warranty call within three working days of the defect being reported to the customer services department at the address below.
9. This guarantee is subject to the standard terms and conditions of contract being adhered to, and is conditional on payment being received in full as per the items of the contract.

This guarantee does not affect the buyer's statutory rights.

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