



Your New Kitchen – Wonderful Made Easy

Warranty Program & Customer Information

A new kitchen can transform the look of your home and the way you live, cook and eat together. It's a big investment and needs careful planning and thought. At Harrisons, we're committed to working with you to achieve a beautiful, practical and quality kitchen. Please read this guide carefully and keep it as a useful resource for later. It aims to give you the information you need about our warranty program to ensure you feel confident in our products and service, what you need to do to prepare for the installation, as well as some helpful tips about caring for and cleaning your beautiful new kitchen.

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The Harrisons Brand Story



In 1962, Des Harrisons first began selling carpet and furniture from his store in Whangarei.

In 1983, his three sons John, Patrick and Phil joined the family business. Harrisons were the pioneers of a mobile in-home carpet service, launching nationwide in 1992. Since then, they have overseen the company's diversification and growth, adding Harrisons Curtains and Blinds, Harrisons Energy solutions and Harrisons Kitchens & Cabinets to the company portfolio.

Everybody wants their home to be a beautiful expression of themselves, their family, their history and the way they like to live. Harrisons make it wonderfully easy. We're the people you turn to when you're ready to make your house the home you've always wanted.

We introduced a mobile, in-your-home service because we wanted to help people everywhere create homes that perfectly reflect who they are and what they treasure.

When you work with us, you work with local business owners who live in your area and you see the products in the context of your own home. What's more, it all happens through convenient visits to you at home. Our people are highly trained, easy to work with and absolutely trustworthy. At Harrisons, we're all about quality service, top brands, our Harrisons Family Promise, guarantees you can trust and the added bonus of Fly Buys with every purchase.

We've already made buying energy solutions, carpet, curtains & blinds and kitchens easier for hundreds of thousands of people. With flooring experts, curtain and blind specialists, energy professionals and creative kitchen designers right across New Zealand, we can help you change how you live. Simply, beautifully, effortlessly.



New Zealand's only kitchen retailer with Fly Buys

A new kitchen is a big purchase and you'll find it comes with a big Fly Buys bonus – probably enough to claim an instant reward. Buying a new kitchen for your home can easily earn you hundreds of Fly Buys points in just one purchase. Plus, keep an eye out for regular Bonus Points on offer.

The Harrisons Family Promise

Our Quality Promise

To give you complete peace of mind, Harrisons only works with market-leading, quality brands backed by the most robust warranties.

Our Service Promise

Harrisons always go the extra mile, starting with the fact that we bring our showroom to you. We make sure you have a great experience with us, from our first visit right through to when your kitchen has been installed and 'lived' in.

Our Price Promise

We recognise that kitchen price comparisons are difficult, but we are confident that you'll get exceptional value for money with a Harrisons kitchen, plus you'll get Fly Buys. Because of our size and history, we can negotiate great deals on the best product ranges which we will pass on to you. Also, our 100% mobile business model, without the cost of expensive showrooms and additional staff, ensures our overheads are minimal, so we know we're really competitive in the market.

Our Installation Promise

We're committed to using only quality installers and are confident that you'll love the finished job. We promise that if anything in the installation is not of a high standard, or we cause any damage to the product or your home during the installation, we'll come back and fix it at no cost to you.

Our Product Promise

Every product supplied as part of your Harrisons kitchen carries a specific warranty protecting you in the case of a product fault or manufacturing defect. We'll give you the details of each warranty in plain English so you can be assured that you're getting a high-quality product that will last the distance. Your kitchen is often described as "the heart of your home" so we promise that if anything in it is not of a high standard or doesn't perform as it should, we'll get it fixed or replaced at no cost to you.

Harrisons' Peace of Mind Warranty Program

At Harrisons, we're proud of our reputation which has been built up over many years by providing our customers with high-quality products and installation services at very competitive prices. We always use quality materials and products backed by a carefully selected group of suppliers who back their products with genuine warranties and service.

Should a valid warranty claim arise relating to any product or service, please contact your Harrisons business owner who will work with you on a remedy under the terms of the warranty. In some situations, this will include working with one of our suppliers on your behalf.

Cabinetry

Harrisons cabinets, with an all-white carcass, including the back panel, are manufactured from 16mm moisture-rated particle board. All edges are sealed and edged to ensure optimal moisture resistance. The carcass, with world-leading Blum soft-close drawer runners and hinges and adjustable European feet, will be delivered to site fully assembled.

Cabinets: 7-year warranty

Blum hardware: Lifetime of the kitchen warranty

Melteca doors, drawer fronts and side-panels are manufactured from a quality Melteca Laminate finished with matching edgetape. 7-year warranty

Acrylic doors, drawer fronts and side panels have a PET soft-touch finish. 10-year warranty

Lacquer doors, drawer fronts and side panels are finished with a strong and durable two-pot polyurethane coating. 10-year warranty

Benchtops

Laminate/Formica/Formica 180fx benchtops are hard wearing and resistant to stains, moisture and scuffs. 7-year warranty

Engineered Stone benchtops are very durable with high resistance to heat, scratching, stains, chipping and chemicals. They are non-porous with high mould and mildew resistance. 10-year warranty

Tapware

All tapware is sourced from Aquatica, a leading New Zealand business intent on operating with integrity, being environmentally conscious and at the forefront of product innovation.

5-year warranty on tapware

2-year warranty on pull-out spray heads

Sinks

Heritage stainless steel sinks are made from high-grade 18/10 stainless steel, delivering durability, strength and quality.

Schock quartz composite sinks are extremely durable, hygienic and beautiful. 30-year warranty

Appliances

Cooking appliances – ovens, cooktops & rangehoods: 5-year warranty

Other appliances – fridges, waste disposal units, laundry products, etc: 2-year warranty

Installation

Installing kitchens is a skilled trade and just like any other trade there can be big differences in the quality of workmanship. We're extremely fussy about using quality installers and are confident that you'll love the end result. In fact, it's our guarantee that if anything in the installation is not of a high standard, we'll come back and fix it at no cost to you.

Additional Warranty Information

Our warranties:

All warranties mentioned here are provided to the original purchaser of the kitchen and cannot be relied on by any other person. The warranties do not transfer to the new owner of the premises where the kitchen is installed should the premises be sold.

New Zealand law:

Some of these warranties may be in addition to your rights under the general law including the Consumer Guarantees Act 1993, but they do not otherwise affect your existing rights.

Payment:

All guarantees are subject to the payment criteria on your invoice being met.

Proof of Purchase:

Your invoice has the details of the products and warranties that applied at the time of purchase which are useful references for you. In the event of a warranty claim, you must provide proof that you were the purchaser, but don't worry, we can provide you with a new copy of your invoice should it be required.

First Quality:

We guarantee that all products we supply in your kitchen are first quality and free of manufacturing defects. Should you have a valid claim in this regard, the problem will be repaired to your satisfaction. If this is not possible, the product will be replaced at no cost to you.

Warranty Terms & Conditions:

Harrisons' obligations under these warranties are, at Harrisons' choice, limited to:

- Repairing the product
- Replacing the product if it is available at the time
- Replacing the product with the closest equivalent alternative product if the original is not available at the time
- Liability will not exceed the price originally paid to Harrisons for the product

Harrisons' warranties do not cover defects or issues caused directly or indirectly from:

- Products being installed, modified or repaired by anyone other than an approved Harrisons installer or supplier
- Negligence, misuse, accidental damage, act of God or other factor beyond Harrisons' control
- Incorrect care, cleaning, treatment or maintenance of products
- Excessive, prolonged or otherwise unreasonable exposure to heat, water, steam, oils or another item likely to damage the product
- Colour, grain, pattern or knot variations in products which occur as part of the natural product
- Fading, colour change or other damage due to exposure to sunlight or ultra-violet light
- Normal wear and tear

A Special Note about Water Resistance:

It is important to understand that kitchen cabinetry and laminated benchtops are water resistant, not waterproof. Liquid spills should always be cleaned up and dried promptly. Water and other liquids should never be left on, or around, these products for extended times as moisture can seep into them, potentially causing irreparable damage. Such water damage, should it occur, is not a product fault and is not covered by warranty.

Questions about warranties:

If you have any questions, please ask, we will do our best to answer them.

Preparing for the Installation of your new Kitchen

Getting a new kitchen installed is a big job and needs careful planning and coordination. We'll work closely with you to ensure everyone knows what's happening, what to expect and when. We'll make and/or install your kitchen cabinets, drawers, cupboards, benchtops, sinks, taps, glass splashbacks and some appliances, but we need you to do some preparation as well.

What you'll need to organise

Depending on whether this is a new build or replacing an existing kitchen, you'll need to arrange the following:

- Remove & dispose of the existing kitchen
 - A plumber, gas fitter and electrician may be needed to disconnect existing services
- New wiring or plumbing installed/shifted as required
 - Choose any new lighting you want for your kitchen in advance, so it can be installed promptly
- Repair any damaged floors, walls, ceilings
- Paint walls, trims, ceilings
- Decide on new flooring if appropriate. Harrisons Carpet can supply and install sheet vinyl, vinyl planks, laminate or engineered timber flooring – please ask us. New flooring is generally best installed after the kitchen to avoid any damage from heavy items like fridges being moved. Floating floors such as laminate and engineered timber cannot be anchored by cabinetry sitting on them, so must be installed after the kitchen.
- Decide on new window treatments such as roller blinds or shutters. Harrisons Curtains & Blinds can supply and install these for you.
- Book a plumber, gas fitter and electrician to follow the kitchen installation for plumbing work, gas and connection of power, lighting and appliances.
- Rangehoods are often installed by a separate contractor so book this too if necessary.

This all takes planning and organisation – please ask us for advice if you need it, as it's important for both you and us that the project runs smoothly.

The Installation

About a week before installation we'll be in touch to confirm that the space will be ready and to arrange delivery of the cabinetry. Our friendly team will call when they're on the way to your home. They'll need safe access and somewhere with adequate space for the units to fit. If you're buying new appliances, they will also need to be delivered before the installation day. You may find there is some wrapping material to dispose of later. We'll bring sinks, taps and handles on installation day.

Installation of the cabinetry generally takes from 1-2 days for medium sized kitchens. We'll need access to the house of course, but you don't have to stay home while the installation is being done.

Making your benchtop

Stone benchtops must be templated once the cabinetry is installed so we'll arrange that for the next day. Templated benchtops generally take around 5 working days for Smart Stone and 10 days for Caesar Stone to be manufactured and installed. For Smart Stone, please register your details online within 28 days of installation for warranty purposes and to receive your care kit.

Laminated benchtops are installed at the same time as the cabinetry, so you'll be able to use your kitchen as soon as the plumbing and electrical work are finished.

Completion & Payment

The balance of the final 50% is due once the cabinetry and benchtops are installed. We'll check with you that you're fully satisfied that everything has been completed according to the agreement and ask you to sign it off. Should there be any small issue that can't be resolved immediately, we'll ask you to hold back 5% of the payment until we've fixed it.

Splashbacks

We recommend waiting until the kitchen is fully installed before making a final decision about your splashback. Glass splashbacks must be templated after both the benchtop and rangehood are installed. They generally take about 2-3 weeks to be manufactured and installed. We'll invoice you separately for your glass splashback. If you want a tiled splashback, we can refer you to specialists, as we don't offer that service.

A reminder about access

We will need safe access to your home several times during the project. We will do our best to arrange suitable and accurate dates and times with you. These include the site measure, delivery of units, delivery of appliances, kitchen installation, templating and later installation of benchtops, templating and later installation of glass splashbacks.

Living without a kitchen temporarily

The reality, if you're replacing an existing kitchen, is that you will be without a functioning kitchen for a period of time while the old kitchen is removed and the new one installed, along with possible changes to plumbing, electrical fittings, appliances, etc. It makes sense to think about this in advance and plan for safely storing, cooking and eating food during this time. Please give this some thought well beforehand – there are plenty of helpful articles on the subject on the internet.

Communication and Support

You're working directly with your local Harrison's Kitchens & Cabinets business owner and our reputation relies on you being happy with our service throughout the project. Should you have any questions, please contact us direct and we will come back to you within 24 hours.

Caring for your new Kitchen

We've provided some tips here for cleaning, care and general maintenance of your kitchen. Just follow the simple guidelines below and your kitchen will look great and perform well for many years.

Regular care and cleaning

Dust, dirt, grease and moisture can all affect the look and long-term performance of your kitchen cabinets and benchtops. Regular, gentle cleaning is the key to keeping your new kitchen young, fresh and beautiful. Avoiding moisture seeping into cabinetry materials over time is also important, so mopping up spills immediately, including inside cupboards and drawers, is always a good idea.

General Cleaning suggestions

- Most kitchen surfaces can be kept in great condition with the simple methods below
- For all spills and stains, clean them as soon as you can
- Avoid using strong, solvent based cleaners or abrasive, scouring cleaning products or materials which could scratch your kitchen surfaces.
- Oven cleaners are for the interior of ovens only – do not use them on other kitchen surfaces as the acid nature of them could cause permanent damage

General Care suggestions

- Never cut food directly on benchtops. To protect both your knives and your benchtop, always use a chopping board for cutting.
- Never place very hot items directly onto benchtops. No benchtop is completely heat proof, so protect yours from heat damage by placing hot items on a trivet or a wooden chopping board.
- All surfaces can be chipped or scratched, so take care to avoid dropping or dragging heavy or sharp items on surfaces. Be especially careful of edges which are, of course, more vulnerable to chipping.

Some tips about Cleaning Cloths

- Having different coloured cloths for different uses is a good idea to avoid cross-contamination
- Consider using microfibre cloths which allow you to use little or no chemicals and are very gentle on surfaces
- Wash your cleaning cloths regularly using hot water and regular detergent. Microfibre cloths can be washed with hot water only if you prefer. Avoid using fabric softeners which can clog up the fibres, making them less absorbent.
- An additional clean soft cloth for drying surfaces after cleaning will help avoid streaks
- Avoid storing wet cleaning cloths directly on cupboard shelves. Hang them up to dry or keep them in a dedicated tray or container.

Liquid Spills

- Clean up spills as soon as you can
- Use a damp soft cloth to soak up the spill
- Rinse the cloth in clean water, then repeat several times as needed
- Dry the area with a soft cloth

Food spills

- Clean with a damp soft cloth
- For more stubborn dirt use a mild solution of liquid detergent in warm water or diluted vinegar in water with a soft cloth
- Always rinse any detergent off with a clean damp cloth
- Dry the area with a soft cloth
- Note: Be aware of issues with foods that can contain harmful bacteria such as raw chicken and take extra precautions to avoid contamination

Grease

- Cooking often creates splattering of oils, grease and cooked food particles
- Clean as above, but consider using hotter water than for regular food spills to help break down the grease
- Diluted vinegar in water can be very effective on grease and can be applied on a cloth or from a spray bottle
- For heavy build-ups, use a spray cleaner specifically designed for the job, but avoid solvents or abrasive, scouring products

Dust

- For good hygiene, all kitchen surfaces should be cleaned regularly. Higher areas and open shelving are sometimes neglected, so dust can gather. Steam and grease from cooking can mean dust becomes more difficult to remove than usual.
- Clean dusty areas using the method outlined above for 'Food spills'

Appliances

- Please follow the manufacturer's cleaning and care guides for all appliances

Specific Product Cleaning Tips

Melteca

- After normal cleaning, streak-free glass cleaner can be used to remove any left-over residues
- On textured finishes some spray cleaners may result in a build-up of dirt and residue. Use a soft brush periodically to remove this.
- For stubborn marks or stains, apply Handy Andy or diluted Janola (3-parts water to 1-part Janola) then rinse off with a clean damp cloth

Lacquer

- It's important to clean all lacquer surfaces regularly, ideally with a microfibre cloth
- Avoid using furniture polishes or cleaners containing silicone
- Avoid using any abrasive cleaning products

Laminate Benchtops

- For stubborn stains, wet the surface with a diluted solution of 8-parts water and 1-part Janola, leave it for 3 minutes, then scrub gently with a soft nylon bristle brush. Rinse off thoroughly.
- Avoid using any abrasive cleaning products

Engineered Stone

- Nothing is stain proof, but due to their low moisture absorbance, engineered stone benchtops are resistant to stains caused by foods and beverages containing strong natural dyes such as wine, beetroot, mustard, strong coloured spices, herbal tea, coffee and soy sauce. Wipe these off quickly to avoid them penetrating the surface.
- For stubborn marks, use a specially formulated non-scouring cream cleanser and non-abrasive scrubbing pad to clean it, then rinse clean and dry with a soft cloth. Avoid forceful scrubbing which may affect the polished surface
- The edge or surface of engineered stone benchtops can be damaged through chipping or scratching. Take care with heavy, sharp or rough surfaced objects.
- Engineered stone has high heat resistance, but excessive localised heat may result in thermal shock and damage your benchtop. Do not place very hot items directly onto your benchtop – use a wooden chopping board or trivet.

Stainless Steel Sinks

- Use a diluted cream cleanser on a damp soft cloth. Rinse well, then dry with a soft cloth to avoid a build-up of film from hard water deposits.

Composite Sinks

- Clean regularly with warm soapy water and a soft cloth
- Use a 50/50 mix of white vinegar and water to remove limescale deposits. Rinse thoroughly afterwards to avoid the vinegar being in contact with the surface for too long.
- Use a nylon pad or toothbrush in difficult areas
- Always rinse the sink thoroughly after cleaning, then dry it with a soft cloth to prevent limescale build-up.

Tapware

- Wipe clean regularly with a damp soft cloth, ideally every time you use the tap, and dry it with a soft cloth to avoid hard water limescale deposits
- Use mild detergent if necessary
- For stubborn marks and stains, use a specialised metal cleaner appropriate to your tap's surface

Oops!! ... When you have a spill

The most important thing is to clean spills up promptly. Wiping it with a soft cloth and warm soapy water is usually the best first step. For older or more stubborn spills and stains follow the methods below – just find your spill in the list and use the removal methods in the order they're listed for each spill.

Stain Type	Method
Felt Pen	4 or 5 7
Fingerprints	1 5 7
General Foodstuffs	1 3 7
General marks	1 2 7
Glue	5 7
Grease	1 2 7
Hair dye	4 7
Nail Polish	5 7
Newsprint	1 4
Oven Cleaner	1 7
Rust	1 2 7
Shoe polish	1 2 7
Spices	2 7
Tea	1 3 7
Wax	6 2 7
Wine	1 7

Removal Methods

1. Wipe with warm soapy water with a soft cloth
2. Wipe with a diluted solution of 1-part vinegar or lemon juice and 3-parts water on a soft cloth
3. Spray with an all-purpose cleaner and wipe with a soft cloth
4. Apply methylated spirits with a soft dry cloth
5. Apply one or two applications of acetone or nail polish remover and wipe with a soft dry cloth
6. Gently heat with a hair dryer and wipe off with a paper towel as it softens
7. Rinse with clean water on a soft cloth then dry with another soft cloth