



Welcome to your
New Kitchen





Contract Kitchens

If you contact Hatt's Customer Care team then please provide the following information.

- PLOT NUMBER:.....
- SITE CODE:.....
- DATE OF OCCUPATION:.....
- HOUSEBUILDER NAME:.....
- SITE NAME:.....
- SITE ADDRESS:.....
- SITE POSTCODE:.....

Hatt Kitchens
Hartlebury Trading Estate
Hartlebury
Worcestershire
DY10 4JB
01299 251320



IMPORTANT KEY INFORMATION:

At its heart, you'll find a superbly designed kitchen from Hatt – one of the country's largest and most respected manufacturers of luxury kitchens.

Please take a moment to read this brochure which offers expert advice on how to take care of your new Hatt kitchen.

We've also included ideas about how to add further touches of affordable luxury to your new home, plus details of customer service contacts and details for contacting Hatt to buy additional products.

Cleaning: Only use a slightly damp soapy cloth when wiping down work surfaces and cupboards. If standing water or holding water, is left for long periods, this potentially will cause damage and may affect your warranty. In particular, after cleaning ensure that all door faces and edges (bottom edge in particular) are thoroughly dried off and that water is **not allowed** to run down the door facias.

Sun bleaching: In some instances, direct sunlight through your window, can and will cause sun bleaching of your Kitchen (all surface types). Sun Bleaching is where the sun causes the colour to change to a different shade, so you may end up with units with different colour tones. This is something that Hatt cannot be held liable for.

Harsh Chemicals: We STRONGLY advise **NOT** to use harsh or abrasive chemical to clean your kitchen surfaces or carcasses. This can/will cause damage such as stripping gloss finishes or protective coatings from your Kitchen. Only a damp soapy cloth should be used.

Laminate Work surfaces: Laminate work surface can and will fail at their joints and edges if water is left to stand. Any excess water over joints and edges should be dried off ad not allowed to stand.

Kettles/Toaster or Heated appliances: Steam and heat from appliances such as kettles, toasters, steamers and Microwaves can cause damage to kitchen doors/carcasses above them and laminate worktop joints below them. Such appliances when being used must be position away from laminate worktop joints and away from the underside of wall units.





Your Hatt kitchen has been manufactured to the highest standards, using some of the very best materials and components available. With very little maintenance, your kitchen will provide you with many years of trouble-free service.

The following procedures will assist in prolonging the life and appearance of your kitchen.

Finally, everyone at Hatt's would like to congratulate you on your move and wish you many years of happiness in your new home.



Laminate Worktops



General maintenance

All Hatt laminate worktop surfaces are designed for easy maintenance and long life. Everyday stains such as coffee spills and finger marks clean up easily with a quick wipe with a damp cloth. Although laminates are exceptionally resistant to scratches and normal wear and tear, always use a cutting board when using sharp knives.

Cleaning stains

Always start with the gentlest method. If stains persist, try the following steps:

- 1 Use a damp cloth and mild detergent.
 - 2 For difficult stains, use a mild household cleaner with a soft bristled brush.
 - 3 If stubborn stains remain, try a paste of baking soda or a non-scratch cleaner such as Flash, scrubbing lightly with a soft bristled brush.
- (We recommend doing a test patch I.E. the back of a doors to see the outcome)**

Do's and don'ts

Never place hot pans or dishes directly onto the worktops. Instead, use a heat shield, hot pad or trivet to avoid blistering or cracking the worktop.

Never use acidic or abrasive cleaners, or apply excessive scrubbing, especially on surfaces with a gloss finish.

Always wipe up spills including standing water immediately and rinse surfaces thoroughly after cleaning, especially after using any harsh chemical liquids such as oven cleaners and rust removers.

Don't cut objects directly on the worktop, always use a chopping board or other worktop saver.

Don't apply polish to laminated surfaces.

Don't let excess water stand on or near worktop joints.

Never boil your kettle over or near worktop joints or **under wall** cupboards.

Don't position microwaves, toasters, steamers or any other heat-generating appliance over or near a worktop joint.

High-gloss worksurfaces need extra special care; by their very nature scratches and cuts will show up more readily.

Special Note: - *The laminate manufacturers recommend that when standing at the work surface, for washing up, etc., you do not wear a **plastic apron**. This can have an adverse effect on the pattern in the laminate and can 'wear it away'. Any damage caused in this way will invalidate warranty.*

**** You should always wipe dry after cleaning, so no water residue is left on the joints or along the edge. ****



Stone & Quartz Surfaces

Introduction

This document will provide you with best way to care for your granite/quartz top, up stand, down stand, splash back and island area (if installed).

However, the company does not guarantee against the following: scratches that may occur due to fair wear and tear, stains, burn marks, natural discolouration, natural fissure lines, chips, fading or the build-up of lime scale.

CLEANING:

In most cases, clean soapy water is all that is required to clean Granite and Quartz surfaces. Because of the glass-like finish it may be necessary to wipe the surface with a clean dry cloth afterwards to remove streaking.

In the event of dry food or sauces, it is quite safe to use a green sponge scouring pad or even fine steel wool, as long as the motion of cleaning is with care and not with an intense scrubbing action.

We do not recommend any particular product especially those that contain high levels of bleach and ammonia but if a food mark is stubborn then you could try something like a Cif Cream. **Never** use bleach on stains or food marks.

POLISHING:

The polish on a granite and quartz surface is not created by any varnishes or waxes; it is in fact very similar to polished plate glass. Subsequently, under normal household use, granite and quartz tops require little in the way of maintenance.

Recommendations

- * Do protect your worktop from heat damage by using
 - * Heat resistant mats
 - * Do wipe spills away quickly
- * Do follow the weekly cleaning regime
 - Don't place hot objects directly onto the worktop
 - * Don't cut directly onto the worktop
- * Don't use abrasive cleaners or solvents as cleaning fluids
 - * Don't drop heavy objects onto the worktop

LOOKING AFTER GRANITE & QUARTZ TOPS:

Granite and Quartz are extremely hard and durable products. This makes them extremely practical and desirable in a working kitchen setting as they are very forgiving. However, whilst the geological composition of granite is such that it is resistant to staining, scratching and heat it is not entirely impervious and should be treated with a measure of respect. Spills should be wiped away as soon as convenient, red and white wine, coffee, tea, vegetable juices such as beetroot/red cabbage immediately, especially if spilt on a light coloured or heavily veined granite/quartz surface.

The surface should not be used as a cutting board, and care should be taken with hot fats or hot pans, **always** use a trivet especially on Quartz and, as a matter of routine, on a Granite. Care should also be taken not to spill hot fats or oils on the surface of both.

Please note: Darker colours will show excessive marking, scratching, wear and tear more noticeably than lighter colours.

PROTECTING A GRANITE OR QUARTZ SURFACE:

Neither Granite nor Quartz absorb liquids readily, hence their natural resistance to staining. However, the spilling of red wine, coffee, fruit juices (like orange and lemon), vegetable juices (such as beetroot/red cabbage) should be avoided on light coloured or heavily veined Granites. A sealer is recommended for light or heavily veined or patterned Granites which can be purchased from your kitchen installer. Time scales for resealing can vary depending on use of your granite work surface. It is thought that a light coloured or deeply veined granite should be resealed every three to six months and the darker granites every nine to twelve months, but there are no hard and fast rules.

REPAIRING GRANITE & QUARTZ:

In the unlikely event that a Granite or Quartz work surface is badly scratched, it may be possible to remove the scratch or scratches and re-polish the surface or surfaces. This however, should only be undertaken by an experienced Granite operative and the work will be chargeable.

A WORD OF CAUTION:

Granite and Quartz both have a remarkable compressive strength; they do not however, have any significant tensile strength. Large holes are often cut into the Granite and Quartz surface to accommodate sinks and hobs. These areas should be considered vulnerable areas, and should not be stood on or sat on for any reason or purpose as this may crack the Granite or Quartz at its point of least resistance.

Your Hatt kitchen cabinets

Care of your kitchen frontals

Doors and drawers should be wiped clean with a slightly damp cloth containing a mild detergent. **DO NOT over wet.** Also, you should avoid the use of scouring pads or wire wool and not use abrasive cleaning agents.

Cabinet/Frontal surface consistency

Timbers and veneers are natural materials and are subject to the variations in colours and grain differences that nature promotes. All timbers feature small graining marks and knots. These are part of the timber's natural properties and do not represent faults in the door or drawer. It is virtually impossible to guarantee a totally accurate match between timber veneered frontals and accessories. Notwithstanding the difficulties involved, Hatt endeavours wherever possible to produce the closest match that manufacturing and finishing technology allow. These timber variations are also apparent on our painted veneered timber doors. It should also be noted that painted products (both veneered timber and foil wrapped doors) are subject to variations in colour/tone over time due to the effect of ultra violet light on the doors painted surface. Melamine, PVC and laminates are synthetic materials and so have a very stable finish, however they are still liable for changes in colour over time.

Oak

Oak is a finely grained, mature timber notable for its stability and straight graining. Because it can be used for a variety of styles and stained in a number of different colours, it is the traditional favourite of both craftsmen and, of course, homeowners.



Ash

Ash belongs to the olive tree family and due to its high flexibility it is used in a variety of furniture and flooring products. It is easy to work with and can be stained, waxed, polished or painted very well.



Characteristics of various timbers

As a natural material, wood reflects the endless variety of grains and textures found in nature and such variances must be expected. All timbers mellow when exposed to sunlight so a colour change is possible over time. Whilst such definitive characteristics make them a perfect vehicle for furniture design, it is important that they are treated with care. The risk of contact with sharp or heavy objects, scratching, exposure to chemicals, etc. must be avoided before, during and after installation.

Solid timbers and veneers

High quality wood and veneer have been used in the manufacture of all door and drawer fronts. Although the lacquered finish gives a tough hard-wearing surface, spills should be wiped clean immediately and then a wipe over with a damp cloth will restore the finish. Once dry, a final polish with a soft cloth and a reputable household furniture polish will preserve and enhance the wood's natural beauty.

Painted products

High quality durable paint has been used in the manufacture of all doors, drawers and accessories. Spillages should be wiped away quickly. To clean use a clean damp cloth, apply a small amount of soft soap (a mild washing up liquid) and water to the area to be cleaned and gently wipe over the surface in one direction. Then wipe over the surface with a clean, dry cloth. Avoid the use of abrasive agents, creams, industrial cleaners, detergents or liquid sprays that contain wax. Scratches and scrapes, if they occur, should be treated with an application of a matching touch up paint. For touching up scratches and scrapes, the paint needs to be worked into the chip/scratch, so on a level with the original paint and not overlapping the original paint.

**** You should always wipe dry after cleaning, so no water residue is left on the door face or edges. ****

Laminate Doors, MFC, Vinyl and Gloss Doors

Treatment is very much the same as worktops above – a final wipe with a dry cloth is all that is necessary to remove any remaining finger marks left after cleaning. No abrasive cleaners should be used under any circumstances I.E Bleach or oven cleaners.

**** As with worktops, you should always wipe dry after cleaning, so no water residue is left on the door face or edges. ****

Lacquered Finish Solid Wood or Composite Doors

Although all doors are sealed after painting with the same hard-wearing lacquers, it should always be remembered that it is still a painted finish.

Painted doors should not be polished under any circumstances. A slightly damp cloth is all that is necessary to remove most marks and splashes. A small amount of liquid detergent may be applied to the cloth for very stubborn stains with the area being wiped dry immediately.

Should doors become damaged or chipped, then with a little care and patience and a child's paint brush, it should be possible to touch-in all but the most badly knocked marks. Painted finishes are more vulnerable than some other finishes and should be treated with respect.

Stained or Natural Finished Solid Wood Doors

Solid timber is a living material, even after harvesting it still needs to 'breathe'. All doors are sealed after staining with specially formulated clear lacquer which enables this 'breathing' process to take place. No further treatment should be necessary. However, a good quality wax furniture polish can be used if desired as extra protection. This will not harm doors, although over a period of time it will cause the lighter finishes to become darker. For this reason 'limed' or 'bleached' kitchens should not be polished.

Water and timber do not mix! Extra care should be taken when performing 'wet' tasks. Do not wipe doors with a wet cloth - a slightly damp one may be used ensuring all moisture is removed immediately afterwards.

If more significant damage occurs, this is best dealt with by employing the services of a local surface repair specialist.



Because your kitchen doors and drawers will be in constant use, they may require adjustment from time to time to ensure perfect working order. This can be done easily with a simple screwdriver, a brush and some lubricating oil.

Hinge Adjustment

The 'clip-on' hinge system provides 3D adjustment. This 3D feature has the advantage that assembly and fitting tolerances may be corrected. The adjustment feature is integrated in the hinge arm and may be used independently of each other.

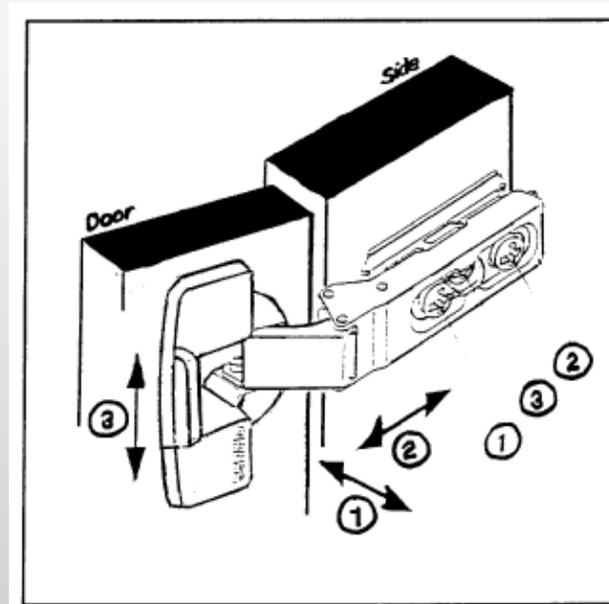
Door hinges and drawer runners useful tip

Drawer runners are basically maintenance-free but, should the rollers become stiff, then a little sewing machine oil should be used.

Units fitted with magic-corner, tall pull-out and carousel mechanisms can only hold a maximum weight of 32kg distributed evenly, anything more may cause the units to malfunction and in the long term stop the mechanism from working altogether.

Interiors of cupboards may be cleaned using a damp cloth with a liquid detergent ('Cif' or similar for stubborn stains) as described previously.

The plinth panel or 'kickboard' is clipped into position for easy removal should access to services or periodic cleaning underneath be desired.



1.) Side adjustment provides for micro adjustment of the door in relation to its neighbouring doors and is secured from accidental loosening.

2.) Depth adjustment is also the fixing position of the hinge on the baseplate. This screw adjusts the position of the door in relation to the cabinet itself. It is more likely than any other to become loose over a period of time, and therefore may need periodic tightening.

3.) Height adjustment is achieved by way of this screw and is responsible for the vertical positioning of the door to the top and bottom of the cabinet.



Purchasing additional Hatt Units

If you're looking to add additional units to your new Kitchen, Hatt is here to help.

We have our dedicated after-sales, retail team who will be more than happy to speak with you about any ideas you may have.

Many homeowners like to personalise their kitchen to their own particular taste and lifestyle by adding extra units or features. For example, you may wish to add more drawers or cupboard space. Or perhaps you fancy a stylish decorative unit or extra wirework storage. The good news is that here at Hatt we offer an exciting choice of furniture and luxury features that enables you to create the kitchen that's just right for you.

For a quotation or technical advice please

Call: 01299 251320

or email

Email: Sales@hatt.co.uk





hatt

Contract Kitchens

Hatt Contract Kitchen

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Phone Number: 01299 251320

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www.hatt.co.uk

To ensure the continuous development and improvement of our products, we reserve the right to make changes to the colour, design and descriptions or methods of manufacture of our furniture. Such changes may be made without prior notice and without incurring liability. In many of our products we use wood, a natural living material which will reflect a numerous variety of grains and textures and so variances must be allowed for. Styles that feature timber, PVC, laminates, painted and melamine finishes may incur a slight colour change over the years. The term 'solid timber' applies to door and drawer fronts only.

Hatt uses numerous materials in the manufacture of your kitchen and these different products may reflect light in different ways. Accordingly, this may give rise to the appearance that the colour of the different components of your kitchen does not match absolutely. A slight difference in colour between different components does not in itself mean that the product is not of satisfactory quality. This does not affect your statutory rights.

As with all work surfaces, Hatt's products may become scratched or tarnished in everyday use. All of Hatt's worktops, are constructed to a very high standard. On gloss finish worktops, scratches arising in everyday use may be more visible due to the greater amount of light reflected from the gloss surface. The appearance of scratches does not in itself mean that the product is not of satisfactory quality.



Useful Numbers for After Sales and Customer Care

| | | | |
|-------------------|---|-------------------------------|--|
| AEG | Customer Service: 08445 611 611 Service Force : | 03445 610648 | www.aeg.co.uk |
| Abode | Information line : | 01226 283434 | www.abode-shop.co.uk |
| Baumatic | Customer Care: | 0844 692 3605 | www.baumatic.co.uk |
| Beko | Customer Care: | 0330 678 0105 | www.beko.co.uk |
| Blanco | Customer Care: | <u>01923 635200</u> | www.blanco.co.uk |
| Bosch | Customer Care: | 0344 892 0115 | www.bosch.co.uk |
| D.R. Cooker Hoods | Customer Care www.elica.co.uk | 01252 351111 | (Elica) |
| Electrolux | Customer Service : Service Force : | 0344 561 3613 03445 610648 | www.electrolux.co.uk |
| Franke Sinks | Customer Care (Central) mail@central-servicesuk.co.uk | 0161 436 6280 | |
| Hatt Kitchens | Customer Care: | 01299 251320 | |
| Leisure Sinks | Customer Care: | 01926 457628 | www.leisuresinks.co.uk |
| Neff | Customer Care: | 0344 892 8989 | www.customerservice.neff.co.uk |
| Siemens | Customer Care: | 0344 892 8999 | www.siemens-home.co.uk |
| Smeg | Customer Care | 0344 557 9907 | www.smeg-service.co.uk |
| Zanussi | Customer Care : Service Force : | 03445 610 506 03445 610648 | www.zanussi.co.uk |

