



T & M Cabinetry Pty. Ltd.
Shed 3, 3-4 Industrial Place, Breakwater 3219
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CARE AND MAINTENANCE GUIDE

General

SUBSTRATES – All substrates are moisture-resistant, NOT water proof. Swelling may occur if the substrate is exposed to water or heat (generally via areas such as joins or sink and stove cut-outs).

BENCH JOINS – Heat and water can damage joins in benchtops over a period of time. Avoid the use of kettles, frypans, toasters, coffee machines, steamers etc. over or near these joins. It is recommended that you use boards underneath these types of appliances as radiant heat may damage your new surface. Excessive heat can cause materials (such as Laminate) to shrink, therefore opening the join and allowing moisture to set in.

OVERHEAD CABINETS – Avoid placing pot plants on the tops of overhead cabinets as watering can result in drips or overflowing, which can cause damage to your cabinets over time. Keep appliances that produce steam and/or heat away from the underside of overhead cabinets.

MELAMINE SURFACES – Multipurpose cleaners such as Nifti or Spray-N-Wipe can be used on melamine surfaces. Extra strength Windex is recommended for long-term cleaning. Some textured surfaces will benefit from periodical cleaning with a soft cloth and soft nailbrush.

TIMBER SURFACES – Use a soft cloth dampened with warm, soapy water to clean timber surfaces and follow with a good quality silicone-based furniture polish. Oiled timber benefits from the application of a good quality oil from time to time. Please note that these recommendations do not apply to any timber surfaces that have been 2Pac coated. See the 2Pac (Polyurethane Paint) section for further information on care for these surfaces.

KICKBOARDS – Avoid excessive water pooling around the base of the cabinet kickboards, particularly when cleaning floors.

CLEANING PRODUCTS – Throughout this guide, a range of appropriate cleaning products will be listed, depending on the surface. It is strongly recommended that any product be trialled on an inconspicuous part of your cabinetry before commencing the care routine on any large, visible surfaces.

Laminate (High Pressure Laminate Benchtops and Melamine Doors and Panels)

Laminate is a hard-wearing material, but like all materials, can be damaged if used without proper care and maintenance. The following information should help you maintain the laminate surface with minimum time and effort.

Wiping down with a clean, soft damp cloth should be sufficient to keep all laminate surfaces clean. Light stains can be removed with warm soapy water or with a common detergent. Be sure that detergents don't contain abrasive, or strong acidic or alkaline ingredients, and always test in a small, inconspicuous area if unsure.

It may be necessary to use a soft nailbrush or toothbrush for textured or embossed surfaces. Waxes or other polishes are unnecessary and should not be used on decorative laminates.

Spills of any nature should be wiped up as soon as possible. Most laminates are resistant to many household products, but they are not absolutely stain-proof. Most laminates are unaffected by normal household products



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such as detergents, non-bleach washing powders, nail polish remover, petrol, methylated spirits, mineral turpentine, fly spray, grease and shoe polish. However, it is never a good idea to let these products linger on your surfaces for any extended period of time.

Stain Removal: Immediate attention must be paid to the following to avoid stains: tea, beetroot juice, fruit juice, berry juices, red wine, food and hair dye, ink, hypochlorite bleach, hydrogen peroxide in any form, mineral acids, caustic solutions, sodium bisulphate, potassium permanganate in any form, silver nitrate or silver fluoride solutions, gentian violet in any form, mild silver protein, laundry blue, dye or iodine solutions.

If stain damage does occur, endeavour to remove by either the normal cleaning method or by using appropriate, non-abrasive solvents. If the stain persists, use a very mild abrasive such as white toothpaste applied with a soft cloth or toothbrush. NEVER use a harsh abrasive cleaner or steel wool.

Stains such as residual lacquer, paints or adhesives can generally be cleaned without difficulty, particularly if the material has not been allowed to harden. Some special types of adhesives and paints harden chemically and become insoluble and infusible quite rapidly. These include cyanoacrylates, 'two pot' epoxy resins, acid-hardened urea and resorcinol glues. These products must be removed before setting takes place as they cannot be dissolved without affecting the laminate.

Common adhesives and paints can be removed with the following materials:

1. Alcohols (Methylated Spirits, Methanol)
2. Aromatics (Xylene, Petrol)
3. Aliphatics (Mineral Turpentine, Kerosene)
4. Oils (Mineral Oil, Vegetable Oils)
5. Ketones (Acetone, Nail Polish Remover)
6. Ether-Alcohols (Cellosolves, Carbitoles)
7. Paint Thinners (being a mixture of above)
8. Lacquer Thinners (without the addition of acid)

NOTE: Acidic-based paint strippers MUST NOT BE USED.

Groups 1, 2, 3, 4 and 7 can normally remove oil paints (if the stain is reasonably fresh). If aged, they can generally be removed by more aggressive solvents such as 5, 6 and 8.

Enamels generally require solvents from groups 2, 5, 6 and 8.

Contact adhesives (if not too old and cured) can be removed by 2, 4, 5 and 8.

Poly Vinyl Acetates (P.V.A. Adhesive types) can generally be removed with soap and water and solvent groups 1 and 3.

Paraffin wax residue from candles should be scraped off, taking care not to scratch the surface in the process. Any residue still present can be ironed out through blotting paper.

DANGER: Some of the above listed solvents are extremely flammable and vapour is harmful. Some important information:

- Keep away from heat sparks and open flame.
- Keep containers closed.
- Avoid prolonged breathing of vapour.
- Avoid prolonged or repeated contact with skin.



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- Use adequate ventilation.

Despite the above information, it is not recommended to use any solvent products on metallic laminate surfaces.

Chopping and cutting directly on the surface can damage the laminate. A cutting/chopping board should always be used. Sliding objects, unglazed pottery and plates and bowls that are unsealed underneath can cause scuffing on the surface. Fine scratches or scuff marks can often be removed by the application of a good quality car polish. A small, inconspicuous area should be trialled prior to full application. It is important to note that darker laminate colours will show scratches and scuffs more readily than lighter colours. In general, dark colours and high gloss surfaces require more care and maintenance than lighter colours and lower gloss.

Avoid placing any severe amounts of weight onto your surfaces for long periods of time, particularly near sink or hotplate cut-outs, or overhangs.

Most laminates will withstand boiling water and temperatures of up to 150°C. However, we strongly recommend the use of a protective mat or board to prevent your surfaces from being scorched, damaged or the contact adhesives being reactivated.

Irons, kettles, frying pans, toasters, coffee machines, steamers, and pans or dishes taken from the oven or stove may have a temperature in excess of 155°C. If by accident a slight scorch mark appears, it may be possible to remove by applying a mild abrasive such as white toothpaste, and scrubbing gently with a soft toothbrush or cloth.

Should the damage be severe, replacement of the area would be the only satisfactory solution.

Vinyl Wrap (Thermo-Formed Doors and Panels)

Vinyl wrap doors are low-maintenance and can be easily cleaned using warm soapy water and a soft cloth or sponge (a toothbrush may be useful for hard to reach areas). Always dry afterwards with a towel or dry cloth.

Stubborn stains and marks should be removed immediately by gently wiping the surface with Methylated Spirits.

Excessive heat, hot gases, steam and fumes caused by cooking appliances such as wall ovens, hotplates, toasters, kettles, electric frying pans and dishwashers can lead to delamination and discolouration of your vinyl wrap surfaces.

To avoid such occurrences, the following precautions should be taken:

- Regularly check the condition and function of the door seals around wall ovens and dishwashers so as to avoid heat and steam leakage.
- Never allow heat, hot gases and fumes produced by wall ovens to come into contact with cupboard doors and panels surrounding the wall oven. It is recommended that (if possible) the oven be installed with a rear ducted exhaust. In the case of a front panel exhaust, a heat deflector shield will need to be used.
- You should always operate the rangehood exhaust fan when using your benchtop hot plates.
- Avoid using appliances directly beneath overhead cabinetry, including toasters, kettles, electric frying pans and dishwashers.



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2Pac (Polyurethane Paint)

2Pac can be a durable surface, but extra care should be taken to avoid scratching, chipping and staining, as this would result in entire panels needing to be removed, sanded and repainted off-site.

Use a clean, dry microfiber cloth to enhance gloss and remove fingerprints. This is the best option for frequent, light and chemical-free cleaning. Otherwise, a wipe over with a clean, soft damp cloth should usually be sufficient to keep the surface clean.

Soiled surfaces or light stains can be removed with warm soapy water (using a mild detergent) or with a spray and wipe multipurpose cleaning product, then wiped dry with a clean lint-free cloth. Noticeable wipe marks can be removed with a very light wipe down of Methylated spirits or glass cleaner. It is highly recommended to promptly wipe away spills or marks and not let them remain for long periods of time.

If you are concerned about the use of any particular product, it is a good idea to use it on a small, inconspicuous test area prior to application over the full surface. These cleaning products should never be left to 'soak' on the surface as staining can occur.

Never use abrasive cleaners that are strongly acidic or alkaline- or bleach-based. We also recommend you avoid using solvent-based cleaning products and those that contain silicone, as these products render surfaces unsuitable for recoating. Always remember to use gentle cloths and nothing abrasive like a scourer or steel wool.

Please note that the substrate material is MDF which is moisture resistant. Care should be taken to ensure that 2Pac painted doors and panels are not left wet or immersed in water, as potential movement in the substrate can cause irregularities in the paint finish. Avoid contact between hot items and your 2Pac surfaces, and regularly check the condition and function of seals around dishwashers and ovens so as to avoid heat and steam leakage, which will damage surfaces.

The information above also applies to Timber Veneer surfaces, which are 2Pac coated.

Solid Timber Surfaces

Timber is a natural product, so colour and grain variation is considered natural and normal.

The nature of these products also means that surfaces will absorb moisture, expand and contract. Don't be alarmed if your timber doors move. Excessive heat may cause shrinkage. The moisture content in your doors will, with time, vary in response to changes in the relative humidity in the surrounding air. To help avoid this, utilise your rangehood whilst cooking, and open your doors and windows if you have evaporative air conditioning.

The UV rays in sunlight can discolour your timber surfaces. Red coloured timber will turn slightly brown, while light coloured timbers will gain a honey coloured appearance. There is no remedy for this occurring.

If you notice shrinkage, we suggest you test and apply a polish to the exposed timber area with a clean white rag. This should enhance and protect the timber surface.

To ensure that your surface finish remains in perfect condition, a polish should be applied at three-monthly intervals for the life of the product. Particular attention should be directed to the end grain areas of your doors, benchtops and panels.



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Solid Surface Products

Solid surface benchtops can be kept clean using a sponge and warm soapy water. These benchtops are non-porous and most spills and stains simply wipe straight off. Unlike many other surfaces it is recommended that you use a foam pad with a gritty cleaner, like Ajax, every four to six weeks. This will enable you to remove small everyday scratches.

Even though small accidental scratches can be easily repaired, benchtops should not be used in place of a chopping board. Solid surface benchtops are more resistant to heat than most other benchtop materials, but hot pots, pans and dishes should still not be applied directly to the surface. Serious damage may occur if extreme localised heat is applied.

For stains like coffee, cordial, food colouring, beetroot, ink etc., use an abrasive, gritty cleaner such as Ajax and a sponge pad. Should this fail to remove the most stubborn stains and scratches, it may still be possible to repair, and it is recommended that you contact the supplier of your benchtop product.

Reconstituted Stone

Engineered stone products have outstanding properties that ensure ease of maintenance and longevity. As with any surface, reconstituted stone can be permanently damaged by exposure to strong chemicals and solvents that undermine its physical properties. Furthermore, ink and dye based products will permanently mark, and as such should be avoided.

Most engineered stone benchtops can tolerate moderately hot temperatures for brief periods of time. Prolonged exposure will result in discolouring or other types of damage. It is recommended to avoid direct contact between very hot pots and the benchtop surface. Excessive localised heat may damage the surface or cause hairline cracks to appear. The use of an insulator or board may be necessary to use with cooking units such as electric frying pans, woks and kettles.

For everyday routine cleaning of reconstituted stone, most manufacturers recommend wiping the surface with a soft cloth and soapy water (mild detergent), or a quality 'spray and wipe' cleaner. For more excessive staining, please consult with the stonemason or supplier/manufacturer of the product. Reconstituted stone keeps its lustrous gloss and ultra-smooth surface without polishing. Avoid using abrasive cleaners to ensure that the surface's shine is not dulled. Specialised cleaning products may be available for your reconstituted stone benchtop, e.g. Caesarstone cleanser. If you require this, please

Substrates are always used to support your stone benchtops, however, in areas surrounding the cut-outs for your sink, stove etc., the stone surface area is greatly reduced, and therefore more vulnerable to accidental damage. Do not under any circumstances sit or stand on your stone bench tops – they are NOT unbreakable. If you believe your fabricated stone benchtop is faulty or damaged, please consult with the supplier/manufacturer of your stone.

Granite

Granite is a hard but porous stone. Variations in colour, grain, structure and veining are to be expected. Small holes, pot marks, fine cracks, crystals and imperfections are common in many granite colours, and are unavoidable. Granite comes in varying slab sizes, and as such, joins in benchtops may be unavoidable.



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The benchtop surface can be safely cleaned with mild soap and warm water. Avoid any kind of cleaning products. To refresh a granite surface, clear car wax can be used.

Granite might stain if it comes in contact with many household items. It can scratch if it comes into contact with another stone, particularly granite and diamonds. Hot items (particularly hot oil) can cause granite to crack upon contact.

In the event of accidental damage or abuse by scratching or cracking, there is very little that can be done to rectify the surface.

Marble

Marble is a soft porous stone. Variations in colour, grain, structure and veining are to be expected. Small holes, pockmarks, fine cracks and imperfections are common in many marble colours and are unavoidable. Marble comes in varying slab sizes, and as such, joins in benchtops may be unavoidable. Marble can be scratched and stained easily, and is not particularly durable when it comes into contact with almost any household item. It may crack if it comes into contact with hot materials, or is misused in any way.

Marble is best used in low-traffic or limited-use work areas. In cases where the surface has been stained, scratched or cracked, there is little chance of satisfactory rectification.

Mild soap and warm water should be used to keep a marble surface clean. Avoid any kind of chemical cleaning products. To refresh a marble surface, clear car wax can be used.

Specialised machinery operated by a qualified stonemason can be used for the removal of light scratches. Please contact the supplier/manufacturer of your stone product if you require this service.

Handles and Hinges

The best method of care and maintenance of handles involves the use of non-abrasive, non-acidic cleaners that will not break down the protective coating. The safest method is a clean damp cloth to wipe away any dust or residue. Try to avoid storage of cleaners and other chemical products that may produce vapours nearby, as these may reduce the effectiveness of this coating.

FAULTS/CONCERNS

Contact your cabinetmaker or building contractor as soon as you identify a possible fault in your cabinetry product.

When reporting your concern it may be of assistance to provide a photo to assist with identifying what, if any, rectification may be required, or whether the concern can be rectified by the owner.

We will rectify any omissions or defects in our work or materials, which become apparent within the period of 12 weeks from the date the work is completed.



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We will endeavour to attend to client concerns promptly, however it should be understood that depending on the nature of the concern and its geographical location, that it may be prioritised according to the urgency of other work.