



Preparation for Installation

Please read the following information carefully **to prevent delays and unnecessary additional charges** associated with the installation of your cabinets.

Having the area that will receive your new cabinets ready before we arrive will eliminate problems caused by having several trades working in the same area at one time, and will allow us to complete your project without unnecessary delays.

Accessibility

The area should be clean and any unnecessary items removed to provide adequate space for installation. Access (inside and outside of your home) should be free of debris to aid in safe delivery. Please ensure your driveway is free of snow in the winter and accessible by our delivery truck.

Painting

All the walls on which cabinets will be installed should be finished, seam-filled and painted prior to cabinet installation.

Plumbing

Please have all plumbing removed so that only the basic water and drain pipes are extruding (no corner joints). If possible, do not install shut offs until after cabinet installation so that we can avoid cutting unnecessarily large holes into your new cabinets during installation. Your sink(s), faucets and fixtures should be on-site during installation. Our installer will cut out the required sink hole(s) for your plumber. If the sink(s) are not available, have your plumber follow the instructions provided with the sink to cut the countertop using the template supplied.

Electrical

We provide elevation drawings with dimensions for the placement of switches, outlets, and appliances. Please consult with your electrician for the proper placement of all electrical components. Failure to do so can be costly in repairs and we may not be able to complete the installation. Additional service charges will apply if we must reschedule due to electrical errors.

Flooring

Any flooring that is a permanent installation must be installed before any cabinetry goes in. Floating flooring must be installed after the cabinetry has been installed.

Appliances

It is not necessary for your appliances to be on-site during cabinet installation, but if they are please ensure that they are not in the area prior to cabinet installation.

If you have any questions or concerns, please contact your sales associate.

General Care, Maintenance, and Warranty Precautions

General Care

Our products are manufactured with some of the best materials available. They are built to provide you with many years of enjoyment; however, it is important that you understand how to properly care for them. Most importantly, please remember that heat and moisture can cause significant damage.

- ❖ Always wipe off excess moisture. *Moisture or water damage is not covered under warranty.*
 - ❖ Be careful with extreme heat sources (i.e., kettles, toasters, ovens, and base heaters). We recommend that you open doors/drawers beside the oven when running a self-cleaning cycle. Always pull toasters, kettles, and other heat sources out from underneath the upper cabinet doors when in use. *Damage due to an extreme heat source(s) is not covered under warranty.*
 - ❖ Never use abrasive, corrosive, or ammonia-based cleaning products. These products can discolour your cabinets, and eventually degrade and ruin the finish on your cabinets and/or countertop. *Improper use of cleaning agents is not covered under warranty.*
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Environmental Conditions

Seasonal changes can result in movement of your home which may affect the alignment of your cabinet doors and drawers. All hardware hinges and drawer mounts are adjustable and fine-tuning may be required over time. The silicone sealant along the back of your countertop may also be susceptible to wall movement, but in most cases, it will return to its original position seasonally.

Seasonal changes, or the use of a wood stove, can impact the relative humidity in your home. All natural wood products, including butcher block countertops, are sensitive to humidity conditions and fluctuations. One of the first signs of low humidity is the shrinkage of the centre panel in wood cabinet doors and/or joints, which may expose an unfinished line visible to the eye. Extreme dryness can also cause cracking, splitting, and/or warping.

The use of dehumidifiers, humidifiers, or a/c units may be required to maintain a proper environment. Many new homes now have humidity control systems. Please read the manufacturer's manual on the operation of your system. *Damage caused by changes in environmental conditions is not covered under warranty.*

Cabinetry Care and Maintenance

PVC cabinets with Melamine Finishes are easy to clean and maintain. For regular cleaning, an ordinary soap and water solution is recommended. For tougher stains, use a mild, non-abrasive household cleaner. *Damage caused by exposure to extreme heat is not covered under warranty.*

Wooded or MDF cabinets with Painted Lacquered Finishes require special care. Standing water can be hazardous to the finish. Clean any wood-finished surface with a mild soap and water solution using a slightly dampened cloth, making sure that no excess water remains. Avoid the use of ammonia-based products or silicone oils. *Damage due to improper use of cleaning agents is not covered under warranty.*

Due to the natural variations in wood, including knots, mineral lines and colours, no two pieces of wood are alike. Each piece of wood will accept stain differently and may appear to change colour with the reflection of light. Over time, depending on the amount of light your cabinets may receive, the wood may darken from its original colour. *Warranty does not cover wood variations or changes in wood colour over time.*

Wood naturally expands and contracts with changes in temperature and humidity, and slight joint separation may occur as a result. For wood products with a painted finish, these changes may become visible as small cracks appear. Painted finishes are also susceptible to environmental conditions and over time exposure to natural and artificial light sources, smoke, or household chemicals may cause changes to the finish which are difficult to match in the future. *Damages caused by environmental conditions are not covered under warranty.*

Cabinet Interiors

The standard* interior of our cabinets is a thermally fused melamine. This product is not susceptible to damage from water on its surface, so feel free to put wet glasses from your sink or dishwasher directly onto the shelves. Use a mild detergent and a dampened cloth for cleaning.

**If you have opted for plywood interior cabinets with a real wood veneer, you must treat this finish the same as the outside face of your cabinets (as described above for lacquer finishes).*

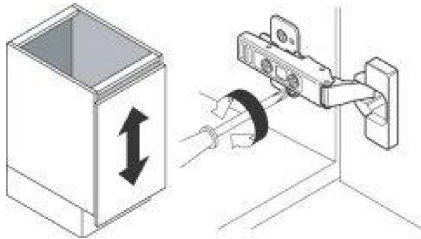
Hardware - Hinges and Drawer Mounts

Our hardware is designed for a lifetime of trouble-free use; however, it is normal for cabinet doors and drawers to become misaligned over time.

Hinges are easy to adjust using the 3 cam-driven screws which help maintain door alignment. Please be aware that excess pressure from over-rotating the screws, or attaching heavy items to the back of the doors can compromise the hinge and its adjustment.

HEIGHT ADJUSTMENT

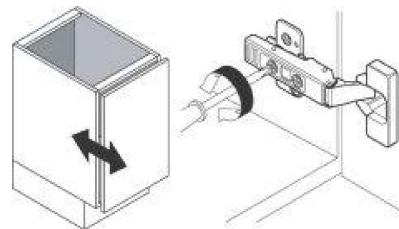
This adjustment involves two screws, one to the top and one to the bottom of the clip. Loosen the screws slightly and then lift/lower the door until it is in the position you want. Re-tighten the screws to secure the door.



Use these two screws to adjust the height of the doors and/or align the tops of the doors.

DEPTH ADJUSTMENT

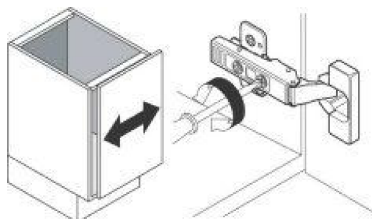
Use this screw to adjust how far out/in the doors are in comparison to your cabinet and to the other cabinet doors/drawers surrounding it. Loosen the screw and manually push/pull the door to adjust it. Re-tighten the screw when the door is in the position you want.



Use this screw to bring door into alignment with neighbouring cabinet doors/drawers.

SIDE TO SIDE ADJUSTMENT

Using a Phillips head screwdriver, turn the adjustment screw clockwise and counter clockwise to move the door. The direction of turn and its effect is dependent on which side of the door the hinge is attached. For example, on a door with a RIGHT SIDE HINGE: Turn the screw **CLOCKWISE** to move the door to the **RIGHT**.

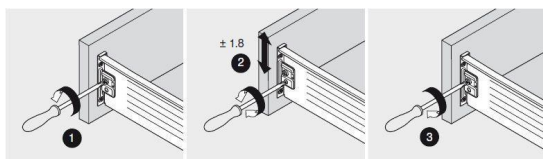


Use this screw to adjust the gap between doors, walls and other cabinets for parallel alignment.

Drawer slides can also be adjusted. Please be careful not to overload the drawers or rollout shelves. Excess weight from heavy items may cause the drawers or rollout shelves to malfunction, bend, break, or fail.

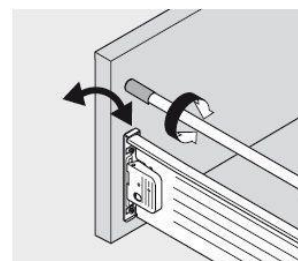
VERTICAL ADJUSTMENT

Slightly undo the locking mechanism, lift drawer face up/down as required and re-tighten the locking mechanism.



HORIZONTAL ADJUSTMENT

Release tension on the drawer front clip screws, move drawer face left or right as required then re-tighten.



Laminate Countertops

Laminate surfaces can be cleaned regularly with a mild soap and water solution. For tougher stains, you can use a mild household cleaner. Note that laminate surface joints can be damaged by direct exposure to water. Therefore, apply the cleaner to a damp cloth instead of directly to the countertop surface.

If any accidental spills occur, wipe and dry the countertop as quickly as possible before any damage can occur. Never place wet rags, cloths, plants, or any moisture-generating appliances over laminate countertop joints. Further, never let moisture remain on or near the joints, as swelling or separation of the laminate and substrate may occur.

Mitre joints can move from their original position if any weight is applied to the surface before the glue has fully cured. Once cured, be careful not to place any items over joints that may cause heat or humidity, as this can damage the countertop joint by permanently swelling the wooden core. *Damage to countertops due to chemical burns, hot pots, abrasive cleaners, knife marks, or any form of water damage is not covered under warranty.*

Stone Countertops - Quartz, Granite and Marble

General Care and Maintenance

Stone surfaces contain natural fissures, pits, blemishes, pooling and spots, and may vary in gauging (thickness) as well as colour, shading and particulate structure—all within the same slab. Chips are caused by impact, especially at the edges, and are not material or installation defects.

Stone countertop surfaces can be cleaned with warm water and a soft cotton cloth. You can use a mild soap if desired. Never use acid-based or abrasive chemical cleaners, as this will dull or etch the finish. Always follow the manufacturer's care and maintenance recommendations.

While stone can withstand high temperatures, caution must be taken. A hot cooking pot should not damage the surface; however, extreme or constant temperature changes may harm the stone. Avoid leaving hot pans sitting on the counter for extended periods of time, especially during the winter. Quartz, in particular, can be damaged by sudden and rapid temperature changes. We recommend the use of a hot pad or trivet.

Stone surfaces are capable of withstanding harsh domestic environments; however, they can be scratched if abused. We recommend that you use a cutting board rather than cutting directly on the surface.

You should never sit or stand on your countertops. Although stone is a very strong material, a countertop slab is relatively thin and can break or crack under pressure—especially at or near an overhang, or on narrow sections adjacent to the sinks and cooktops.

RHHBC does not provide warranty on stone (granite or quartz) countertops under any circumstances.

Quartz (Engineered Stone)

Quartz countertops are almost non-porous (stain resistant) and do not require sealing. However, quartz surfaces can discolour if exposed to UV rays for an extended period of time.

Do not apply any sealers, penetrants, or topical treatments to engineered stone counters under any circumstances. Do not use abrasive, strong alkaline or acid (high or low pH) cleaners. Do not expose to bleach, oven cleaners, Comet[®] Soft Scrubs[®], SOS[®], products with pumice, batteries, paint removers, furniture strippers, tarnish, or silver cleaners. Do not use abrasive or harsh scrub pads. Such products will wear off the gloss and cause it to appear dull or inconsistent.

Granite and Marble (Natural Stone)

Natural stone is a very dense material but it is porous and can stain if not cleaned immediately, and their surfaces will need to be sealed regularly. Sealers are made to help protect against stains but even the best sealers are not 100% successful in preventing stains. Lighter colours are more susceptible to staining. Spills should be wiped up immediately.

It is recommended that your countertop be sealed every 3 to 6 months depending on use. A combination of a cleaner/sealer can be used periodically to clean as well as renew the surface and prevent staining. This is an easy process of wipe on/wipe off, and only takes a few minutes. A very simple test to see if your granite top needs to be sealed is to apply a small amount of water to the surface—if the water does not bead or the colour of the countertop changes, then the water is penetrating the surface and the surface needs to be re-sealed. The use of a revitalizer is also recommended periodically to help maintain the surface's lustrous finish.

Although stone is not susceptible to damage from applied heat (e.g., a hot pot), sealants used to protect the countertop from staining can be damaged by excessive heat and may discolour. Similarly, the epoxies used in joint seams can be affected by excessive heat.

Wood or Butcher Block Countertops

Keep your butcher block sanitized by simply wiping the surface with a clean, hot, wet and soapy towel after each use and dry it with a clean paper towel or let it air dry. To further sanitize the surface, use a diluted mixture of chlorine bleach or vinegar solution that consists of 1 teaspoon of bleach to 1 litre of water, or a 1:5 dilution of vinegar and water. Always dry thoroughly. Do not use any harsh detergent or chemicals to clean the surface. Do not soak or submerge the board in water, as this will disrupt the moisture content and cause splitting. *Damage due to improper use of cleaning agents/methods is not covered under warranty.*

To remove stains, sprinkle table salt on the area and use a damp sponge or paper towel to rub the stain or discoloured area. The salt will absorb stains, flavours and odours. For more stubborn stains, try

sanding the area with a fine-grit sandpaper. It is important to sand with the wood grain, never across the grain. Once sanding is complete, re-oil the surface.

Use only oils specifically made for treating butcher block surfaces. As a quick alternative, mineral oil can be used. Do not use any type of cooking oil. Apply an even coat of oil to all surfaces using a cloth or disposable towel. Allow the oil to fully penetrate through the wood fibres overnight. Wipe off any excess oil. Apply additional oil to any visible dry spots.

Do not allow liquids of any type to stand on the butcher block surface for an extended period of time. Do not cut fish or poultry on the butcher block work surface unless you are sure that the surface is protected after re-oiling overnight. Always clean and disinfect the surface thoroughly after cutting fish or poultry. Do not let raw meats lay on the surface longer than necessary. Brine, water, and blood are liquids which can soak into the wood, causing the butcher block to expand and the wood to soften, affecting the strength of the glue joints.

We do not recommend using the wood surface as a cutting surface. If it is to be used as a working countertop, use a steel scraper or spatula as necessary to keep the cutting surface clean and sanitary. Scraping the surface will remove most of the liquid. Do not use a steel brush on the cutting surface as this can damage the surface and may leave metal particles embedded in the surface.

Solid wood has characteristics which are beyond the control of the manufacturer. Wood is a natural material that is sensitive to environmental extremes/conditions. It is important that a consistent humidity of 35% to 45% is maintained to ensure continued stability of the butcher block. A butcher block countertop will expand and contract depending on the amount of moisture in the environment. Warping is also possible. While these attributes are manageable, please note that these factors are not found in other countertop materials. *Damages caused by environmental conditions are not covered under warranty.*

Sinks and Plumbing Installation

When your sink is installed, you must use silicone under and/or around the edge of the sink to prevent any water from entering under the sink and damaging the countertop. *Moisture or water damage caused by improper plumbing installation is not covered under warranty.*

Porcelain sinks, typically used in bathrooms, can be cracked and broken if the drain plumbing is over-tightened or if anything is dropped into the sink. Porcelain sinks can also crack when exposed to very hot water. *Damage caused by improper plumbing installation is not covered under warranty.*

Stainless Steel Sink Care and Maintenance

Daily cleaning with a mild soapy sponge or cloth is recommended. Always rinse thoroughly with warm water after each use and dry with a towel using a dabbing motion. This will help slow down the formation of mineral deposits and staining caused by cleaners which may contain chlorides.

Periodically, your sink may require more aggressive cleaning. This will help remove surface buildup that occurs from solutions such as hard water, tea, coffee, and foods containing high quantities of salts or acids.

Avoid standing solutions of dishwashing detergent or bleach containing chlorine. The solutions, over a period of time, will cause pitting on the surface of the sink.

Avoid the use of protective rubber dish mats which trap minerals and water underneath. These products can cause spotting or mineral deposits to form on the sink surface. An alternate solution would be to purchase one of our custom stainless steel grids, giving your sink ultimate protection and a custom appearance.

All stainless steel sinks sold by RHHBC are made from materials that will not rust. However, it is possible for surface rust to form on the sink surface caused by oxidation or a build-up of iron particles after using specific items such as steel wool pads, pots, utensils, canned goods, etc.. This surface rust is easily removed with a fine Scotch Brite® pad.

Scratches will occur in your stainless steel sink through everyday use. Over time and with use, our sinks will form a lovely patina and scratches will not be as obvious. One way to avoid scratching is to use a stainless steel grid, which will keep items away from the direct surface of the sink.

Any serious scratches or cleaning are best handled with an abrasive nonmetallic pad such as a green Scotch Brite® pad. Use a cleaning compound such as CLR Metal Clear® or Bar Keepers Friend® along with the pad. Rub aggressively in the direction of the grain to help polish the surface and blend in the scratches. Please note that you will not be able to restore the sink to its original finish; however, the scratches will become less noticeable.

Granite Sink Care and Maintenance

Daily cleaning is recommended with any non-abrasive cleaner (e.g., mild liquid dish detergent, Bar Keepers Friend®, or a cream cleaner) and hot water, followed by a clear water rinse. Use a soft, damp cloth or sponge. If the stain has been there for a period of time, use a Scotch Brite® pad. Always clean in circular motions with little pressure on the surface of the sink. If necessary, repeat the process. We also recommend drying the sink with a soft cloth to avoid lime scale buildup.

Limescale staining is generally caused by a buildup of lime deposits, which accumulate on the surface of the sink if allowed to dry naturally. To remove limescale that has built up over time, use a natural remedy of 3 parts hot water to 1 part white vinegar. Allow the mixture to saturate the affected area of the sink. This will loosen the limescale and allow for a complete scrubbing Scotch Brite® pad and cleaner as recommended. Always finish by rinsing your sink with clean water to remove any residue and dry with a soft cloth to avoid the recurrence of any buildup. If the natural remedy does not work, use a common descaler, like CLR®, or a product that contains no formic acid. Follow the manufacturer's directions for use and finish the process with the rinse and dry method as described above.

Avoid dropping sharp items/objects on the surface of your sink. Do not use metal scouring or steel wool pads, as these will leave metal residue on the surface of the sink. Over time, these particles will turn to

rust and present an appearance of being stained. Do not leave cast iron or stainless steel cookware on the surface for any period of time as this can cause staining. Ensure that rubber dish mats, wet sponges, or cleaning pads are not left in the sink overnight, as this will cause trapped water in the sink which can stain and discolour.

Do not allow bleach or any products containing chlorinated solvents or formic acids (common descaling products) to make contact with the surface as this could cause discolouration.

Do not place hot objects on the surface of the sink as a cooling process, as this could cause damage to your sink.



Changes to Your Order and Additional Services/Charges

Changes to Your Contract Order

Prior to signing your contract order, please be sure to review all drawings and cabinet specifications provided to you. If you notice anything that does not appear correct, or if you have any questions, please contact our sales associate as soon as possible.

If you would like to make changes to your contract order, you must contact our sales associate immediately. Upon signing your contract, we put your order into production as soon as possible and once started, we may not be able to make any changes. Special-order products, such as hardware and non-stock countertops, cannot be cancelled once the order has been processed. Your cabinets are designed to the specifications of the appliances you have provided to us. If you decide to change your appliances, for example to a different manufacturer or model number, your new appliances may not be compatible with the cabinets ordered. ***Any change to your order after your contract has been signed is subject to order change fees.***

Holding Period and Storage Fees

We understand that it may not be possible on the customer's end to have their cabinets and/or countertops delivered as soon as we have received them at the store. In this case, RHHBC will hold your products for you for ____ days following receipt. Thereafter, a storage fee will be imposed. ***RHHBC is not responsible for any damages acquired to your products after ____ days of holding.***