



Homeowner Guarantee

No house is really a home until you are sure that your kitchen is to your complete satisfaction. You can now rest assured in your home, because this kitchen has been fitted using modern techniques and with the best materials supplied by Potter Cowan & Co, a local company with a reputation for supplying quality kitchens to the building trade that stretches back for generations. This is why Potter Cowan has the confidence to offer you their special 'Homeowner Guarantee', as substantial proof of their confidence in their craftsmanship and careful selection of materials. The information inside shows you how PotterCowan's Guarantee works for you.

Register your Potter Cowan guarantee at
info@pottercowan

Homeowner Guarantee must be activated online within 60 days to validate your warranty

see inside for further details

Homeowner Guarantee

Our Guarantee

We hereby guarantee to repair or replace, at our option, any cabinet which fails as a result of manufacturing or material defects within 5 years.

In keeping with our policy of continuous development, we reserve the right to amend the specification referred to in these instructions without prior notice.

In the event of a discontinuation, we reserve the right to offer a suitable alternative to an equivalent specification.

How to Claim

Should you have cause to report a defect in the first two years, please contact your builder who will liaise with us on your behalf.

After the first two years, please contact our Customer Service Department via the method below stating the nature of the fault, builder of your property, plot number, site name and legal completion date.

These details will enable us to address your issues more effectively.

Email: info@pottercowan.com

Post: Customer Services Department,
Potter Cowan,
Phoenix House,
20 Duncrue Crescent,
Belfast
BT3 9BW

Phone: 028 9078 4432



Require Additional Kitchen Cabinets
www.pottercowan.com to help you create that

Conditions of the Guarantee

1. It is limited to standard components of Potter Cowan kitchen furniture, i.e. carcase, doors and drawer fronts and drawer boxes only.
2. The furniture should be subject to normal domestic use only.
3. All goods should be inspected when the home is taken over and any damage found reported immediately.
4. Adequate care and maintenance has been carried out as described in the care of units section in this brochure.
5. The Guarantee is non-transferable between homeowners.
6. The Guarantee is limited to kitchens installed in privately owned properties which are not rented, tenanted, leased or otherwise sublet, owned by any Local Authority, Registered Social Landlord, Housing Association.



or Accessories?
personal touch

Exclusions

1. Sinktops, taps and other accessories not manufactured by Potter Cowan are not covered.
2. Appliances – these are covered by the manufacturer's guarantee – please contact the manufacturer direct.
3. Components rendered defective as a result of improper or negligent use.
4. Any deterioration resulting from reasonable wear and tear.
5. Any maintenance requirement, i.e. adjustment of hinges etc.
6. Any replacement components, the supply of which is outside our control and are unavailable to Potter Cowan kitchens at the time.
7. Any maintenance requirements, ie. adjustment of hinges or the fitting of any replacement components provided by Potter Cowan kitchens.
8. Colour Variation:
 - Potter Cowan is not able to guarantee totally matching colours, this is because of the many different materials used in the construction of kitchen furniture.
 - Since kitchen furniture is made up of a combination of different materials, some natural and some man-made, there are inevitable shade variations. Potter Cowan will do all they can to minimise these within normal commercial parameters.
 - It should be noted that sunlight can cause different toning of exposed components, most variations will mellow with age.
 - Artificial lighting can give a different appearance to components depending upon the angle, intensity and shadow.

Care of Units - Residents Information

Doors & Drawer Fronts (Melamine and Foil Wrapped)

These should be wiped clean with a cloth dampened with water containing a mild detergent. Avoid over wetting.

Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids.

Doors & Drawer Fronts (Wood and Veneer)

Wood and veneer of the highest quality have been used in the manufacture of these doors and drawer fronts. The lacquered finish gives a tough hard wearing surface but, nevertheless, any spillages should be wiped away immediately, following which a wipe over with a slightly damp cloth will restore the former finish. When thoroughly dry, a soft cloth and a final polish with a good household furniture polish will preserve and enhance the natural beauty of the wood.

Slight scratches and abrasions should be treated with a suitable proprietary wood-repair product.

Drawer Boxes

To remove drawer boxes

Pull the drawer box out to full extension and tip the front upwards this will allow the smooth and easy removal of your drawer box.

To clean drawer boxes

Remove drawers from units and brush to remove loose dirt, etc. Wipe clean with silicone furniture polish or a cloth dampened with mild detergent. Avoid harsh, abrasive cleaning materials, solvents and particularly avoid saturating the drawer bottom with water.

Hinges & Drawer Runners

These should be inspected periodically and any dirt, fluff or grime removed by means of a vacuum cleaner nozzle and flexible hose or soft, dry brush or duster. Lubrication should not normally be necessary. However, household spray polish can be used as a lubricant if required.

Potter Cowan can offer extra base units, wall units and accessories to compliment your kitchen.

Contact Potter Cowan
02890 370050 / info@pottercowan.com

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Interiors of Units

Brush out any loose dust etc. and clean interior surfaces by means of a silicone furniture polish or cloth dampened with water containing a mild detergent. Polish surfaces with a soft dry duster. As with drawer boxes, avoid any harsh or abrasive cleaning materials and excessive water or any other liquid.

Worktops

Most everyday stains may be removed by wiping with a cloth slightly dampened with water and a mild detergent. Persistent stains can be removed with a mild abrasive cleaner, but harsh scouring powders should be avoided.

Stains on textured worktops are best removed using a household spray type cleaner and a nylon bristled hand brush moved in a circular fashion. Afterwards wipe clean with a slightly damp cloth.

Certain chemicals and strong dyes can cause damage and discolouration. Spillage of such things as beetroot juice, concentrated fruit juice, dye, shoe polish, chemicals, etc. should be mopped or wiped off and thorough cleaning commenced immediately.

Worktops may be permanently marked by excessive heat. Hot pans and other such items should therefore not be placed directly on the surface of the worktops.

Irreparable damage can be caused to a worktop if a sealed joint is subjected to excessive heat or moisture. Do not place electric kettles, toasters or other steam/heat generating appliances over the joints in your worktop. Always wipe away spillages immediately, especially over worktop joints. Do not allow water to stand on the worktop or accumulate under the front edge of the worktop.

Stainless Steel Sinks

Your sink should be washed with warm soapy water, wiped dry and then buffed with a soft cloth to restore the polished surface.

Undiluted disinfectant and bleaches spilled on your sink will leave a permanent stain if not removed immediately. Wash off immediately and clean area with plenty of water containing a mild detergent. Do not use any harsh abrasives or scouring powders.

Avoid the use of harsh or wire wool cleaning products. These may cause scratches to the surface

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General Tips for a Long Lasting Kitchen

- Always attempt to avoid positioning appliances generating high levels of heat or steam under wall units or over worktop joints.
- Avoid opening dishwashers before the cycle has finished and the appliance has cooled. The build up of steam that may occur if this practice is not adhered to may damage worktops and surrounding units.
- Avoid having oven doors open unnecessarily. The heat generated may damage surrounding unit frontages and work surfaces.
- Always use the extractor when operating the oven or hob. This dissipates the high level of heat generated. Failure to adhere to this may damage units and worktops.
- Extractor fan filters should be changed regularly in accordance with the manufacturers instructions to maintain effective performance.

Precautions - Moisture Damage

- Avoid excessive or prolonged wetting.
- Wipe dry all spillages immediately.
- Clean floors with minimum of water to ensure that the plinths of the units are left dry.
- Always use the ventilation available.
- Excessive smoking in the kitchen can result in permanent deterioration of the kitchen furniture. This can be particularly evident in white or light coloured kitchens.
- Avoid abrasive cleaners.
- Do not place cigarettes or hot pans on worktops as this will cause damage.
- To avoid scratch damage, always use a chopping board.

General do's and dont's

- | | |
|------|---|
| do | - wipe away any spillages immediately from worktops or within units |
| | - thoroughly clean all units regularly |
| dont | - chop food etc. directly on the worktop surface, use a chopping board |
| | - place hot pans, cigarettes etc. on the worktop surface or sinks |
| | - leave unit doors, oven doors etc. open longer than necessary, they could cause injury to yourself or others |
| | - overload shelves with double stacked sugar, cans etc. |

Your Site Information

Customer Name

Site Name

Site No.

Postal Address

Kitchen Colour

Worktop Colour



Email: info@pottercowan.com | Web: www.pottercowan.com

BELFAST
Potter Cowan
Phoenix House
20 Duncrue Crescent
Belfast
BT3 9BW
Tel: 028 9037 0050
Fax: 028 9077 7333

DUBLIN
Potter Cowan
Premier House
3 Woodlawn Ind' Est'
Old Airport Road
Cloghran
Dublin
Tel: 01 842 3666
Fax: 01 842 1636

CORK
Potter Cowan
Cherrywood Ind' Est'
Courtstown
Little Island
Co. Cork
Tel: 021 4354560
Fax: 021 4354563