

ARMOIRES CUISINES ACTION



Thank you for your trust

ARMOIRES CUISINES ACTION

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Warranty & Maintenance Guide

Armoires Cuisines Action's Warranty

TOTAL basic warranty of **1 year**

Covers the manufacturing defects on:

- the parts ;
- the delivery ;
- the labour.

Subject to the exclusions mentioned in the section provided for this purpose.

Exclusive limited warranty of **5 years**

Covers manufacturing defects on the following parts (labour and delivery excluded):

- doors ;
- regular hinge ;
- slides ;
- drawer front panels and moulding ;
- melamine and glass shelf ;
- any drawer part.

Subject to the exclusions mentioned in the section provided for this purpose.

Limited warranty **25 years**

Against all manufacturing defects for all melamine cabinets.

Conditions for the applications

Approval grid

After the installation, you are invited to accompany the installer for the final inspection. The installer then completes an approval grid to take note of all comments, or corrections to be made if necessary. After signing, a copy will be sent to us for project followup purposes and ensure your satisfaction.

In the case that it has not been possible to give your approval grid to the inspector, please send it to us within 48 hours following the inspection. **If we do not receive the grid after the 48-hour period, we will assume that everything is perfect. Thereafter, any claim for breakage will be chargeable.**

Coverage

The coverage period starts at the original date of purchase. In case of reparations or replacement, the warranty coverage period of the new parts is limited to three years. Our warranty is offered to the original buyer and can be transferred to the subsequent buyers, except in a case of foreclosure.

Warranty's Exclusivity

The present warranty consists in the exclusive warranty offered by Armoires Cuisines and cannot, under any circumstance, exceed the price paid by the customer for the product. It is the only resort available to the customer, except in the instances involving hidden defects.

No employee or representative of Armoires Cuisines Action is authorized to offer a warranty other than the one described in this document. Consequently, Armoires Cuisines Action will refuse to carry on any representation that does not comply fully with this warranty.

This warranty is subject to Quebec laws, unless otherwise stipulated.

Appliances, sinks, plumbing, and electrical accessories

These products are not manufactured by Armoires Cuisines Action and the warranty of each supplier applies.

Important warning

For a better understanding of the warranty and its exclusions, a good knowledge of the material's characteristics is necessary. A careful reading of this document will provide useful information.

In case of a defect covered by our warranty

Armoires Cuisines Action reserves the right to honour this warranty in one of the following ways:

- > Replacement with a new part of a similar or equivalent model or from another model that would provide similarities with the original product; or
- > If the replacement by an equivalent product is impossible, the representative will be able to help you find the best alternative solution. In this case, there is a possibility that the only available option would be more expensive. In such a case, Armoires Cuisines Action commits to credit the original purchase value, but shall not assume any obligations towards the exceeding cost of said replacement.

Armoires Cuisines Action does not guarantee:

- The similarity of the finish of the new parts
- The similarity of the different manufacturing batches of a same product
- The availability of the product that has been discontinued or suspended by our suppliers



Exceptions to the Implementation of the Warranty

In order for a defect to be covered by this warranty, it must be visible at a minimum of 3 feet from the furniture. Furthermore, Armoires Cuisines Action cannot be held responsible for the variation of discontinued patterns in the grain of the wood and of the wood-imitation materials such as melamine. This statement also applies to the discontinued cut from one door to another or from a panel to the other, for any wood or wood-imitation materials.

During the execution of works or corrections, the costs incurred by other specialists (plumber, electrician, etc.) are not covered by Armoires Cuisines Action.

No warranty covers the following situations:

For all materials (melamine, veneer, laminate, wood, MDF, polymer, polyester, and others)

- Normal wear
- Upkeep disregarding the maintenance guide
- Fault, carelessness in usage
- Wrong use of the product
- Abusive use
- Product moved from its original location
- The product has been modified or repaired by a person other than a person or employee mandated by Armoires Cuisines Action
- The installation is made by a person other than a person or employee mandated by Armoires Cuisines Action
- Damage caused by water
- Discolouration, yellowing and or changing of colour
- Warping of the doors exceeding 39" in height and 24" in width
- Damage caused by insufficient ventilation
- Damage caused by excessive heat
- Damage caused by steam
- Natural or chemical corrosion
- Fire or natural disaster
- Accident
- Adjustment of doors and drawers
- Adjustment of door hinges, drawer slides, and handles
- Detachment of the joints and mouldings due to temperature changes (freezing and thawing)

In the case of misuse, improper maintenance or abuse:

Wood specific exceptions

- Peeling of paint
- Appearance of a fine white line caused by the contraction of a panel
- Warping of doors exceeding a height of 39" and width of 24"
- Uncontrolled humidity levels (normal between 35% and 45%)

Melamine, laminate and veneer specific exceptions

- Swelling and warping (after inspection or the parts)
- Light splinting and scratching on a hidden area of a module

Polymer specific exceptions

- Peeling of protective film

All countertops specific exceptions

- Scratches
- Discoloration
- Flaking

Laminate countertop specific exceptions

- Expansion of the joints

Granit countertop specific exceptions

- The sealant must be reapplied regularly, failing which claims will be denied

Wood countertop specific exceptions

- Board detachment

Maintenance Guide

You chose a quality product for which good maintenance will assure you the maximum longevity of your cabinets.

All materials possess different characteristics and you should follow the instructions outlined in this Guide in order to keep your cabinets in their optimal condition.

The suggested maintenance instructions will adequately inform you of the appropriate care and of the actions to avoid for all materials

The specific maintenance procedures are then outlined for each material, if necessary

Maintenance tips common for ALL materials:

- Clean with a clean and damp rag and mild soap in moderate quantities and wipe well immediately with a clean and dry rag.
- Immediately wipe any food or liquid residue in the event of a spill.
- Pay particular attention near the sink or appliances. Spills happen frequently and must be cleaned swiftly (runs, damp cloths, etc.).
- Because of the heat generated during the use of a self-cleaning oven, open or take off the cabinet doors.
- Take necessary precautions to move small appliances forward while in use to avoid damaging the cabinets with the generated heat and/or steam.
- Always ensure adequate ventilation, from the cooker hood if necessary, while cooking.

AVOID FOR ALL MATERIALS:

- To leave a damp cloth on the doors, drawers, or modules (possible damage caused by water: expansion, warping, peeling, detachment).
- The use of abrasive cleaners (risk of damaging the finish).
- Dry-cleaning the surfaces (risk of scratches).
- Use of products containing silicone, wax, or ammonia (risk of finish alterations).
- Temperature differences and humidity levels (risk of module expansion or contraction and finish alterations).
- Small appliances (coffee maker, toaster, grill) under the high hung cabinets (risk of damage due to high heat and humidity, especially in countertop joints).
- Directly place a heat source on the cabinets or shelves.
- Direct exposure to the sun (can cause discoloration).
- Excessive use of water to clean floors can cause water infiltration under the bases.
- Verify the power of the lighting sources to use with a professional (we recommend a maximum of 15 watts).
- Avoid all friction or shock that could offer a direct access to the particle of materials.

SPECIFIC TIPS	WOOD, WOOD VENEER, AND MDF	MELAMINE	POLYMER	COMPTOIRS DE STRATIFIÉ	COMPTOIRS DE GRANIT
Maintenance tips	<ul style="list-style-type: none"> • On cabinets, use a cleaning product specifically intended for wood • For countertops, monthly apply mineral food oil in lieu of sealant to waterproof your surface. Quickly wipe off the excess oil to avoid residue when the surface dries. 	Immediately clean up any spills (risk of expansion and warping).	Consult the maintenance tips common to all products	Consult the maintenance tips common to all products	Application and regular renewal of a manufacturer approved sealant because of the porous consistence of the material. Waterproofing helps protect the surface.
To avoid	Heat sources directly applied to the cabinets, shelves, or countertops.	Heat and humidity (risk of expansion and warping). For example, it is recommended to turn on the ventilation unit after a shower, or the cooker hood while cooking.	Heat sources directly applied to the cabinets, shelves, or countertops (can cause peeling of the film).	Spills near the joints because of the possibility of infiltration under the surface.	Consult the maintenance tips common to all products

Materials Characteristics

WOOD	This natural material is more inclined to show unevenness in appearance without being a flaw. Prone to aging. 21 days maximum curing time.
LAMINATE COUNTERTOP	The joints are very sensitive to water infiltration. Specific directions are included in the Maintenance Guide.
POLYMER	The thin layer covering the doors is heat-moulded. Consequently, a high temperature element near a door can affect the mould. Excellent humidity resistance. Prone to discolouration.
MELAMINE	Not water of humidity proof.
EUROLAMINATE	Sensitive to changes in temperature and humidity. Sunlight, smoke and other environmental conditions can alter the color over time.

Here are two charts comparing materials for countertops and cabinets to better explain the exceptions of our warranty.

LEGEND

- ***** Very high
- **** High
- *** Average
- ** Low
- * Very low

Cabinets

COLOURS	MELAMINE	POLYESTER	POLYMER	WOOD	WOOD VENEER	MDF	EUROLAMINATE
Colour consistency	****	*****	*****	**	**	****	***
Colour stability	****	*****	*****	***	***	**	****
CHARACTERISTICS	MELAMINE	POLYESTER	POLYMER	WOOD	WOOD VENEER	MDF	EUROLAMINATE
General durability	****	*****	****	***	***	***	****
Shock resistance	***	****	****	***	***	***	***
Heat resistance	***	****	*	****	****	***	****
Resistance to humidity	***	****	****	**	**	**	***
Resistance to cold	****	***	****	**	**	**	***
Distortion resistance	***	****	****	***	****	****	***
Scratch resistance	****	****	****	**	**	**	***
Sun resistance	****	****	***	***	***	**	***
Level of ease required to repair	*	*	*	****	****	***	*
Impermeability	**	***	***	**	*	*	***
	MELAMINE	POLYESTER	POLYMER	WOOD	WOOD VENEER	MDF	EUROLAMINATE
Maintenance	****	****	****	****	****	***	****
Price	\$	\$\$	\$\$\$	\$\$\$\$	\$\$\$	\$\$\$\$	\$\$ / \$\$\$
Manufacturing speed	*****	***	***	**	**	**	***

Countertops

CHARACTERISTICS	LAMINATE	GRANIT	QUARTZ	WOOD	DEKTON
Stain resistance	***	***	*****	*	****
Heat resistance	**	*****	***	*	*****
Resistance to acidity	**	***	*****	*	****
Resistance to abrasion	*	***	***	*	****
Scratch resistance	***	****	****	**	*****
Waterproofing	**	****	*****	**	****
Shock resistance	***	***	*****	*	***
Fingerprints	**	***	***	*	****
Durability	***	****	*****	**	****
Sealant	No	Yes	No	Oiled	No
Price	\$	\$\$\$	\$\$\$\$	\$\$\$	\$\$\$\$\$
Maintenance	*	Sealant to be repeated	*	Oil regularly	****
Particularities	45 degree joints	Porous	*	Oil regularly	No problems with fire



Auto-installation

Important warning

Auto-installation characterized by any installation performed by any individual other than an Armoires Cuisines Action's employee.

Upon delivery

It is important to take note that upon delivery, you have the responsibility to unwrap and verify your order with the delivery staff. You must then sign the approval grid in order to confirm that you received all of the ordered material in good condition. **If the approval grid is not signed or if the merchandise has not been unwrapped, we will assume that everything is perfect. Any breaking, defect, or service claim following this will be handled as follows:**

If a visit by a technician is required to identify a deficiency that cannot be seen by transmitting photos, a fee will apply.

Implementation of the Armoires Cuisines Action's warranty

In case of auto-installation, the warranty included in this Guide is applicable for the same duration, **excluding the 1-year warranty on the labour.**

Warranty exceptions

No auto-installation is covered by this warranty since the tasks have been performed by someone other than an Armoires Cuisines Action's employee.

As for the parts, the exceptions and maintenance guidelines explained in this Guide are covered in case of an auto-installation. However, a part that is damaged during an improper installation will not be covered.

In case of a defect on a product that is covered by the warranty

If a part has to be repaired or replaced when auto-installed, Armoires Cuisines Action will commit to assume only the cost of said part. The buyer will be responsible for the reparations or replacement at his own expense. The conditions of implementation included in this pamphlet are applicable in case of auto-installation.

