

KXN What To Expect

The following information aims to make clear what to expect during the production of your KXN Kitchen until it is installed and ready to be enjoyed.



Stage A – Planning

Timeframe: Variable

Please provide us with Plans, Elevations and photographs of the site where possible, a list of any appliances you are considering, preferred top materials and any preferences around layout. We will then work with you to develop a concept so we can provide a price estimate.

Stage B – Detail Drawings

Timeframe: 3-5 Weeks

40% Deposit Invoice Issued on Confirmation of Order

Once your order is confirmed we will issue you with a 40% deposit invoice and on receipt of payment allocate your job into our schedule.

Detail Design

Once your Kitchen concept has been finalised, the design along with appliances, hardware and all key dimensions will be put into CAD to create drawings for your final approval prior to manufacture. These will detail where Plumbing and Electrical points will need to be located so they can be provided to Contractors.

Appliances & Hardware

Please ensure you provide us with a list of all appliances, tap and sink specification (where required) including the make and model number to ensure we have accurate dimensions and can install these correctly. We may need to view some of the appliances to ensure they integrate correctly within the system. If you are supplying your Sink please send this to us as soon as possible.

Walls, Tiling & Splashbacks

Please ensure you provide us with the spec of all surfaces within the Kitchen area so we can advise the best timing for the finishing of these in regards to our KXN installation.

Site Measure

If you have provided drawings which detail all services including power, gas, water, waste and all architectural elements such as walls, ceilings, doors, windows, architraves skirtings and pillars, etc. it is unlikely a site measure will be required. If these things are unknown, we will undertake a site measure. Depending on the site location and detail required this may incur an additional fee, we will advise at time of order.

Modelling for Sign Off

Sometimes the Site Measure may identify changes that need to be made or there may be changes you want to make after receiving the first drawing set. We will discuss these with you to determine any necessary variations / solutions. The CAD model will be altered accordingly until you are happy with the design. Depending on the nature of these changes this may delay the production start date - we will advise at the time on what impact it will have on the time frame and if the quoted price needs to be revised because of amendments to the specifications and/or quantities.

Typical Timeframe for Detail Drawings

If changes are <i>not</i> required:	3 weeks
If changes <i>are</i> required:	4-5 weeks
If design includes custom parts:	5 weeks

Stage C – Sign Off

Timeframe: 1 Week

Sign Off Drawings

We will send you drawings for Sign Off including who will be supplying Appliances and any other Hardware. Once these drawings have been approved we will start the Production process. If there are any variations to the build as you progress, it is your responsibility to ensure we are made aware, so we can identify if this will have any impact on the Kitchen.

Stage D – Production

Timeframe: 7 Weeks

Production

The production of your KXN Kitchen will take 7 Weeks. Your delivery date is based on current and anticipated factory capacity. Like building or renovating, the process of manufacturing a Kitchen to order is variable and at times can come with unexpected delays beyond our control. We will make every endeavour to deliver your order in full on or before the date stated in your Order Confirmation and will keep you informed if any changes arise.

40% Progress Payment Invoice Issued

We will issue you a Progress Invoice 7-10 days prior to Installation. Payment is due within 7 Days of receipt of invoice. Once the Progress Payment has been received we will proceed with delivery and Installation.

Stage E – Pre-Installation Site Sign Off

Timeframe: 1-2 Days

Site Check

We will be in touch 1 week prior to delivery to check on progress and ensure the site is ready for installation. We will provide a Pre-Installation Check List for you to complete to ensure the quick and hassle-free installation of your Kitchen. Your Builder, Plumber and Electrician will be required to sign this process off.

Site Delays

If your site is not ready we will delay Installation until the site is ready and our next Installation timeframe is available. Due to the nature of the construction process and the involvement of various Contractors and Sub-Contractors, delays with the completion date of your renovation or new build may occur. Should delivery be delayed as a result of this, the Progress Payment invoice will still be issued according to the original delivery date as specified on your Order Confirmation.

Stage F – Delivery & Installation

Timeframe: 3-5 Days

Ready for Delivery

IMO will notify you when your Kitchen is ready for delivery and an installation day and time will be confirmed. Transit times for delivery outside of Auckland will vary.

Installation

Your KXN will be delivered to site flat packed. Our team will install your Kitchen within 3 days.

Plumbing & Electrical Final Fix

Plumbing and Electrical work can be completed post installation.

Plumbing: Connect Water & Waste to Sink & Appliances, where required.

Electrical: Wire Oven and Hob, fix off any IMO integrated Power Points and Switches.

Splashbacks, Tiling & Top Templates

Wall tiling or Splash Backs can be completed post installation.

Stage G – Installation Approval

Timeframe: 1-2 Days post Installation

Approval

We will follow up with you post-delivery to ensure you are completely satisfied with the installation of your Kitchen. You will then be asked to sign off your Kitchen and a final invoice for the 20% balance will be issued. If you are not available for this Approval process, we will still however issue the invoice, due within 7 days of receipt.

Please note that each Kitchen and site is different, so the above is a guide only to help plan your project. We will provide you with more accurate timeframes specific to your project once your order is under way. Thank you for choosing an IMO product, we appreciate your support.

For any technical queries, design changes or any general questions regarding timing please contact our Orders team at orders@imo.co.nz or on 09 373 4081.