

KXN® Warranty

Thank You

Thanks for choosing an IMO product, we appreciate your support. We are passionate about developing distinctive, long lasting everyday objects produced in New Zealand to the highest possible standard. Please keep this guide as it contains your Warranty along with Care and Handling instructions to ensure long lasting enjoyment and durability from your Kitchen.

Engineered To Last

We recognise the need for products that can stand up to continual use, hence our products are built to last well beyond the initial Warranty period. In the unlikely event that you experience a problem with your IMO product, we will strive to solve it as quickly and effectively as possible.

7 Year Performance Warranty

KXN ('the Product') has a 7 year Limited Warranty against defects in materials and workmanship, subject to proper use and care, effective from the date of installation as specified on your final sales invoice. This includes Tops, Sinks and Hardware such as Drawer Runners and Hinges.

A separate Warranty will be provided by the Supplier for any Appliances and Tapware.

IMO shall not be liable for product failure, deterioration or damages resulting from:

- Normal wear and tear
- Abuse, misuse, accident, theft or vandalism
- Alteration or modification of the product
- Changes in surface finishes due to aging or exposure to sun and light
- Exposure of the powder coated surfaces to any caustic, spirit or citrus based kitchen or bathroom cleaners
- Damage where product is submerged in water or liquid caused by structural problems or appliance malfunctions such as, but not limited to, leaks from water pipes, air conditioners, skylights, roofs or water heaters
- Damage caused by infestation, including but not limited to insects, rodents, termites and cockroaches
- Damage caused by independent contractors such as, but not limited to Electricians, Plumbers, Painters or other maintenance personnel, repair or contractor services
- Lack of adequate ventilation of the building to prevent the build-up of internal moisture
- Failure by the Customer to regularly maintain the Product in accordance with the Care and Handling instructions supplied and / or communicated to the Customer by IMO.
- Conditions beyond its control including but not limited to acts of God such as earthquakes, hurricanes, floods, tornados, fires and human events, such as wars, riots or other major upheavals

The warranty is valid providing the product has been installed by IMO certified Installers. This warranty extends only to the original purchasers who acquire new product from IMO.

Sea Spray and Industrial Zone Durability

Marine and Industrial zones are corrosive environments. More frequent cleaning will be required to comply with the Warranty requirements and to extend the effective life of the powder coated surfaces.

Where KXN is in an industrial zone or coastal area, the residual salt or other contaminant build up from the atmosphere which settles on the product must be removed by cleaning all exposed surfaces no less than once a month, ideally every 2 weeks.

All surfaces must be cleaned with clean, warm, iron and copper-free water, a mild soap detergent and a clean cloth. At no time should any kitchen or bathroom spray be used, particularly citrus based products. A water filtration system is strongly recommended for rain, bore or well water supply.

Powder coat repair kits are supplied with each Kitchen for use on small scratches or chips. Please use this to ensure the metal surfaces are always protected.

What If Something Goes Wrong?

During the Warranty period, IMO will repair or replace the aforementioned product, part or component if it fails under normal use as a result of a defect in material or workmanship.

If we are unable to repair a defective part of the product after a reasonable number of attempts, we may replace the part or the product at our option. All component parts are kept in stock or can be made to order if required.

If in the event that any part is damaged beyond repair, please contact us.

NZS 3604 Compliance

NZS 3604 provides a means of compliance with clause B2 of the New Zealand Building Code regarding durability in sea spray zones. A high exposure coastal area with high risk of wind-blown sea spray salt deposits is defined as being within 500m of the sea including harbours or salt water lakes, or 100m from tidal estuaries and sheltered inlets.

Exposure zone C – Medium:

Inland coastal areas with medium risk from wind-blown sea spray salt deposits. This zone covers mainly coastal areas with relatively low salinity.

Exposure Zone D – High:

Coastal areas with high risk of wind-blown sea spray salt deposits. This is defined as within 500 m of the sea including harbours, or 100 m from tidal estuaries and sheltered inlets.

The exposure protection required for steel fixings and fastenings under NZS 3604:2011 is as follows:

Structural fixings - Mild steel (uncoated, non-galvanised)	All Zones – Closed
Structural fixings - 304 Stainless steel	Zone D – Sheltered
Structural fixings - Galvanised steel	Zone C – Sheltered

The interior and all internal joints, internal fasteners and internal part edges of KXN meet the exposure definition of “Closed: a dry, internal location not subject to airborne salts or rain wetting”.

When KXN is located in an open plan area with doors allowing exposure to the outdoors and in particular windblown salt, the environment meets the definition of “Sheltered - open to airborne salts, but not rain-washed”. In this situation the external faces, parts and fasteners fall in the category of “Sheltered”.

Materials & Protection

Electro galvanizing is a process in which a layer of zinc is bonded to steel in order to protect against corrosion.

Steel Uprights

- Electro-galvanized post welding and powder coated with Duralloy Mannex
- Exceeds NZ3604:2011, Zone C / Sheltered

Steel Panels

- Electro-galvanized and powder coated with Duralloy Mannex
- Exceeds NZ3604:2011, Zone C / Sheltered

Aluminium Panels & Parts

- Chromate conversion pre-treatment and powder coated with Duralloy Mannex
- Exceeds NZ3604:2011, Zone C / Sheltered

Fasteners External

- Type 304 Stainless steel
- Meets NZS3604:2011, Zone D / Sheltered
- Exceeds NZ3604:2011, Zone C / Sheltered

Fasteners Internal

- Type 304 Stainless steel & Zinc Coated
- Meets NZS3604:2011, Zone D / Sheltered
- Exceeds NZ3604:2011, Zone C / Sheltered

KXN® Care & Maintenance

Living alongside objects that make you happy is what makes us happy. There has been much brow-furrowing and chin stroking to refine this system into an essential, classic piece that will withstand daily wear and tear for decades to come.

We designed every aspect of the KXN Kitchen System with performance in mind. Please read the following guidelines to ensure optimum durability and on-going enjoyment.

Powder Coated Surfaces

The KXN System has had a protective powder coat applied to the steel and aluminium parts which results in a durable, high-quality finish. All powder coated surfaces of KXN must be cleaned with clean, warm, iron and copper-free water, a mild soap detergent and a clean cloth. Wipe dry with a clean cloth. At no time should any kitchen or bathroom spray be used on the powder coat, particularly citrus based products. Remove obvious deposits as they occur and clean all surfaces no less than once a month to remove residual dirt and other contaminant build up.

Powder coat repair kits are supplied with each Kitchen for use on small scratches or chips. Please use this to ensure the metal surfaces are always protected.

Laminate Surfaces & Tops

The side infill panels and drawer bases and backs are made from a low pressure laminate on an E0 MDF substrate, a low formaldehyde emitting MDF panel. To clean your laminate surfaces, we suggest using a non-abrasive household cleaner and wiping dry with a clean cloth.

Timber Tops

To care for your timber top, we suggest treating spills as soon as possible by cleaning the surface with a non-abrasive household cleaner and wiping dry with a clean cloth. The surface is protected with a hard wearing two-pack lacquer, but it is important that no abrasive materials or cleaners are used. To polish the surface, apply any non-silicone furniture polish and buff with a soft cloth. Where possible your table should be protected from direct heat sources and sunlight. If the table is positioned in direct sunlight, move items such as vases around to avoid spotting and colour change.

Granite & Marble Tops

Marble is very soft and highly porous - it is easily stained and etched by acids so it is important to clean spills immediately. It's also prone to water stains or spots left by drinking glasses. Some Granite is more porous than others but generally it is a very durable material which has scratch, stain and heat resistant properties.

Most chemical substances will damage Marble and Granite surfaces so caustic, spirit or citrus based cleaners should not be used. Clean surfaces with warm water, a mild PH neutral detergent and a clean cloth. Wipe dry with a clean, soft cloth.

While many stones can withstand heat, the use of trivets or mats is recommended to prevent scorching or cracking. Use coasters under all glasses, especially for alcohol or citrus juices.

Acid substances such as lemon, tomato sauce, fruit juices, vinegar and wine, will etch the surface and effect the polish of the stone. Oil, coffee, tea, strongly coloured fruit and pollen from flowers will stain the surface. If your countertop comes in contact with such substances, wipe the spill and immediately follow the maintenance procedure outlined above. If the surface is stained or etched, polishing may be required, please contact us for recommendations.

Unless fully supported natural stone is a fragile material. Do not sit or stand on any unsupported areas.

CaesarStone Tops

CaesarStone requires very little maintenance to keep the surface looking like new. For every day, routine cleaning of we recommend wiping the surface with warm water, a mild detergent and a damp cloth.

If you wish to give your CaesarStone top a thorough clean we recommend CaesarStone brand Cream Cleanser applied with a soft damp cloth.

As with any surface, CaesarStone can be permanently damaged by exposure to strong chemicals and solvents that undermine its physical properties. Avoid aggressive cleaning agents that have high alkaline/pH levels. Should the surface be accidentally exposed to any of these damaging products, rinse immediately with water to neutralize the effect.

Neolith Tops

Neolith tops are easy to clean, as food and liquids cannot penetrate the material, so it guarantees good hygiene. For most cases, only a damp cloth is sufficient for cleaning. Stains created by food and substances generally used in kitchens (e.g. lemon juice, vinegar, olive oil, wine and coffee) are easy to remove.

Highly aggressive cleaning agents, such as oven cleaners do not affect the surface of Neolith. Hot pots or pans will not discolour or damage the surface.

Do not hit your Neolith countertop with blunt or heavy objects. It could chip or even break - the edges are the most sensitive to physical damage.

Silestone Tops

Silestone is high impact resistant, non-porous and highly resistant to stains such as coffee, wine, lemon juice, oil and vinegar.

To remove difficult spills, soak the area for 10 minutes with a mild household cleaner then wipe with a soft cloth. Do not use any cleaners that contain abrasives as it will dull the surface of your polished finish.

Stainless Tops

We recommend cleaning your top with 3M Stainless Steel Cleaner, which we supply with all tops. Ideal for stainless steel, it wipes clean with no streaks or build up, resists fingerprints and masks surface blemishes. Apply with a clean, dry cloth in a circular motion and buff off with a clean, soft cloth. Stubborn marks can be removed with a water diluted cream cleaner, but work it in very gently so as not to damage the surface.

Maximum Load

Shelves should not be weighted with more than a 50kg load (per shelf) to avoid bowing. No more than 40kg can be loaded into a single drawer, unless 70kg runners have been specifically specified.

Moving & Dismantling

Please contact us for disassembly instructions or to book an Installer to assist with this.

Repairs

We are hard taskmasters – even after many years of service when your storage might be looking forward to a quiet retirement, it can be refinished or parts replaced to give it a new lease of life. It is made from components that easily come apart, so if in the event that a shelf or any other component part is damaged beyond repair, then please contact us to order a replacement.

Powder coat repair kits are supplied with each Kitchen for use on small scratches or chips.

How To Get In Touch

If you have any further queries regarding the care of your storage unit or need any assistance with assembly or handling please don't hesitate to contact us.

Our Office and Showroom are open Monday to Friday from 9am to 6pm and weekends by appointment.

Telephone	+64 9 373 4081
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We hope you enjoy KXN as much as we did making it.

