

# KXN<sup>®</sup> Care

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

**We have included some of our favourite, tried and true cleaning products in your KXN<sup>®</sup> Care kit. Please read the following guidelines to ensure optimum durability and on-going enjoyment.**

## **Powder Coated Steel & Aluminium Surfaces**

KXN has a protective powder coat finish applied to the steel and aluminium parts which results in a durable, high-quality surface. All powder coated surfaces must be cleaned with water, a mild, non-abrasive cleaner and a clean cloth. You can also use detergent mixed with a sink of warm water. You can wipe dry with a clean cloth if desired but leaving the surface to dry on its own is fine. Remove any obvious deposits as they occur and clean all surfaces no less than once a month to remove residual dirt and other contaminant build up.

Cleaning products that contain Citrus or Citric Acid should not be used on powder coated surfaces as they slowly wear down the surface over time. We use the Ashley & Co *Surface Zap* product in our care kits – it is non-abrasive, smells great, looks great on the bench and is safe on all Kitchen surfaces including natural and Engineered Stone. Simple Green also make a Stone Safe product that is safe on our powder coated surfaces. Many supposed “Stone Safe” cleaning products still contain Citric Acid – this is classed as an acid and whilst it won’t damage the surface immediately it will wear it down over time. Your KXN Kitchen is a big investment so we have erred on the side of caution to ensure you protect its longevity.

Powder coat repair kits are supplied with each KXN for use on small scratches or chips. Please use this to ensure the metal surfaces are always protected. If severe or widespread damage does occur please contact us for next steps – parts can be removed for respraying.

## **Laminate Surfaces & Tops**

The internal side infill panels, 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.

## **Dekton Tops**

Dekton is a highly scratch-resistant surface and thanks to its low porosity is very resistant to stains such as coffee, wine, coffee, lemon juice, oil and ink. It is resistant to high temperatures, abrasion, thermal shock, UV rays and has superior colour fastness so it doesn’t fade over time.

To clean your Dekton surfaces, we suggest using a non-abrasive household cleaner and wiping dry with a clean cloth.

## **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 *Hillmark Steel Kleen* Stainless Steel cleaner. 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 scratch the surface. Simple Green also make a very good Stainless Steel Cleaner & Polish product.

## Maximum Load, Moving & Dismantling

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. Please contact us for an estimate to disassemble or reconfigure your KXN.

## Drawer and Cupboard Adjustment

Over the course of time, parts on your KXN Kitchen may move due to use, placement of heavy items in the Kitchen and / or movement in the ground. This may present itself as a Drawer or Cupboard front that catches when closing. In this instance you may need to adjust them to be aligned with the ladders. Please refer to our *Adjusting Your KXN* Guide for instructions on how to do this.

## Repairs

We are hard taskmasters – even after many years of service when your KXN 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 component part is damaged beyond repair, then please contact us to order a replacement.

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

## How To Get In Touch

If you have any further queries regarding the care, handling or warranty of your KXN Kitchen please don't hesitate to contact us. Our Office and Showroom are open Monday to Friday from 9am to 5pm and weekends by appointment.

Telephone	+64 9 373 4081
Email	info@imo.co.nz
Post	PO Box 99195, Newmarket, Auckland 1149
Showroom	30 Kenwyn Street, Parnell, Auckland 1052

# KXN<sup>®</sup> Warranty

**Thanks for choosing an IMO KXN<sup>®</sup> Kitchen. We are passionate about developing 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 KXN<sup>®</sup>.**

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

### Steel Uprights

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

### Steel Panels

- Electro-galvanised 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

**We hope you enjoy KXN® as much as we did making it.**

