

# KXN® 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. Please read the following guidelines to ensure optimum durability for your KXN.

## Powder Coated Steel & Aluminium Surfaces

Your KXN Kitchen has a protective powder coat finish applied to the steel and aluminium parts which results in a durable, high-quality surface. Cleaning products that are too acidic or alkaline should not be used on powder coated surfaces as they slowly wear down the surface over time. We recommend cleaning with a microfiber cloth and a mild, pH neutral surface cleaner like Ashley & Co Surface Zap— it is non-abrasive, smells great, looks great on the bench and is safe on all Kitchen surfaces including natural and Engineered Stone. Thinksafe Natural Cleaner is another alternative, or a squirt of liquid detergent in the sink with some warm water works well. Your KXN Kitchen is a big investment, so we have erred on the side of caution to ensure you protect its longevity.

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.

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.

## Stainless Tops

On a daily basis, your Stainless Steel top can be kept clean with a microfiber cloth and your usual surface spray or soapy water as above. However, we recommend cleaning your top with *Hillmark Steel Kleen* every few weeks. Available from most Hardware stores and some Supermarkets, Steel Kleen is ideal for Stainless Steel— it wipes clean with no streaks or build up and removes fingerprints and water spots. It also leaves a protective barrier to help future repel fingerprints and stains. Apply with a clean, dry cloth in a circular motion and buff off with a separate dry cloth.

To prevent scratches, avoid dragging objects along the surface. Stubborn marks can be removed with a soft cloth and a cream cleaner diluted with water but work it in very gently so as not to scratch the surface.

## Lacquered Timber & Veneer Tops

To care for your Timber or Veneer 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. 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.

## Oiled Timber & Veneer Tops

We use Osmo Oil on our tops which is based on natural oils and waxes and recommend a PH neutral cleaner such as *Osmo Spray Cleaner - Interior* to clean and moisturise the timber surface. It cleans the surface without removing the oil and will not dry the timber out. It is free of dyes, fragrances and solvents and is biodegradable. Lightly spray the cleaner on to the surface and work it in with a damp cloth until all the surface is covered.

## Dekton Porcelain 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.

Crystalline silica commonly occurs in nature as the mineral quartz, and is found in granite, marble, sandstone, quartzite and various other rocks and sand. Respirable Crystalline Silica (RCS) dust is created when materials containing silica are fabricated. Engineered stone can contain in excess of 90% crystalline silica, which is considerably higher than natural stone such as Granite which contains 20 to 45% crystalline silica, typically 30% and Marble which is 2%. We use Dekton as it has a very low silica content of less than 10% crystalline silica. It is only in the processing of the stone, that dust is emitted - once installed, stone surfaces are entirely safe and cause zero risk of contact with silica dust.

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

## 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 top 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.

## Drawer Liners

The removable, anti-slip Drawer Liners are exceptionally durable, very moisture resistant and easy to maintain. Remove any obvious deposits as they occur to reduce possible staining. Clean with a mild detergent in a sink of warm water and a soft or hard bristle brush, then wipe dry. Do not use harsh chemicals such as Bleach, Acetone or Mineral Spirits.

## Maximum Load, Moving & Dismantling

Shelves should not be weighted with more than a 40kg 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 & 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 contact us for instructions on how to do this.

## Appliance Repairs

Integrating an Appliance requires a certain skill set and plenty of experience— some Appliances can be complex to integrate. If an Integrated Appliance needs to be removed for repair or replacement you must ensure the Repair person is fully trained to conduct this work. IMO shall not be liable for product failure or damages resulting from incorrect integration so it is worth ensuring your contractor has the right skills. If you have any concerns please contact us, we are happy to answer any questions you or your contractors may have.

## Product 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.

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**Telephone** +64 9 373 4081

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**Email** info@imo.co.nz

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**Office** 4 Rawiri Place, Hobsonville, Auckland 0618

# KXN® Warranty

**Thanks for choosing an IMO KXN® 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®.**

## 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, 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 & 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.**

