

The logo for Sigma3 Contracts, featuring a red square and a grey square with the text "sigma3 contracts" in white.

sigma3 contracts

# *Warranty & Guarantee*

Important Information Regarding Your  
New Kitchen





Sigma 3 Kitchens is one of the most respected kitchen manufacturers in the UK, having built kitchens in Wales since 1975.

We have earned a reputation for innovative design, high-quality products and market-leading implementation.

We hope that you are delighted with your new Sigma 3 kitchen. We have listed a few good tips on how to keep your kitchen looking as good as new for years to come.



## *General Care for Your Kitchen*

**Dry any water or spills from around the sink area after use.** Water left could run onto the doors below it and can also cause damage to the worktop. If a liquid is spilled on your doors, dry the front, back, top edge and underside, as soon as possible. Any liquid that is left to sit there will begin to penetrate the door.

**Do not open your dishwasher door during or immediately after the cycle has completed.** Please allow the appliance to cool completely before removing any items from it.

**Items that generate heat or steam such as kettles, toasters, coffee machines or air fryers should never be placed directly under your wall units** as the heat and moisture will cause the doors above to melt or distort. Ideally, all small appliances like this should be positioned away from any wall units.

**Never allow your oven to cool with the door open** as this will cause any adjacent doors or panels to melt or deteriorate. **Never bake or grill with the appliance door open.**

**Always have your extractor fan turned on when using your hob.** This will allow the steam and heat to be vented out of the room.

**If you are using glass cleaner on glazed units, please ensure that the cleaner only comes into contact with the glass** as the cleaning product's chemicals could harm the door's finish.

**Do not use** a wax-furniture polish, abrasive or aggressive cleaners, bleach or disinfectants, multipurpose cleaners, dilutes, acetone, alcohol, solvent or similar products on the door, as this will damage the surface. Wax and polishes leave a residue build-up that is difficult to remove.

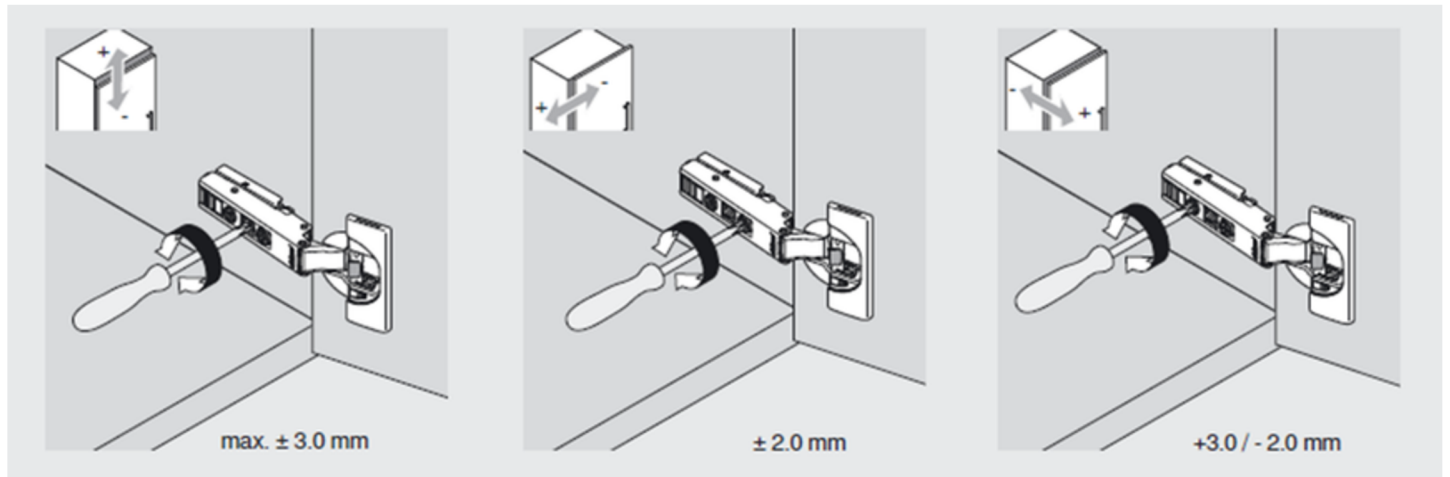
**Remove all cooking splashes immediately** with a damp cloth and dust with a clean, soft cloth only.

**Never use any abrasive pads or abrasive cleaners on the furniture.** Spills and condensation on the fascias/panels should be cleaned and dried immediately.

## *Adjusting Your Kitchen Doors*

Your Sigma 3 Kitchen is one of the most important rooms in your home. It is in constant use, and you therefore need to give it care and attention to maintain its appearance and lifespan.

In time, you may need to adjust your doors and drawers in order to maintain alignment throughout the kitchen.



For more information, please visit the following websites.

[www.blum.com](http://www.blum.com)

[www.hettich.com](http://www.hettich.com)

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## *Caring For Your Worktops*

### **To avoid irreparable damage to your worktop:**

- Do not place items straight from a hot oven or hob onto the worktop. Use a separate worktop cooling slab or "worktop saver".
- Do not place electric kettles, or other steam generating appliances over worktop joints or directly under wall cabinets.
- Always wipe up spillages immediately, paying particular attention to worktop joints and areas surrounding the sink and hob. Not doing so can result in worktop joints swelling/blowing.

***Our guarantee will not cover any damage resulting from the above causes.***

Worktops should be maintained by cleaning with a damp cloth rinsed in warm soapy water. Persistent marks can be removed by using mild detergent or **NON-ABRASIVE** cream cleaner. Stains such as beetroot juice, concentrated fruit juices, red wine, dyes etc. should be cleaned immediately and the area rinsed thoroughly.

To clean solid work surfaces (Granite and Quartz), wipe over with soap and water, dry with a clean cloth and buff. Do not use strong cleaners (e.g. bleach). When using such items such as wine or detergent bottles, use a coaster to avoid ring marks. If you have a granite or stone chopping board, always place a towel underneath to avoid scratching.



## *Our Warranty*

**Cabinets – 2 Years**  
**Frontages, décor panels & wirework – 2 Years**  
**Hinges & Drawer Runners – 2 Years**

**1. In the first 12 months from the date of purchase, all Sigma 3 Kitchens made and assembled products are covered by guarantee against defective goods or bad workmanship. This guarantee covers parts and labour.**

**2. The company reserves the right to repair or replace any item that becomes defective.**

**3. The company reserves the right to substitute a similar or equivalent product of comparable quality, if the original material or product is no longer available or if the manufacturers discontinue doors.**

**4. Colours, Glass and Natural Products:**

- a. Whilst every effort will be made to supply the goods in the colour/shade chosen by the customer, the exact colour/shade cannot be guaranteed. Neither can the company guarantee that the colour/shades are identical to those shown in the Company's advertising material and brochures.*
- b. In particular where natural timbers are used, the Customers must expect variations in colour and grain. Over time, natural timber products, including stained and painted timber products will change colour due to the effects of natural sunlight. These changes are not considered defects. Replacement items, if required under this guarantee may appear to differ in colour as a result of being new.*
- c. Painted timber products may show hairline cracks to joints and/or around centre panel to frame. These are natural features caused by movement of the independent component parts and cannot be avoided. These characteristics are not considered defects.*
- d. The company will not be liable for any slight impaction in any parts made of glass.*

**5. All appliances and work surfaces carry their own guarantees from the manufacturers. Customers should consult the documentation received with the products(s) in question for details of manufacturer guarantees.**

**6. This guarantee/warranty shall not extend to damage:**

- a. to any component parts which have at any time been put to commercial or non domestic use, abused or had unreasonable wear and tear*
- b. arising out of corrosion, water damage or wilful acts of neglect*
- c. due to, or occasioned by, for whatever reason, dismantling or re-installation*
- d. due to, or occasioned by, accident, fire, burst pipes, lightning, explosion, flood, or any acts of God*



7. This guarantee/warranty does not apply to acts of war, riot, demonstration or nuclear explosion and contamination.

8. This guarantee cannot be assigned without prior written agreement from Sigma 3 Kitchens. This does not affect your statutory rights.

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## *What is NOT Covered:*

### **Breakdowns or failure caused by:**

1. *Poor handling, storage or installation by the purchaser or any contractors other than those specified by Sigma 3 Contracts*
2. *Damage due to impact or other accidental external causes*
3. *Negligence on site or wilful misuse*
4. *Appliances or other specialist products such as sinks and taps that are covered by a separate manufactures guarantee (refer to appliance user guide for details)*
5. *Cabinet lighting*
6. *Exact matching of doors, drawers or panels*
7. *Deterioration from wear and tear*
8. *Door adjustments/alignment*



Additional kitchen furniture purchased after the date of legal completion is covered by Sigma 3 Contracts guarantee (subject to product availability).

Any labour costs for refitting are **not** covered by the guarantee and will be quoted separately. Items replaced under guarantee do not restart the guarantee from this point.

Under our policy of continuous improvement, we reserve the right to replace any product that has failed under that terms of the guarantee with the nearest equivalent.

Sigma 3 Contracts reserve the right to discontinue any product without notice.

Reasonable opportunity must be given to inspect the product where it is installed. If removed, the product must be retained for inspection, but your fitting guarantee will be void.

Liability is limited to the single product in question and not to the whole kitchen. This guarantee does not extend to cover consequential loss of damage, or installation costs arising from the defective product. This guarantee is not transferable.

#### **How To Claim:**

In the unlikely event that you will need to claim under this guarantee, please contact your house builder who will be able to liaise with us on your behalf.

#### **Appliance Information:**

Please note that Sigma 3 Kitchens or your builder are not responsible for the appliance manufacturer's guarantee. Please contact your appliance manufacture separately to open a guarantee claim.

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