

IMPORTANT HOMEOWNER INFORMATION DO NOT DISCARD

CARE & UPKEEP GUIDE

with Cabinet Warranty Information



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FACTORY DIRECT CABINETS

COMMON SERVICE PROBLEMS YOU CAN HANDLE

The Troubleshooting Guide (below) will help you fix the most common problems. Other adjustment information is included later in this guide.

Troubleshooting Guide		
CONDITION	POSSIBLE CAUSE	REMEDY
Double doors on cabinet do not line up.	<ul style="list-style-type: none">• Hinges out of adjustment	<ul style="list-style-type: none">• Loosen screws and readjust (page 7-8).
Door does not fit up to cabinet face frame at either top or bottom.	<ul style="list-style-type: none">• Hinge out of adjustment• Door warped due to extreme dryness or humidity.	<ul style="list-style-type: none">• Adjust hinges• Relative humidity level should be between 35% and 50%. Install appropriate humidity control in home. If door has already warped, leave door partially open and it will adjust itself.
Drawer face does not fit flush with cabinet.	<ul style="list-style-type: none">• Drawer glide out of alignment.	<ul style="list-style-type: none">• Pull out drawer. Push rear of drawer glides toward center.• Close drawer. Drawer should automatically reset.
Scratches, nicks and dents.	<ul style="list-style-type: none">• Bumps, bruises, normal wear.	<ul style="list-style-type: none">• Touch-Up Kit (pages 13, 17).
White line appears around door center panel.	<ul style="list-style-type: none">• Contraction or expansion of center panel because of humidity and nature of wood	<ul style="list-style-type: none">• Touch-Up Kit (page 6).• Relative humidity level should be between 35% and 50%. Install appropriate humidity control in home. If door has already warped, leave door partially open and it will adjust itself.

After installation of your cabinetry in your new home, your cabinets were inspected for quality and any deficiencies by the installation team, a trained KBC representative and/or by the builder. Any issues were taken care of at this time.

Before you call for service, please make sure to read through this care and troubleshooting guide.

The above are not considered warranty issues. If you require a service call for a non-warranty issue a trip fee and service fee will be charged.

The beauty of wood



The richness of cabinetry begins with the wood. Wood comes from the heart of nature, the simplest and most reliable resource - it is not synthetic, nor engineered. It is natural for wood species in all finishes to show color changes caused by the natural process. It is part of the timeless beauty and warmth of wood. Understanding these variations will give you an even greater appreciation for the uniqueness wood cabinetry brings to your home.



Constructed from many pieces of wood - possibly grown years and miles apart - your cabinetry is unique and displays natural color variations. The lighter pieces were closer to the tree's bark, and the darker pieces were closer to its center. All are equally strong and enhance the beauty and value of hardwoods.



Trees absorb minerals and other essential elements as they grow and prosper. You may see traces in your cabinetry, some more than others. These natural characteristics let you know you are enjoying authentic wood and not an imitation.



All trees grow limbs, which fall to the forest floor as the tree matures. The tree trunk will always have a knot where limbs once were. Parts of the tree, knots and all, may find new life in your cabinetry. They have absolutely no effect on its durability and structural integrity. These natural markings are proof of the tree's origins and add to its character.

Wood species and characteristics



Oak

Red oak has a prominent open grain ranging in color from white to yellow and reddish-brown. Red oak is sometimes streaked with green, yellow or black mineral deposits and may vary from a closely knit grain to a sweeping arch pattern.



Maple

Hard maple is a strong, close-grained wood predominantly off-white in color, although it also contains light hues of yellow-brown and pink. Hard maple occasionally has small mineral, light tan or reddish-tinged streaks that will darken with stain. It is usually straight-grained, but can be wavy or even curly.



Cherry

Cherry is an elegant, multicolored hardwood. In its raw state, it has a pinkish-brown hue with occasional shades of white, green, pink or even gray. Natural or light stains accent these color variations. Small gum pockets, streaks, pin knots and figures are common. Cherry wood will darken or “mellow” with age. This mellowing occurs naturally, and is a benefit of owning solid cherry cabinetry.



Hickory

Hickory is a strong, open-grained wood known for flowing grain patterns and dramatic color variations. It often contains random pecks, burls and mineral streaks. It is not uncommon to see doors range in color from light to deep brown when finished in light or natural stains. Darker stains will mildly tone these color variations. These characteristics make each hickory kitchen unique and the choice of those who love wood.



Birch

Natural birch is a medium-density hardwood with a distinct, moderate grain pattern ranging from straight to wavy or curly. The predominant sapwood color is white to creamy yellow, while the heartwood varies from medium or dark brown to reddish brown. This color range makes a distinctive statement in a birch cabinetry selection.

CONTRACTION AND EXPANSION

One of the most common complaints about cabinetry, especially in the drier parts of the country, is that the panels in the doors shrink and a white line shows up at the edges of the center panel.

Natural wood can react to climate or humidity changes found within most homes. As much as half of the weight of freshly cut wood is water. Raised panel doors are made of a frame and a separate center panel. Some face frames are manufactured from solid wood that has been carefully kiln-dried, retaining just enough moisture for proper construction and finishing. The center panels are wood or medium density fiberboard.

As a product of nature, solid hardwoods continue to react to their surroundings long after manufacture. When wood cabinet doors are in a warm, moist environment (high relative humidity), the wood expands. In a dry, colder environment (low relative humidity), the wood will contract.

The center panel is not glued in place and “floats” in the frame, to allow the wood to shrink and swell with changes in humidity. If it was glued or held in place by pins or brads it would create havoc with the frame when it expanded or contracted and contort the door so that it wouldn’t open and close correctly. ***The contraction or shrinkage of the center door panel during low humidity periods may result in the appearance of an unfinished line along the edge of the center panel.***

Trouble Shooting

- If you do have these white lines you can help conceal them by wiping some stain on the line using a small paint brush or a stain pen (available at home centers and paint stores or from your cabinet supplier). After you have stained the line and it has dried you can bring up the gloss by applying some paste wax or brushing on some lacquer or other type of varnish. Some manufacturers suggest wiping Old English scratch cover.

Often times, touch-up may only be necessary within the first year. In most cases, once your cabinets have cycled through all four seasons and have acclimated to your homes conditions this will calm down greatly.

- Another solution is to install a humidity control system in the home to reduce the possibility of expansion and contraction in wood products.

Cabinet manufacturers do not consider the appearance of an unfinished line as a defect and will not replace doors due to this situation. Kitchen & Bath Creations is not responsible for any of these conditions and variations.

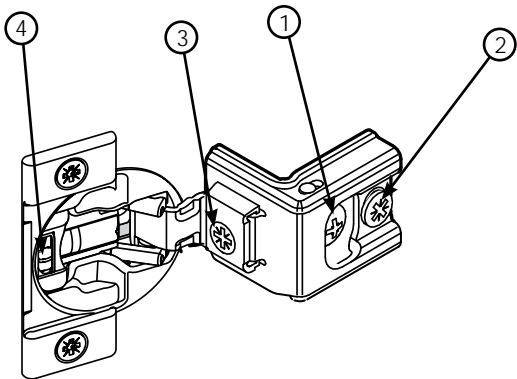
Making Adjustments

HINGE ADJUSTMENTS

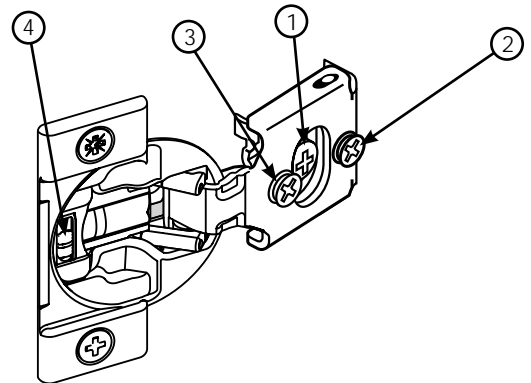
Manufacturers construct cabinetry with several types of durable, high-performance hinges that will operate smoothly and quietly for years. Periodically, you should tighten hinge screws, because they can loosen over time with normal use. For specific adjustments, refer to the following pages. ***Hinge adjustments are not warranted.**

Note : Only make adjustments with a hand-held screwdriver to help eliminate over tightening, sometimes caused by power screwdrivers.

Manufacturers use several different cup hinges on their cabinetry. The overlay (concealment of the frame) for that door style dictates the exact design. As shown here, simply loosen the screws (1) (attach the hinges to the frame) and move the door up or down to the desired position. For in or out adjustments on cup hinges, turn the cam screws (2) clockwise to move the door in or counter-clockwise to move the door out. For left or right adjustments, turn the cam screws (3) clockwise to move right and counter-clockwise to move left. (4) On-off switch – to activate the soft-close put the switch in the "on" position by moving it toward the (-) symbol, "off" position – switch is moved towards the (o) symbol. On-off position allows you to control the rate of speed at which the door closes. When moving from the on to off position, the door must close one cycle for the feature to engage.



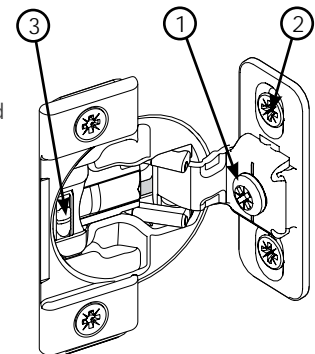
FULL-OVERLAY HINGE



1/2" HINGE OVERLAY

OVEN CABINET HINGE ADJUSTMENTS

To adjust the cup hinges on oven cabinets, turn the cam screw (1) counter clockwise to move the door left, clockwise to move right. You can make up and down adjustments by loosening the screws (2) attaching the plate to the face of the cabinet frame and then tightening in the desired position. (3) On-off switch – to activate the soft-close put the switch in the "on" position by moving it toward the (-) symbol, "off" position – switch is moved towards the (o) symbol. On-off position allows you to control the rate of speed at which the door closes. When moving from the on to off position, the door must close one cycle for the feature to engage.



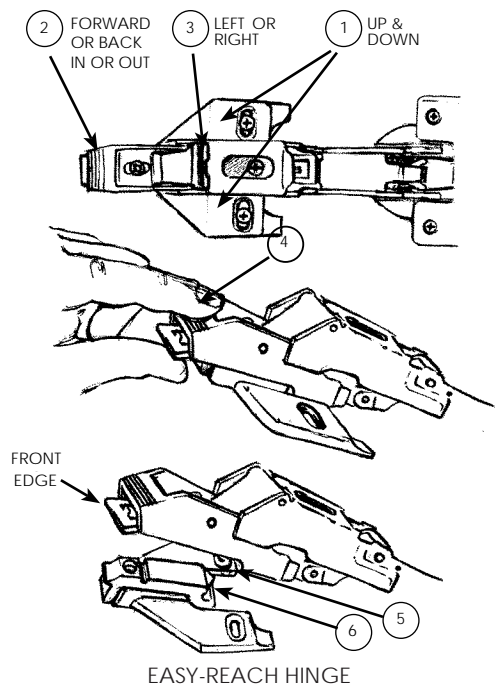
OVEN CABINET HINGE

EASY-REACH HINGE ADJUSTMENTS

If your kitchen includes an Easy-Reach cabinet, and it needs adjustments, you should follow these guidelines. For up and down adjustment, follow this procedure: With the door attached to the cabinet, loosen the Phillips head screws (1) attaching the hinge plate to the cabinet frame. Move the door to the desired position and tighten the screws. For forward or backward movement of the door, adjust the Phillips head screw (2) at the end of the hinge arm.

For left and right adjustment, locate the concealed Phillips head screw (3) through the slot in the arm of the hinge. Insert a screwdriver into the slot and turn the screw to the desired adjustment.

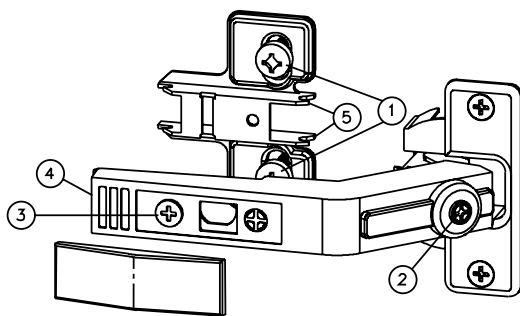
For easier installation or cleaning of the cabinet, you can remove the Easy-Reach doors by squeezing the latch (4) between the thumb and forefinger. To place a door back on the cabinet, insert the door hinge into the slotted space (5) and (6) on the hinge plate. Once the clasp is in the slot on the back of the hinge, the assembly will snap together. For adjustments, it is important that the door remain on the cabinet for reference and alignment with other doors or drawers.



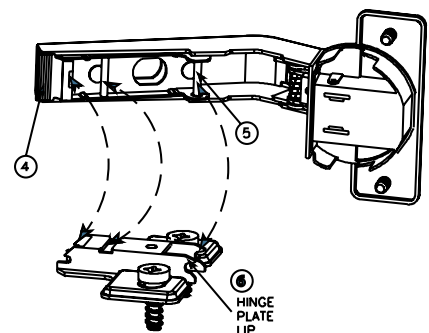
BI-FOLD EASY-REACH HINGE ADJUSTMENTS

The framed bi-fold hinge connects two Easy-Reach doors. For up and down adjustment, remove cover cap on the hinge and locate the screws (1) on the hinge plates. Loosen these screws and tighten after proper adjustment. For proper adjustment of the gap between the two doors, loosen the screw (2) on the shortest arm of the bi-fold hinge and tighten after adjustment. Adjust the door in and out by loosening the inner screw (3) on the longer arm of the hinge. Tighten at the desired position.

You can remove the door by squeezing the release plate (4) at the end of the longer hinge arm. To re-attach, insert the pin (5) beneath the lip on the hinge plate (6) and press on the end of the hinge arm (4).



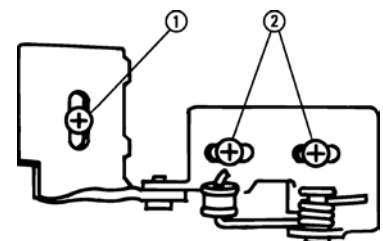
BI-FOLD HINGE FRONT



BI-FOLD HINGE BACK

KNIFE HINGE ADJUSTMENTS

Knife hinges allow for up and down or left and right adjustments. To adjust the door up or down, loosen the screws (1) that attach the hinges to the cabinet frame. To adjust left or right, simply loosen the screws (2) in the slotted holes in the hinge. Depending on how many screws you loosen, you can move the entire door left or right, or you can pivot the bottom or top of the door left or right. Tighten the screws at the desired position.



KNIFE HINGE

SOFT-CLOSE HINGE ADJUSTMENTS

There are three adjustments for soft-close hinges.

- To change the adjustment, the small tab must be moved and then the door fully closed.
- The soft-close hinge can have light, medium or heavy soft-close movement.
- For the medium soft-close action, the small adjustment tab needs to be in the middle of the adjustment range.
- The pictures below show the two positions for light action and heavy action.
- The tab in the middle gives medium action.
- The door must be fully closed to activate the desired setting.

Light soft-close action

Notice the plunger is retracted



Heavy soft-close action

Notice the plunger is extended

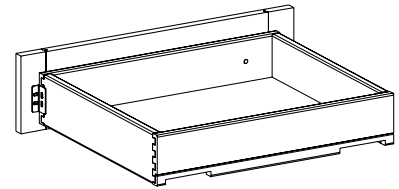
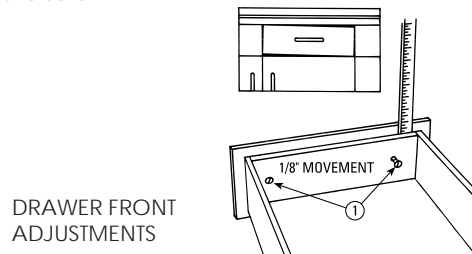


DRAWER FRONT ADJUSTMENTS

If a drawer front looks crooked, first measure at each end of the drawer front to see if the height is the same. If not, slightly loosen the screws (1) attaching the drawer front to the drawer box. Make any up, down or sideways adjustments and then tighten the screws. ***Drawer adjustments are not warranted.**

Note : This adjustment can only be made PRIOR to installing decorative hardware (handles or knobs).

For cabinets with a 5-piece drawer head, make adjustments by removing the plastic cover and loosening the side brackets attaching the drawer head to the side of the drawer box. Simply loosen the screw on the drawer and determine the proper up or down position, then retighten the screw.



5-PIECE DRAWER HEAD ADJUSTMENTS

DRAWER RUNNER ADJUSTMENTS

Manufacturers construct cabinetry using several types of self-adjusting drawer suspension systems. The drawer function and in some cases, the options chosen by the purchaser determine the runner type used.

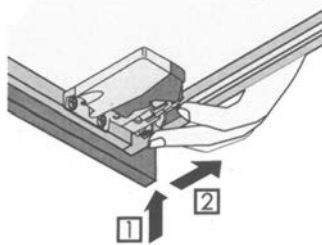
- Sidemount runners (epoxy coated)
- Full-extension undermount runners with soft close buffer system
- Full-extension sidemount runners (used on drawer storage and desk double file drawer cabinets)

Manufacturers equip sidemount runners with self-adjusting rear mounting clips. If drawers rub or bind, remove the tray and check the position of the screws in the runner, as well as in the cabinet. You may need to retighten these screws to eliminate any interference or chafing.

The full-extension undermount runners with soft close buffer system can be adjusted while the drawer is in place.

Front height adjustment

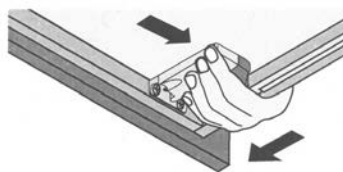
Press up on adjustment tab (1).
Push toward back or front of drawer to adjust up or down (2).



FULL-EXTENSION UNDERMOUNT DRAWER RUNNER

DRAWER BOX

The drawer can easily be removed by opening the drawer, squeezing the orange handles on locking devices, then pulling the drawer straight up and out. To put the drawer back in place, simply place the drawer on top of the runners and close the drawer. The locking devices will click and engage with the runners automatically. Open the drawer completely to check if the locking devices have engaged.



Please refer to the individual manufacturers' website
for further details and warranty information before you call for service.
Normal, periodic adjustments are not a warranty item.

LAZY SUSAN ADJUSTMENTS

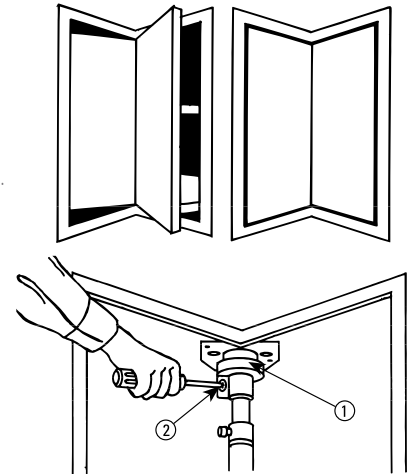
There are three possible adjustments on the lazy susan unit.

**Lazy Susan adjustments are not warranted.*

Uneven or Incomplete door closing (a)

Open the cabinet door and locate the white plastic collar (1) at the top of the telescopic pole. You must loosen the Phillips head screw (2) on this collar. Next, slowly rotate the entire shelf unit and door in a counter-clockwise direction until the collar catches on the catch latch on the back of the ceiling bracket. This catch position is very subtle and could be difficult to detect.

Next, slowly rotate the door clockwise (noting that the collar should be kept in a fixed position), to the exact front centered position, but not past it. If past center, make another revolution. Do NOT TURN BACK IN A COUNTER-CLOCKWISE DIRECTION until a setting has been made. Now, SLOWLY re-rotate the assembly in a counter-clockwise direction far enough so that the collar screw faces you again. Retighten the screw.



(A) DOOR CLOSING ADJUSTMENT

Top and bottom clearance (b)

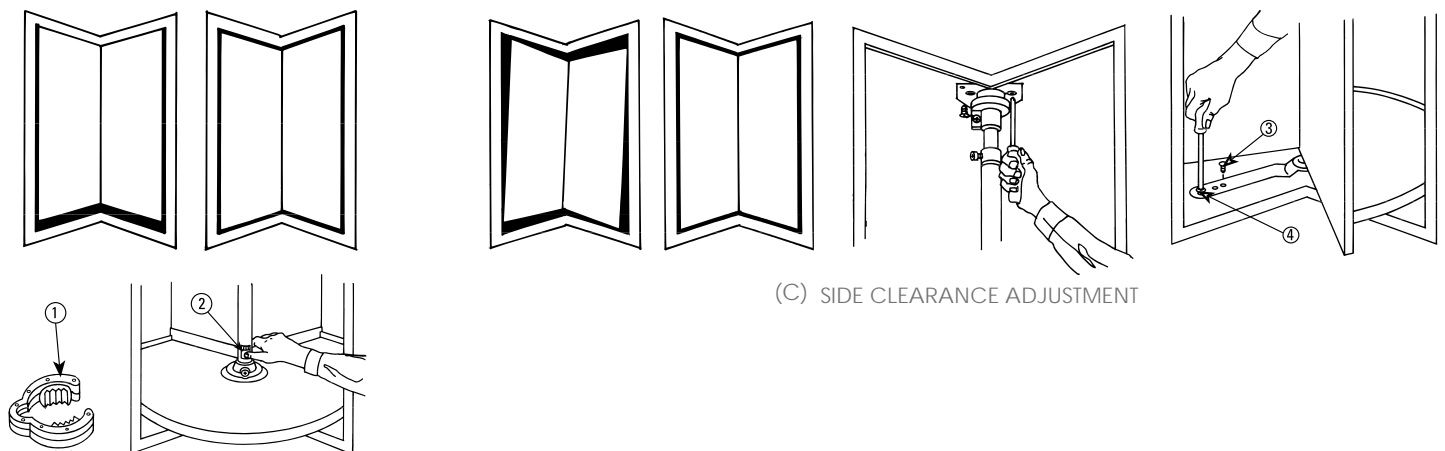
With a completely empty cabinet, remove the plastic retainer clip (1) at the bottom of the telescopic pole. Turn the thumbscrew adjustment wheel (2), located in the cut out portion of the shaft. Clockwise rotation will raise the door end unit; counter-clockwise rotation will lower the unit. (Each full turn raises or lowers the door 1/32".) Once you have achieved the desired height, replace the retainer clip.

Insufficient side clearance (c)

Begin by outlining the top and bottom brackets with a pencil to establish a reference point.

Top: Remove the setscrews (1). Loosen the star washers (2). Re-center the pivot and realign the pole. Tighten the star washers and check for position. Replace the setscrews after making the adjustments.

Bottom: Open the door to the left to reveal the bottom bracket. Remove the setscrew (3) and loosen the star washer (4). Now open the door to the right and repeat this operation. Re-center the pivot, tighten the star washers and replace the setscrews.



(B) ADJUSTING TOP AND
BOTTOM CLEARANCE

(C) SIDE CLEARANCE ADJUSTMENT

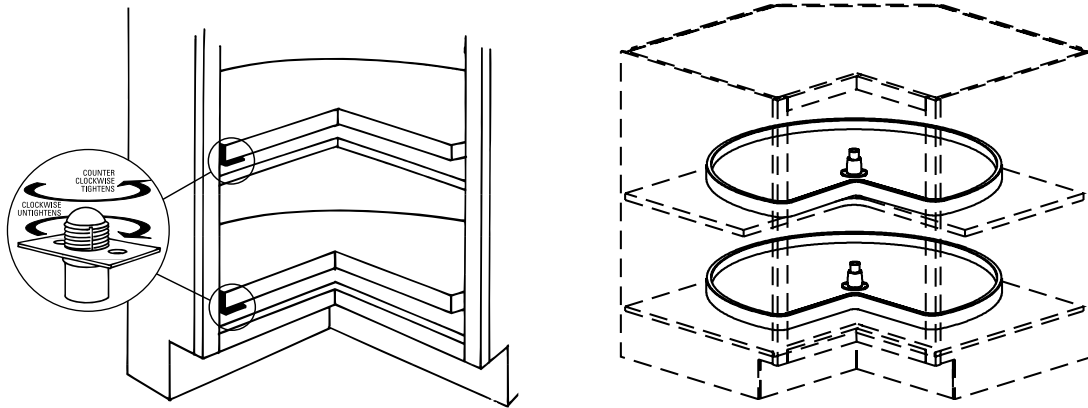
NOTE: Weight not to exceed 45 lbs. on either rotating shelf.

SUPER SUSAN ADJUSTMENTS

The only adjustment possible with the Super Susan is to the bullet catches that catch the revolving shelves. You will find them between the permanent shelf/floor and the revolving shelves. For best results, fully load the revolving shelves during adjustment.

Turn the shelf to reveal the bullet catch. Turning the catch to the right (clockwise) moves it up and provides more grab; turning it to the left (counter-clockwise) moves the catch down and allows less grab. **NOTE:** You may need pliers to start turning the catch. If this is necessary, LIGHTLY turn the catch, being careful to avoid thread damage.

STORAGE HINT: Store taller items toward the center and shorter items toward the outside of trays to prevent them from falling off the tray during rotation of the Super Susan.



SUPER SUSAN CABINET DETAILS

Care & Cleaning

Before your cabinets reached your home, they were inspected to ensure a quality finished product. Here are some recommendations for caring for your cabinetry.

WOOD FINISHES

DUSTING

Dust cabinets with a soft lint-free cloth.

SPILL

Clean spills immediately. Use a clean damp soft cloth and mild soap if necessary. Wipe dry with a clean soft lint-free cloth.

CLEANING

Simply wipe the surface of your cabinets with a clean damp cloth, and then dry. To remove general soils or grease use suds from a common dish washing liquid and a damp cloth to wipe clean. Dry thoroughly. Excess moisture can damage any cabinet finish: areas near the sink, range, dishwasher, oven and baseboards are the most susceptible. Keep these surfaces dry.

⚠ Don't : Use cleaners that contain bleach, ammonia or state on the label they have any type of abrasive, do not use soap pads or steel wool. These items will cause damage to your cabinets.

POLISHING

Our manufacturers use a quality topcoat finish on all their wood cabinetry. Waxing your cabinets is not necessary. If polishing is preferred, use only a fine furniture polish, that does not contain waxes, abrasives or silicone. We recommend "Guardzman" furniture products. Wipe off excess to avoid build-up.

⚠ Don't : Use a paste wax or polish that contain silicone: the wax build up is difficult to remove and will leave a residue that attracts dust.

LAMINATE

CLEANING

Wipe the surface of your laminate cabinets with a clean, damp soft cloth. Tough stains may be cleaned using a soft cloth dampened with mild an all-purpose cleaner. Clean spills immediately, using a clean damp cloth and mild soap if necessary. Wipe dry with a clean soft lint-free cloth.

⚠ Don't : Use cleaners that contain bleach, ammonia or state on the label they have any type of abrasive, nor use soap pads or steel wool. These items will cause damage to your cabinets.

GLASS AND GRILLE DOORS

Commercial, ammonia free, glass cleaners can be used to clean the glass. The glass can be cleaned while mounted on the door or it can be removed for better access.

When cleaning mounted glass, be careful not to damage the finish of the door and cabinet parts. We suggest you do not spray the glass cleaner directly onto the glass as it may seep into areas behind the mullions and could discolor the wood. Instead, spray a small amount of cleaner onto a lint-free cloth or paper towel, then wipe the glass.

TOUCH-UP OF DAMAGED WOOD SURFACES

It is important to us that you remain delighted with your cabinetry. As careful as you may be, damage to a cabinet could eventually occur. A scratch or nick could become a permanent distraction in your cherished kitchen or bath. A simple touch-up procedure can often make these blemishes virtually disappear.

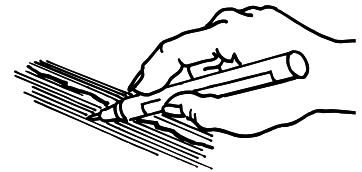
With the inevitable in mind, we have provided you with a touch-up kit designed for your specific cabinet color and style. Here are some hints to help you with minor repairs to a damaged surface.

Note : Substantial repairs should only be attempted by professional refinishers.

REPAIR OF SCRATCHES AND SCRAPES ON WOOD WITH TOUCH-UP PEN

Touch-up pens are used to add or alter color to a worn edge, a gouge or to color a scratch.

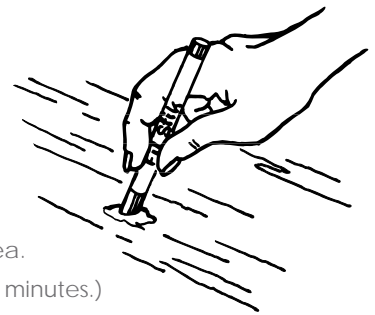
- Evaluate the damaged area – is it repairable? How much touch-up will be required? Is professional help required? Proceed only if confident of skill level.
- Make sure the surface that you are touching up is clean and dry.
- Shake the touch-up pen vigorously with the pen cap on for one minute.
- Take off the cap and hold the pen in an upright position (tip pointing up) and depress the tip of the pen for a few seconds.
- Hold the pen in a downward position and depress the tip onto a piece of cardboard until the tip becomes saturated. The tip should be moist but not dripping wet, you can remove excess amounts of marker fluid by dabbing the tip onto a piece of cardboard.
- Use the pen to add color to the worn edge, a gouge or to color a scratch. Apply the fluid with light even strokes. You can blend the color and remove excess fluid with a clean rag.



REPAIR OF SCRATCHES, NICKS OR FRAME GOUGES ON WOOD WITH A SOFT FILL STICK

Fil-Stiks are used to fill small cosmetic defects like nail holes, nicks, gouges or small scratches.

- Evaluate the damaged area – is it repairable? How much touch-up will be required? Is professional help required? Proceed only if confident of skill level.
- Make sure the surface that you are touching up is clean and dry.
- Optional: First color the area with a Touch-up pen and wipe off all excess pen fluid.
- Apply the Fil-Stik with an even back and forth motion to completely fill in the damaged area. (Hint: For easier application, you may warm the stick by holding it in your hands for several minutes.)
- Gently remove the excess Fil-Stik by either A) Rubbing over the treated area with a clean cloth until level or B) Lightly scrape over the excess stick with a plastic card.
- Gently buff the area with a clean cloth to remove any remaining residue.
- If the treated area is a little light in color, then a touch-up marker can be used to alter the color.



WARRANTY INFORMATION

- Each cabinet manufacturer warrants their products to be free from defects in material and workmanship for periods specified by the individual cabinet manufacturer (see Figure 1 below).
- These warranties do not cover defects caused by misuse, abuse, improper installation or storage, alterations, or excessive wear and tear.
- These warranties do not cover discoloration such as lightening or darkening due to light exposure, natural or artificial. Age, lighting, and exposure to the elements all have an expected and natural effect on wood and are not considered to be manufacturer's defects.
- Upon inspection, manufacturers may use their discretion to either replace or repair the defective product. Replacement parts may not match your existing cabinetry due to changes in the finish and wood over time.

This warranty description is not meant to be comprehensive. Please refer to the specific manufacturer's website for complete warranty details.

Figure 1. Warranty Periods by Manufacturer

Manufacturer	Period of Warranty
	5 year Unlimited
	10 year Limited
	Limited Lifetime
	Advantage, Debut, Presidential - 5 year Limited; Milan 1 year
MANTRA™	5 year Limited
	Signature Series - Limited Lifetime
PIVOT	5 year Limited
	Limited Lifetime
	Limited Lifetime
	Limited Lifetime
URBAN EFFECTS	10 year Limited
	5 year Limited