



Installation & Guarantee Information

Our experience is the difference...



Your project is now complete!

Enclosed within this helpful information pack is everything you need to look after your beautiful new room.

Contents

Reviews & Referrals	pg 3
Bathroom Care Guide	pg 4-5
Kitchen Care Guide	pg 6-7
Product Guarantees	pg 8
Workmanship Guarantee Certificate	pg 9
Workmanship Guarantee Terms & Conditions	pg 10

Reviews & Referrals

We gain a large amount of our business from our customer reviews and would like to kindly ask for your help, by giving us five minutes of your time to leave us a Google review.

Please visit our website www.n-b-k.co.uk/reviews and select the showroom you have worked with in order to leave your feedback.

Please note our reviews are linked via google, meaning you will need a google email to leave a review. Should you not use google mail please email your review to a member of the team so that we can share your comments with everyone involved with your project and upload your review to our website.

Would you like a case of Virgin Wine delivered directly to your door? Simply refer a friend or family member to NBK and make sure you let us know when they've gone ahead with their project. We'll send a case of wine directly to your door step on completion of their project.



Thank you for having your project carried out by NBK! We appreciate your business and support. If you have any queries please feel free to contact us.

Bathroom Care Guide

Your room has been designed around your individual choices and you're thrilled with the outcome! You can ensure your bathroom lasts longer and continues to look great by taking care of it and by following the simple guidelines below.

The use of steam cleaners will cause irreparable damage to silicone and wood / laminate products and will thus void the guarantee. Most issues we encounter are due to the build up of limescale and poor maintenance over a period of time. NBK does supply and install water softeners, please ask a member of the team for more details. We do not recommend the use of any cleaning product that contains bleach or caustic chemicals on items NBK have installed. Please refer to the manufacturer's paperwork or their website for more advice on the care of individual products.

Shower enclosures

We recommend after each showering session, water is removed from the enclosure area using a 'window squeegee' available from many outlets. If done regularly, this will help reduce the build up of limescale marks on glass screens, tiles and shower boards. To clean, use a microfibre cloth and a neutral bathroom cleaner, buff dry with a microfibre cloth. Please don't use a scouring pad or powder. See below for care of chrome items/trims. Shower 'rollers' need cleaning regularly to maintain their efficacy - clean routinely as above when cleaning shower area.

Shower valve and waste

If you have a concealed or bar mixer shower valve, the temperature control knob or dial on these showers need to be moved regularly to a different temperature to prevent limescale build up, not left in a 'fixed' temperature position. Regular maintenance of your shower waste is essential to retain drainage. Remove chrome flange and trap assembly. Remove any debris from trap and clean trap assembly and flange - an old soft toothbrush is helpful. Replace all parts. See below for care of chrome items.

Shower trays

We recommend after each showering session, the tray is rinsed clean and excess water is removed from the tray using a 'window squeegee' available from many outlets. If done regularly, this will help reduce the build up of limescale marks. To clean, use a microfibre cloth and neutral bathroom cleaner and buff dry with a microfibre cloth. Please don't use a scouring pad, powder or abrasive products. An old soft toothbrush is helpful to clean in small crevices. Specialist shower trays e.g. 'Flora' clean as above routinely. Avoid cleaning products containing alcohol, solvents or acids. Stubborn stains, Flora recommends use of 'magic eraser' pads.

Chrome items

We recommend water splashed onto chrome items is removed and dried to prevent limescale marks. Regular cleaning is essential to prevent build up of limescale, using a microfibre cloth and a neutral bathroom cleaner, buffing dry with a microfibre cloth. Some household cleaners contain bleach or are abrasive and you need to be careful that you don't damage any chrome items with substances that can cause black spots, pitting or streaks. If any build up of limescale, gently remove with white vinegar on a soft cloth, rinse, then dry.

'Pop up' / click wastes

Bath and basin wastes need to be cleaned at least monthly/bi monthly to clean and maintain their efficacy. Unscrew the waste, clean the 'screw' mechanism to remove any debris/scum (an old soft toothbrush is ideal). A smear of petroleum jelly on the screw mechanism will prevent the waste from sticking. Screw back into place, do not over tighten.

Sanitaryware

Ceramic products should be cleaned regularly with a neutral bathroom cleaner. They can be rinsed and then dried off and polished with a microfibre cloth. This will prevent dirt building up and clinging to ceramic surfaces. Please don't leave strong cleaners or bleach on ceramics for any length of time as this may damage the glazed surface. It's fine to use disinfectants or household cleaners but just remember to follow the instructions on the bottle. It is advisable not to place sanitary items, wipes or excessive toilet roll down the wc pan.

Toilet seats and bath panels

Wipe over with a microfibre cloth and a neutral bathroom cleanser. It's fine to use disinfectants but please don't use a scouring pad or powder and remember not to leave bleach type products on the surfaces for any length of time. Steam cleaners are definitely not to be used. Excessive water that is left to sit will cause long term irreparable damage.

Bathroom furniture, vanity units and cabinets

Wipe over with a microfibre cloth and a neutral bathroom cleanser. It's fine to use disinfectants but please don't use a scouring pad or powder and remember not to leave bleach type products on the surfaces for any length of time. Steam cleaners are definitely not to be used. Excessive water that is left to sit will cause long term irreparable damage.

Painted doors and furniture

Many kitchen and bathroom doors that NBK supply and fit are finished with a painted and / or sprayed finish. Great care must be taken to look after and protect the finish. Any painted surface is not as durable as a laminate or hard surface and therefore can mark and chip more easily. Painted products are to be cleaned with soapy water and a soft / microfibre cloth. Small chips and scratches can be touched up. Avoid hard or sharp objects coming into contact with painted doors.

Dual fuel elements and radiators

Please be aware that if your ladder towel rail is to be used on the dual fuel electrical element, then one of the valves must be turned off during use. This will prolong the life of the element. Please ensure to turn the valve back on when normal heating is required. Elements left on for prolonged and continuous periods may result in premature failure.

Please note, occasional bleeding of radiators may be required, especially on taller models.

Taps

Wipe around the nozzle and dry to prevent build up of limescale. Taps can be wiped over with a soft cloth and neutral bathroom cleanser to clean, buff dry with a microfibre cloth. If any build up of limescale, gently remove with white vinegar on a soft cloth, rinse, then dry. Excessive limescale build up will cause irreparable damage.

Silicone

Wipe over and dry with a soft cloth every time you use the bath or shower or splash water onto areas with silicone. Dry the areas to prevent mould and discolouration.

Please note that silicone is not covered under our guarantee and is a perishable item. It is recommended that silicone is replaced every two or three years or as necessary. We are able to do this for you, please call for details and costs if required.

Tiles and flooring

Wall tiles need regular cleaning within the shower area in particular to prevent the build up of limescale and dirt - see above 'Shower Enclosure' section. A neutral bathroom cleaner and microfibre cloth are normally sufficient. Floor tiles and Karndean flooring can be cleaned in a similar way. Any spillages on ceramic floor tiles and in particular the grout must be cleaned as soon as possible to avoid staining. Karndean do make a specialist floor cleaner called 'Karndean Clean' - for details see www.karndean.com

Please note, we cannot be held responsible for damage caused by any cleaning products used on installed products. Cleaning products are used entirely at the customer's own risk.

Kitchen Care Guide

Your kitchen has been designed around your individual choices and you are thrilled with the outcome! You can ensure your kitchen lasts longer and continues to look great by taking care of it and following the simple guidelines below. Please note the use of steam cleaners will cause irreparable damage to silicone and wood / laminate products and will thus void the guarantee.

Worktops

You can find detailed information in the link provided by our worktop partners and we've also included a summary of care below for your reference: <https://www.rockrevelations.co.uk/customer-care/care-maintenance>

Things to do (all worktops)

- To prevent damage from hot objects, always use heat resistant mats or trivets
- Always use a chopping board for preparing food e.g. glass worktop savers
- Wipe up any spilt liquids or foods straight away
- Quartz, granite worktops - mild detergent or cleaner and water can be used to clean stubborn stains
- Use microfibre cloths and gentle cleaning solutions

Things to avoid (all worktops)

- DO NOT place hot objects directly on the work surface i.e. pans, steamers etc
- DO NOT cut directly on the worktop. Items such as heavy crockery and kitchen utensils sliding on a worktop can produce fine scratches
- AVOID contact with aggressive chemical substances such as chlorine, acetone, drain cleaner etc
- DO NOT let any acid fluids such as lemon juice, red wine or vinegar remain on the worktop as these can eat into the surface
- DO NOT sit on or place particularly heavy items on the worktops, particularly in areas near sinks, hobs and corners

Wooden worktops (specific do's and don'ts)

- Wooden worktops would have been treated with Danish Oil at the end of your installation- it is the responsibility of the homeowner to re-apply at least every 3 months using a soft cloth for the first year, paying attention to around the sink area. Stains can be sanded lightly and oil reapplied. Apply regularly (3 to 6 months) from the first year onwards
- Wood is a natural product, it can split and can also warp over time but regular maintenance can minimise this risk - splits and warping are not covered by the supplier or installer
- Do NOT varnish or seal wooden worktops

Worktop guarantees

Quartz / granite:

- Most quartz and granite worktops usually come with a lifetime guarantee (check your chosen worktop supplier for further details).

The following points are not covered:

- Your chosen worktop has a care guide available
- Stains, marks and scratches
- Worktop joints are covered for one year

Timber / solid wood:

- Worktops are guaranteed for one year
- Your chosen worktop has a care guide available

The following points are not covered:

- Stains, marks, water damage and scratches
- Splits and cracks
- Worktop joints are covered for one year

Laminate:

- All laminate worktops are offered with a guarantee (check your chosen worktop supplier for further details)
- Your chosen worktop has a care guide available
- The following points are not covered
- Stains, marks, water damage and scratches
- Splits and cracks due to lack of care

Silicone

Wipe over and dry with a soft cloth every time you use the bath or shower or splash water onto areas with silicone. Dry the areas to prevent mould and discolouration.

Please note that silicone is not covered under our guarantee and is a perishable item. It is recommended that silicone is replaced every two or three years or as necessary. We are able to do this for you, please call for details and costs if required.

Tiles and flooring

Wall tiles need regular cleaning to prevent the build-up of limescale and dirt. Soapy water and a dry cloth are normally sufficient. Floor tiles and Karndean flooring can be cleaned in a similar way. Any spillages on ceramic floor tiles, and in particular the grout, must be cleaned as soon as possible to avoid staining. Karndean makes a specialist floor cleaner called 'Karndean Clean' - for details see www.karndean.com

Whilst these products are hard wearing, care and maintenance is important for longevity.

Appliances

Most appliances' exterior finish can be cleaned with a damp cloth using a mild soapy solution and dried with a soft cloth, or with a microfibre cloth system. Each appliance should be supplied with a manufacturer's booklet containing routine care and maintenance advice, most companies have further details on their websites.

Traps and filters in washing machines and dishwashers should be periodically cleaned otherwise performance can be impaired (refer to specific manufacturer's instructions). In the event of a failure with an appliance, each appliance has its own manufacturer's guarantee, please contact the manufacturer for advice and arrange a 'call out' if required.

Painted doors and furniture

Many kitchen and bathroom doors that NBK supply and fit are finished with a painted and / or sprayed finish. Great care must be taken to look after and protect the finish. Any painted surface is not as durable as a laminate or hard surface and therefore can mark and chip more easily. Painted products are to be cleaned with soapy water and a soft / microfibre cloth. Small chips and scratches can be touched up. Avoid hard objects such as knives coming into contact with painted doors.

Kitchen units/doors

Things to do:

- Clean the doors using a solution made up of 95% luke warm water and no more than 5% soap
- Use a clean damp (not wet) cloth
- Dry with a soft clean cloth. If cleaning a timber door run the cloth along the direction of the grain
- Clean any cooking marks immediately

Things to avoid:

- **DO NOT** spray anything onto your doors - this includes the above recommended solution
- Heat/steam can cause damage - try to avoid close contact with cabinets and doors
- **DO NOT** allow liquids to seep into joints of doors
- **DO NOT** use any of the below products as these can mark and damage:
 - Wax furniture polish
 - Bleach / chlorine based products
 - Abrasive cleaners
 - Solvents
 - Multi-purpose cleaners
 - Alcohol based cleaners
 - Ammonia or similar products
 - Scouring pads or abrasive cloths

Taps

Wipe around the nozzle and dry to prevent build up of limescale. Taps can be wiped over with a soft cloth and warm soapy water to clean, buff dry with a microfibre cloth. If any build up of limescale, gently remove with white vinegar on a soft cloth, rinse, then dry.

Sinks

Things to do:

- Wipe over with soft cloth and warm soapy water and dry with a microfibre cloth
- Stains on stainless steel sinks, try 'Bar Keepers Friend', alternatively 'Cif Actifizz' can be used for stains on granite sinks

Things to avoid:

- Neat bleach and/or limescale remover **not** recommended on any sink material
- Washing up bowls - be careful as rough surfaces may scratch sinks

Please note, we cannot be held responsible for damage caused by any cleaning products used on installed products. Cleaning products are used entirely at the customer's own risk.

Product Guarantees & Spare Parts

NBK supplies good quality bathroom and kitchen products. Our products sold are carefully chosen in order to satisfy customer expectations with regards to performance, aesthetics and long term service.

All products sold by NBK come with a manufacturer's warranty, ranging anywhere between 1 year and lifetime*. The warranty is separate to the installation guarantee NBK offers which is a 3 year workmanship guarantee rather than a product warranty.

Some of the manufacturers we work with offer a direct customer service care line and a handful even have their own engineers that attend to any after care matters directly. You will be able to find details of this information directly on the manufacturers website if applicable.

NBK Product Fault Assistance

We're always happy to help if you encounter a product fault. We will usually need to contact the manufacturer or supplier directly, therefore in order to be able to help you, please provide us with the following information:

- a description of the issue including images if possible (supplier requirement)
- your full name, address and contact details
- the room in question and the year of installation

sales@n-b-k.co.uk

We always aim to contact you within 48 hours in order to discuss the matter with you and advise on the best course of action. If you are unable to email us, please feel free to contact your local showroom. Your statutory rights are not affected.

*Please note lifetime guarantees usually vary in timescale, usually between 15 - 25 years.

Workmanship Guarantee Certificate

NBK Norwich Bathrooms & Kitchens is confident that the work we have carried out will give you many years of trouble free service. However, for peace of mind all of our workmanship is guaranteed for a period of 36 months* from the date of completion. In addition to this each product fitted comes with its own manufacturer's warranty**. In the unlikely event that an issue occurs regarding your installation is carried out by NBK please do not hesitate to contact us. We advise that it is best to email us with the following details:

- a description of the issue including images if possible (supplier requirement)
- your full name, address and contact details
- the room in question and the year of installation

sales@n-b-k.co.uk

We always aim to contact you within 48 hours in order to discuss the matter with you and advise on the best course of action. If you are unable to email us, please feel free to contact your local showroom. Your statutory rights are not affected.

*Please note that for rental or holiday properties we are only able to guarantee our workmanship for 12 months..

**see 'Guarantee Terms and Conditions on Installations and Products'.

This Guarantee covers the customer named on the installation project and is not transferable. Our NBK Guarantee is not insurance backed, NBK are unable to comment on third party guarantee/warranties.

Workmanship Guarantee Terms & Conditions

Installation and Products

Installation

The 36 months* workmanship guarantee covers the workmanship carried out by NBK. It covers all tradesman's works including but not limited to, plumbing, carpentry, tiling, electrics, flooring and building works.

Please note decorating is not covered under our workmanship guarantee.

During this period should you face any issues with the workmanship of your installation then please contact us as soon as possible. You can find our contact details highlighted on your Guarantee Certificate.

In order to make an accurate assessment of the issue raised we will ask for a description of the issue along with images if possible. We will then advise how best to proceed and should we need to visit for any reason then we aim to do this within 10-14 working days.

Please note where third parties are involved we will do our best to resolve the issue as soon as possible, however there can be delays due to supplier processes/lead times. Please be assured our aim is to rectify the matter as soon as possible.

We **do not** provide a 24/7 emergency call out service however we do strive to respond as quickly as possible to any issue that may arise. Should you need to contact NBK out of hours we advise to use the sales@n-b-k.co.uk email address as this is regularly monitored.

Our guarantee covers **the installation** of products that have been supplied by us, not **the products themselves** (these are covered by the manufacturer and vary in terms and conditions along with timescales). We are not liable for any issues with any products supplied either by yourself or a third party as these would not be covered under our workmanship guarantee. In the event that you should be facing an issue with a product that you believe should be covered by its manufacturer warranty, please contact us and we will contact the manufacturer on your behalf.

Areas not covered under our workmanship guarantee

- Faulty fittings and products (see below)
- Basin and bath waste seals
- The effects of limescale and poor maintenance
- Silicone sealants (manufacturers recommend regular replacement of sealants as and when required)
- Plastering: Cracks in ceilings not covered and cracks in walls where wall movement has been the cause of the crack
- Decorating

- Repair or replacement of an item/issue that has had a third party attempt at repair or replacement
- Shower door rollers or seals
- Bath screen seals
- Light bulb replacement
- Grout staining (often caused by lack of regular maintenance)
- Certain elements of the worktop installation

The guarantee is subject to the appropriate and regular cleaning and maintenance of products (soft cloth, water, no abrasives or harsh limescale removers/caustic chemicals). Please note the use of steam cleaners will cause irreparable damage to silicone and wood/laminate products and will thus void the guarantee. Please refer to the manufacturer guidelines for more information.

If it is deemed that the product has not been maintained in accordance with the manufacturers guidelines, then a charge is likely to be incurred. This charge will be made up of the cost of the item itself (if a replacement is required) plus labour - £105 for the first hour and £75 for every hour thereafter (prices are inclusive of VAT subject to change). NBK highly recommends the installation of a water softener to help prolong the life of any appliances or showers, particularly as the presence of limescale within our water supply is very high in Norfolk/Suffolk.

Faulty Fittings and Products

Fittings/Products are covered separately via the manufacturer themselves as stated above; t&c's apply, manufacturer terms vary.

All bathroom and kitchen products supplied by us carry a minimum manufacturer's warranty of 1 year and up to lifetime (30 years). *Some of these manufacturers **require you to register directly** with them for the guarantee to be activated.*

In the event that you would like us to repurchase and install a new item, please do not hesitate to contact us and we will order your item and book you in as soon as possible.

Please note as product issues are not covered by our workmanship guarantee this will be chargeable:

Labour + product cost + materials if applicable. Our charges are as follows: £105 hourly labour rate for the first hour and £75 hourly rate after that (prices are inclusive of VAT and subject to change).

Please feel free to contact us if you have any questions.

*Please note that for rental or holiday properties we are only able to guarantee our workmanship for 12 months.