

lemongrasskitchens



Guide to
Maintaining
Your New Kitchen



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Welcome Home

From all of us at Lemongrass Kitchens, we hope you love your new kitchen just as much as we do. We have worked hard to design and create a kitchen you can be proud of. Next is to maintain your kitchen to keep it looking brand new!

With that in mind, we've created this booklet just for you. Inside, you'll find helpful tips and information on various aspects of your kitchen, along with easy-to-follow care instructions.

About Us

We are located in Billericay, Essex where we design and manufacture our kitchens and bedrooms.

With over 30 years of design, development and production experience, we supply to both developers and retail customers.

Our Contact Details

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Caring for: Units and Doors

Clean the interior and exterior surfaces of the doors and units using a soft, damp cloth. Wipe dry all surfaces after cleaning.

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

Only use a solution of 5% soap and 95% water (liquid soap), wiping with a damp (not wet) cloth, and finally drying with a soft, clean cloth only.

Do not expose the doors or panels to temperature in excess of 60°C (140°F) (approximately the temperature of washing up water).

Dust with a soft cloth only.

Never use any abrasive pads or abrasive cleaners on the furniture.

If using glass cleaner to clean your glass doors, be careful not to damage the finish of the door and cabinet parts while cleaning. Do not spray glass cleaner directly onto the glass or cabinet parts, as this may discolour the finish of your kitchen cabinets. Instead, spray a small amount of cleaner onto a lint-free cloth or paper towel, then wipe the glass.

Ensure all cooking splashes, spills, and condensation on the fascias/panels are wiped immediately with a damp cloth and dried immediately.

If the surface of the product is exposed to any oil-based substances (such as olive oil, butter, margarine, or cooking oil), the spillage must be wiped away immediately to prevent staining.



Caring for: Worktops



Granite Worktops

Wash regularly with clean hot soapy water. Dry and polish with a soft cloth.

Avoid Harsh Cleaners: Steer clear of abrasive cleaners or acidic substances such as vinegar, lemon juice, or ammonia, as they can dull the granite's surface over time.

Although granite is heat resistant, it's best to use trivets or hot pads under hot pans or dishes to prevent thermal shock and potential damage.

Never use bleach or chlorine-based cleaners, as they will etch the stone. If accidental contact occurs, wash down immediately.

Regular use of a silicone cleaner helps protect the surface from stains.

Cutting can mark the highly polished surface, we advise to use a chopping board.

Laminate Worktops

Use a mild dish soap and warm water solution to clean spills and everyday messes.

Avoid harsh cleaners or abrasive scrubbers that could damage the laminate surface.

Clean up spills as soon as they happen to prevent staining or damage to the laminate.

It's best to use trivets or hot pads under hot pans or dishes to prevent potential damage from prolonged exposure to heat.

To prevent damage, refrain from placing hot items or anything wet directly on the joints of the worktop.

Protect the laminate surface by using cutting boards for food preparation. Avoid cutting directly on the laminate to prevent scratches.

Be cautious with substances like ink, dyes, or strong chemicals, as they can potentially stain the laminate. Wipe these substances away promptly with a gentle cleaner.

Prolonged exposure to standing water can damage the edges or cause swelling. Wipe up spills and splashes promptly to prevent water damage.

Caring for: Timber Worktops

Wipe down the surface of your timber worktops regularly with a damp cloth to remove dust, crumbs, and spills. Use a mild dish soap and warm water solution for tougher stains. Excess water can swell the grain. Wipe up any spills as soon as possible.

Steer clear of abrasive cleaners, bleach, ammonia, or other harsh chemicals that can damage the wood's finish. Stick to gentle, non-abrasive cleaners to preserve the wood's natural shine.

Apply a food-safe mineral oil or beeswax finish to your timber worktops every few months to keep the wood hydrated and protected from moisture. This helps to maintain its natural luster and prevents drying or cracking.

Protect your timber worktops by using cutting boards for food preparation. Avoid cutting directly on the wood surface to prevent scratches and gouges.

Avoid placing hot pans or dishes directly on the timber surface to prevent heat damage.

Do not use bleach on timber worktops.



Kitchen Accessories

Fitted Electrical Goods and Appliances

Please refer to the manufacturer's literature accompanying each appliance, or call the manufacturer's careline and provide the serial numbers.

Drawer Boxes

Removal / Replacement

- Empty contents and open drawer fully.
- Gently lift the front up - box will disengage from the runners.
- To replace, reverse the process.

Cleaning and Maintenance

- Remove boxes and lightly brush to remove dust.
- Wipe clean with a damp cloth.
- Avoid abrasives and solvents.
- Do not let drawer bottoms get soaking wet.
- Periodically vacuum runners to remove dust.

Stainless steel (doors, drawers, sinks and fittings).

- Dust with a soft cloth. To clean, wipe with a diluted liquid soap solution (5%) and dry with a clean cloth.
- Proprietary non-abrasive stainless steel cleaners may be suitable. Test first.
- Do not use bleach or chlorine-based cleaners, abrasives, or materials. A coat of baby oil can enhance stainless steel doors. Remember, any metal can dent or scratch through accident or misuse.

Synthetic Sinks

- Wipe clean with soapy water.
- Do not use abrasives (cream cleaners, powders, scourers or steel wool). They will spoil the surface.
- Remove stubborn stains with very dilute bleach solution. Rinse well - do not leave to soak.
- Avoid solvents and chemicals (e.g paint brush cleaner, white spirit, cellulose thinners, photographic chemicals, caustic soda, chlorinated hydrocarbons etc.). They can seriously damage sink surfaces.
- Hot objects will scorch the surface. Always place hot pans on trivets.
- Cutting will scratch the surface. Use chopping boards.



Ceramic Sinks

- Clean regularly with a soft cloth or sponge and a mild detergent or soap. This helps to remove everyday dirt, grime, and food particles.
- Do not use abrasive cleaners, scouring pads, or abrasive sponges as they can scratch and dull the surface.
- Do not place hot pans directly onto the surface, as extreme heat can cause thermal shock and potentially damage the sink.
- Be careful not to drop heavy objects or utensils onto the sink surface, as this can chip or crack the ceramic.
- Avoid using harsh chemicals, bleach, or ammonia-based cleaners on ceramic sinks, as they can damage the surface and finish.



Taps

- Clean the exterior regularly with a soft cloth or sponge and soap.
- Do not use abrasive cleaners, scouring pads, or abrasive sponges, this can scratch and damage the surface.
- For brushed finish taps, ensure to clean following the direction of the scratch pattern.
- Periodically clean the aerator at the end of the tap spout to remove any debris or sediment that may accumulate over time. This helps to maintain water flow and prevent clogs.
- Make sure to dry the tap after every use to prevent build-up of limescale.



Boiling and Hot Water Taps

Always refer to the manufacturer's instructions for care and general maintenance.

Our Promise To You

2 Year Guarantee

We take pride in the quality of our products and dedicate ourselves at every stage to ensure you receive the best possible furniture.

By following the care instructions outlined in this booklet, your kitchen will be protected against manufacturing defects. In essence, we offer a 2-year kitchen furniture guarantee from the date of kitchen installation, during which we will either repair or replace (at our discretion) any component that fails due to a manufacturing error or fault.

The coverage extends to all kitchen furniture manufactured by us, as well as any installations carried out by our own installers. Appliances, sinks, taps, lights, and kitchen accessories are covered by their respective manufacturers' guarantees; please refer to the original manufacturers for details.

- We believe in simplicity and fairness, so please be aware of the following exclusions that may affect or void your warranty:
- Kitchens used for commercial purposes.
- This warranty is non-transferrable and is personal to the original purchaser/builder.
- Issues resulting from failure to follow the care instructions provided in this booklet.
- Discolouration or damage caused by abnormal environmental factors such as excessive dampness, moisture/humidity, heat, or contamination due to inadequate ventilation (including staining caused by nicotine and cooking fumes)
- Deterioration or maintenance resulting from normal wear and tear.
- Natural colour variations in materials like wood and stone, which are inherent to their nature. While we strive to coordinate finishes, variations are to be expected, and we cannot guarantee uniformity.
- Sunlight exposure may cause tones to mellow over time, which is also beyond our control and excluded from the warranty.



In exceptional cases where you suspect a significant manufacturing error, please contact us on 01277 634 343 to discuss your concerns.

This guarantee does not affect your statutory rights.

If your home was sold with an NHBC warranty, any kitchen claims within the initial two years will be managed by your housebuilder/developer.

Purchasing Extras

Whether it's additional storage space or as simple as a cutlery tray, we can supply extra items for your Lemongrass Kitchen.

To provide you with a quote, we require the following information. (If you purchased your new home from a developer)

- Developer's Name
- Location
- Plot Number
- Description of Additional Items for Quotation (Including Measurements)
- Installation Cost Requirement

To submit your order request, please visit www.lemongrasskitchens.co.uk, proceed to our contact page, and follow the instructions provided.

Retail customers are also required to apply for a quote using the same process.





Thank you for exploring our kitchen maintenance guide

With the correct care, your kitchen will
remain a beautiful and functional space for
years to come.

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www.lemongrasskitchens.co.uk