

If you contact Symphony's Additional Unit team then please provide the following information.

PLOT NUMBER:

SITE CODE:

(5 digit code available from your Builder, e.g. SY600)

HOUSEBUILDER NAME:

SITE NAME:

SITE ADDRESS:

SITE POSTCODE:

Welcome to your new home



Creating the perfect living space

Symphony[®]



Dear Homeowner,

Welcome to your new home! At its heart, you'll find a superbly designed kitchen from Symphony – one of the country's largest and most respected manufacturers of luxury kitchen, bedroom and bathroom fitted furniture.

Put simply, we turn your house into a home. Beautiful to look at, practical and hard wearing. All Symphony kitchen furniture passes rigorous testing and is FIRA Gold approved. This is the ultimate mark of product excellence within the furniture industry and provides a solid reassurance that a product meets all necessary standards. We are sure your new kitchen will provide a happy focal point for both you and your family for many years to come.

You can be assured that Symphony is committed to a sustainable manufacturing approach. We were the first company in our sector to receive the BS EN ISO 14001 accreditation for controlling the effects of manufacturing on the environment and the first in our industry to be accredited with a full FSC® chain of custody. The trademark indicates that our timber based materials are sourced in accordance with strict environmental, social and economic standards.

Please take a moment to read this brochure which offers expert advice on how to take care of your new Symphony kitchen. We've also included ideas about how to add further touches of affordable luxury to your new home, plus details of our full range of complementary products.

Finally, everyone at Symphony would like to congratulate you on your move and wish you many years of happiness in your new home.

From The Symphony Team
Email: enquiries@symphony-group.co.uk



We set standards of quality to which others can only aspire

At Symphony, our commitment to quality is total. From our choice of raw materials, right through to the design, manufacture and installation of our products. What's more, every stage of our operation is constantly monitored to ensure that standards are not only maintained but also continuously improved.

In fact, our whole philosophy is one of providing not only the very best products to customers but also complete peace of mind. So,

below you'll find details of our comprehensive Customer Care Charter.

And on the following pages you'll discover hints and tips on how to ensure that your kitchen's outstanding looks and performance continue for many years.



Our customer care charter

It's our promise and your guarantee of complete satisfaction

No one knows the kitchen business better than Symphony – we've developed our service by working closely with our major customers. And our service doesn't finish when the kitchen is installed but continues throughout the guarantee period in line with NHBC and Buildmark guidelines.

- We promise to acknowledge receipt of complaints in writing and aim to execute all valid remedial work within 30 working days of receipt for supply and fit sites.
- In order to improve our service it may be necessary for us to make an inspection of the complaint. In such instances we will require a representative from your house builder to be present.
- Symphony's Customer Care manager will make all the necessary arrangements for any remedial work that may be required and will make mutually convenient appointments. Please note - work can only be undertaken between normal working hours - Monday to Friday. Any surplus material will be removed and premises left as they were found.
- It is felt that minor maintenance such as door/drawer realignment are the responsibility of the homeowner and as such are not covered under the charter.
- Only products manufactured by ourselves are covered by this charter and we reserve the right to refer issues arising from other products (e.g. appliances, sinks, lighting and wirework) to the appropriate manufacturer.





Your Symphony kitchen cabinet

Symphony kitchens are manufactured from high density, fine surface particle board, which complies with the British Standard BS EN 312-P2. You can be assured that all cabinets are tested to and pass FIRA Gold product certification. Cabinets are supplied on adjustable legs to cater for uneven floors and to protect against moisture ingress. Vulnerable cabinet edges are lipped to resist moisture seepage in to the panels.

General cabinet cleaning advice

Sensible general cleaning practice includes avoiding use of an abrasive cleaner or strong chemicals (such as vinegar, nail varnish remover, solvents and bleach) on surfaces and always wiping off any water with a soft cloth rather than leaving it to stand. It should be noted that cabinets are not resistant to water and will swell if wet, so any spillage should be dried immediately. To clean your cabinets simply use a slightly damp non-abrasive cloth with a little liquid soap, then dry thoroughly.



All Symphony doors and drawer fronts have been made to withstand the normal wear and tear associated with kitchen life. However, any spills should be cleaned using a slightly damp non-abrasive cloth with a little liquid soap, then dried thoroughly. Avoid placing electric kettles and steamers directly below wall cabinets and on worktop joints to minimise condensation. We recommend that you do not use steam mops. Naturally, you should also regularly check that all handle screws are secure and never rest heavy objects on partly opened doors or drawers.



Free of charge shelf hole plugs (pack of 20) are available to cover the shelf peg holes in the inside of wall cabinets if desired.



To order simply contact our additional units team on **01226 446610**, ask for **COVCAP5** and state the cabinet colour required.

Cabinet/Frontal surface consistency

Timbers and veneers are natural materials and are subject to the variations in colours and grain differences that nature promotes. All timbers feature small graining marks and knots. These are part of the timber's natural properties and do not represent faults in the door or drawer. It is virtually impossible to guarantee a totally accurate match between timber veneered frontals and accessories. Notwithstanding the difficulties involved, Symphony endeavours wherever possible to produce the closest match that manufacturing and finishing technology allow.

These timber variations are also apparent on our painted veneered timber doors. It should also be noted that painted products (both veneered timber and foil wrapped doors) are subject to variations in colour/tone over time due to the effect of ultra violet light on the doors painted surface.

Melamine, PVC and laminates are synthetic materials and so have a very stable finish, however they are still liable for changes in colour over time.

Care of your kitchen frontals

Doors and drawers should be wiped clean with warm water and a damp cloth containing a mild detergent. For best results, do not over wet. Also, you should avoid the use of scouring pads or wire wool and not use abrasive cleaning agents.

Solid timbers and veneers

High quality wood and veneer have been used in the manufacture of all door and drawer fronts. Although the lacquered finish gives a tough hard-wearing surface, spills should be wiped clean immediately and then a wipe over with a damp cloth will restore the finish. Once dry, a final polish with a soft cloth and a reputable household furniture polish will preserve and enhance the wood's natural beauty.

Painted products

High quality durable paint has been used in the manufacture of all doors, drawers and accessories. Spillages should be wiped away quickly. To clean use a clean damp cloth, apply a small amount of soft soap (a mild washing up liquid) and water to the area to be cleaned and gently wipe over the surface in one direction. Then wipe over the surface with a clean, dry cloth. Avoid the use of abrasive agents, creams, industrial cleaners, detergents or liquid sprays that contain wax. Scratches and scrapes, if they occur, should be treated with an application of a matching touch up paint. For touching up scratches and scrapes, the paint needs to be worked into the chip/scratch, so on a level with the original paint and not overlapping the original paint.

Characteristics of various timbers

As a natural material, wood reflects the endless variety of grains and textures found in nature and such variances must be expected. All timbers mellow when exposed to sunlight so a colour change is possible over time. Whilst such definitive characteristics make them a perfect vehicle for furniture design, it is important that they are treated with care. The risk of contact with sharp or heavy objects, scratching, exposure to chemicals, etc. must be avoided before, during and after installation.

Oak

Oak is a finely grained, mature timber notable for its stability and straight graining. Because it can be used for a variety of styles and stained in a number of different colours, it is the traditional favourite of both craftsmen and, of course, homeowners.



Ash

Ash belongs to the olive tree family and due to its high flexibility it is used in a variety of furniture and flooring products. It is easy to work with and can be stained, waxed, polished or painted very well.





Because your kitchen doors and drawers will be in constant use, they may require adjustment from time to time to ensure perfect working order. This can be done easily with a simple screwdriver, a brush and some lubricating oil.

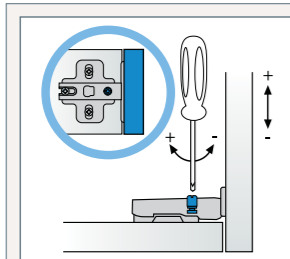
Door hinges and drawer runners

It's a good idea to inspect the door hinges and drawer runners from time to time so that any dirt, fluff or general grime can be removed.

This can be done with a soft, dry brush or a duster, or even the nozzle of a vacuum cleaner. Although lubrication is usually not required, a small amount of household spray polish may be used.

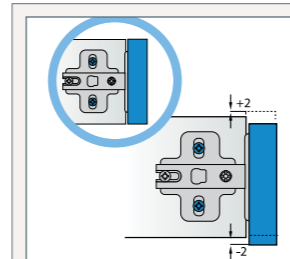


Adjusting the door



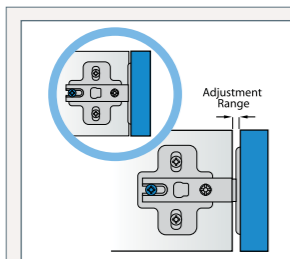
Side adjustment

The side adjustment is made by rotating the appropriate screw on the hinge arm.



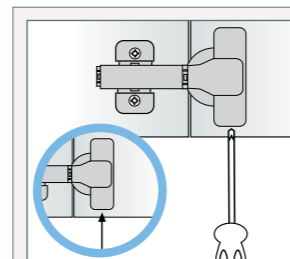
Height adjustment

For height adjustment the two mounting plate fixing screws have to be temporarily released while making the manual adjustment.



Depth adjustment

The depth adjustment is made by temporarily releasing the adjustment/fixing screw. After the adjustment is made the screw has to be re-tightened.



Soft close adjustment

Where fitted soft close clip on buffers can be adjusted by rotating the screw at the end of the buffer. Please note that soft close buffers are not supplied with every kitchen.

Adjustable Shelves

Wall cabinet shelves are adjustable to suit your needs. Whilst cabinets have been FIRA Gold approved and tested to withstand strong weights, we recommend that you load the heaviest items on the base of the cabinet with lighter items on the shelves. It is recommended to evenly distribute items within a cabinet to avoid minor distortion of the unit. Adjustable metal hanging brackets secure wall units to the wall on 18mm cabinets and units are screwed directly to the wall on 15mm cabinets. We recommend that heavy items are not placed in wall units for both accessibility and safety reasons.

In addition to the specific guidelines detailed in this brochure, you should naturally take extra care when working near to hot surfaces or using cleaning agents. For example, keep all chemicals, detergents, hot pans and sharp objects out of children's reach and never allow children to be unattended in the kitchen and to swing on doors or drawers.

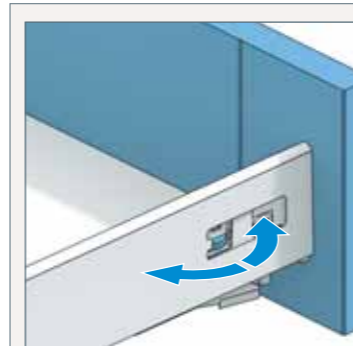
Weight Limits of Wall Cabinets

Please see below the maximum weight limits of wall cabinets. All kitchen cabinets hold FIRA Gold award certification and are tested to British Standards BS EN 6222 Test Level H, to ensure complete confidence of your kitchen for many years to come. The weights shown below are the maximum load capacity as a result of testing and should not be exceeded.

Cabinet Width	Recommended Weight Limit Per Cabinet
Single Door Cabinet (150mm – 600mm)	20kg (Approx. 20 bags of 1kg sugar or 50 tins of 400g soup)
Double Door Cabinet (800mm – 1000mm)	30kg (Approx. 30 bags of 1kg sugar or 75 tins of 400g soup)

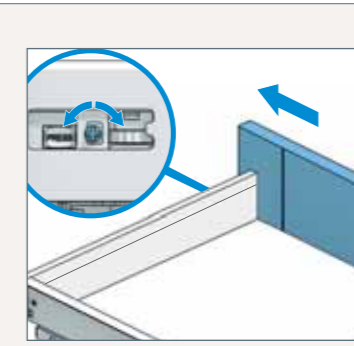
Please ensure that the weight in wall cabinets is equally distributed and is not exceeded.

Adjusting the drawer fronts

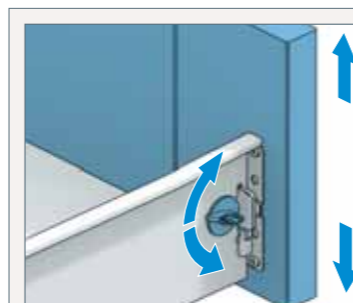


Silver drawer box

To adjust the drawer front vertically clip off the cap, rotate the grooved wheel clockwise/anti-clockwise.



To adjust the drawer front horizontally, rotate the screw clockwise/anti-clockwise.



Cream drawer box

Adjust the drawer frontal height by rotating the lever clockwise/anti-clockwise.

Weight Limit of Drawer Boxes

All kitchen cabinets are tested to FIRA Gold award certification to British standards BS EN 6222 Test Level H, to ensure complete confidence of your kitchen for many years to come. The weights shown are the maximum load capacity of a drawer and should not be exceeded.

Cream drawer box - 20kg weight limit
(Approx. 20 bags of 1kg sugar or 50 tins of 400g soup)
Silver drawer box - 30kg weight limit
(Approx. 30 bags of 1kg sugar or 75 tins of 400g soup)



Laminate worktops

General maintenance

All Symphony laminate worktop surfaces are designed for easy maintenance and long life. Everyday stains such as coffee spills and finger marks clean up easily with a quick wipe with a damp cloth. Although laminates are exceptionally resistant to scratches and normal wear and tear, always use a cutting board when using sharp knives.

Cleaning stains

Always start with the gentlest method. If stains persist, try the following steps:

- 1 Use a damp cloth and mild detergent.
- 2 For difficult stains, use a mild household cleaner with a soft bristled brush.
- 3 If stubborn stains remain, try a paste of baking soda or a non-scratch cleaner such as Flash, scrubbing lightly with a soft bristled brush.

Do's and don'ts

Never place hot pans or dishes directly onto the worktops. Instead, use a heat shield, hot pad or trivet to avoid blistering or cracking the laminate. Never use acidic or abrasive cleaners, or apply excessive scrubbing, especially on surfaces with a gloss finish.

Always wipe up spills including standing water immediately and rinse surfaces thoroughly after cleaning, especially after using any harsh chemical liquids such as oven cleaners and rust removers.

Don't cut objects directly on the worktop, always use a chopping board or other worktop saver.

Don't apply polish to laminated surfaces.

Don't wear a PVC apron as over time it can rub against the laminate causing a change in the texture/colour.



Granite surfaces

Maintaining the beautiful good looks of granite worktops is easy when you follow these recommended steps. A few squirts of MN Easy-Clean, provided in your care kit, is all it takes to remove grease, oil and general dirt from granite worktops. Formulated as a non-bleaching cleaner, it has been specially designed to support the effectiveness of granite protective treatments.

Areas subject to high levels of wear and tear or exceptionally dirty surfaces should be thoroughly cleaned with MN Power-Clean.

To periodically refresh the shine and to boost the effect of the impregnator, use Lithofin MN Polish Cream. This should be used every four weeks or so and always after using MN Easy-Power Clean. Used regularly, it offers additional protection against scratches and water marks, especially on marble and limestone surfaces.

Please refer to the specific instructions supplied with your granite worktop for further details on the care kit and telephone number should you have any technical queries.

Silestone Quartz surfaces

Combining the natural beauty and durability of stone with the consistency of a manufactured product, Silestone requires very little maintenance since its unique production process creates a surface with low porosity to prevent fluid absorption.

Simply wipe down daily with soap and warm water and the surface will retain its natural beauty and shine. Please ensure that the worktop is rinsed and dried after cleaning to remove any excess soap residue. It requires no surface sealants and is naturally highly resistant to surface staining from cooking oils, wine, coffee, etc.

Cream cleaner and warm water will remove stubborn marks. Avoid using strong chemicals or solvents such as undiluted bleach and caustic soda, or highly aggressive cleaning agents with high alkaline/PH levels. Finally, although Silestone is more heat resistant than most surfaces, all stone can be damaged by sudden and extreme temperature changes.



Earthstone work surfaces

Through a simple cleaning regime the unique surface can be maintained to look good longer and has the added benefit of being repairable.

You will have received a care and maintenance kit with your Earthstone worksurface along with a leaflet to explain how you can keep your worktop in a good condition.

Once installed your worktop will have been given a final sand and polish. Over time the worksurface will eventually acquire a smoother, slightly higher sheen to it.

Daily cleaning

It is recommended to wipe down the surface with warm soapy water during the first week of installation. Then buff the surface dry and apply a thin, even coat of Countertop Magic (included in your Care and Maintenance kit) and wipe off immediately with clean microfibre cloth.

Weekly polish

It is recommended to polish your Earthstone worksurface once a week to maintain its deep, rich lustre. Use the Earthstone Care and Maintenance kit and refer to the leaflet for information on how to do this.

Recommendations

- Do protect your worksurface from heat damage by using heat resistant mats
- Do wipe spills away quickly
- Do follow the weekly cleaning regime
- Don't place hot objects directly onto the worksurface
- Don't cut directly onto the worksurface
- Don't use abrasive cleaners or solvents as cleaning fluids
- Don't drop heavy objects onto the worksurface

Please note: Darker colours will show excessive marking, scratching, wear and tear more noticeably than lighter colours.



Taking proper care of your sink will ensure that it stays looking good and working well for many years.

It is advised that you do not use rubber mats which may contain softeners that can damage the sink's surface. Also, take special care when placing heavy or sharp objects into the sink and do not store open containers of cleaning agents or chemicals in the cabinet underneath it. This should be well ventilated so that condensation doesn't form on the underside of the sink.

Cleaning and care of Blanco Silgranit® sinks

For daily cleaning, we recommend using a mild cream detergent to prevent the formation of stains. After pouring away tea or coffee, rinse the sink thoroughly with water to prevent limescale deposits from building up. Pan marks can be removed by scouring with the rough side of a sponge.

For thorough cleaning of persistent stains, tough limescale deposits or discoloration, fill the sink with 1-2 cm of water, add detergent and leave to soak for several hours or overnight. Then drain the sink, rinse thoroughly and rub dry.

Cleaning and care of stainless steel sinks

Daily cleaning should be carried out using a cream cleanser such as 'Cif' on a soft cloth. This should be adequate to remove such marks as tea stains and grease. The everyday film of limescale, which occurs in hard-water areas, can be quickly removed using 'Cif' or 'Bar Keepers Friend'. Should a thicker layer form, then this will require treatment with a proprietary limescale remover and a soft brush. Rinse the sink thoroughly after limescale treatment.

Which substances should not be allowed to come into contact with a Stainless Steel surface?

Mortar, cement, plaster, concrete, tile cement, grout, bleach, diluted bleach, cleaning products with bleaching agents or chlorine, acids, silver dip, photographic fluids, lengthy contact with salty liquids, hair dye, liquid soap which contains SLS (Sodium Lauryl Sulphate).



Does Stainless Steel scratch?

BLANCO Stainless steel sinks will scratch during normal use. However, the appearance of the scratches can be made less noticeable using a proprietary stainless steel cleaner. Also, as the sink ages, the scratches gradually become less noticeable.

Can Stainless Steel sinks rust?

Due to the composition of BLANCO sinks, they are incapable of rusting. However, should the surface of the sink be harbouring particles of, for example; plumbers swarf, steel wool pads, cast-iron pans, metal filings flushed through from mains pipeline, then it can give the appearance of having rusted. Water borne particles are particularly noticeable when new piping has been installed. These rusted particles should be removed using a proprietary stainless steel cleaner, e.g. Bar Keepers Friend, followed by thorough rinsing and drying with a soft cloth. If these particles are allowed to stand for any length it is possible for pitting to take place.

What would happen if I applied excessive heat to the Stainless Steel?

Flames or excessive heat, if applied to Stainless Steel will turn it blue or gold. This is an irreversible reaction, although chrome or stainless steel polishes (e.g. 'Autosol') can make an improvement.

Tap after-sales support

The highest production standards and quality inspection procedures ensure that your taps provide many years of trouble free operation. In the unlikely event that you experience a problem with your tap please contact your housebuilder to ensure a quick resolution.

Blanco Tel: 08082 815 888

BLANCO

Appliance after-sales support

Your Symphony kitchen is fitted with quality appliances from some of the leading names in the industry. AEG Electrolux and Zanussi, appliances are amongst the most reliable money can buy and come with an impressive guarantee as well as a first class after-sales service.

If you have these appliance brands in your kitchen and in the unlikely event that you need help from a service engineer, simply contact their customer care department using the details shown below.

AEG Tel: 08445 611 611

Electrolux Tel: 08445 613 613

Zanussi Tel: 08445 612 612

AEG

Electrolux

ZANUSSI

Many homeowners like to personalise their kitchen to their own particular taste and lifestyle by adding extra units or features. For example, you may wish to add more drawers or cupboard space.

Or perhaps you fancy a stylish decorative unit or extra wirework storage.

The good news is that here at Symphony we offer an exciting choice of furniture and luxury features that enables you to create the kitchen that's just right for you.

For a quotation or technical advice please call 01226 446610 or email additional.units@symphony-group.co.uk



Browse online

Visit our website at www.symphony-group.co.uk and you'll discover details of all the ranges available plus an Additional Units Enquiry Form to complete. Simply follow the on-screen instructions, submit the form, and we'll reply with a no-obligation quotation.

View a brochure

To help you choose the units you would like, ask for a copy of our Additional Units Brochure and Specification Guide. The easiest way to do this is to call 01226 446610 or view online at www.symphony-group.co.uk/additional-units.

Easy to order

Our experienced and friendly staff are always on hand to help and advise you about any aspect of Symphony kitchen units or our service. When you are ready to order, you can pay by credit or debit card or by cheque. Your goods will be delivered direct to your door, fully assembled and ready to fit.



Need help with designing your kitchen?

If you require help designing your kitchen then please contact your local Symphony dealer from our network of UK stockists who will be more than happy to assist you. Please visit our website to identify your local stockist: www.symphony-group.co.uk.



Symphony Brands

Symphony presents a diverse range of brands spanning kitchen, bedroom and bathroom furniture. Our kitchens incorporate modern handleless kitchens in Linear, to the highest quality contemporary and classic kitchens in Gallery. The Laura Ashley Kitchen Collection and Fitted Bedrooms bring the rich design heritage of the brand to two inspirational and distinctive collections of furniture.

Our Urbano bedroom furniture includes fully fitted styles, front frame and sliding wardrobes, whilst our Aquadi bathroom brand encompasses a range of modular and fully fitted designs.

For further information please visit www.symphony-group.co.uk or email enquiries@symphony-group.co.uk.



Symphony Brands

Visit www.symphony-group.co.uk/dealer-locator to identify your local retailer



Enjoy all the benefits of a beautifully fitted bathroom

Why not complete the picture in your brand new home with beautifully fitted furniture in your bathroom too? Symphony's Aquadi range of luxury fitted bathrooms can be found in showrooms throughout the UK, staffed by experts more than willing to help turn your dreams into a reality.

Whether you want a whole new suite or simply to enhance your existing bathroom with additional units or complementary features, they'll be more than happy to help you with the planning and design.

To request a brochure or find your nearest retailer,

call 01226 446541,
email enquiries@symphony-group.co.uk,
or visit www.symphony-group.co.uk/aquadi



Choose from a stunning range of stylish bedroom furniture

To see our exciting range of luxury fitted bedroom furniture and sliding wardrobes simply visit your nearest Urbano studio. To locate your local retailer please visit our website or call our helpline using the details below.

There you can see for yourself the marvellous quality and stylish designs that are available. The professional design consultants at Urbano retailers will be happy to provide a free, no-obligation planning and design service.

To request a brochure or find your nearest retailer,

call 01226 446541,
email enquiries@symphony-group.co.uk,
or visit www.symphony-group.co.uk/urbano



Symphony[®]

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Additional Units Email: additional.units@symphony-group.co.uk

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To ensure the continuous development and improvement of our products, we reserve the right to make changes to the colour, design and descriptions or methods of manufacture of our furniture. Such changes may be made without prior notice and without incurring liability.

In many of our products we use wood, a natural living material which will reflect a numerous variety of grains and textures and so variances must be allowed for. Styles that feature timber, PVC, laminates, painted and melamine finishes may incur a slight colour change over the years. The term 'solid timber' applies to door and drawer fronts only. Symphony uses numerous materials in the manufacture of your kitchen and these different products may reflect light in different ways. Accordingly, this may give rise to the appearance that the colour of the different components of your kitchen does not match absolutely. A slight difference in colour between different components does not in itself mean that the product is not of satisfactory quality. This does not affect your statutory rights.

As with all work surfaces, Symphony's products may become scratched or tarnished in everyday use. All of Symphony's worktops, including our gloss finish worktops, are constructed to a very high standard. On gloss finish worktops, scratches arising in everyday use may be more visible due to the greater amount of light reflected from the gloss surface. The appearance of scratches does not in itself mean that the product is not of satisfactory quality.

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