



Jetset Kitchens Ltd

Warranty Information 5 Year Warranty

This warranty covers the original purchaser of Jetset Kitchens Ltd products (including the cabinets, doors, panels, drawer fronts, and laminate benchtops purchased in the original package), from substandard materials and/or substandard workmanship in Jetset Kitchens products and installation. This warranty only applies if Jetset Kitchen products are properly maintained and used for normal domestic use. The warranty applies for the period of five (5) years from delivery of Jetset Kitchens products (5 Year Warranty).

The 5 Year Warranty does not cover defects caused by any of the following:

1. Impacts or accidents;
2. Incorrect or negligent installation, construction, storage or assembly (kitchens installed by others);
3. Installation contrary to plans and instructions provided (kitchens installed by others);
4. Deliberate mistreatment, negligent use or misuse;
5. Insufficient or improper care (including using incorrect or inappropriate cleaning products or methods).
6. Failure to observe directions for care;
7. Fading, discolouration or damage caused by exposure to intensive or excessive light, moisture or heat (including excessive steam on doors, panels, drawer fronts and cabinets);
8. Alterations, modifications or use of Jetset Kitchens products which are beyond or in a way which is inconsistent with the supplied product instructions and which have not been authorised by Jetset Kitchens
9. Alteration of Jetset Kitchen products caused by repairs which have not been authorised by Jetset Kitchens and
10. Water damage.

The 5 Year Warranty does not cover:

Handles and knobs;
Accessories;
Stone Benchtops;
Acrylic Benchtops; and
Sinks & Taps.

This 5 Year Warranty is null and void if any other entity repairs or alters Jetset Kitchens products without the prior consent of Jetset Kitchens. This 5 Year Warranty is null and void if Jetset Kitchens products have been used for public use, outdoors or in a corrosive environment.

No claim can be made for slight discrepancies from specifications which are immaterial to the value and usability of the products, damage due to the chemical and electrochemical effects of water or generally inappropriate use or environmental conditions.

Hardware

Our suppliers provide a lifetime warranty on Jetset Kitchens hinges, drawer runners, sinks and accessories.

The Hardware warranty operates under the following conditions:

1. The warranty expires if unauthorised persons repair or interfere with the products, or if the products are fitted with supplementary parts or accessories that are not suited;
2. Repairs under warranty do not extend the warranty period and do not initiate a new warranty period and the warranty period for any replacement parts fitted, ends together with the warranty for the entire product;
3. The warranty is not transferrable;

Under the Warranties, Jetset Kitchens will provide, at Jetset Kitchens's option:

A replacement Jetset Kitchens product of a defective Jetset Kitchens product which is unfit for purpose in its materials or workmanship; or

Where possible, a replacement component for a component of the Jetset Kitchens product which is defective in its materials or workmanship that renders the Jetset Kitchens product unfit for purpose.

Jetset Kitchens reserves the right for the Jetset Kitchens product to be inspected by an authorised representative prior to any claim being processed. If a product is no longer available and cannot be repaired, Jetset Kitchens will, in its absolute discretion, replace the product with a substitute item.

The Warranties will not apply unless the Purchaser has advised Jetset Kitchens in writing no later than twenty one (21) days after an alleged warranty defect becomes apparent to the Purchaser. Replaced products will become the property of Jetset Kitchens.

Jetset Kitchens will not, under any circumstances, be responsible for consequential damages (such as loss of use) inconvenience, loss or damage to personal property, whether direct, indirect or economic and whether arising in contract or tort. In no event shall Jetset Kitchen's responsibility exceed the purchase price of the Jetset Kitchens product or its replacement. The Warranties are valid from the date of purchase and proof of purchase must be provided when making a claim. The Warranties are not transferable, including to subsequent property owners.

No other express warranty or representation has been made or will be made on behalf of Jetset Kitchens with respect to Jetset Kitchens products and its parts, or the operation, repair or replacement of the Jetset Kitchens products and its parts. No representative of Jetset Kitchens or its distributors or retailers are authorised to make any changes or modifications to these Warranties.

Kitchen Maintenance and General Care

While the materials used in Jetset Kitchens Ltd cabinetry are water resistant, they are not water proof and care should be taken to ensure they do not have excessive exposure to water, steam or extreme humidity or excessive heat.

Generally, clean doors and panels with a warm damp cloth which has had excess moisture wrung out of it, and remove any remaining moisture immediately with a dry cloth.

Melamine Doors and panels

Never use any of the following for any reason:

Abrasive cleaners: Jif, Vim, Ajax, Chemico, Brasso,

Oven Cleaners,

Janola or bleach,

Wire Wool,

Scourer Pads,

Sandpaper,

Solvent or Thinners

Routine Cleaning (Melamine)

Wipe down with a soft cloth dampened with warm water and a small amount of detergent. For best results use streak free glass cleaner with a soft cloth.

Spillages (Melamine)

General spills - Wipe up spills immediately and wipe down with cold water to avoid potential staining. Remove any excess moisture with a dry cloth.

Hair Rinse, Janola, Harpic, Oven Cleaners - Wipe down with hot soapy water, then wipe dry.

Fabric Dye - Wipe down with cold water, then wipe dry. Then apply

methylated spirits sparingly, and wipe dry.

Battery acid, Hydrogen Peroxide, Glue Hardners - wash and cold water, then wipe dry.

Hair Dye - wipe with methylated spirits, then wipe dry.

Stain and Mark Removal (Melamine)

- Stubborn marks or stains, permanent marker- apply De-Solv-It citrus cleaner and wipe dry

Termoform and Acrylic Doors and Panels

Never use any of the following for any reason:

Abrasive cleaners: Jif, Vim, Ajax, Chemico, Brasso,

Oven Cleaners,

Janola or bleach,

Wire Wool,

Scourer Pads,

Sandpaper,

Solvent or Thinners

Routine Cleaning (Thermoform/Acrylic)

Wipe down with a soft cloth dampened with warm water and a small amount of detergent. Wipe dry with a soft dry cloth.

Spillages (Thermoform/Acrylic)

General spills - Wipe up spills immediately and wipe down with cold water to avoid potential staining. Remove any excess moisture with a dry cloth.

Laminate Benchtops

Do not place hot items such as pots, frypans, oven dishes or trays directly onto the benchtop, always use a trivet.

Do not cut directly on a laminate benchtop, always use a cutting board.

Streaky marks - sometimes show on dark colours and gloss surfaces after cleaning. Mr Muscle Surface & Glass or Ajax Spray n Wipe spray cleaners should remove them.

Grease - Clean, hot soapy water will deal with greasy marks. If needed, dab, wait and wipe away. Finish off with Mr Muscle Surface & Glass, or Ajax Spray n Wipe spray cleaners.

Stains - If the stain won't budge with Ajax Spray n Wipe try Methylated Spirits sparingly or De-Solv-It citrus cleaner. Please note, the use of bleach or abrasive cleaners may irreversibly damage the laminate surface.

Granite and Composit Stone benchtops

Although stone benchtops are heat resistant they can suffer heat shock if excessively hot items are placed on them. **Always use a trivet for hot items.**

Do not cut directly on a stone top. **Always use a cutting board.**

Everyday Cleaning – Stone benchtops require very little maintenance to keep the surface looking like new. For every day cleaning, wipe with warm soapy water and dry with a soft cloth. You can also use: AJAX Spray N Wipe Stone Safe, or for stubborn marks methylated spirits.

Do not use commercial or abrasive cleaners like JIF- which can scratch the surface.

Handles

Some handles have a clear laquer applied over the metal finish. For this reason do not use abrasive cleaners, scourer pads or solvents for cleaning.

Routine cleaning - Wipe with mild detergent and warm water. Dry with a soft cloth to avoid streaky marks.