

10 Year
Warranty

Product Warranty & Care Guide

Dezignatek is pleased to offer a 10-year warranty against product and manufacturing defects, from the date of purchase by the joiner or kitchen manufacturer.

The benefit of this warranty transfers to the homeowner on installation of the cabinetry, provided that any claims under the warranty are directed via the relevant joiner or kitchen manufacturer.

The warranty applies to Dezignatek's thermoformed vinyl doors and Swurves panels which are intended for use in interior kitchen and bathroom cabinetry and is subject to compliance by the homeowner with all of Dezignatek's terms regarding the installation, care and maintenance of the doors (terms can be found on our website at www.dezignatek.co.nz).

The term 'doors' also includes drawers and end panels. Dezignatek doors made using melamine, acrylic and high-pressure laminate are also covered by this warranty.

Note: Swurves panels and Paint-ready Doors that are not thermoformed and supplied raw for painting have a seven-year warranty.

This warranty is in addition to any guarantees that apply under the Consumer Guarantees Act 1993 and does not limit or exclude any rights that you have under that Act or any other relevant law.

WHAT THE WARRANTY COVERS

Issues that would most likely meet the definition of a product defect might include:

1. Delamination of the thermoformed vinyl from the substrate.
2. Failure of edge tape to adhere to the substrate.
3. Unusual or uneven surface degradation or defects that are not consistent with usual wear and tear.
4. Significant visual flaws or defects that meet the MBIE standard for visual defects (apparent when viewed in normal interior lighting at a distance between 600mm and 1m and at an unobstructed angle of 45 degrees).

WHAT THE WARRANTY DOESN'T COVER

There are a number of circumstances in which the Warranty will not apply, including:

1. The relevant defect resulting from the door being modified in any way, such as being cut or drilled through the surface or edge.
2. Any application of a surface coating.
3. The doors being damaged in transit from Dezigmatek and this damage not being notified to Dezigmatek before installation.
4. The doors being damaged on installation.
5. The doors/and or cabinetry they are attached to being moved after installation.
6. Poor design or detailing resulting in the doors being installed incorrectly or too close to heat-generating appliances.
7. Exposure to prolonged or excessive heat or moisture, including direct UV sunlight.
8. The use of inappropriate cleaning products or materials such as abrasive scourers.
9. The product not being regularly maintained in accordance with our care guide which can be found on our website www.dezigmatek.co.nz
10. General fading, and discolouration from UV exposure.
11. Damage caused by the growth of mould, mildew, fungi or bacteria.
12. Damage caused by physical abuse or misuse.
13. Settlement or structural movement of cabinetry to which the product is attached.
14. Any damage caused by incidents outside Dezigmatek's control such as floods, earthquakes etc.
15. A change of mind if the colour or design is not what the Homeowner wanted or has only a slight variation from the colour sample or door sample provided or printed or online illustrations.

REMEDIES UNDER THIS WARRANTY

If a product or manufacturing defect is identified, Dezigmatek will, at its discretion, repair, or supply a replacement of, the defective door or doors.

To avoid any doubt, this warranty does not cover any costs of reinstallation or refitting of any doors and to the maximum extent permitted by law, Dezigmatek is not liable for any economic loss, loss of profits, income or revenue, or any indirect consequential loss incurred in relation to any defective door or doors.

MAKING A CLAIM

1. Claims are to be submitted to Dezigmatek in the first instance by the joiner or kitchen manufacturer who installed the doors, and who has undertaken a physical inspection of the doors before submitting the claim. Homeowners should therefore first contact their joiner or kitchen manufacturer to ask them to investigate the issue.
2. Claims must be submitted to Dezigmatek within 30 days of the defect becoming apparent, so Homeowners should contact their joiner or manufacturer as quickly as possible after noticing the defect.
3. Following the receipt of the claim by Dezigmatek, access must be provided to Dezigmatek staff to make their own visual inspection of the doors on site.

Dezigmatek Customer Service

Email: sales@dezignatek.co.nz

Phone: 0800 300 350

Caring for your Dezignatek Thermoform Doors

Dezignatek Thermoform vinyl is a highly durable surface that is easy to look after

Dezignatek doors are dispatched with a special protective film on the surface which should be left on until all trades have completed the installation. At the time of removal, the film may exhibit scuff marks, scratches, indentations and other marks consistent with processing and handling during manufacturing, assembly, transport and installation. This does not mean that the surface is faulty or has been damaged. Carefully peel off the film, inspect the surface and wipe down with a clean damp cloth and then wipe dry. No special cleaning is required. Do not clean with solvents, thinners or methylated spirits.

EVERYDAY CLEANING

Wipe down with a clean damp cloth. Wipe dry to remove moisture.

FOR SPILLS, SPLASHES, GREASY MARKS & GENERAL GRIME

Wipe down with warm water and detergent or a general-purpose spray and wipe cleaner, then rinse by wiping down with a clean damp cloth. Wipe dry to remove moisture.

Our cleaning video for Dezignatek thermoform doors can be found on the Technical Resources page of our website [here](#).

Note: Don't use steam cleaners on or around your Dezignatek doors as this could allow moisture to permeate around the door edge and lead to delamination of the thermoform vinyl.



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Easy to
Clean



Hygienic
Surface



Eco Choice
Aotearoa

General Cleaning Do's & Dont's for Kitchen & Bathroom Surfaces

DO'S

Do clean up spills and splashes from food preparation and cooking as soon as possible. If left to dry, or cool and set as in the case with cooking fats and oil, they become much more difficult to remove.

Do wipe down surfaces with a clean damp cloth after cleaning with detergents and Spray and Wipe products. This will prevent the build-up of residual cleaner and surfactants which can dull the surface. Note that some cleaning products, especially citrus-based cleaners, can create a build-up on the surface.

Do be aware that 'anti-fingerprint' doesn't mean 'anti-grease or food-proof'. There is no such thing as a benchtop or cabinetry that doesn't require cleaning.

DONT'S

Don't use abrasive cleansers such as Jif, Vim, or Chemico on any decorative surface. Alcohol-based cleaners should be used with caution. Always test on an inconspicuous area first.

Don't use paint thinners, solvents and Methylated Spirits under any circumstances.

Don't rub excessively or repeatedly in one area as this may change the appearance of the surface. Gently rub in a wide circular motion.

Don't panic if you're left with a faint stain after cleaning. Many food stains are photosensitive and may fade out over time so avoid the temptation to scrub the stained area excessively.

Don't use hard bristle (e.g. nylon/bamboo) brushes, scourers, abrasives, scrapers, blades, steel wool or sharp tools when cleaning.