



WELCOME TO YOUR NEW

Kitchen

by Symphony®



Welcome

TO YOUR NEW KITCHEN

Symphony is one of the country's largest and most trusted manufacturers of luxury kitchen, bedroom and bathroom fitted furniture.

Please take a moment to read this brochure which offers expert advice on how to take care of your new kitchen.

We have also included information on our bedroom and bathroom furniture brands to further provide new inspiration for the rest of your home!

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CARING *For your kitchen*

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.

1

CABINET
CARE

2

TIMBER
& PAINTED
FINISHES

3

WALL
CABINETS

4

DRAWERS &
HINGES

5

WORKTOPS
& SURFACES





You can be assured that your new kitchen cabinets have been built to last. Our kitchens are manufactured from high density, fine surface particle board, which complies with British Standard BS EN 312-P2” and all cabinets are tested to and pass the FIRA Gold product certification. This is the ultimate mark of product excellence within the furniture industry and provides a solid assurance that our kitchens meet all the necessary standards.



*Handy
tips*

FOR GENERAL CABINET CLEANING

1. Clean your cabinets with a slightly damp soft cloth and a little liquid soap, dry thoroughly.
2. Avoid the use of an abrasive cleaner or strong chemicals (such as vinegar, nail varnish remover, solvents and bleach).
3. Always wipe off any water with a soft cloth rather than leaving it to stand. Any spillages should be dried immediately.
4. Avoid placing electric kettles, steamers and toasters directly below wall cabinets.
5. We recommend that you do not use steam mops in close proximity to the cabinets.

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.

Direct strong sunlight onto a gloss surface will potentially cause discolouration. Gloss lacquered surfaces will naturally mellow in colour over a period of time.

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

2 Timber & Painted FINISHES

CHARACTERISTICS OF VARIOUS TIMBERS

All timbers mellow, including painted timber veneers, when exposed to sunlight so a colour change is possible over time. It is important that they are treated with care so please avoid contact with sharp or heavy objects, scratching and exposure to chemicals should be avoided before, during and after installation.

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.

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.



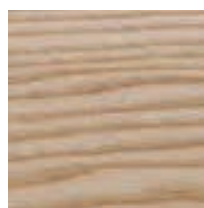
Touching up

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 it's level with the original paint and not overlapping the original paint. A touch up paint pot is available to buy through your Symphony retailer.



Ash

Ash is used for all our veneered timber painted door and drawer fronts. It 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.

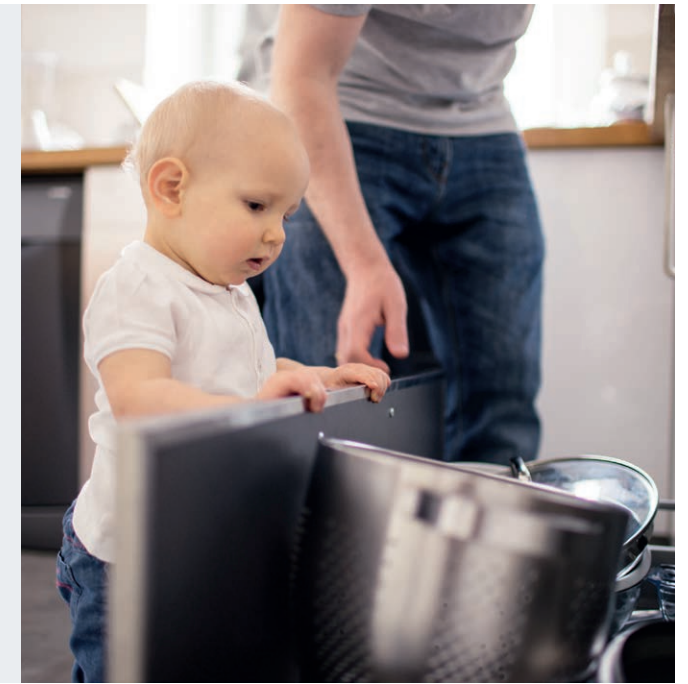


3 Wall CABINETS



Safety tip

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.



LOADING OF WALL CABINETS

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 cabinet. Adjustable metal hanging brackets secure wall cabinets to the wall and we recommend that heavy items are not placed in wall cabinets for both accessibility and safety reasons.



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	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)
Illuminated Wall Cabinets	6kg
Black Open Frame Wall Units	20kg per shelf

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

4

Drawers & Hinges

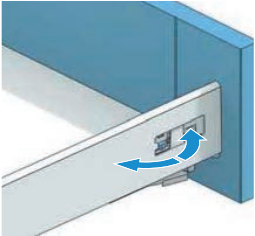


Because your kitchen doors and drawers will be in constant use, they may require adjustment from time to time to ensure perfect working order. This can be done easily with a simple screwdriver, a brush and some lubricating oil.

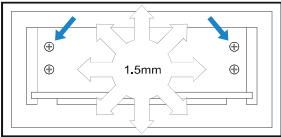
It's a good idea to inspect the door hinges and drawer runners from time to time so that any dirt, fluff or general grime can be removed. This can be done with a soft, dry brush or a duster, or even the nozzle of a vacuum cleaner.

Although lubrication is usually not required, a small amount of household spray polish may be used.

ADJUSTING THE DRAWER FRONTS



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



Timber drawer box
Using a screwdriver, slacken the screws that attach the frontal to the drawer box, align the frontal accordingly and re-tighten the screws. It may be easier to remove the lower screws completely for alignment.

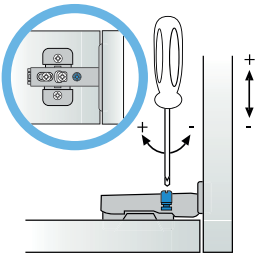
Weight Limit of Drawer Boxes

All kitchen cabinets hold 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.

Drawer Box	Weight limit per cabinet
Metal	30kg (Approx. 30 bags of 1kg sugar or 75 tins of 400g soup)
Oak	30kg (Approx. 30 bags of 1kg sugar or 75 tins of 400g soup)

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

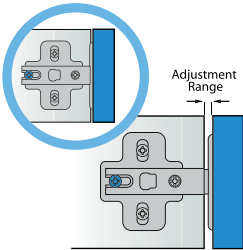
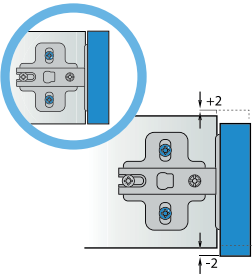
ADJUSTING THE DOOR



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

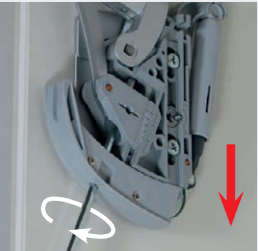
Height

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



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

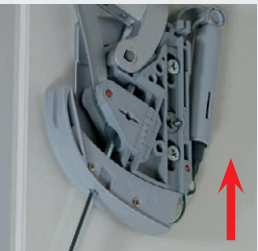
ADJUSTING BI-FOLDS



Do not use a cordless screwdriver.

Unit panel does not stay in position - Spring force is too low

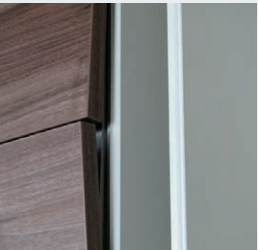
Remove the housing cover. Using a socket spanner (4mm), increase the force by turning the spanner anti-clockwise (the adjustment slide moves down). This adjustment procedure must be performed on both lifting arms.



Do not use a cordless screwdriver.

Unit panel opens too quickly and springs upward - Spring force is too high

Remove the housing cover. Using a socket spanner (4mm), reduce the force by turning the spanner clockwise (the adjustment slide moves up). This adjustment procedure must be performed on both lifting arms.



Unit door is not aligned when closed - Base bodies have not been correctly adjusted

Once the kitchen has been installed (or adjustment work has been performed on the front panels), the front panels may not close cleanly. You can adjust the base body or hinges to improve the closing action.



Slacken the two external fixing screws on the base body and adjust the height using the eccentric screw. Once the correct position has been reached, you must re-tighten the fixing screws. This adjustment procedure must be performed on both lifting arms.



Do not use a cordless screwdriver.

The two fixing screws must be re-tightened following the adjustment.



5 Worktops & Surfaces

All 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, scrubbing lightly with a soft bristled brush.



Handy Tips

FOR WORK SURFACE MAINTENANCE

1. 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.
2. Never use acidic or abrasive cleaners, or apply excessive scrubbing, especially on surfaces with a gloss finish.
3. Never leave spills on the worktop including standing water. Immediately wipe up and rinse surfaces thoroughly after cleaning, especially after using any harsh chemical liquids such as oven cleaners and rust removers.
4. Always use a chopping board or other worktop saver to cut objects rather than directly on the worktop.
5. Never apply polish to laminated surfaces.
6. We recommend not wearing a PVC apron as over time it can rub against the laminate causing a change in the texture/colour.

10 TEN YEAR GUARANTEE

We manufacture our products to a high standard with care and attention to detail; as such, we are confident that the look and use of our products will continue for many years. However, should you discover a manufacturing defect in any of our products within ten years of the product being delivered to you we will carry out an investigation and replace any components found to have a manufacturing defect free of charge.

The guarantee applies only to kitchen, bedroom or bathroom products purchased through an approved Symphony retailer. It extends to the supply only of any agreed replacement components (but excludes any cost in relation to the fitting of those components) for the remaining period of the original guarantee. A separate guarantee period is not created for the replacement products as a result of their supply to you. We reserve the right to substitute materials of a similar type if the materials or components requiring replacement are not readily available or are discontinued.

PLEASE NOTE that work surfaces, accessories, gas or electrical goods, sinks and taps, and any other product for which a third party guarantee is provided are covered by a separate product guarantee which is provided by the manufacturer of these products.

BENEFIT OF THE GUARANTEE

The benefit of the product guarantee is conferred upon the original purchaser of the products. The guarantee cannot be transferred to another person.

CLAIMS

Claims made under the guarantee should be made as soon as any defect becomes apparent and through the retailer, from whom the product was purchased. If the entity from whom the product cannot be traced, claims may be made by contacting us.

EXCLUSIONS

The product guarantee is only valid for products installed in a domestic environment. The guarantee is not valid where defects to the products occur from:

- General wear and tear, or alteration;
- Scratches on gloss and other components arising from everyday use;

- Misuse, damage or negligent use;
- The failure to follow our guidance concerning maintenance;
- The commercial use of the products;
- The export of the product from the United Kingdom without our agreement.
- Installation or design fault - for example worktops fitted without adequate overhang or end panels which are scribed and not sealed

Some component parts of our products are manufactured from natural materials (or man-made materials replicating natural materials) which may change in the ordinary course of their lifespan – this may affect the look and feel of the products. As such these are not regarded as manufacturing defects, and include (without limitation):

- Slight differences in the colour of any component as materials often reflect light differently;
- Woodgrain patterns on manufactured or natural products that are not uniform;
- Products that have mellowed or changed colour in sunlight;
- Products that have failed as result of water ingress - examples are swelling of the core material used in the manufacture of the door and cabinet, lifting of the foil or material which is on the face of the fontal or cabinet, and swelling of joints in the frontal or other components fitted (for example plinth, cornice, pelmet). Water ingress can be caused by placing of steam generated appliances (for example steam mops and kettles) too close to the cabinets, excessive or fluctuating environmental moisture / temperatures or failing to follow the recommended care and attention guidelines (for example not immediately wiping of excessive moisture and spills from the cabinets and worktops)

The guarantee applies only to Symphony furniture purchased on or after 1st March 2013 (Symphony furniture purchased prior to 1st March 2013 is covered by a separate five year guarantee.) This guarantee does not affect your statutory rights this guarantee is effective from 1st March 2013 (reviewed January 2019).

OUR Brands

Symphony presents a diverse range of brands spanning kitchen, bedroom and bathroom furniture. Our collections incorporate the highest quality modern handleless, contemporary and classic kitchens. We also offer innovative kitchens designed for multi-generational households.

Bathrooms



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.



aquadi®

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.

01226 446000 or visit
[symphony-group.co.uk/aquadi](https://www.symphony-group.co.uk/aquadi)

urbano®

To see our exciting range of luxury fitted bedroom furniture and sliding wardrobes simply visit your nearest Urbano studio where a professional design consultants will be happy to provide a free, no-obligation planning and design service. To locate your local retailer please visit our website or call our helpline using the details below.

01226 446000 or visit
[symphony-group.co.uk/urbano](https://www.symphony-group.co.uk/urbano)



Bedrooms



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.

Home Office

Inspired by multi-functional living our Home Office works around you and your lifestyle. A range of woodgrain matt and high gloss finishes are available to deliver a space that is both functional and visually striking, whilst matching your chosen Urbano bedroom.



THE BEST KITCHEN

Competition

2020

1 Snap

Simply take a photo of your kitchen creation in all its natural beauty.

2 Share

Share your kitchen photo and a reason why makes it special with us on Instagram and tag #mysymphonystyle

3 Win

The Symphony Design team will pick a winner each month. The prize is an Amazon Echo Plus Smart Speaker for your home.



Terms of the competition

Upload your photos of the finished kitchen installation to Instagram with the hashtag #MySymphonyStyle To enter this competition you must be 18 years old or over at the time of entry.

The prize draw runs on a monthly basis. All winners will be announced within the 1st week of each month. The winner will be selected by our Symphony design team (Josie, Nic, Leanne etc)

If you win a competition, we will notify you by Instagram direct message. If we cannot contact you or you do not respond within two weeks, we reserve the right to offer the prize to another competition entrant.

The prize for the winner is an Amazon Alexa

By sharing your details and photographs, you are giving Symphony Group permission to publish it on their website and in any form of marketing activity.

You are giving Symphony Group permission to share your story and photographs with an unlimited amount of external media outlets.

To enter via instagram you must follow the Symphony Group account and put #MySymphonyStyle in your post. Symphony reserves the right to extend the time frame or withdraw the prize draw at any point.

Competitions are not open to employees (or members of their immediate families) of Symphony or members of staff from our retail partners.

Incorrectly completed entries will be disqualified.

Please read our Privacy Policy which tells you how we use any personal information we may collect about you by entering a competition.

No responsibility can be accepted for entries that are not received for any reason.

This prize draw is run by Symphony Group, Pen Hill Estate, Barnsley S72 7EZ and is not endorsed by Amazon.

By entering the competition you agree for Symphony to use the information submitted on its website and social media.



We hope you're enjoying your new kitchen, do you have a spare few minutes to give us some feedback?

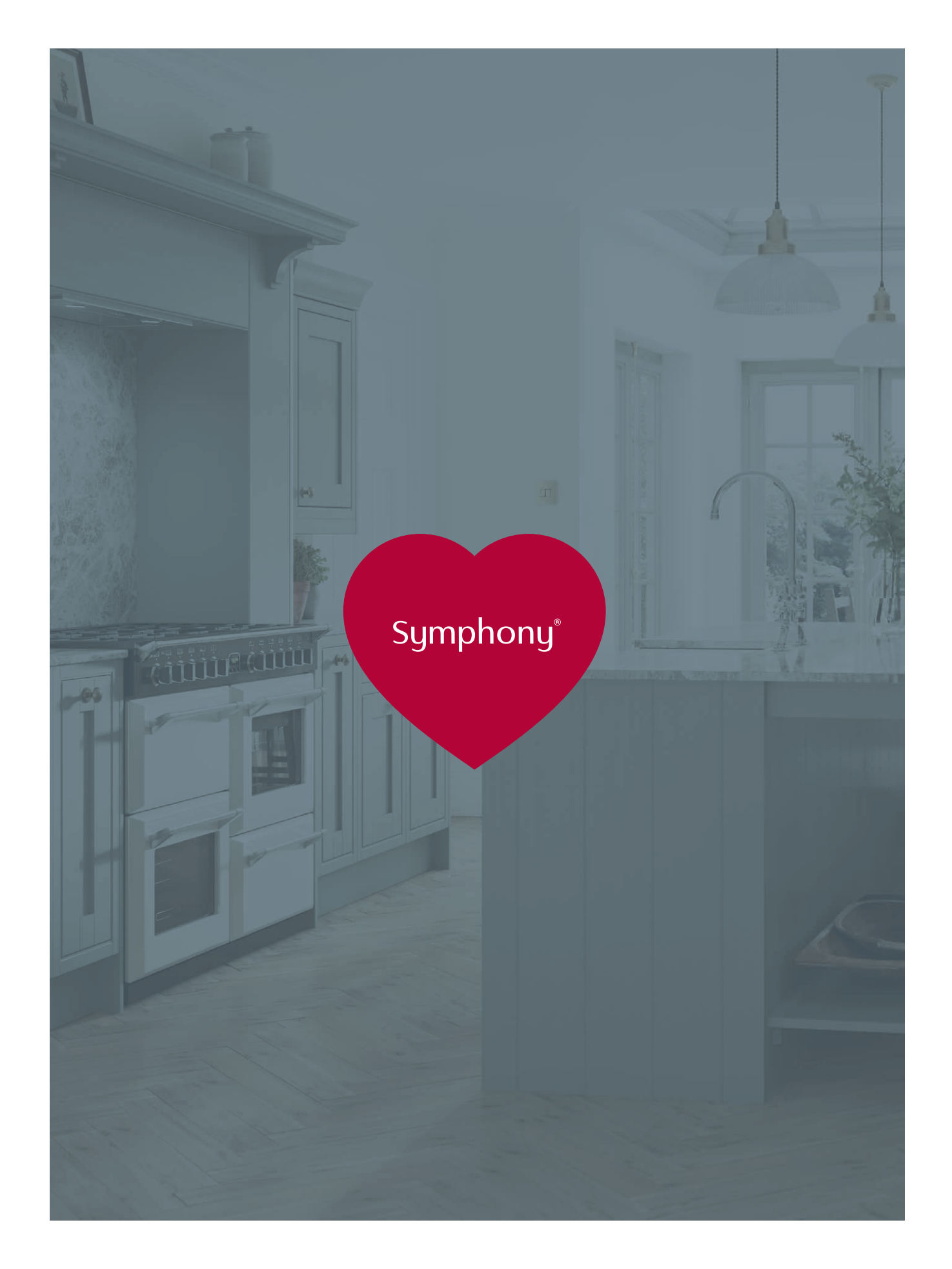
As a valued customer, we are always looking for some input on making our services even better in the future.

Leave us a review

www.trustpilot.com/evaluate/www.symphony-group.co.uk

We appreciate your time!

Symphony®

A photograph of a kitchen with light-colored wooden cabinets, a white range cooker, and a white countertop. A large red heart is superimposed over the center of the image, containing the word 'Symphony' in white. The kitchen features a herringbone floor, a window with a curved faucet, and two pendant lights.

Symphony®