

Handmade Kitchen Guarantee & Care Guide

At Silas7, we design, manufacture, spray-finish, and install bespoke handmade kitchens to the highest standards. This guarantee reflects our commitment to quality craftsmanship, durable finishes, and professional installation.

This guarantee is provided in addition to, and does not affect, your statutory rights under UK law, including those set out in the Consumer Rights Act 2015.

1. Scope of the Guarantee

This guarantee covers the manufacture, professional 2K spray finish, and installation of your bespoke handmade kitchen supplied and installed by Silas7.

It applies to:

- Handmade kitchen cabinets and carcasses
- Doors, drawer fronts, panels, and face frames
- Professionally applied 2K (two-pack) spray-painted finishes
- Hinges, drawer runners, and internal cabinet hardware supplied by Silas7
- Installation workmanship carried out by Silas7

Unless confirmed in writing, this guarantee does **not** cover appliances, sinks, taps, worktops, lighting, plumbing, gas, or electrical works supplied by third parties.

2. Guarantee Periods

Cabinetry & Structural Construction - 15 Years

All cabinet carcasses and structural components are guaranteed for 15 years from the date of installation against defects in materials or workmanship under normal domestic use.

Doors, Drawer Fronts & Panels - 15 Years

Handmade doors, drawer fronts, and decorative panels are guaranteed for 15 years against warping, splitting, or joint failure beyond what is reasonably expected from natural timber movement.

2K Spray-Painted Finish - 15 Years

All 2K (two-pack) spray finishes are guaranteed for 15 years against peeling, flaking, or paint failure resulting from defective preparation or application.

Hardware - Manufacturer's Warranty

Hinges, drawer runners, and internal fittings are covered by the original manufacturer's warranty, typically 1 year, depending on the product.

Installation Workmanship - 15 Years

All installation work is guaranteed for 15 Years from the date of completion.

3. What This Guarantee Covers

This guarantee covers:

- Defects caused by faulty workmanship or materials
- Structural failure of cabinets under normal domestic use
- Failure of the 2K paint system due to preparation or application defects
- Installation issues affecting function, alignment, or usability

Where a valid claim is accepted, Silas7 will, at its discretion:

- Repair the affected component, or
- Replace the affected component with a like-for-like item

4. What This Guarantee Does Not Cover

This guarantee does not cover:

- Fair wear and tear
- Natural movement of timber due to temperature or humidity changes
- Grain variation, colour variation, or natural characteristics of wood
- Chips, scratches, dents, or impact damage occurring after installation
- Damage caused by misuse, neglect, accidents, or abuse
- Damage caused by excessive moisture, steam, or heat
- Damage caused by leaks, flooding, or condensation
- Damage caused by abrasive, chemical, or solvent-based cleaning products
- Alterations or repairs carried out by third parties
- Issues arising from building movement or structural defects

While **2K paint is extremely durable**, it is not indestructible and can still be damaged by sharp impact or prolonged exposure to water and heat.

5. Environmental & Usage Conditions

This guarantee remains valid only where:

- The kitchen is installed in a normal domestic residential environment
- Adequate ventilation is maintained, particularly during cooking and dishwashing
- Excessive heat, steam, and moisture are reasonably controlled
- The kitchen is cleaned and maintained in accordance with the care guidance below

6. Making a Guarantee Claim

To make a claim under this guarantee:

1. Notify Silas7 in writing as soon as the issue is identified
2. Provide a clear description and supporting photographs
3. Allow reasonable access for inspection if required

We will assess the claim and confirm the appropriate course of action.

7. Transferability

This guarantee applies to the original purchaser and the original installation address only and is not transferable without the written consent of Silas7.

8. Customer Care & Cleaning Guide

Caring for 2K Spray-Painted Cabinetry

Our kitchens are finished using a professional 2K (two-pack) paint system, chosen for its durability, moisture resistance, and high-quality appearance.

Daily Cleaning

- Wipe with a soft microfibre cloth
- Use warm water with a small amount of mild washing-up liquid if required
- Dry immediately with a clean, soft cloth

What to Avoid

- Abrasive pads or scouring sponges
- Cream cleaners or powders
- Solvents, bleach, ammonia, or alcohol-based products
- Steam cleaners

- Leaving standing water on doors, edges, or joints

Good Practice

- Wipe spills immediately
- Use extractor fans during cooking
- Avoid hanging damp cloths over doors
- Take care around sinks, dishwashers, and ovens

Caring for Quartz Worktops

Quartz worktops are highly durable and non-porous but still require sensible care.

Daily Cleaning

- Use warm water and a mild detergent
- Wipe with a soft cloth or non-abrasive sponge
- Dry after cleaning to prevent water marks

What to Avoid

- Abrasive pads or harsh cleaners
- Bleach, drain cleaners, oven cleaners, or paint removers Cutting directly on the surface (always use a chopping board)
- Standing hot pans directly on the surface (use heat mats)

Good Practice

- Clean spills promptly, especially wine, coffee, oils, or acidic substances
- Use trivets and heat pads for hot cookware
- Avoid sitting or standing on worktops

9. Statutory Rights

This guarantee does not affect your statutory rights under UK consumer law.