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Designed to *last*, built for *living*. Here is everything you need to maintain your Frendel Kitchen's beauty and durability!

Care and Continuity – Maintenance Reference

www.Frendel.com



CABINETRY CLEANING AND MAINTENANCE - DO'S



CONTROL
HUMIDITY



IMMEDIATELY
WIPE SPILLS



USE TOUCH UP PUTTY
STICKS AND STAIN
PENS



USE MILD SOAP
AND DAMP
CLOTH



BLOT A PASTE OF BAKING
SODA AND WATER FOR
TOUGH STAINS



CABINETRY CLEANING AND MAINTENANCE - DON'TS



AVOID
STEAM AND
HEAT



AVOID
DIRECT
SUNLIGHT



AVOID
EXCESSIVE
WATER



AVOID
HARSH
CHEMICALS



AVOID
ABRASIVE
CLEANING
MATERIALS



DON'T CUT DIRECTLY
ON TOP OF YOUR
LAMINATE
COUNTERTOP



WHAT TO WATCH FOR...

AMBIENT ENVIRONMENT

- Smoke, sunlight and humidity can be present and cause damage. High humidity can warp wood, low humidity can cause shrinkage or cracking; also smoke and direct sunlight can discolour finishes.
- The recommended average residential relative humidity level is between 35% and 45%. This range will provide the best comfort for your family, while helping to protect your kitchen cabinets, musical instruments, drywall, wooden furniture and other belongings or materials from the damaging effects of dryness or excessive moisture.





WHAT TO WATCH FOR...

EFFECTS OF STRUCTURAL CHANGES IN YOUR NEW HOME

- When your new house is being built the structural members and various materials are fitted in place to suit the requirements which exist at the time of construction. Once the house is completed it will start to settle.
- The settling may cause structural changes in the house. Structural changes in the building may result in changes in your cabinets and/or countertops — cabinet doors may go out of adjustment, or caulked joints may separate.
- Cabinet doors can be adjusted as per instructions which follow.





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CARE FOR CABINETS AND DOORS

GENERAL – CABINETS AND DOORS

- Use a mild soap, such as dishwashing liquid, and a damp cloth to clean your cabinets. Wipe spills off immediately to avoid staining and build up that can damage surfaces.
- Avoid using harsh chemical cleaners such as bleach, ammonia, paint and gum removal solvents, or abrasive materials.
- In all cases, it is important to not allow water to sit/soak into your cabinet doors, drawers, panels, or any part of your kitchen cabinetry. This can cause permanent damage in the form of bubbling, cracking, and compromise stain and paint finishes.
- Excess water may damage your cabinets (causing discolouration, peeling or warping). Wipe up excess water immediately.





PROTECTING YOUR CABINETS

LARGE AND SMALL APPLIANCES – IMPACTS

- Steam and heat can damage your cabinets. They can warp wood, discolour, delaminate components, peel the finish, leave spots and split joints. In cases of exposure to extreme heat, burn marks or fires could result.
- Avoid exposing the upper cabinets to steam from kettles, coffee makers, bottle warmers, rice steamers, etc.
- Also ensure that your stove top is flush with or above the adjacent countertop ends in order to prevent lifting or separation of the countertop edge. In the case of self-cleaning ovens, it is possible that the heat generated through the sides of the oven can cause damage. It is also possible that if pots boil over and liquid runs down the side of the stove, adjacent cabinet sides can sustain damage.





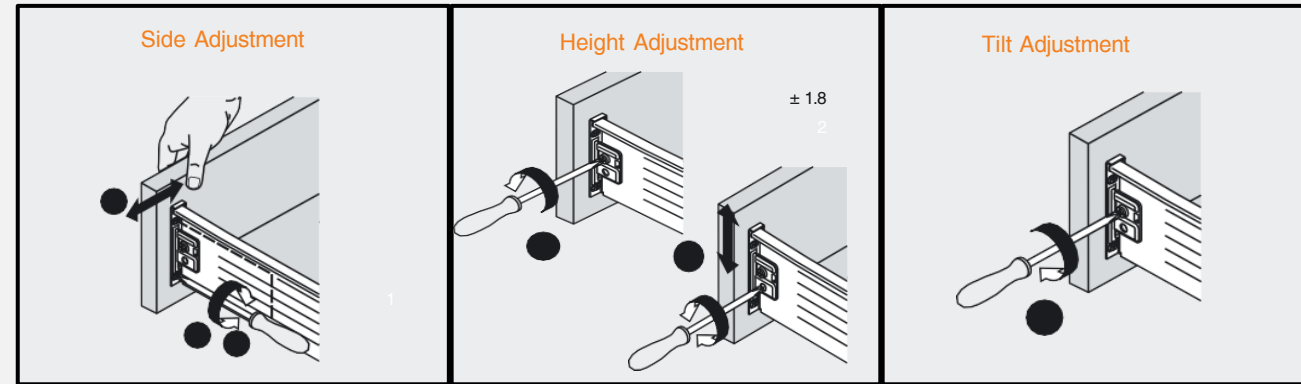
ALIGNMENT OF CABINET DOORS AND DRAWERS

ADJUSTMENTS

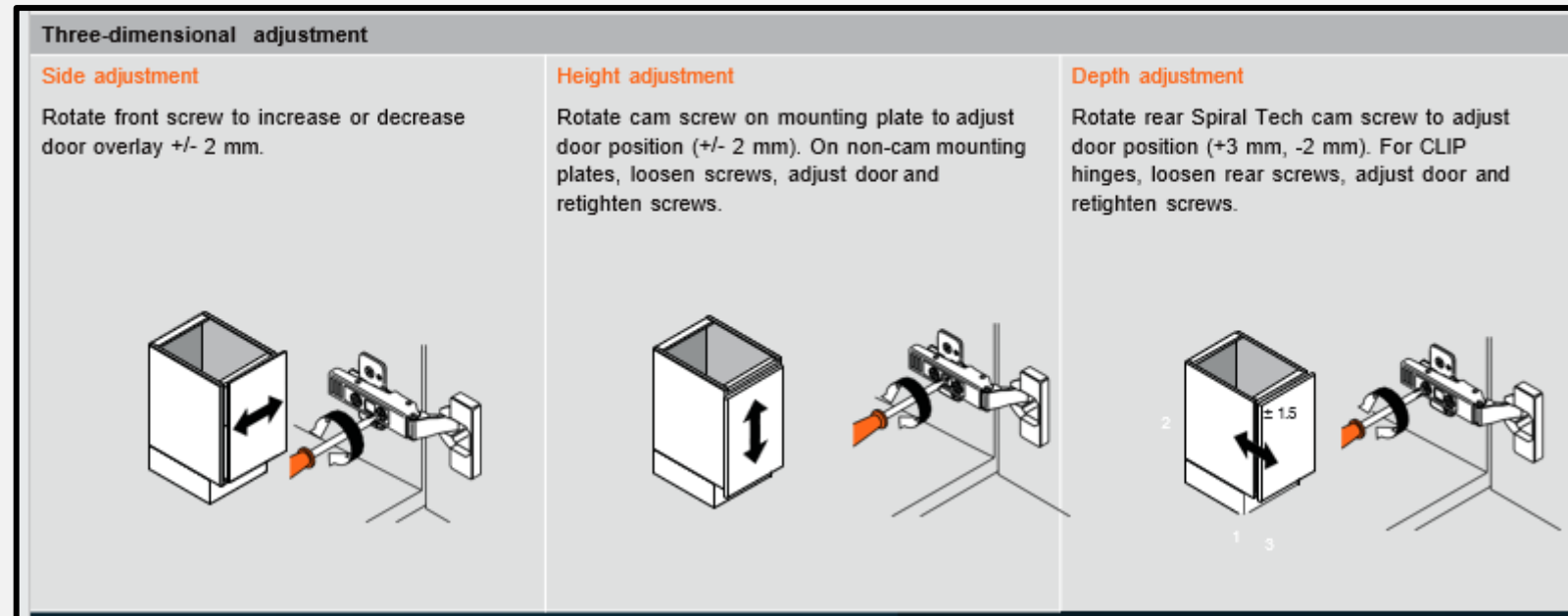
Frendel standard warranty covers initial touch-up and adjustment of hinges. It is the homeowner's responsibility to readjust hinges to correct misalignment of doors and drawers caused by normal use. The diagrams below illustrate how to easily adjust your hinges using only a Philips head screwdriver.

Hinges and images provided by **blum**

DRAWERS



DOORS





UV EXPOSURE GUIDE: EFFECTS OF SUNLIGHT

Natural sunlight contains Ultraviolet (UV) light rays that may affect the appearance of cabinets. According to the American Society of Testing Materials (ASTM) standards, the actual results in a home will vary depending on these three factors:

Exposure to light (for example, direct from the south, east or west, or indirect from the north)

- The portion of the cabinet that receives the light (top, base, etc.)
- The wood itself. The finish does not change colour, the wood itself will.
- Generally, Maple is more susceptible to changes than Oak because it is lighter.
- Maple's natural colour variation is from nearly white to slightly reddish brown, whereas Oak varies from brown to very dark brown.

EXAMPLE OF UV EXPOSURE

The image shown here is a facsimile to illustrate the tested effect of 24, 175 and 400 hours of UV exposure equal to that experienced at noon, on a finished maple door.



400 hours

175 hours

24 hours



WOOD IS A NATURAL MATERIAL: STAIN VARIANCES –WOOD GRAIN

Our cabinetry is crafted from natural wood, which inherently possesses unique grain patterns and variations. These characteristics are a testament to the authenticity and beauty of natural wood, contributing to the distinctiveness of each piece.

It is common to observe slight color variations in some areas of your kitchen. Wood is a natural material, and varying grains and different cuts of wood will accept the same finish in different ways. The angle of viewing and lighting also affects perception. While we strive for uniformity in appearance, the natural variations in wood grain are beyond our control and are considered a normal aspect of working with natural materials.

At Frendel, we adhere to strict standards to ensure all doors receive a consistent finish. Our standard operating procedures include:

- **Material Selection:** Careful selection of wood to ensure quality and consistency.
- **Surface Preparation:** Thorough sanding and cleaning to prepare the wood for finishing.
- **Application of Finish:** Uniform and consistent application of stains, sealers and topcoats on our finishing lines.
- **Quality Checks:** Inspections at each stage of the process to maintain established standards.

It's normal to see slight color variations in some areas of your kitchen. Wood is a natural material with varying grains and cuts that accept the same finish differently. Additionally, factors such as the angle of viewing, lighting, and even the type of finish can affect perception. These variations are part of the charm and uniqueness of natural wood.

What you are observing is how the wood itself looks under a uniform coat of finish.





PAINTED CABINETRY – QUALIFICATION AND VARIANCES

Frendel’s painted cabinetry doors are finished using high-quality materials and industry-standard processes. As with all painted cabinetry products, subtle variations in tone, finish distribution, and minor surface inconsistencies may occur. These are typical of factory-applied painted finishes and do not affect product performance or durability.

Visual appearance may shift depending on lighting, viewing angles, and surrounding materials. These variations fall within accepted industry tolerances and are not considered defects in workmanship or finish quality.

The Kitchen Cabinet Manufacturers Association (KCMA) and related industry bodies recognize that minor imperfections are inherent in painted finishes. While a high-quality result is always the standard at Frendel, a flawless finish—such as those seen on metal or plastic—is not representative of painted cabinetry.





RECYCLE / WASTE CENTRE TIPS TO ENSURE LONGEVITY:



Frendel recycle/waste centre cabinets need to be maintained for optimal functionality and long-term usage.

Regular emptying of the bins is essential, as is cleaning to remove debris or particles that may obstruct the tracks and prevent the bins from sliding out smoothly.

TIP: Position the bin with the heaviest contents at the **BACK** of the cabinet to prevent misalignment and avoid deflection. This also ensures that the door remains aligned with the surrounding cabinets and does not cause strain/stress on the track system.



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EXHAUST FAN GUIDE

Frendel supplied-décor hoods are fitted with a CYCLONE exhaust fan. At our website, www.Frendel.com, you can find a PDF to download.

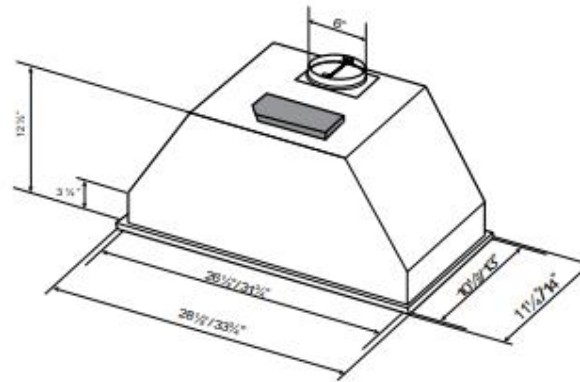
The PDF outlines care and maintenance for your exhaust fan, along with helpful troubleshooting tips and warranty information.

Information for our older-generation model exhaust fans, (*ELICA* model) is also available on our website.

Cyclone[®]
Innovation by Design - Since 1991

BX600

CLASSIC COLLECTION



Insert

Cyclone's newest insert is discreet and quiet yet bold and powerful enough to leave a distinct impression. Powered at 600 CFM and fitted with dishwasher safe stainless steel baffle filters angled at 45 degrees to maximize ventilation. Comes equipped with three speed push buttons and two bright LED lights. The sleek BX600 range hood cannot be seen from eye level, designed to fit into your custom wood canopy. Available in 28" and 34" widths.

Specifications

- Air Flow Volume: 600 CFM
- Electrical Connection: 120V/60Hz
- Electrical Consumption: 200 Watts
- Fan Speed: 1356 RPM
- Finishes: Stainless Steel
- Venting: 6" Round - Top Only
- Dimensions: Width: 28"/34"
Height: 12½"
Depth: 10 ¼"/13"
- Sones: Min. 2 Max. 6



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Model	Colour	Venting	Size
BX60028	Stainless Steel	6"	28"
BX60034	Stainless Steel	6"	34"



REPLACEMENT BULBS FOR YOUR EXHAUST FAN

FAN MODEL	BULB MODEL	WHERE TO BUY
<p>- TurboAir GR13 Aluminum Mesh Grill</p> 	<p>40-60 Watt E14 European Base</p> <p>*Also referred to as 14mm SES (Small Edison Screw), B10 Bulb Shape</p> 	<p>Frendel Kitchen and Bath Design Studio</p> <p>(*Filters and Bulbs available while supplies last)</p> <p>Your local Lighting Specialty Store</p> <p>Online: Search Google for "E14 European Base B10"</p>
<p>- TurboAir GR13 Stainless Grill</p> 	<p>20 Watt Xenon G4 Base</p> 	<p>Your local Lighting Specialty Store</p> <p>Online: Search Google for "20W Xenon G4"</p>

Note that adapter sockets are also available at Amazon to convert the European base sockets on the older-generation European exhaust fans to more readily available North American chandelier bulbs.



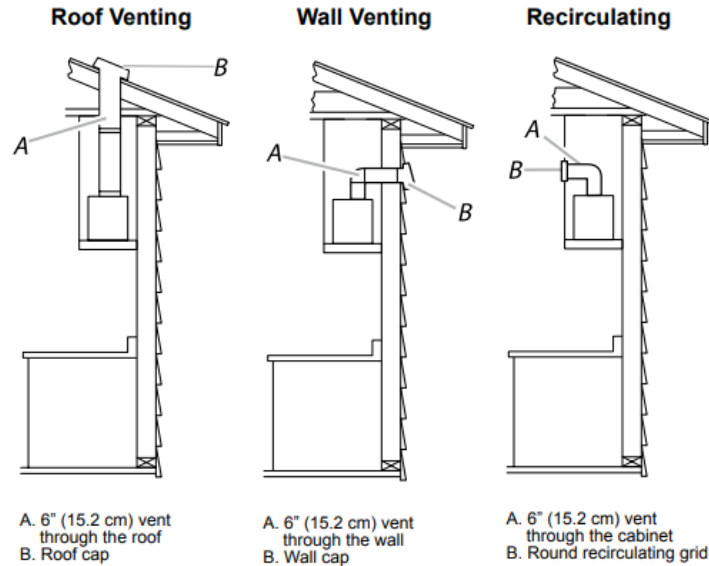
DUCTING FOR THE OPTIMAL PERFORMANCE OF YOUR HOOD FAN

Ducting, shown here, is not included with your hood fan and should be completed by your HVAC/GC. The illustrations and photo shown here are for an elbow installation (90 or 45 degree). Note that if the ducting ‘snakes’ this can affect the ability of the hood to draw grease out the vent—it can instead pool and get trapped in the filters and drip back onto the cooking surface.

Venting Methods

This range hood is factory set for venting through the roof or through the wall.

The vent system needed for installation is not included.
A 6" (15.2 cm) round vent system is recommended.





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SLIDE-IN STOVES, IN-COUNTER COOKTOPS

- Prospective home buyers are advised to provide their builder with appliance specifications at time of purchase to ensure that the appliances are accommodated in the kitchen design.
- Gas Slide-in Stoves and In-Counter Cook tops must not have laminated countertop backsplash per Ontario Building Code.
- Prep for Slide-in Stoves and In-Counter Cook tops will be performed by the Customer Care Department only after the appliance is on the premises to allow verification of actual measurements.
- It is the homeowner's responsibility to contact Customer Care at service@frendel.com to arrange an appliance prep appointment. Allow up to 5-10 working days for the appointment after the day of contact.





LAMINATE COUNTERTOPS – CARE

- Avoid dropping heavy objects on them. Laminate countertops are pretty tough, but the laminate itself can be damaged by a particularly nasty drop. Take care when lifting heavy items onto the counters or over them.
- Never place hot pots or dishes directly from the oven or burner on an unprotected laminate surface; such extreme heat can cause cracking or blistering. As a rule, a maintained temperature of 285°F can discolor a laminate. Contact adhesives typically can be reactivated or soften at around 200°F, which will allow the laminate to pull loose.
- Avoid cuts. Make sure not to cut directly on the surface of laminate counters. Use cutting boards, stones or plates instead to protect the finish and surface of the counters. This practice is required for just about every countertop out there. Using the right cutting techniques not only protects the counters, it also protects the knives.
- Never let water or any other liquid sit on the surface of the countertop. Although the laminate is water resistant, it is not waterproof. After cleaning or wiping down the counter, it is equally important to wipe it down with a cloth to dry the surface. Any joints or finished ends are highly susceptible to water damage as they are a point of entry. Avoid locating coffee makers, steamers on the joints of countertops will result in an uneven joint, as the water will have caused the substrate material to expand creating an undulating surface.
- Don't use harsh chemicals. Harsh chemicals that have acid in the mix do not go well with laminates. Avoid using drain unclogging agents, metal cleaners, ceramic cleaners, bleach products, or rust and lime removers and even vinegar and water on or near these counters. Wipe up any spills immediately with water, and dry thoroughly afterwards.



LAMINATE COUNTER CLEANING RECOMMENDATIONS

- Simple cleaning. Wipe up these counters with a clean, soft cloth for basic, everyday cleaning. This will help remove surface dust and dirt without damaging finish.
- Tough stains. Mild household cleaners generally work very well on getting stains out. Avoid using harsh abrasive cleansers. Do not use abrasive sponges or steel wool on laminates. For really bad stains, create a paste out of baking soda and water. Blot this up rather than scrubbing and scraping. Take care to wipe up spills as quickly as possible as laminates can stain permanently.
- DO NOT USE laminate counters as workbenches. Put a cloth down or a protective tarp when doing home repairs or painting walls.
- Heavy objects placed directly on the countertop, especially if hot, can cause irreparable damage to laminate.





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APPLIANCES AND BUILT-INS

Frendel builds cabinetry for built-in appliances **to spec.**

Appliance installers who are installing appliances into Frendel cabinetry must be qualified to do so and not amend Frendel cabinetry to suit. To do so may result in damages to cabinetry that are non-warrantable.

For homeowners who choose to install their own appliances or use appliance installers who are not trained or qualified, this can result in improper installations that may cause water damage, lack of air circulation, tipping hazards, and impact both the appliance(s) and cabinetry.

Frendel assumes no liability for improperly installed appliances.





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DECORATIVE APPLIANCE PANELS AND APPLIANCE HARDWARE

Frendel **does not install decorative front panels for any appliances.**

We will manufacture and supply them to your current specifications at time of order, and they will be shipped with your cabinetry order and left in the designated room, for your appliance retailer or supplier/third party to affix when the appliances are installed.

This is also the case with decorative appliance hardware.

Frendel does not supply or install oversized or custom face hardware for decorative front panels.





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FRENDEL STANDARDS:

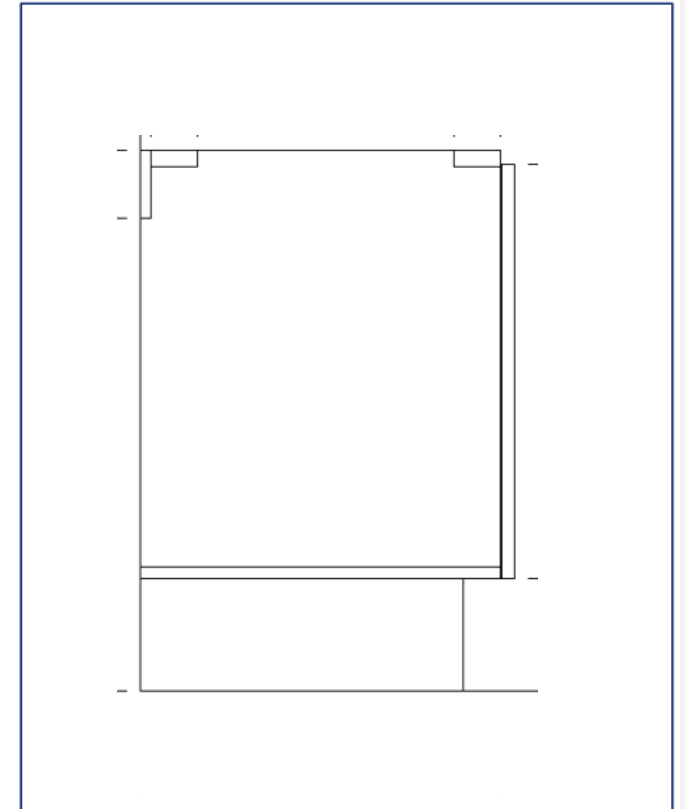
In line with industry standards, Frendel cabinets have a reveal of 3mm (see subsequent pages for measurements related to 3mm). This means that the doors on our cabinetry are 3mm smaller than the case, to allow for adjustments and ease of opening. This also means that adjacent panels will line up with the case and are slightly higher than the doors.

This is a normal condition and not a defect.



Frendel does not supply shelves in any vanity or laundry base cabinetry.

Note that Frendel's standard for vanity cabinetry is *no shelves*.





PEEL COATINGS

On certain door styles and finishes as listed below, Frendel provides a protective peel coating. These peel coats allow Frendel to supply the colours and matte and high gloss finishes that are fueling current industry trends. Furthermore, this coating protects the doors from any site damages post-install, much like the protective covers on appliances or flooring.

The protective peel coat can be removed by the builder's team, or the case of a private renovation by the customer's contractor. Frendel's installers and service teams are not responsible to remove this coating. If the builder's team or the customer is not willing to complete the removal, these doors should be taken out of consideration to avoid this issue:

Simcoe, Georgian, Muskoka, and Charleston doors in Orchid and Navy Blue;

Trinity Lummia PM Perfect Matte in Carte Blanche PM, Northwind PM, and Midnight Sun PM

Trinity Lummia HG High Gloss in Carte Blanche HG, Northwind HG, and Midnight Sun HG



Typically, the peel coated cabinetry will have the coating slightly peeled off at the handle area for ease of removal. Do not use exacto knives or sharp tools for the removal process—this can permanently scratch cabinet doors and drawer fronts and cause irreparable damage.





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Painted Cabinetry – Maintenance Guide
www.Frendel.com



TIP # 1: KEEP YOUR PAINTED CABINETS FREE OF GREASE, GRIME, AND BUILD UP

Why Grease and Grime Build-up Can Become a Problem Over Time...

Your kitchen and vanity cabinets are hot spots for **grease, steam, and dirt buildup**. Over time, these elements form a sticky layer that dulls the finish and makes **paint cabinets** harder to clean without causing damage.

Signs Your Cabinets Are Suffering

If your **paint cabinets** have a sticky, greasy film on the surface, it's a sign that dirt and cooking residue have built up over time. Darkened areas around handles and edges indicate frequent contact with hands, trapping oils and grime that wear down the paint. Additionally, if the paint looks dull, discolored, or blotchy, it may be due to accumulated grease, improper cleaning products, or prolonged exposure to moisture.

How to Prevent It

- Wipe cabinets weekly with a **gentle, non-abrasive cleaner**.
- Use a mild dish soap and warm water solution instead of harsh chemicals.
- For stubborn grease, try a **vinegar and water mix** (but don't oversaturate).
- Dry cabinets **immediately** after cleaning to prevent moisture damage.





TIP # 2: USE PROPER CLEANING PRODUCTS

Many household cleaners contain harsh chemicals, ammonia, or abrasives that can strip finish from painted cabinets, leading to fading, softening, or discolouration over time. Frequent/overuse of these products weakens the paint's protective layers, making the cabinets more susceptible to damage.

Signs Your Cabinets Are Suffering

If you notice dull or faded paint in certain spots, rough or uneven surfaces, or yellowing on white or light-coloured cabinets, it's a clear indication that improper cleaning methods are affecting the finish.

How to Prevent It

- Use **mild, non-abrasive** cleaners made for painted surfaces. Mild dish soap and water is often the best combination for weekly cleaning and preventing build-up.
- Avoid bleach, ammonia, and alcohol-based sprays.
- Stick to soft **microfiber cloths** instead of rough scrubbing pads.





TIP # 3: AVOID EXCESS MOISTURE EXPOSURE

Both wood and paint are highly sensitive to moisture. Excess humidity, steam from large and small appliances, and water exposure (even as simple as not wiping your cabinetry dry immediately after spills) can lead to warping, swelling, bubbling, peeling or chipping paint. Simply loading the dishwasher with care, so that water does not slop over cabinetry, can keep your cabinetry like new for years to come. Leaking sinks and faucets and splashing water that is not wiped immediately can ruin cabinetry in a short period of time.

Signs Your Cabinets Are Suffering

Peeling or bubbling paint near sinks, dishwashers, or stoves is often the first warning sign. The affected areas may feel soft or look uneven, indicating that moisture is trapped below the surface. In more severe cases, you may notice warped cabinet doors, opening or cracked joints that spread over time. Cabinet doors may also not close properly. If you see mold or mildew forming in cabinet corners or seams, this is a clear sign of excess humidity. Regular cleaning and proper ventilation, leading to an ambient environment, are essential.

How to Prevent It

- Wipe up **spills and splashes immediately**—never let moisture sit.
- Turn on **kitchen exhaust fans** or dehumidifiers to control humidity.
- Ensure your Frendel standard **cabinet door bumpers** are in place to improve air circulation.
- Teach family members how to do dishes in the sink and load the dishwasher with care.
- Avoid splashing water on cabinetry, if splashes occur wipe immediately.
- Check sinks and faucets regularly for leaks, including inside sink cabinetry, as this can also damage the backs of cabinetry doors.





EXAMPLES of WATER-DAMAGED CABINETS

Water damage on cabinetry is non-warrantable. It often occurs around sink cabinets and dishwasher gables when care is not taken while using the sink or while loading the dishwasher.

It can also occur even when away from a water source if water is left to sit on cabinets and not wiped off. It is often most noticeable on base cabinetry as water flows downward.

Other areas include dishwasher panels that go to the floor and toe kick. This can be caused by water leaks that permeate into the kick or panels, or by excessive mopping when water is allowed to sit and then saturation occurs.

Water damage is NOT related to workmanship.

PHOTO A: Drawer front saturated by water



PHOTO B: Toe kick and dishwasher panel swelling due to moisture exposure





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EXAMPLES of WATER-DAMAGED CABINETS

PHOTOS C and D : Water saturation in joints of cabinet doors

PHOTO C:



PHOTO D:





EXAMPLES of WATER-DAMAGED CABINETS

PHOTO E: Cracks/bubbling caused by water permeation



PHOTO F: Water damage in base cabinet floor





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EXAMPLES of WATER-DAMAGED CABINETS

PHOTO G: Swelling of joints due to water permeation.



PHOTO H: Water saturation at lower base door.





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WHAT TO WATCH FOR.... TAKING CARE OF YOUR PAINTED CABINETS

Painted cabinets add beauty, character, and value to your home, but keeping them in top condition requires proper care. Many homeowners unintentionally make mistakes that lead to **chipping, discoloration, peeling, and premature wear**. The good news? These issues are preventable with the right maintenance habits.

This guide provides 5 practical tips that will help you keep your cabinets looking fresh and flawless for years. Avoiding these pitfalls will save you time, money, and frustration.





TIP # 4: CLOSE CABINET DOORS AND DRAWERS GENTLY – DO NOT SLAM

Handle with Care!

Slamming cabinet doors and drawers puts unnecessary stress on the paint and can lead to chipping, cracking, or peeling. Over time it can also weaken hinges and misaligns doors. Hitting the cabinets with heavy objects has a similar impact—this includes children’s toys, dropped items such as kitchen tools or heavier utensils.

Signs Your Cabinets Are Suffering

Chipping or cracked paint around cabinet door edges is a clear sign of wear. Small chips may seem minor, but they expose the wood beneath, making it vulnerable to moisture, stains, and further deterioration.

Misaligned cabinet doors that don’t close properly indicate structural stress. Heat, humidity, and frequent use can cause wood to shift, making doors harder to align. This not only affects the look of your **painted cabinets** but can also lead to functional issues over time.

Loose or rattling hinges and handles suggest weakening hardware. When screws loosen, doors may sag or feel unstable. Ignoring these signs can lead to bigger problems, including complete hardware failure or more extensive damage to your **painted cabinets**.

How to Prevent It

- Opt for **soft-close hinges and drawer slides** to prevent slamming—discuss with your designer at time of design!
- Ensure your Frendel standard **cabinet door bumpers** are in place
- Teach family members and guests to **close cabinets gently**.





TIP # 5: DON'T IGNORE SMALL CHIPS & SCRATCHES

A small chip in your **painted cabinets** may not seem like a major concern, but it leaves the wood beneath exposed. Once moisture seeps in, it weakens the paint's adhesion, leading to further peeling, staining, and even long-term structural damage. Over time, neglected chips can spread, making repairs more costly and time-consuming.

Signs Your Cabinets Are Suffering

Small paint chips or scratches often appear near handles, edges, and corners—high-contact areas prone to daily wear. If the paint starts lifting or flaking, it's a sign that the protective layer is failing. Uneven or rough cabinet surfaces indicate deeper deterioration, which, if ignored, can shorten the lifespan of your **painted cabinets**.

How to Prevent It

- **Purchase a Touch-up Kit with your kitchen and touch up** small chips with matching paint before they spread.
- Be mindful when using **heavy cookware or utensils** near painted cabinets.
- Avoid banging the cabinetry – do not slam doors or drawers. Keep children's toys away from base cabinetry as these can also puncture center panels.





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Frendel Kitchens observes and adheres to the guidelines as set out by Tarion.

TARION GUIDELINES

<https://www.tarion.com/sites/default/files/Construction-Performance-Guidelines-Freehold-Condo.pdf>



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Warranty Coverage under Tarion Guidelines

Our warranty covers initial adjustments for items involving workmanship or materials—such as misaligned doors or cabinets—**only within the statutory one-year period** following possession, as specified by Tarion.

Post-warranty Responsibility

We do not perform touch-ups and adjustments on or after year-end. Any further adjustments or realignments at that stage are considered **Homeowner maintenance** resulting from normal wear and tear, seasonal changes, humidity, or routine use.

This aligns with Tarion’s guidelines, which excludes adjustments resulting from normal wear and tear or improper maintenance from warranty coverage.

<https://www.tarion.com/sites/default/files/Construction-Performance-Guidelines-Freehold-Condo.pdf>.

Tarion Practices on Deficiencies (Conciliation)

If a homeowner submits a deficiency request **after the one-year warranty period**, the usual industry practice as supported by Tarion is to **provide guidance or instructions** to the Homeowner or Builder on how to perform the necessary adjustments, rather than undertaking the work ourselves. See the following page for detailed instructions to adjust your cabinet doors and drawers.

The approach respects the intention of the one-year workmanship warranty.



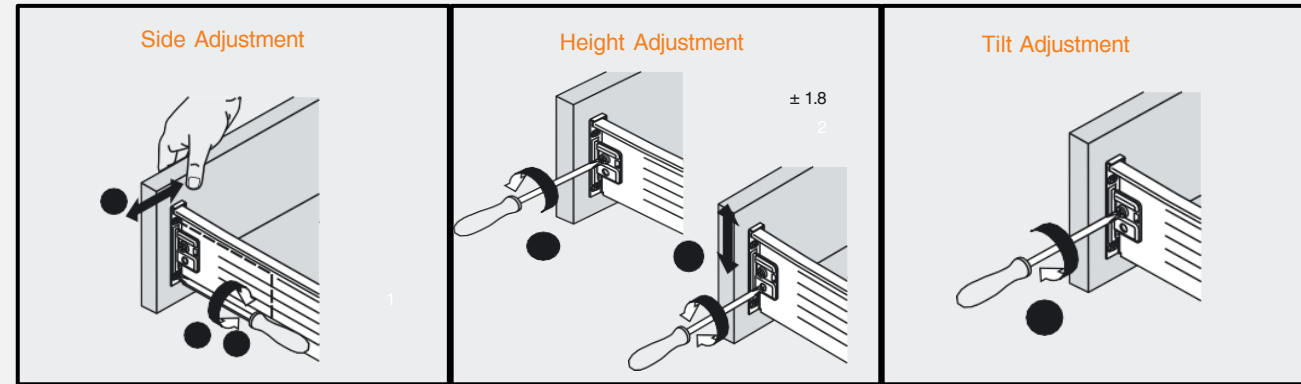
ALIGNMENT OF CABINET DOORS AND DRAWERS

ADJUSTMENTS

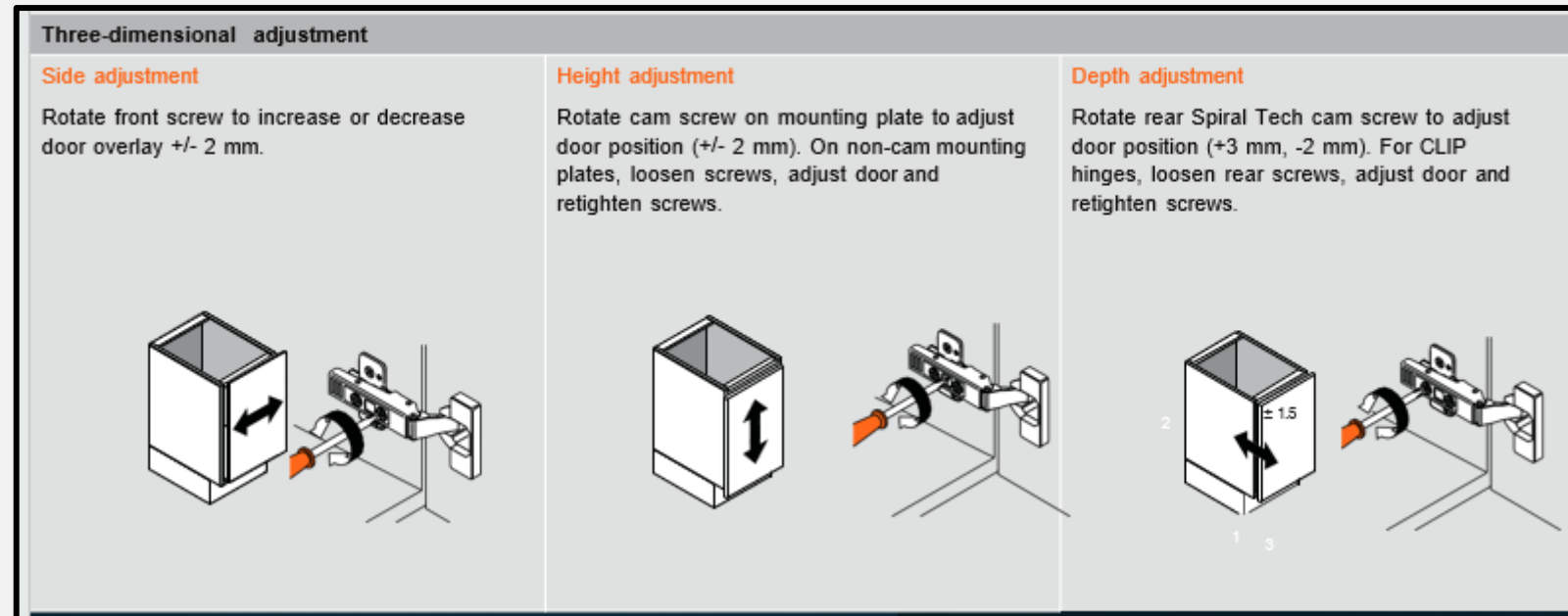
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Hinges and images provided by **blum**

DRAWERS



DOORS





Pre-Delivery Inspection Checklist



Keep this for your personal record

Kitchens and laundry

Kitchens

- Check for damaged or missing lights
- Check that all options and upgrades have been installed and are completed
- Check the floor for scratches, dents, loose tiles, etc. (See Floors, Walls and Other Interior Items)

Cabinets & Drawers

- Check that cabinets and drawers open and close properly
- Make sure cabinets and drawers are properly aligned
- Check for damage or imperfections

With natural wood finishes, it is normal to find variations in the wood grain and the stain finish.

Sink and Countertops

- Look under the sinks for evidence of leaking, like water stains
- Check for scratches, chips or other damage

Natural stone countertops like granite or marble typically come with minor imperfections like surface pits, fissures or veins.

Laundry Room

- Check for damaged or missing lights
- Check visible flooring for damage
- Check the counter and cabinetry for damage

Appliances

- Check major built-in appliances for surface damage like scratches and dents
- Test the range hood fan and light
- Ask your builder for user guides and warranty information
- Ensure that water hook-ups are connected to the correct hot and cold inlet
- Make sure that the dryer is venting to the outside

Appliances are not covered by the new home warranty program.





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[Construction-Performance-Guidelines-Freehold-Condo.pdf](#)

Construction Performance Guidelines

Updated June 6, 2024

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- Colours of all materials will be as close to samples as possible, but may not be identical to samples due to variances among manufacturers or differences in the manufacturing process;
- Wood grains and colours may not necessarily match in all cases;
- Shrinkage of natural materials may result in squeaks and creaks.

Construction Performance Guidelines

Updated June 6, 2024



[Construction-Performance-Guidelines-Freehold-Condo.pdf](#)

CONDITIONS NOT COVERED UNDER WARRANTY

It is important for homeowners to note what is not covered by the statutory warranty. The *Act* sets out the following exclusions from warranty coverage:

- Defects in materials, design and work supplied by the homeowner;
- Secondary damage caused by defects under warranty, such as property damage and personal injury;
- Normal wear and tear;
- Normal shrinkage of materials caused by drying after construction;
- Damage caused by dampness or condensation due to failure by the homeowner to maintain adequate ventilation or proper operation of moisture-producing devices such as humidifiers;
- Damage caused by the homeowner or visitors;
- Alterations, deletions or additions made by the homeowner;
- Settling of land around the building or along utility lines, other than beneath the footings of the building;
- Damage resulting from acts of God;
- Contractual warranties which lie outside the *Ontario New Home Warranties Plan Act*;
- Damage caused by insects or rodents, except where construction does not meet specifications of the Ontario Building Code;
- Damage caused by municipal services or other utilities;
- Surface defects in work and materials specified and accepted in writing by the homeowner at the date of possession.



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CABINET DOORS WILL NOT STAY CLOSED

Acceptable Performance/Condition

Doors shall stay in position when closed.

Warranty

One-Year - Work and Materials

- Damage resulting from *normal* wear and tear or improper maintenance is excluded from the statutory warranty.

Action

Doors not meeting the acceptable condition shall be *repaired*.

Remarks

Cabinet doors can become misaligned through *normal use*; *normal* home maintenance includes adjusting the cabinet doors from time to time.

CABINET DOOR OR DRAWER BINDS OR RUBS

Acceptable Performance/Condition

Cabinet doors and drawers shall be installed so they don't bind or rub under *normal use*.

Warranty

One-Year - Work and Materials

- Damage resulting from *normal* wear and tear or improper maintenance is excluded from the statutory warranty.

Action

Doors and drawers not meeting the acceptable condition shall be *repaired*.

Remarks

Cabinet doors and drawers can become misaligned through *normal use*; *normal* home maintenance includes adjusting the cabinet doors and drawers from time to time.



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CABINET DOORS AND DRAWER FACES ARE WARPED

Acceptable Performance/Condition

Cabinet doors and drawer faces shall not permanently warp.

Warranty

One-Year - Work and Materials

Action

Cabinet doors and drawer faces not meeting the acceptable condition shall be *repaired*.

Remarks

Humidity levels in the *home* affect cabinet doors and drawer faces made from natural wood products. Some movement can be expected.





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CABINETS DO NOT LINE UP WITH EACH OTHER

Acceptable Performance/Condition

Cabinets shall be aligned with adjacent cabinets and filler panels on the same level to provide a generally uniform appearance when viewed from a *normal* viewing position.

Warranty

One-Year - Work and Materials

- Damage due to *normal* wear and tear is excluded from the statutory warranty.

Action

Cabinets not meeting the acceptable condition shall be *repaired*.

Remarks

Cabinet doors can become misaligned through *normal* use; *normal* home maintenance includes adjusting the cabinet doors from time to time.





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GAP BETWEEN CABINETS AND CEILINGS OR WALLS

Acceptable Performance/Condition

Cabinets shall be fitted to each other. Where cabinets abut walls and ceilings, *visible* gaps in excess of 3 mm are not acceptable.

Warranty

One-Year - Work and Materials

- Damage resulting from *normal* shrinkage of materials due to drying after construction is excluded from the statutory warranty.

Action

Cabinets not meeting the acceptable condition shall be *repaired*.

Remarks

It is common to have gaps where cabinets meet different materials.

Specified dimensions in CPG:	For an approximate measurement use thickness/edge of:
1 mm	One dime
1.5 mm	One quarter
2 mm	One loonie

Source: Royal Canadian Mint



Construction Performance Guidelines

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SCRATCHES/CHIPS ON COUNTERTOPS

Acceptable Performance/Condition

Countertop surfaces exposed to view shall be free from *visible* damage at the time of the *PDI*.

Warranty

One-Year - Work and Materials

- Damage resulting from *normal* wear and tear is excluded from the statutory warranty.

Action

Visible damage shall be *repaired*.

Remarks

Damaged countertops not identified on the PDI Form may be excluded from the statutory warranty, unless the *homeowner* is able to establish that the damage was caused by the *builder*.
Maintain countertop surfaces in accordance with the manufacturer's instructions.





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LAMINATED COUNTERTOP IS DELAMINATED

Acceptable Performance/Condition

The surface of laminated countertops shall not delaminate.

Warranty

One-Year - Work and Materials

- Damage resulting from *normal* wear and tear and improper maintenance is excluded from the statutory warranty.

Action

Countertops not meeting the acceptable condition shall be *repaired*.

Remarks

Delamination can be caused by excessive heat from appliances and cooking equipment.





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LAMINATED COUNTERTOP (INCLUDING SEAMS, JOINTS OR EDGES) HAS SWELLED

Acceptable Performance/Condition

Laminated countertops shall not have localized bumps or swells at the time of the *PDI*.

Warranty

One-Year - Work and Materials

- Damage resulting from improper maintenance is excluded from the statutory warranty.

Action

Countertops not meeting the acceptable condition shall be *repaired*.

Remarks

Damaged countertops not identified on the *PDI* Form may be excluded from the statutory warranty, unless the *homeowner* is able to establish that the damage was caused by the *builder*. Countertops are susceptible to damage from standing water. Care must be taken to ensure that countertops are kept free of standing water at joints and openings at sinks and faucets.





What is not covered by the new home warranty | Tarion.com

Freehold and Contract Homes, Condo Units & Condo Conversion

The following conditions are not covered under the new home warranty for Freehold homes, contract homes and condominium units:

- Defects in materials, design and work supplied by the homeowner
- Secondary damage caused by defects under warranty, such as property damage and personal injury
- Normal wear and tear
- Normal shrinkage of materials caused by drying after construction
- Damage caused by dampness or condensation due to failure by the homeowner to maintain adequate ventilation or proper operation of moisture-producing devices such as humidifiers
- Damage caused by the homeowner or visitors
- Alterations, deletions or additions made by the homeowner
- Settling of land around the building or along utility lines, other than beneath the footings of the building
- Contractual warranties which lie outside the Ontario New Home Warranties Plan Act
- Damage caused by insects or rodents, except where construction does not meet specifications of the Ontario Building Code
- Damage caused by municipal services or other utilities
- Surface defects in work and materials specified and accepted in writing by the homeowner at the date of possession.



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FRIDAY 9AM - 2PM

PLEASE BOOK A CONSULTATION FOR
DETAILED INQUIRIES.

Thank you!

www.Frendel.com

Kitchens are the focal point of both family activity and social occasions. There is a lot of traffic in the kitchen every day, and some wear and tear is inevitable.

Frendel Kitchens sells touch up putty sticks and stain pens through the Kitchen and Bath Design Studio. Please email inquiry@frendel.com to order.