Symphony®

SINCE 1971

Please contact Symphony to order extras for your kitchen and provide the following information:

PLOT NUMBER: .....

SITE CODE: .....

(5 digit code available from your Builder, e.g. SY600)

HOUSEBUILDER NAME: .....

SITE NAME: .....

SITE ADDRESS: .....

SITE POSTCODE: .....

Required info can be found on the label fitted in the sink unit.

Visit
my.symphony-group.co.uk
for more information

WELCOME TO YOUR NEW
Home
Symphony®
SINCE 1971

Welcome

TO YOUR NEW HOME

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 ideas about how to add further touches of affordable luxury to your new home, plus details of our full range of complementary products including bedroom and bathroom furniture, to provide inspiration for the rest of your home!

Email: enquiries@symphony-group.co.uk
Website: my.symphony-group.co.uk

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.

4
WALL CABINETS
6
SINK, TAP & APPLIANCES
3
DRAWERS & HINGES
5
WORKTOPS & SURFACES

1 Cabinet CARE

You can be assured that your new kitchen cabinets have been built to last. Our kitchens are manufactured from cabinet 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.

All doors, drawer fronts and cabinets have been made to withstand the normal wear and tear associated with everyday kitchen life, though it should be noted that cabinets are not resistant to water and will swell if wet, so any spillage should be dried immediately.

Cabinets are supplied on adjustable legs to cater for uneven floors and to protect against moisture ingress. Vulnerable cabinet edges are lipped to resist moisture seepage into the panels.

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, and on worktop joints to minimise condensation.
5. We recommend that you do not use steam mops in close proximity to the cabinets.

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.

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.

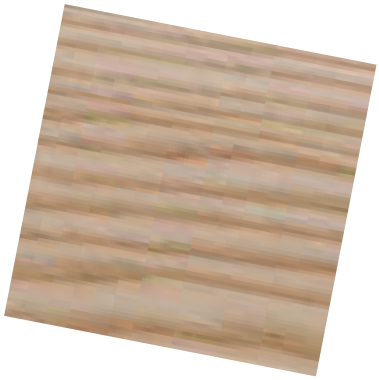
Free of charge plugs (pack of 20) are available to cover the shelf peg holes in the inside of wall cabinets if desired. To order simply contact our additional units team on 01226 446610, ask for COVCAP5 and state the cabinet colour required.

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.

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.



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.

PAINTED PRODUCTS

High quality durable water based 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.

Touching up Painted Products

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. Use your touch up paint pot and/or the paint pen supplied.

3 Drawers & Hinges

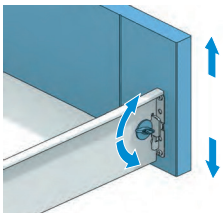
Because your kitchen doors and drawers will be in constant use, they may require adjustment from time to time to ensure perfect working order. This can be done easily with a simple screwdriver, a brush and some lubricating oil.

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.

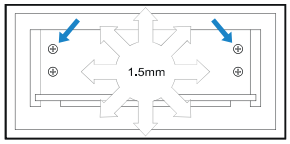
You should also regularly check that all handle screws are secure and never rest heavy objects on partly opened doors or drawers.

ADJUSTING THE DRAWER FRONTS



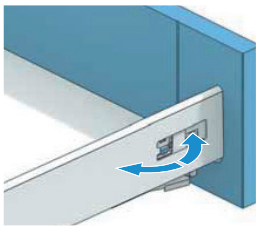
Grey Supra drawer box

Adjust the drawer front height by rotating the lever clockwise/ anti-clockwise.



Timber drawer box

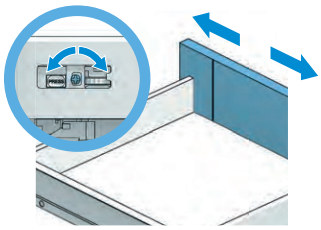
Using a screwdriver, slacken the screws that attach the frontal to the drawer box, align the frontal accordingly and re-tighten the screws. It may be easier to remove the lower screws completely for alignment.



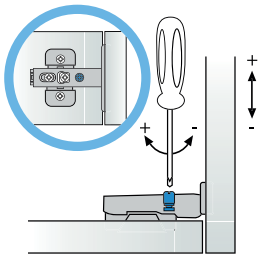
Silver Atira drawer box

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

To adjust the drawer front horizontally, rotate the screw clockwise/ anti-clockwise.

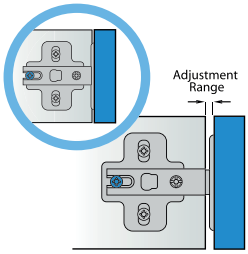


ADJUSTING THE DOOR



Side

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

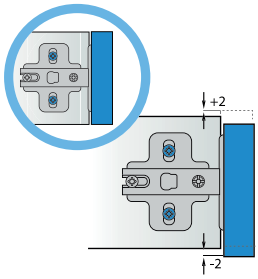


Depth

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

Height

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



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 drawer
Grey Supra	20kg (Approx. 20 bags of 1kg sugar or 50 tins of 400g soup)
Silver Atira and 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.

4 Wall CABINETS

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 on 18mm cabinets and units are screwed directly to the wall on 15mm cabinets. We recommend that heavy items are not placed in wall cabinets for both accessibility and safety reasons.

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 or climb on doors or drawers.

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	Weight varies by unit width: Single door cabinet (300mm-450mm) 5kg (Approx. 5 bags of 1kg sugar or 12 tins of 400g soup) Single door cabinet (500mm-600mm) 9kg (Approx. 9 bags of 1kg sugar or 22 tins of 400g soup) Double door cabinet (800mm-1000mm) 15kg (Approx. 15 bags of 1kg sugar or 37 tins of 400g soup)
Black Open Frame Wall Units	Weight varies by unit width: 600mm = 7.5kg per shelf (Approx. 7 bags of 1kg sugar or 18 tins of 400g soup) 900mm = 11.3kg per shelf

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

5 Worktops & Surfaces

CARE AND MAINTENANCE OF WORKTOPS

LAMINATE WORK SURFACES

All laminate work 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.

Please note:

Darker work surface colours will show excessive marking, scratching, wear and tear more noticeably than lighter colours.

Handy tips

MAINTAINING AND CARING FOR YOUR WORKTOP

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.

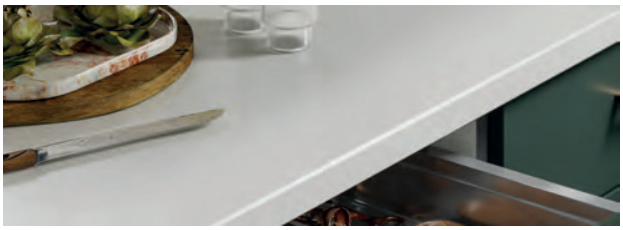
QUARTZ WORK SURFACES

Combining the natural beauty and durability of stone with the consistency of a manufactured product. Quartz is non-porous and stain resistant, making it thoroughly hygienic and easy to maintain, it does not require any surface sealants.

Simply wipe down daily with soap and warm water and the surface will retain its natural beauty and shine. Polished Quartz must not be rubbed with abrasive materials. Wipe the surface with a damp cloth and a Stone Care Cleaner to remove any oils and fats, buff dry with a soft cloth. If any stains need further attention use a Stone Cleaner, following the instructions. Drainer grooves can be cleaned using a white non abrasive pad.

Cream cleaner and warm water will remove stubborn marks. Avoid using strong chemicals or solvents such as undiluted bleach and caustic soda, or highly aggressive cleaning agents with high alkaline/PH levels.

Please refer to the specific instructions supplied with your quartz worktop for further details on the care kit and supplier contact details should you have any technical queries.



EARTHSTONE WORK SURFACES

Through a simple cleaning regime the unique surface can be maintained to look good longer and has the added benefit of being repairable.

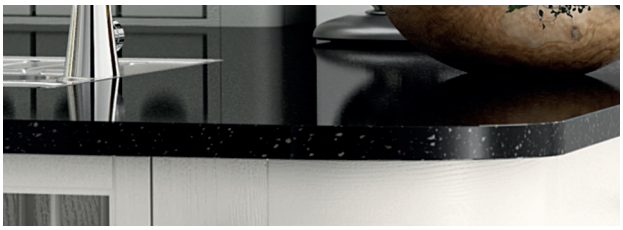
You will have received a care and maintenance kit with your Earthstone work surface along with a leaflet to explain how you can keep your worktop in a good condition.

Once installed your worktop will have been given a final sand and polish. Over time the work surface will eventually acquire a smoother, slightly higher sheen to it.

It is recommended to wipe down the surface with warm soapy water during the first week of installation. Then buff the surface dry and apply a thin, even coat of Countertop Magic (included in your Care and Maintenance kit) and wipe off immediately with a clean microfibre cloth.

WEEKLY POLISH

It is recommended to polish your Earthstone work surface once a week to maintain its deep, rich lustre. Use the Earthstone Care and Maintenance kit and refer to the leaflet for information on how to do this.



GRANITE WORK SURFACES

Natural granite work surfaces are hardwearing and while naturally stain resistant, granite is porous and not stain proof. Any spillages must be removed immediately, delay can cause permanent damage.

Periodically worktops should be resealed to prevent damage occurring. Granite worktops are sealed during manufacture and upon installation, but can be re-sealed every 6-12 months depending on how the surface is used.

Granite and all stone is susceptible to marking caused by contact with acidic foods and liquids (lemon, white wine, fruit juice etc). Sealing the worktop does not protect against acid, so spills must be wiped up immediately.

Please refer to the specific instructions supplied with your granite worktop for further details on the care kit and supplier contact details should you have any technical queries.

6

Sink, Tap and Appliances

CARE FOR YOUR SINK, TAP AND APPLIANCES

Taking proper care of your sink will ensure that it stays looking good and working well for many years.

It is advised that you do not use rubber mats which may contain softeners that can damage the sink's surface. Also, take special care when placing heavy or sharp objects into the sink and do not store open containers of cleaning agents or chemicals in the cabinet underneath it. This should be well ventilated so that condensation doesn't form on the underside of the sink.

Cleaning and care of granite style sinks

For daily cleaning, we recommend using a mild cream detergent to prevent the formation of stains. After pouring away tea or coffee, rinse the sink thoroughly with water to prevent limescale deposits from building up. Pan marks can be removed by scouring with the rough side of a sponge

For thorough cleaning of persistent stains, tough limescale deposits or discoloration, fill the sink with 1-2 cm of water, add detergent and leave to soak for several hours or overnight. Then drain the sink, rinse thoroughly and rub dry.

Cleaning and care of Stainless Steel sinks

Daily cleaning should be carried out using a cream cleanser such as 'Cif' on a soft cloth. This should be adequate to remove such marks as tea stains and grease. The everyday film of limescale, which occurs in hard-water areas, can be quickly removed using 'Cif' or 'Bar Keepers Friend'. Should a thicker layer form, then this will require treatment with a proprietary limescale remover and a soft brush. Rinse the sink thoroughly after limescale treatment.

Which substances should not be allowed to come into contact with a Stainless Steel surface?

Mortar, cement, plaster, concrete, tile cement, grout, bleach, diluted bleach, cleaning products with bleaching agents or chlorine, acids, silver dip, photographic fluids, lengthy contact with salty liquids, hair dye, liquid soap which contains SLS (Sodium Lauryl Sulphate).

Does Stainless Steel scratch?

Stainless steel sinks will scratch during normal use. However, the appearance of the scratches can be made less noticeable using a stainless steel cleaner. Also, as the sink ages, the scratches gradually become less noticeable.

Can Stainless Steel sinks rust?

Due to the composition of most commercially available stainless steel sinks, they are incapable of rusting. However, should the surface of the sink be harbouring particles of, for example; plumbers swarf, steel wool pads, cast-iron pans, metal filings flushed through from mains pipeline, then it can give the appearance of having rusted. Water borne particles are particularly noticeable when new piping has been installed. These rusted particles should be removed using a proprietary stainless steel cleaner, e.g. Bar Keepers Friend, followed by thorough rinsing and drying with a soft cloth. If these particles are allowed to stand for any length it is possible for pitting to take place.

What would happen if I applied excessive heat to the Stainless Steel?

Flames or excessive heat, if applied to Stainless Steel will turn it blue or gold. This is an irreversible reaction, although chrome or stainless steel polishes (e.g. 'Autosol') can make an improvement. require treatment with a proprietary limescale remover and a soft brush. Rinse the sink thoroughly after limescale treatment.

Tap after-sales support

The highest production standards and quality inspection procedures ensure that your taps provide many years of trouble free operation. In the unlikely event that you experience a problem with your tap please contact your housebuilder to ensure a quick resolution.

STAINLESS STEEL SPLASHBACKS

Chlorides such as bleach or common salt and acids of any kind can damage all grades of stainless steel surfaces. If a spillage occurs, rinse immediately and thoroughly with plenty of fresh water and then dry with a soft cloth. Metal objects that may rust should never be left in contact with stainless steel.

Appliance after-sales support

Your Symphony kitchen is fitted with quality appliances from some of the leading names in the industry. AEG, Electrolux, Haier, Hoover and Candy appliances are amongst the most reliable money can buy and come with an impressive guarantee as well as a first class after-sales service.

If you have these appliance brands in your kitchen and in the unlikely event that you need help from a service engineer, simply contact their customer care department using the details shown below. If you have a different brand of appliances please contact your housebuilder.

AEG Tel: 03445 611 611

Electrolux Tel: 03445 613 613

Haier Tel: 0333 003 8122

Candy Tel: 03445 613 613

Hoover Tel: 03444 995599

Our customer care charter

QUALITY pledge

IT'S OUR PROMISE AND YOUR GUARANTEE OF COMPLETE SATISFACTION

No one knows the kitchen business better than Symphony – having worked with housebuilders, developers and retailers for over 50 years. Plus our service doesn't finish when the kitchen is installed, it continues throughout the guarantee period in line with the warranty provided by your housebuilder.

- Any queries or faulty product claims should be directed to your housebuilder, who will then contact Symphony if required. Where our customer care teams are required we aim to execute all valid remedial work within 30 working days of receipt.
- In order to improve our service it may be necessary for us to make an inspection of the complaint. In such instances we will require a representative from your house builder to be present.
- Symphony's Customer Care manager will make all the necessary arrangements for any remedial work that may be required and will make mutually convenient appointments.

Please note - work can only be undertaken between normal working hours - Monday to Friday. Any surplus material will be removed and premises left as they were found.

- It is felt that minor maintenance such as door/drawer realignment are the responsibility of the homeowner and as such are not covered under the charter.
- Only products manufactured by ourselves are covered by this charter and we reserve the right to refer issues arising from other products (e.g. appliances, sinks, lighting and wirework) to the appropriate manufacturer.

OUR Brands

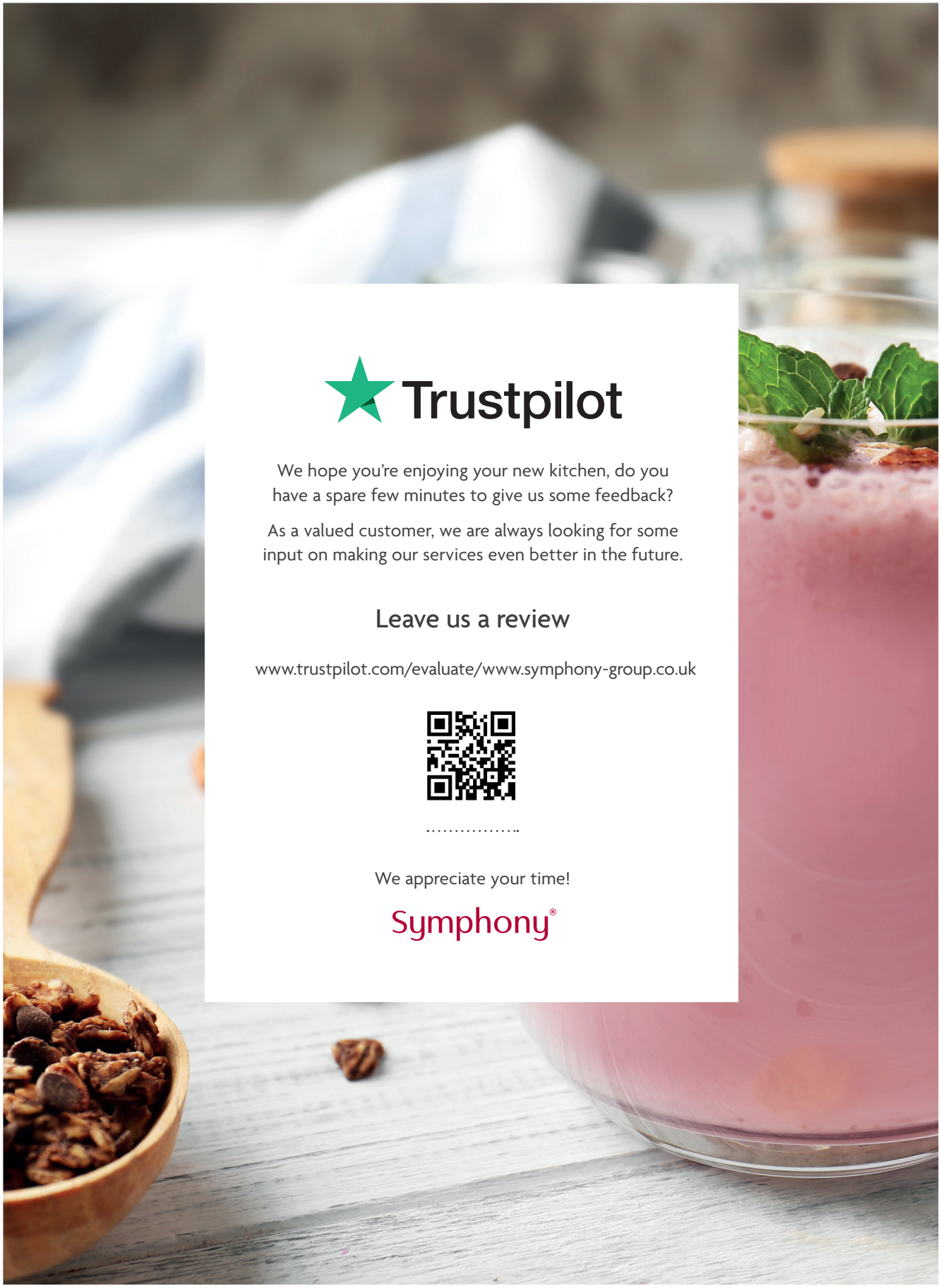
Symphony presents a diverse range of brands spanning kitchen, bedroom and bathroom furniture. Our collections incorporate the highest quality modern handleless, contemporary and classic kitchens. We also offer innovative kitchens designed for accessible and multi-generational households.

Gallery by Symphony

LINEAR by Symphony

freedom by Symphony

LAURA ASHLEY
KITCHEN COLLECTION



Trustpilot

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®

urbano®

To see our exciting range of luxury fitted bedroom furniture, sliding wardrobes and home office furniture, 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/brands/urbano-bedrooms

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/brands/aquadi-bathrooms

ADDING THE FINISHING TOUCHES

PERSONALISE YOUR KITCHEN

Many homeowners like to personalise their kitchen to their own particular taste and lifestyle by adding extra units or features. For example, you may wish to add more drawers or cupboard space. Or perhaps you fancy a stylish decorative unit or extra wirework storage. The good news is that here at Symphony we offer an exciting choice of furniture and luxury features that enables you to create the kitchen that's just right for you.

BROWSE ONLINE

Visit our website at www.symphony-group.co.uk and you'll discover details of all the ranges available plus an Additional Units Enquiry Form to complete. Simply follow the on-screen instructions, submit the form, and we'll reply with a no-obligation quotation.

EASY TO ORDER

Our Additional Unit team is on hand to ensure that you are able to order your additions easily, whether that is extra cabinets, additional worktops, handle changes, lighting, storage solutions or other accessories. Please note that our Additional Units department do not offer design or installation services, for these services please contact your nearest Symphony retailer.

NEED HELP WITH DESIGNING YOUR KITCHEN?

If you require help designing your kitchen and/or you require a fitting service then please contact your local Symphony dealer from our network of UK stockists who will be more than happy to assist you.

Please visit our website to identify your local stockist:
www.symphony-group.co.uk/dealer-locator

VIEW A BROCHURE

To help you choose the units you would like, ask for a copy of our Additional Units Brochure and Specification Guide.

The easiest way to do this is to view online at:
www.symphony-group.co.uk/additional-units