ByNook

Care, maintenance & warranty

For ByNook vanities, tallboys and shaving cabinets · Made to the millimetre in Sydney

Your joinery is made to last for many years. A little everyday care keeps the finishes, the stone and the hardware looking and working as they did on day one.

Everyday cleaning

- Wipe surfaces with a soft, damp microfibre cloth and a mild, pH-neutral detergent, then dry with a clean soft cloth.
- Wipe up water, soap, cosmetics and splashes straight away, particularly along edges, joins and round the basin.
- Never use abrasive pads, scourers, steel wool, bleach, ammonia, acetone, solvent cleaners or polishes containing silicone or wax.
- Do not use steam cleaners on any joinery.

Cabinet fronts and panels

Painted (2-pac) fronts: clean with a damp cloth and mild detergent only. Avoid knocks from hard objects, which can chip a painted edge. Keep hair dryers, straighteners and other hot appliances off painted surfaces.

Board fronts (Polytec, Laminex): clean with a damp cloth and mild detergent. For woodgrain and textured finishes, wipe along the grain. Fingerprints on matt finishes come off with warm soapy water.

Moisture: bathrooms are humid. Run the exhaust fan during and after a shower, and do not let water sit on the top edges of drawers and doors or pool at the base of the cabinet.

Stone benchtop

- Clean with warm water and a mild detergent; dry to avoid water marks.
- Do not place hot items straight onto the stone, and avoid strong chemicals such as drain cleaners, oven cleaners, paint strippers and hair dye; rinse at once if spilled.
- Do not stand or sit on the benchtop.

Basin and silicone

- Clean the ceramic basin with a non-abrasive bathroom cleaner. Follow the basin maker's care guide (Caroma).
- Check the silicone seal round the basin and along the wall once a year and renew it if it has split or discoloured, so water cannot get under the benchtop or behind the cabinet.

Drawers, doors and hardware

- Drawers run on soft-close runners (Häfele). Keep the load within the runner rating (about 35 kg a drawer) and spread heavy items evenly.
- Do not lean or hang on open doors or drawers.
- If a door or drawer front is out of line, its hinge or runner can be adjusted with a screwdriver. Call us if you would like help.
- Clean handles with a soft damp cloth; brushed brass and black finishes must not be polished with metal polish.

Plumbing

Have a licensed plumber connect and check the waste and water. Look inside the cabinet now and then for drips; a slow leak left unattended is the main cause of damage to bathroom joinery.

Warranty

ByNook joinery is warranted for **3 years** from delivery against defects in materials and workmanship under normal domestic use when it has been installed, used and cared for as set out in our installation drawing and in this guide. The warranty does not cover damage caused by water leaks, incorrect installation, impact, misuse, heat or chemicals, normal wear, or changes in natural materials such as stone and timber veining and colour. Hardware and fittings made by others (basins, runners, hinges) are also covered by their makers' own warranties.

To make a claim, contact us with your order number, a description of the problem and photos. We will arrange an inspection where needed and repair or replace the affected part.

Your rights under the Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits of our warranty are in addition to other rights and remedies you have under a law in relation to the goods.
