

## Certificate of Warranty

1. Deslaurier Custom Cabinets. (Deslaurier) warrants to the original buyer that all cabinetry, excluding countertops, manufactured by Deslaurier (the “Warranted Goods”) shall be free from defects in workmanship and materials when employed in normal residential use and in accordance with the Wood and Material Specifications, Cabinetry Care and Cleaning Procedures, and Countertop Care & Cleaning Procedures attached hereto as Schedule “A”, “B”, and “C” respectively (collectively, the “Prescribed Maintenance Instructions”). This warranty is only applicable to the original buyer and is not transferable or assignable to subsequent owners. This warranty is for residential use only. This warranty does not include properties for commercial buyers ie: rental properties. Commercial buyers have a 1-year warranty from the time of delivery.
2. This warranty shall be valid for a period of 20 years commencing on the date of final payment except with respect to components, doors, and countertops forming part of the Warranted Goods but that are not manufactured by Deslaurier (“Excluded Components”). Excluded Components are not warranted by Deslaurier, and will be covered only by the express warranty, if any, of the manufacturers thereof. Deslaurier makes no representation, warranty, condition, or guarantee of any kind with respect to any Excluded Components.
3. If defects in material or workmanship are discovered during the applicable warranty period, Deslaurier will elect, in its sole discretion to either repair or replace the defective material(s). If Deslaurier elects to replace the defective material(s), Deslaurier cannot guarantee that the colour and finish of the replacement material(s) will exactly match the colour and finish of the original component(s). This is due to the changes that occur in the woods’ natural aging process and the dye lots in paints and stains.
4. The obligation of Deslaurier to either repair or replace any defective material shall be subject to Deslaurier’s then current product offering (relating to styles, materials, finish, species, and construction, etc.) at the time of the warranty claim.
5. Deslaurier shall have no obligation to repair or replace any product that has been discontinued or which, in Deslaurier’s sole discretion, acting reasonably, has become obsolete. In the event that a warranty claim is made with respect to a discontinued or obsolete product, Deslaurier reserves the right to remedy such claim as it sees fit.
6. Some decorative hardware come with lifetime warranties to the original purchaser. Other hardware and accessories come with a one-year warranty. Our hinges and slides come with a lifetime warranty.
7. This warranty covers only parts and materials of Warranted Goods supplied by Deslaurier to the buyer. Labour warranty is only for one year after installation. This warranty expressly excludes:
  - a. any flooring, tiles, sinks, countertops, appliances, plumbing fixtures, etc. including any labour in relation thereto, including without limitation, any labour to remove and reinstall related components such as appliances, sinks etc.
  - b. any damage and/or deterioration due to normal wear and tear to the Warranted Goods arising from normal residential use



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- c. any damage and/or defect attributed in whole or in part to the misuse, abuse, or neglect of the Warranted Goods, including without limitation, any failure to use or maintain the Warranted Goods in accordance with the Prescribed Maintenance Instructions
  - d. any deterioration and/or damage to the Warranted Goods attributable to the elements, including but not limited to the exposure of sunlight, water, moisture, humidity, smoke, fire, or household cleaners
  - e. any damage and/or defect attributable to any modification, alteration, or correction of the Warranted
  - f. goods by any person not authorized by Deslaurier
  - g. any cracking due to humidity
  - h. natural defects, grain patterns or colour variations related to the natural characteristics of wood or wood fibers
  - i. any damage and/or defects caused in part or in whole by sub-trades not commissioned by Deslaurier
  - j. any Excluded Components; and
  - k. any damage or defects discovered or reported after expiration of the warranty period.
8. For more information on the characteristics of wood/materials and painted products please refer to the Wood Specifications Sheet attached hereto as Schedule "A". For more information on cabinetry care, countertop care and cleaning procedures, please refer to the care and cleaning procedures specification sheets attached hereto as Schedules "B" and "C". For information relating to our 5 piece and our painted door, drawer, and components please refer to Schedule "D". The purchaser acknowledges that by signing the Warranty document they have read and understood Schedules "A, B, C, & D". The obligations of Deslaurier under this Warranty are conditional upon:
- 1. the Warranted Goods being maintained in accordance with the Prescribed Maintenance Instructions
  - 2. the original buyer providing notice to Deslaurier within twenty (20) days of the buyer first becoming aware of any defect in the Warranted Goods; and
  - 3. all amounts owing to Deslaurier by the buyer have been paid in full
9. This warranty sets forth your sole and exclusive remedy as a warranty holder for any defects in workmanship or materials in any Warranted Goods. Except as expressly set out in this Warranty, Deslaurier makes no representation, warranty, condition, or guarantee, express, statutory, or implied with respect to the Warranted Goods.

Thank you.

By signing below, we hereby acknowledge being informed and understand the Certificate of Warranty.

Customer Name (please print)

Customer Signature

Date

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\_\_\_\_\_  
Designer Signature  
Deslaurier Custom Cabinets

\_\_\_\_\_  
Date

## Wood and Material Specifications

The infinite variety in colour, grain and texture are what gives wood its rich character and natural warmth. Along with the differences among varying wood species, within the same species or even tree, no two pieces of wood are alike. Climate, light, rainfall, and minerals in the soil all create diverse and unique grain and colour patterns in each piece of wood. **It is impossible to guarantee that all pieces of wood within a kitchen will match in grain pattern and colour.** Variations can and will occur with open and closed grained areas in a single door or panel. We believe that this variety is what makes natural products so appealing. Due to all the variables and options available in choosing a wood species, the following guidelines have been prepared to assist you in selecting the right wood for the desired result.

### **Birch**

A white to pale yellowish closed grain wood, suitable for natural finish as well as light to dark stains. Specific areas of grain pattern may be highlighted randomly with darker stains.

### **Cherry**

Cherry may contain some sapwood on back face (white wood from the outer section of a log). Grain and colour are matched to form a reasonable blend. Exposure to light causes cherry to darken with age, revealing a deep reddish-brown tone. Gum pockets (black pin holes) are a natural characteristic of cherry.

### **Maple**

Maple is a light brown to creamy tan wood with a subtle grain pattern and is suitable for natural finish as well as light to dark stains. Some mineral staining can occur and is more evident with dark stain. As with Birch, specific areas of grain pattern may be highlighted with darker stains, but to a lesser degree than Birch.

### **Red Oak**

Red oak grain and colour are matched to form a reasonable blend. Defects such as knots and splits are removed. Character, such as burl and pin knots, is acceptable. Panel ribs are arranged to form a reasonable blend of grain matching and colour tones. Some mineral is acceptable.

### **Rustic Alder**

Alder has a light base colour with yellow to peach hues. It features large open knots which are not filled adding to its natural beauty and rustic properties. The appearance and size of these knots cannot be controlled, and we cannot guarantee that every door will have these knots present.

Alder is one of the softer hardwoods which adds to its rustic properties over time.

### **Plank Walnut**

Walnut has heartwood that is a rich purplish-brown shade to a chocolate-brown tint, with the sapwood being nearly white. Our materials will tend to be more towards the "Black" walnut, so very little sap will be present but cannot be eliminated. The grain is very open and coarse but is uniform in look. When finished with a clear topcoat it has a very rich velvety sheen. Plank effect in veneers is used to minimize colour variations.

**Wood and Material Specifications****White Oak, Rift Cut**

Rift Cut White Oak will vary from a light straw colour to a much darker brown mixed with gray/greenish variations depending on the log that the material comes from. Veneer will have a tighter straight grain pattern to it, as rift sawing produces a very straight grain without shiny, wandering medullary ribbons or the shiny spots in the grain known as flakes. In solid, there could be some presence of rays and flakes along with pin knots as this is harder to control in a solid material.

**MDF- Medium Density Fiber**

Medium-density fiberboard, or MDF, is a manufactured (engineered) wood product composed of wood fibers that are mixed with resin and wax and pressed into flat panels under high temperature and pressure. MDF is a preferred painted substrate as it is more dimensionally stable and prone to less microcracking. Its porosity will absorb paint much more evenly.

**HPL-High Pressure Laminate**

High Pressure Laminates (HPL) is one of the most durable decorative surface materials and is available with special performance properties including chemical, fire, and wear resistance.

**Melamine**

Melamine is a polymer that overlaps a paper resin coating. It is then thermally fused to particle board or mdf. A durable thermosetting plastic. This coating is also easy to clean.

**Thermofoil**

Thermofoil is a plastic material which is thermoformed to the profile of an underlying engineered wood core such as medium-density fiberboard. Thermofoil typically has a high-quality sheen and may incorporate metallic elements in its finish. Thermofoil comes with a 10-year warranty.

**Polyester**

Polyester doors have a melamine center panel with exact matching polyester film wrapped on the rails to protect them from bumps and scratches. Our collection of 5-piece polyester doors is provided in a wide selection of colors and styles. Polyester comes with a 5-year warranty.

**PET**

Stands for "Polyethylene terephthalate" or in other words plastic. These laminated boards can be cut into doors or into cabinets. It can be used for a wide variety of applications. It can be used like any other melamine boards. PET can't be used as a countertop nor can any other plastic. It has a better scratch resistance than PVC. PET comes with a 12-year warranty.

**Acrylic**

Acrylic is a plastic material which is thermoformed to the profile of an underlying engineered wood core such as medium-density fiberboard. Acrylic comes with a 10-year warranty.

## Wood and Material Specifications

Direct sunlight should be avoided on all veneered surfaces as fading, bleaching, colour changes and damage to the surface coating may occur. As with any natural timber product, dyed products such as fabrics, colour will change over time when exposed to visible UV light. Some fading with also take place if not in direct sunlight.

The characteristics of wood species and their aging is a natural process and therefore will not be accepted for replacement or credit. Changes in the humidity and or temperature in the environment may naturally alter the appearance of certain wood components and are, therefore, not considered a manufacturing defect. We highly recommend that in the case of new construction, all painting and heating/cooling systems be fully operational PRIOR to the cabinet installation. The recommended relative humidity level should be between 35 and 50%. Any damage caused due to higher or lower levels of humidity is not the responsibility of Deslaurier Custom Cabinets.

## Cabinetry Care and Cleaning Procedure

### Wood & MDF Cabinetry

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Wood doors are designed for interior residential use in a climate-controlled environment. Colour, grain characteristics, density and porosity variations occur in all genuine hardwood products. MDF is a smooth man-made product of compressed fibers and is more stable than wood in terms of expansion and contraction and provides a very smooth surface for painting.

#### **Cabinet Exteriors**

Regular cleaning of wood doors should be done with a clean, damp cloth and dried immediately with a soft cloth. A mildly damp microfiber cloth works best for cleaning your cabinetry. If you have someone else doing your house cleaning, please ensure they are aware of these cleaning procedures.

**Soaps & Detergents:** Do not use detergents, strong soaps, abrasives, or self-polishing waxes on your cabinets. Avoid using cloths, which may contain remnants of these cleaners as they may leave streaks and shiny spots in the finish.

**Moisture:** This is the most critical area in your kitchen that you should be most aware of. Moisture is the worst enemy of any finish and substrate material. Please ensure that your exhaust fan is turned on before starting your cooktop elements. This is one of the most important steps when using your appliances. Please ensure you will take every precaution to ensure this is done. Dry off any water immediately. Avoid exposure of doors and drawers to high heat. **Avoid water splashing and settling against the bottom of toe kicks, panels, and gables as it will cause the particle core/mdf material to swell. This is not covered by warranty.**

**Humidity:** Indoor relative humidity should be between 35% and 50%. As with any wood product, when humidity is too low, cracking and splitting may occur. If the humidity is too high this can cause the wood or MDF to swell, bind or delaminate.

#### **Cabinet Interiors**

Regular cleaning of cabinet interiors should be done with a clean, damp cloth and dried immediately with a dry, soft cloth. Please ensure when putting pots and glassware away that they are dry.

## Countertop Care and Cleaning Procedures

### Corian & Quartz

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Regular cleaning of doors should be done with a mild soap and water solution and dried immediately with a dry, soft cloth. If you have someone else doing your house cleaning, please ensure they are aware of these cleaning procedures.

**Heat:** Exposure to heat will result in de-lamination and peeling of the foil. Damage caused by exposure to heat greater than 80 C (185 F) is not covered under warranty and replacement of the doors or drawer fronts will be at the expense of the customer.

**Small Appliances:** Such as, kettles, toasters and toaster ovens or other appliances that emit steam or heat cannot be placed under cabinetry while in use. This exposure will cause de-lamination of the doors, light valance, edge tape and discolouration of the finish. Please remember that it doesn't take long periods of time to discolour or delaminate material.

**Dishwashers:** Allow dishwasher to dry the dishes using the dry cycle. The common practice of opening the dishwasher to allow steam to escape forces the steam onto neighboring doors and drawer fronts. Damage caused in this fashion is not covered under warranty and replacement of the doors and drawer fronts will be at the expense of the customer.

Soapy water or ammonia-base cleaners will remove most dirt and grime. Avoid exposing Corian surface to strong chemicals such as paint remover and oven cleaner. If contact with such chemicals occurs, rinse away quickly with water.

**Scratches:** Most marks and scratches including scorches and burns are easily buffed out. Please contact your local Corian distributor or visit them at [www.corian.com](http://www.corian.com) for more information.

**Direct Heat:** A protective pad is always recommended for exposure to hot items.

**Cutting:** Do not cut directly on Corian countertop as it will scratch.

### Quartz Countertops

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Although a highly durable manufactured product, quartz may be damaged if misused. The following instructions will help maintain and prevent damage to your countertop. Preserving the beauty of your quartz top is simple and will allow you to enjoy the luxury of its presence for years to come.

It is a manufactured product typically made up of 93% Quartz and 7% resin. Defects in product and workmanship are covered by each supplier's warranty.

To remove watermarks, simply wipe with a liquid soap and damp cloth. Do not use any abrasive cleaners or harsh chemicals for day-to-day care.

**Scratches & Stains:** Minor scratches and stains are easily removed with a mild abrasive such as automotive polishing compound or baking soda. If you experience any deep scratches or chips, please contact our local distributor for professional assistance.

## Countertop Care and Cleaning Procedures

### Corian & Quartz

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**Direct Heat:** Quartz will withstand heat well but may be susceptible to thermal shock and cracking if high heat is suddenly applied to an area. It's important to note that quartz is a poor conductor of heat. This means that an area introduced to heat will hold its temperature long after removal of heated cookware creating a potential for burns. Protective pads are recommended.

**Cutting:** We recommend you do not cut on your quartz surface as it can scratch. It is always advisable to use a cutting board.

***\*Please note:** Applying extra weight to your quartz top is not recommended. Standing on the surface to reach higher placed objects or leaning on areas that have been cut out for sinks, cooktops etc., may result in cracking.*



## Countertop Care and Cleaning Procedures

### Granite Countertops

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Although a highly durable product, granite may be damaged if misused. The following instructions will help maintain and prevent damage to your countertop. Preserving the beauty of your granite is simple and will allow you to enjoy the luxury of its presence for years to come.

There is not a warranty on the stone itself, it is a natural product and sometimes will contain fissures and small cracks that do not affect the integrity of the stone. Defects in workmanship are covered by each supplier's warranty. To remove watermarks, simply wipe with a liquid soap and damp cloth. Do not use any abrasive cleaners or harsh chemicals for day-to-day care. The continuity and alignment of the veining cannot be guaranteed by DCC and is at the discretion of the supplier.

**Scratches & Stains:** Minor scratches and stains are easily removed with a mild abrasive such as automotive polishing compound or baking soda. If you experience any deep scratches or chips, please contact our local distributor for professional assistance. Some stones are softer and more porous than others and are more susceptible to stains and scratches.

**Direct Heat:** Granite will withstand heat well, but certain stones may be susceptible to thermal shock and cracking if high heat is suddenly applied to an area. It's important to note that granite is a poor conductor of heat. This means that an area introduced to heat will hold its temperature long after removal of heated cookware, creating a potential for burns. Protective pads are recommended.

**Cutting:** We recommend you do not cut on your granite surface as it can scratch. It is always advisable to use a cutting board.

**\*Please note:** *Applying extra weight to your granite top is not recommended. Standing on the surface to reach higher placed objects or leaning on areas that have been cut out for sinks, cooktops etc, may result in cracking.*

### Butcher Block

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To ensure functional use and longevity of your solid wood butcher block, the following care should be taken:

Wash with lukewarm water and immediately wipe dry.

Apply a fresh coat of mineral oil or Beeswax meant for butcher block tops monthly, or as needed.

A care package is supplied to you.

Do not place hot items on the surface.

Do not allow water spills to rest on the surface for a period.

Cutting on the top will mark the surface.

There is no warranty when installing a sink in a solid wood top.

## Countertop Care and Cleaning Procedures

### Laminate Countertops

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For daily cleaning of laminate countertops simply wipe with a slightly damp soapy cloth and immediately wipe off any remaining residue. For stubborn stains cautiously use a non-abrasive liquid cleaner.

**Seams & Joints:** Avoid any moisture on countertop seams and joints. At installation the exposed particle core at the miters and joints will be siliconed to protect it. However, water in seams and joints will cause the particle core substrate to swell. Countertop seams and joints are not warranted.

**Direct Heat:** Do not place heated cooking ware directly on laminate surfaces. Protective pads are always recommended.

**Cutting:** Always use a cutting board for food preparation. Never cut directly on surface of countertop.

*\*Please note: During new home settlement, the caulking/grout between the countertop and the wall may come loose. You can re-seal with silicone caulking, available at your local hardware store, or refer to your builder.*

**Painted Doors and Components****Wood Doors and Components**

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Due to the natural expansion and contraction of wood doors, much of which is dependent upon the environment of the home, the finish on a painted wood door will crack randomly at the joints between individual pieces as well as joined wood components. The cracking will vary with the moisture content of the wood and home conditions. The cracking will typically take the form of a hairline or jagged crack where the different pieces of wood meet. Painted solid wood doors and components will not be warranted. Stained doors crack as well but not as noticeably as on a painted finish.

**MDF Doors and Components**

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Solid one-piece MDF doors will not crack as there are no pieces being joined together. Certain one-piece MDF doors, however, are more prone to bowing and warping due to the manufacturing process of removing a lot of material from the center of the panel to create a relief.

5-piece MDF doors are manufactured the same way as wood doors utilizing the same construction techniques and yielding the same door as a wood door, but in MDF. The advantages to a 5-piece MDF door are twofold. One, it is more stable than a 5-piece wood door in terms of expansion and contraction. These doors may still form a hairline crack at joints but due more to flexing of the pieces at the joints, than expansion and contraction. Cracking on MDF doors should be less. In addition, 5-piece MDF doors will remain straighter than their solid counterparts.

MDF painted doors and components are not impervious to wear and tear, chips, scuff marks or moisture (steam or water spills) contamination and required more maintenance. Also, painted kitchens will have slight differences in colour tones between door faces, bulkhead trim and crown moldings. This may be caused by natural light during the day.

For the above reasons, Deslaurier does not warrant against cracking of painted finishes at joints on wood doors or MDF doors, (and components such as decorative hoods). All other aspects of our Warranty remain in effect.