



# AyA Kitchens & Baths WARRANTY

Effective as of January 22, 2024 | Version 24.001

AyA Kitchens & Baths Ltd. (AyA) proudly offers a “5-2-2 Limited Life-Time Warranty” on all AyA branded products, and a “5-5-2 Limited Lifetime Warranty” on all AyA Plus and/or Avani branded products, effective from the date of installation. This warranty includes:

- 5-year warranty on cabinet construction
- 2-year warranty on cabinet doors, finishes, and surface hardware (knobs & handles) \*5-year with AyA Plus and/or Avani
- 2-year mechanical warranty on accessories and installation/workmanship
- Limited Life-time warranty on drawer glides and hinges

This warranty is only valid if the cabinetry is installed by AyA or an authorized AyA Associate or Dealer and is only offered to the original purchaser of the cabinets at the original site of installation, is not transferable to subsequent owners and cannot be enforceable by any party other than the original purchaser.

For any part(s) found to be defective under warranty, AyA reserves the right to, first, attempt to repair at no-charge. If it is deemed that a replacement part is required, the part (or a comparable part) will be ordered at AyA's sole discretion. Note that warranty covers the cost of replacement parts only, and does not include the cost of labour, shipping/freight charges or administration fees. To make a claim under this warranty, the customer must first notify their AyA Dealer of the defects and include clear pictures of the defect component. AyA may require the customer to return the defective part at the customer's expense.

The following, is explicitly excluded from AyA's warranty:

- Any and all labour costs to deliver, install/service warrantable replacement parts.
- Additional door and drawer adjustments after installation/final service has been completed.
- Any natural features and conditions found inherent in the wood species or styles or finish attributes, including, but not limited to:
  - Variances in texture, wood density, grain patterns, and colour tones
    - Natural aging and mellowing of wood finishes as cabinet colours darken or lighten over time in relation to environmental exposure to the nature of the material;
    - Variations or changes in color of solid wood and wood veneer products due to aging, air exposure, and ultraviolet radiation
  - Joint lines revealed due to natural expansion and contraction of wood doors, painted finishes and stains;
    - Hairline cracks between adjacent pieces due to seasonal variations and reactions to changes in temperature are natural and not considered manufacturing defects;
    - Expansion and shrinkage as wood loses and gains back moisture content is a natural phenomenon and will change throughout the seasons.
  - Warping on doors, which can occur when humidity levels are not maintained. A door that has some warping is considered acceptable by industry standards and will not be replaced
- Natural wear and tear
- Unintended use of products (for example overloading)
- Non-AyA related products used to supplement or substitute AyA cabinetry, added by other, will void the warranty.
  - Cabinets that have been modified on site, improperly installed, damaged prior or during installation or custom items built and installed on site by an authorized AyA Associate or Dealer, will be excluded from the warranty provided by AyA Manufacturing. Any warranty on custom items built and installed on site will be the responsibility of the AyA Associate or Dealer.

This warranty is applicable only in climate controlled residential applications (relative humidity 35-55% and temperatures range to 17-24°C). This warranty shall become void if the cabinets are damaged by incidental deterioration of the product from normal use or misuse, abuse, negligence, alterations, defects resulting from exposure to moisture, humidity, extreme temperature, heat or sunlight exposure content in installation area, acts of God, improper installation/handling/storage of our cabinetry by others, or insufficient care.

This warranty is in lieu of any and all other warranties expressed or implied by AyA, AyA Associate or Dealers and/or others, and is only valid in Canada, United States of America, and Trinidad and Tobago. This warranty constitutes the entire warranty given by AyA and no authorized AyA Associate/Dealer, agent or employee is authorized to extend or enlarge this warranty on behalf of AyA.

AyA Kitchens & Baths reserves the right to alter product design, specifications and materials without prior notification or obligation to incorporate such changes to products previously manufactured. Material and specification changes are not valid reasons for product refusal or replacement under warranty claims.



### NATURAL WOOD CHARACTERISTICS

Every species of wood has natural characteristics unique to the tree from which it came from. Natural graining, colour and texture variations define the beauty of natural wood products. At AyA we strive to obtain the most consistent grain and colouration available for each species yet due to the uniqueness inherent in a wood product, AyA cannot be responsible for the natural variations that may characterize your cabinet selection.

#### MAPLE

Maple is a hard, tightly grained wood that can have colour variations from a pale white to a reddish tone. The finish that is chosen for maple can enhance the natural beauty of maple, or subtly reduce the variations through the use of stains.

#### CHERRY

Cherry is widely renowned for its traditional majesty. A somewhat soft wood, cherry has a subtle grain, enhanced with pithing which lends itself to the warmth of historical settings. The appearance of cherry can vary dramatically with the stain color applied to it. Cherry is the ideal choice if a consistent dark colouration is required, or in its natural state the reddish color can be enhanced.

#### OAK

Oak has been the first choice in cabinet construction for a number of years due to the durability of this moisture resistant wood. Characterized by open graining, red oak has a natural range of color from light to dark and mineral deposits within the grain increases its natural beauty.

### EXOTIC - RECONSTITUTED

This product is made by laminating a block of veneers together. In its simplest application, it is obvious the edges of the laminated veneer become the "grain" of the reconstituted veneer and so the "grain is perfectly straight. By maneuvering the contour of the laminations in the block form, any desired configuration can be attained. Reconstituted wood is not exotic, but reconstituted in a way to look and feel like the real thing.

#### WENGE

Wenge is very dark and dense with a coarse grain and a pattern of nearly black grains separated by dark brown grains.

#### ZEBRANO

Zebrano has coarse texture, with the typical so-called zebra stripes, often with an interlocked or wavy grain. Zebrano is a pale brown with regular or irregular marks of dark brown in varying widths.

### EXOTIC - NATURAL

Thinly sliced strips of natural wood adhered to an engineered board core.

#### WALNUT

The common walnut is hard, dense, tight-grained and polishes to a very smooth finish. The colour ranges from creamy white in the sapwood to a dark chocolate colour in the heart wood. When kiln dried, walnut wood tends toward a dull brown colour, but when air-dried can become a rich purplish-brown, because of its colour, hardness and grain it is a prized furniture and carving wood.

### THERMOFOIL

Thermofoil is a plastic material which is thermoformed to the profile of an underlying engineered wood core such as medium-density fiberboard. Commonly available synthetic material is a thin, tight, heat-sealed plastic wrap used to mold over an MDF substrate. Thermofoil cabinet doors can be a solid colour or imitation wood grain. The cabinet boxes that accompany these doors can be finished in various materials such matching thermofoil and laminates. Thermofoil is available in a range of textures and sheen levels.



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## MATERIAL SPECIFICATIONS (*continued*)

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### HIGH GLOSS & MATTE LAMINATE

Laminate is a thermally fused decorative paper with multiple coats of an acrylic resin lacquer creating a high gloss or matte finish. This results in a durable and versatile material known for its resistance to scratches, moisture, heat, UV light and anti-fingerprinting.

### MELAMINE

Melamine (TFL) is a composite wood-based panel onto which a decorative paper layer is thermally fused (using heat and pressure) to the top and bottom surface in order to create a durable and decorative panel. The melamine resins used to bond the decorative paper and panel together are renowned for their unique physical properties including durability, hardness, scratch and stain resistance, as well as colour stability.

### PAINTED FINISHES

#### 5PC WOOD

Solid wood frames with solid maple center panels and 1/4" veneer center panels have been replaced with MDF on painted finishes, this will avoid visible joints

#### MDF PROFILED

Medium density fiberboard (MDF) is a high grade, composite material that performs better than solid wood in many areas. Made from recycled wood fibers and resin, MDF is machine dried and pressed to produce dense, stable materials.

#### THERMOFOIL WRAPPED MDF PROFILED

Thermofoil is a surface finish applied to the doors. Its commonly available synthetic material is a thin, tight, heat-sealed plastic wrap used to mold over an MDF substrate.

### FINISHES

Every attempt has been made to ensure that the colours of the door finishes in the AyA web site are as close to the actual finishes as possible. However, please note that due to the limitations of the computer screen, these colours are meant as representations only and that actual finishes may vary from what is on the screen.

### PRODUCT & PRICING POLICY

AyA will make every attempt to ensure proper notification to all specification changes that may occur with or without written notice. Errors or omissions should be reported to [info@ayakitchens.com](mailto:info@ayakitchens.com). All pricing is subject to change without notice. AyA prices do not include any applicable taxes, delivery or installation.