

**WARRANTY, INSTRUCTIONS FOR CARE AND
QUALITY REQUIREMENTS**
2025



KENSA
www.kensa.fi

THE WARRANTY

The warranty period for Kensa's furniture doors is 5 years.

The warranty covers only faults in material and manufacturing defects.

The warranty does not cover the following:

- incorrectly stored products
- damages from installation
- normal wear and tear (for example scratches to surface, cuts or dents)
- damages caused by inappropriate cleaning agents or inappropriate cleaning methods
- stains on surfaces caused by spillage of staining agents (such as red wine, coffee etc).
- damages caused by moisture (for example, swelling, loosening of paint/foil/edge band)
- damages caused by household appliances (moisture, heat, steam etc.)
- damages resulting from modification of product (for example cutting item narrower onsite)

Please note that possible changes to color which happen over time are seen as normal wear and tear and are not covered by warranty. Kensa Ltd's responsibility is limited to repair or replacement of products. Under no circumstances will Kensa Ltd be responsible for any direct or indirect costs arising from defects in the delivery.

RECEIVING DELIVERY

Products have been checked at the factory before packing and have left the factory intact. Kensa is not responsible for transport damages which have happened during onward transport from retailer to end customer. Receiver shall inspect the shipment on arrival. Check that the same amount of packages is received to what has been sent. Also check that the shipment appears undamaged on the outside (especially corners and edges). If you notice damages to the shipment or that the amount of parcels does not match with waybill, please ask the driver to make a note of the matter on the system. Once you open the shipment, check that the contents match with the covering letter. If the order has not been sent in full, the covering letter tells which items will be delivered later afterwards. If there are transport damages or the content of shipment is otherwise not what it says on the covering letter, please inform place of purchase. If a reclamation is made, send a picture of the faulty/damaged item together with order number and information about which item on the order the reclamation refers to.

STORAGE AND INSTALLATION

MDF-Furniture doors shall be stored in a warm and dry place (air humidity max 60%). The products shall not be placed without protection on the floor or other place where they can be exposed to dirt, dust or scratches. The products shall be stored horizontally. Unnecessary moving of products shall be avoided. The products shall be handled with care during installation to prevent dents and scratches. If the products are packed in visible protective plastic, open the package on top of an even surface to avoid items from falling. Open the parcel from the middle of the protective plastic where a brown piece of cardboard can be seen. Ensure that the blade of a knife does not go through the cardboard thus damaging the items in the parcel. The holes for the handle in the door should be drilled from the product's front surface.

The handle screws should be tightened with a screwdriver. Do not use a cordless drill to tighten the handle screws, and do not overtighten the screws to avoid damaging the painted surface.

A faulty product shall not be installed!

GENERAL INSTRUCTIONS FOR CARE

Stains and dirt can be wiped away gently using a moist cloth. If the stain does not come off with water, neutral diluted cleaning agent or washing up liquid can be added to the cloth. Do not use boiling water for cleaning. After cleaning, wipe the surface dry with a microfiber cloth. The use of abrasive or organic solutions is forbidden. Do not use magic sponge eraser, disinfectants, solvents or furniture wax. Do not leave a damp dish cloth or tea towel drying against the door.

The use of excessive water is to be avoided. Keep the surface of doors dry at all times. If water or other liquid splashes onto doors, wipe it off immediately.

Doors can be damaged if in touch with very hot pieces, such as hot saucepans or frying pans.

A coffee maker or kettle shall not be placed in such a way that water vapor condenses on the surface of doors.

Dishwasher's door shall not be opened immediately after washing program has ended. Steam and heat rising from the machine can damage doors closeby.

ADDITIONAL INFORMATION ON DIFFERENT DOOR TYPES

Painted doors

Painted doors shall not be exposed to water. An MDF-furniture door is sensitive to dents, especially around corners and edges. In models which have an integrated handle (Rumba), handle of the door is a wearing part. Small wear and tear marks to the surface of painted doors can be repaired with repair paint. When the painted surface is damaged all the way down to MDF -board, the door is highly predisposed to moisture. In these cases, we recommend that the damaged door is replaced with a new door.

Premium foiled doors

Premium foil white high gloss doors and Satin doors have a thin protective foil attached to the surface which shall be removed after installation. Heat protection lists shall be used in cabinets next to oven and dishwasher. A coffee maker or kettle shall not be placed in such a way that water vapor condenses on the surface of doors. Dishwasher's door shall not be opened immediately after washing program has ended. Steam and heat rising from the machine can damage doors closeby. If the foil surface is damaged, it is not possible to mend it anymore. In these cases we recommend purchasing a new door.

Quartet doors

Matt and Forest colors come with a protective foil on the front side which shall be removed after installation.

Black matt Quartet:

Remove protective foil within 24 of installation (within 3 months the latest in any event). After removal of protective foil wait 2 hours before wiping the surface with a damp cloth.

THE QUALITY REQUIREMENTS FOR MDF-DOOR

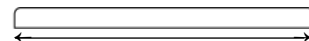
The following standards concerning MDF furnishing doors are followed:
SFS 2457 Wooden furnishings. Quality requirements.

Evaluation of the surface

- The appearance of the handled surface, the conformity and faults in the appearance are the basis when evaluating the finished surface. When evaluating the surface, also entirety, characteristic structure of the surface and disturbing separate defects are taken into account.
- All the defects that cannot be seen when looking at the surface from one meter distance are permitted. The door shall be examined from normal viewing distance in normal lighting.
- Surface can be compared with samples at store.

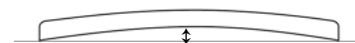
Measurement accuracy

- The width and the height measure tolerance is +0 and -2 mm
- The divergence from the right angle can be maximum 1,0 mm
- The minimum thickness of the door at the drilling point is 14,5 mm.



Straightness/curvature

- In the doors under 1200 mm the deviation tolerance is 3 mm
- In the doors over 1200 the deviation tolerance is 4 mm
- The evenness of the surface. The imbalance can be maximum 0,5 mm / 200 mm



THE QUALITY REQUIREMENTS FOR READY HANDLED SURFACE ; PAINTED MDF-DOORS

QUALITY DEFECT	SURFACE	BACKGROUND/EDGES
Splicing, joints, mends, processing marks, puttying	Can be seen slightly	Can be seen slightly
Orange peel effect	Not permitted	Not disturbing ones are permitted
Knobs	Small separate, not disturbing ones are permitted	Small separate, not disturbing ones are permitted
Bubbles and dents	Not permitted	Not permitted
Runnings	Not permitted	Minor ones are permitted
Colour differences	Not permitted	Not permitted
Gloss differences	Not permitted	Not permitted
Cracking of the surface	Not permitted	Not permitted
Peeling of the surface	Not permitted	Not permitted
Marks left due to wet paint	Not permitted	Not permitted
Roughness	Not permitted	Slight one is permitted
Repair paintings of the surface	Not permitted	Slight colour difference and slight imbalance are permitted

In the processed parts of the doors such as edges and routed grooves a slightly more uneven surface is allowed than in other parts of the door.

LAMINATE AND FOIL WRAPPED DOORS

Laminate and foil shall be undamaged and firmly attached to the base. Structure of base shall not be visible through the surface.

Small cracks on the back side of microlaminate due to machining are allowed, however they shall be fixable and at the most 1 crack/500mm.

Edge bands shall be undamaged and firmly attached to the side of the product. Structure of base shall not be visible through edge band. Edge band and joining point shall be undamaged and the seam shall be tight. Edge band is not allowed to be sanded through.

Small single knobs which do not disturb the entirety are allowed in foil wrapped products. Small marks which affect the evenness of surface are allowed on the edge of the door caused by processing of products base board.

