



ACCEPTABLE TOLERANCES FOR DISPUTES AND SITE INSPECTIONS

When we, as the KSA, are called upon to do a site inspection there are a few industry norms and acceptable tolerances that we will observe. It is vital that you know about this and have a fair and realistic expectation as to what we will and will not instruct our member to change or fix.

Firstly, and most importantly, the KSA will always compare what we view on site to what the member displays in their showroom as a standard example of their workmanship. Every KSA member has their own style and way of manufacturing, and this will vary depending on what they charge for their work and the materials they specialize in. If we believe what is on site is a fair representation of the quality and workmanship in the member's showroom we will not expect our member to change, repair or replace.

When looking at carcassing we will observe the following:

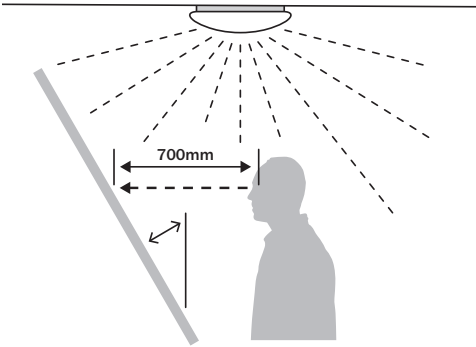
- Carcassing should be installed square and level. If the walls / floor of the space are not level or in-square then the use of spacers and fillers to offset this is considered acceptable as long as done neatly. It is not expected that the member company scribe to offset out of square or uneven walls. The use of fillers is acceptable to offset this providing it is done neatly

- It is acceptable for visible screws to be covered by any of the following:
 - Screw cap stickers
 - PVC screw caps
 - Filler – as long as it is done neatlyIt is acceptable for Hilti screws/ wall anchors to be left exposed.
- Edging on shelving, carcasses and doors should not be peeling within 6 months of installation unless exposed to excessive moisture or abuse.
- Sufficient support for 'floating' units is required – metal brackets bolted to the walls at regular intervals according to the manufacturer's instructions.
- Timber plinth bases or cabinet legs should not be required unless requested or designed accordingly.
- It is acceptable that there be a fine visible glue line on edging of the carcassing
- Silicone and Acrylic shrinkage happens over time and is acceptable on an installation of six-month-old or more.

When we look at doors/ drawers/ facing sides we observe the following:

- For a micro-imperfection to be defined as a defect, it must be detectable under the following conditions (this applies to spots/dents as well as fibers/scratches).
 - Assessment is under daylight-like lighting (5000 Kelvin)
 - Viewing distance of at least 700mm from board surface
 - Viewing duration: maximum 20 seconds
 - Light intensity: 1000 to 2000 Lux
 - Inclination angle of product: 30° to the vertical

How to view a finish to determine defect (laminite/wrap/Duco/ high gloss and matt finishes):



- All products have an amount of UV sensitivity and change colour over time as they are exposed to UV rays and the general kitchen environment. A consistent deviation from the original colour is acceptable. It must be noted that should a replacement door, drawer front or other component, be required on kitchens older than six months an exact match in colour may not be possible.
- There are conditions where light or white materials can yellow when exposed to extreme environmental factors - high volumes of light, heat, moisture, humidity. This happens over time. In these instances, the KSA will assess the living and environmental factors the materials are exposed to in making their ruling.
- A duco spray painted finish can never be an exact match to a sample as paint colours differ from tin to tin and the quantity that is mixed each time.
- The KSA will accept a variance of up to 3mm in alignment and spacing of doors and drawers
- Warped or bowed doors will be considered unacceptable and require replacing if deviance occurs within the first 6 months of installation unless the doors have been exposed to excess water or moisture.
- A thin glue line on laminate finish or melamine door edges is considered acceptable
- Delamination of edging on laminate doors can occur if exposed to excessive heat, steam and moisture. These environmental factors will be taken into consideration when inspecting such.

- When assessing timber, the following must be noted - Variations to timber:
 - grain matching is not standard. Only if the client has requested grain matching will the KSA member have been expected to plan the kitchen to ensure a consistent pattern of grain throughout the kitchen.
 - It is not standard practice to match veneer on front & back of doors. The KSA will be led by what is shown in the members showroom, their sample room and the individual contract specifications as to whether they do single sided or double-sided veneer and if the veneers should match.
 - It is standard practice and deemed acceptable for doors to be manufactured with a solid frame and veneer center (on 5piece flat doors)
 - Flat veneer doors can either be edged post the veneer lamination process (visible edge), or pre the veneer process (concealed edge known as 'veneer over edge'). The KSA will be guided by the members showroom, samples and standard practice.
 - When selecting for a Horizontal grain design, it is standard practice to have the facing sides/ seen ends of the units as a vertical grain (unless specified in the contract and signed plans). This is due to the size limitation of the boards – specifically for tall units.
- When using 16mm gloss board the boring marks to accommodate the hinges will be visible on the seen side of the board. This is not a fault in the board or a manufacturing flaw. It is impossible to bore for the hinges on a board of this thickness without seeing the resulting marks and as such, the marks are deemed as acceptable.



When inspecting edging we will observe the following:

- It is standard industry practice to only edge seen or visible sides of board / carcassing / shelving etc.
- Edging on all sides must be specifically requested by the client and be included in the quotation with specific mention in order for it to be expected on the delivered goods. Edging on all sides will increase the overall costing of the goods but if 0.4mm edging is used on the non-visible sides, this additional cost will amount to a relatively small percentage overall cost increase.
- Board manufacturers do recommend that if the goods are being installed in a high humidity climate or on a site where the walls may still contain moisture that all sides are edged or that unedged sides are treated with a liquid sealant – a reminder that this is not standard industry practice and must be specially requested by the client or recommended by the manufacturer.
- A thin glue line is normally visible where the edging meets the board. The visibility of this glue line will depend on the type of board and how it is cut, the type of edging, and how it is applied, as well as the quality of the glue used. The KSA will always revert to the way board is edged in the member's showroom to determine if the visible glue line is acceptable or not.



If assessing board products, we will bear the following in mind:

- Due to the levels of formaldehyde in MDF and Chipboard and the other chemical processes they go through when being manufactured it is not possible for these materials to store or introduce borer beetle or other such pests into the home. The KSA will not entertain disputes that attempt to link an infestation to either of these materials.

When it comes to hardware we will recognise that:

- The following industry norms are observed when it comes to hinge allocation on a door:
 - Hinges come in varying price brackets and longevity expectation - If a good high-end hinge is used 2 hinges will be optimal for door weights of 4–6 kg. 3 hinges are optimal for door weights of 6–12 kg.
 - If a more cost-effective hinge is used this may need to be upped to 3 hinges for a door of 4–6 kg's and 4 hinges for a door weighing 6–12 kg's.
- Rust will not be considered as a defect if the installation is in a high humidity area – like the coast of KZN or if the home is locked up and unoccupied for long periods of time.
- Runners will not be considered for defect if they have been exposed to dust from the cutting of stone like granite, marble, quartz, sintered or solid surfacing as this dust hampers and can permanently affect the operation of runners.



When inspecting worktops, we accept that:

- A variance of up to 3mm is acceptable on worktops over a distance of 3 or more meters. A variance of up to 5mm is acceptable between opposite counters.
- As with door finishes worktops are UV sensitive. If a section of worktop needs to be replaced on a kitchen six months or older, an exact colour match may not be possible.
- Natural cracks, fissures and mineral deposits are acceptable in granite/marble/onyx surface material. It is the client's responsibility to inspect the slabs of material prior to fabrication.
- Exposure to extreme temperatures, humidity and excessive sunlight can cause a timber top to crack and warp. The KSA will assess

environmental factors in dealing with any issue of a cracked or warped timber countertop or any other solid or veneer product in the kitchen.

- When cladding an island, it is recommended that the island structure is on a solid base and not plastic legs to give the necessary support for the stone.
- When opting for a waterfall edge or leg this does not automatically mean the two pieces of material will be book marked or pattern matched. This must be specifically requested from the fabricator and will affect pricing.
- Please refer to the KSA's FABRICATION AND INSTALLATION GUIDELINES AND BEST PRACTICE document that can be downloaded off our website for details on the acceptable tolerances for marble, granite, quartz surfacing and sintered/porcelain surfaces – it can be accessed on the downloads page of the KSA website – www.ksa.co.za



When it comes to addressing issues relating to rust:

- Rust is not covered under most products' warranty. This is due to the fact that it is normally a result of environmental factors or not following the maintenance guidelines. The KSA will not entertain a complaint about rusting unless the rust appears within two months of the delivery and or installation of the product and then only if it is clear that the product has not been exposed to excessive moisture, salt or chemicals.

If we are asked to address issues of discolouration:

- Products that have a high resin or catalyst content are prone to yellowing if exposed to

certain environmental factors - these include but are not limited to:

- Humidity
- Poor ventilation
- High sunlight
- Moisture
- Exposure to other chemicals

Should the product have yellowed due to any combination of these environmental factors (this is particularly prevalent on the coast of KZN) it will not be seen as defective.

Our final acceptable tolerances:

- Wall Cladding - Staining, folds, splits, dents, open joints between panels, cracking and other distortions in wall cladding are defective if they are visible from a normal viewing position at ground level or an upper floor level.
- Movement in structure following new build/renovations can have an impact on joints, worksurfaces and alignment. If the KSA believes movement in the structure has impacted on the 'damage' then the repair will not be for the member's cost.
- In the case where snags are outstanding for six months or more the KSA must give consideration to the effect of use, wear and tear in their determination as to whether the goods are defective or not.
- Snagging during the course of an installation is not acceptable practice. Snagging should be left to the point where the kitchen company informs you they are ready to snag. Then and only then should a snagging list be compiled.

We recommend that before laying a complaint with the KSA that you go through our acceptable tolerances and compare what is on your site to your contractor's showroom to ensure that you genuinely do have a problem of unacceptable workmanship.

