

BBD is a full member of the KSA (Kitchen Association of South Africa) and below is the National Accepted Protocols for acceptable tolerances in the event of a site inspection by the KSA for determining defect.

1) CARCASSES:

- 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 Build by Design 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 neatly

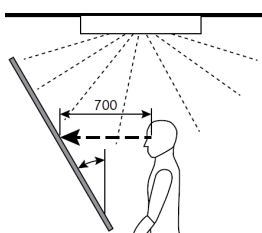
The KSA will be guided by the standard practice of the member in their showroom in this regard. It is acceptable for Hilti screws/ wall anchors to be left exposed.

- 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.

2) DOORS/ DRAWERS/ FACING SIDES:

- 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):



- All products have an amount of UV sensitivity and change colour over time as they are exposed to UV rays and the general house 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 cabinetry 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/Build by Design 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 Build by Design 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.

### 3) BOARD PRODUCTS

- 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.

4) WORKTOPS:

- 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 is acceptable in granite/marble/onyx surface material.  
It is the client's responsibility to inspect the slabs of material prior to fabrication.
- 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.
- 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.

5) RUST:

- Rust is not covered under most product's 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.

6) GENERAL:

- 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.