



# Important Information

paularosa | manhattan



---

Paula Rosa Manhattan is one of the most respected names in the UK kitchen industry.

Over the last 70 years, Paula Rosa Manhattan has designed and built over 1,000,000 kitchens for housebuilders throughout the UK.

We have earned a reputation for creative design and product quality that is unique in the industry. Our kitchens are British made to British designs in materials selected from the world's best sustainable resources.

We hope you are delighted with your new Paula Rosa Manhattan kitchen and have listed a few tips on how to keep it looking as good as new for years to come.



# Caring for your kitchen

It is important that you take time to read all sections of this brochure and that you complete and submit the online warranty activation form. Visit [www.prmdirect.co.uk/warranty/](http://www.prmdirect.co.uk/warranty/)

Your Paula Rosa Manhattan kitchen is one of the most important rooms in your home. It is in constant use and you therefore need to give it care and attention to maintain its appearance and lifespan.

We have given you some tips and suggestions for cleaning and preserving surfaces and other units. Please contact us at any time if you have any queries or, indeed, if you wish to install additional or replacement units.

## Door and drawer front finishes

Laminate, melamine, glass, lacquer and PVC/foil wrapped:

Gently wipe over with cloth dampened with mild soapy water. Carefully buff dry with a microfibre cloth. All scouring pads and mild abrasive agents should be avoided.

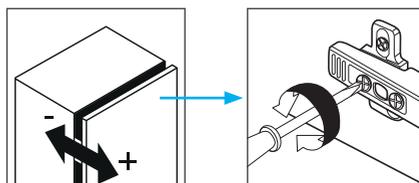
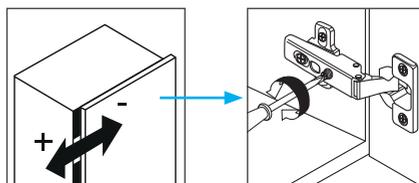
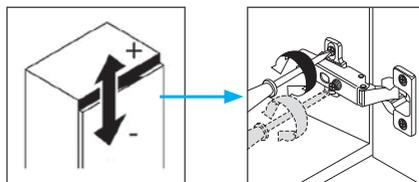
## Wood and veneer:

Follow the procedure described above ensuring that all spillages are cleaned and dried immediately. Silicone based household furniture spray may also be used to enhance appearance. Solid wood and wood veneered doors can be further protected by finishing with a good quality household furniture polish.

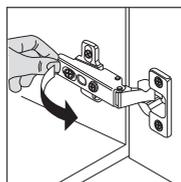
## Parapan® & acrylic doors:

We recommend the use of VuPlex® for cleaning high gloss Parapan and acrylic doors. You should only clean high gloss Parapan and acrylic doors with a microfibre glass anti-scratch cloth and this should be done using a light circular motion. AVOID using any cleaning products which are, or contain: Alcohol based, Solvent based, Abrasive cleaners, Acetone, Petrol, pinewood or oils Glass cleaner. These chemicals will damage the high gloss acrylic surface.

## Adjustment of hinges



## Removal of hinges



## Cabinets

We recommend that all cabinet surfaces be cleaned using a damp cloth rinsed in warm soapy water. To remove stubborn marks, gently rub with a mild detergent or non-abrasive cream cleaner.

### Sinktops, taps and appliances

For cleaning, follow manufacturers' instructions.

### Decorative rails and design features

Clean as you would the corresponding door finish.

### Worktops

To avoid irreparable damage to the worktop:

- Do not place items straight from a hot oven or hob directly onto the worktop. Use a separate worktop cooling slab or 'worktop saver'
- Do not place electric kettles, or other steam generating appliances, over worktop joints, or directly underneath wall units
- Always wipe up spillages immediately, paying particular attention to worktop joints and areas surrounding the sink and hob
- Ensure that all cutting is carried out on a purpose made chopping board

Damage caused by any of the above is excluded from the guarantee.

Worktops should be maintained by cleaning with a damp cloth rinsed in warm soapy water. Persistent marks can be removed by using a mild detergent or NON-ABRASIVE cream cleaner. Stains such as beetroot juice, concentrated fruit juices, red wine, dyes etc, should be wiped off immediately and the area rinsed and dried thoroughly.

To clean natural stone finishes (granite and marble), wipe over with soap and water, dry with clean cloth and buff. Do not use strong cleaners (e.g. bleach). When using such items as detergent bottles, use a coaster to avoid ring marks. If you have a granite chopping board always place a towel underneath as the bottom surface is rough and will scratch.

### Glass surfaces

The glass used in all Paula Rosa Manhattan products is toughened and conforms to BS 6206 Class A. The model range and date of manufacture can be found on the product information label located on the unit. This model range must be quoted in all correspondence. If a glass component is chipped or broken it must be replaced with the type of glass as described on the label.

Please consult the manufacturer, retailer or agent to obtain a manufacturing specification and shape for replacement glass, quoting the model number and date of manufacture.

### General

Although worktops, cabinets and doors are edged or sealed to prevent damage from moisture ingress, excess liquid should always be removed immediately and the surfaces and edges left as clean and dry as possible.



# Our two year guarantee

Your Paula Rosa Manhattan kitchen furniture is guaranteed for a full two years from the date of legal completion.

---

## What is covered

- Any fault arising from defective workmanship or material failure
- Faults will be resolved free of charge. If repair is impractical the item will, at our opinion, be replaced

## What is not covered

- Gloss laminate worktops
- Breakdowns or failure caused by:
  - Poor handling, storage or installation by the purchaser or any contractors other than those specifically retained by Paula Rosa Manhattan;
  - Damage due to impact or other accidental external cause;
  - Negligence or wilful misuse;
  - Appliances or other specialist products such as sinks and taps that are covered by a separate manufacturer's guarantee (refer to appliance user guide for details)
- Cupboard lighting
- Exact matching of doors/drawers
- Deterioration from fair wear and tear
- Door adjustments/alignment
- Products that have been moved are also excluded

Additional kitchen furniture purchased after the date of legal completion is covered by the Paula Rosa Manhattan 2-year guarantee (subject to product availability).

Any labour costs for refitting are not covered by the guarantee and will be quoted separately.

Items replaced under guarantee do not restart the guarantee from this point.

Under our policy of continuous improvement we reserve the right to replace any product that has failed under the terms of the guarantee with the nearest equivalent.

Reasonable opportunity must be given to inspect the product where it is installed. If removed, the product must be retained for inspection. Liability is limited to the single product in question and not to the whole kitchen. This guarantee does not extend to cover consequential loss or damage or installation costs arising from the defective product. This guarantee is not transferable and does not in any way affect the statutory rights of the consumer.



## How to claim

In the unlikely event of needing to claim under this guarantee, **please contact your builder** who will liaise with us on your behalf. Paula Rosa Manhattan will then contact you to arrange an appointment to resolve the issue(s).

We will need to record details of your case. As part of this process we have an obligation to comply with the General Data Protection Regulation (May 2016). These details may contain personal and sensitive data. This is how we will be using and processing such data:

The record of your case will be stored in a securely shared electronic case management system which will be accessed by members of the Paula Rosa Manhattan Team.

Paper copies of your data may also be stored securely by Paula Rosa Manhattan. For quality management purposes, these files may be accessed by an external agency for audit.

Printed labels with your data will be used to identify all units and/or parts related to your case, this information is used for delivery purposes and only Paula Rosa Manhattan employees and subcontractors will have access to it.

All calls will be recorded for training and monitoring purposes. Any Credit or Debit Card payments taken over the phone will be processed through a secure webpage with a virtual terminal. No Credit Card information will be stored by Paula Rosa Manhattan.

All your personal data may be disposed of by secure means at the end of your guarantee period.

A full description of the nature of your query with supporting evidence, together with Developer's name, Site name, Plot number and Date of legal completion will be required.

To assist with the efficient processing of your claim, below is a list of questions you may need to consider:

### Units

- Is it a base unit, sink unit, wall unit or a tall unit?
- What is the width of the unit (in mm)?
- If it is a wall unit or a tall unit, what is the height (in mm)?

### Doors

- Are they to fit on a base unit, wall unit or a tall unit?
- What is the height of the door (in mm)?
- What is the width of the door (in mm)?
- As you face the door, which side are the hinges on?
- Is it a glazed door?
- Does the door fit on an appliance? If so, which appliance?

### Drawer Fronts

- What is the height of the drawer front (in mm)?
- What is the width of the drawer front (in mm)?

### Shelves

- Are they to fit in a base unit, sink unit, wall unit or a tall unit?
- What is the width of the unit that the shelf is to fit into (in mm)?

### Handles

- Should your kitchen have varying lengths of handles, please measure the length of each individual handle (in mm)

---

## Customer care contact details

Call 01926 356 626 Email [customer.care@prmf.co.uk](mailto:customer.care@prmf.co.uk)



## Over 70 years experience creating stunning sustainable kitchens

With manufacturing roots deeply embedded in UK soil, sustainability at our core and creative design, means that your quality kitchen doesn't cost the earth.

# Accreditation and certification



Assurance our products have been independently tested to the highest standards.



Ensures consistent quality and reassurance that our products are completed to the highest standard.



ISO45001:2018  
Demonstrates that we have implemented a robust Health & Safety Management System.



ISO 9001  
Demonstrates that we meet the standard framework for effective business management.



ISO 14001  
Demonstrates that we have implemented an Environmental Management System.



FISP  
Demonstrates our environmental and corporate social responsibility obligations are taken seriously.



Forest Stewardship Council®  
We are FSC® certified, dedicated to promoting responsible management of the world's forests.



Construction Line  
These standards help us to make contracting simpler and help our customers achieve more.



SSIP  
We hold Stage 1 core competency approval from CHAS, SMAS, Green light and TUV UK (OHSAS 18001).



FORS  
Ensures we monitor our fleet performance in all aspects of safety, fuel efficiency & vehicle emissions.



CLOCS  
Demonstrates that we adhere to a revolutionary road safety culture that is embedded across the industry.





**£20 off\***  
*your first order*



Parts  
& Extras

paularosa | manhattan



**£20 off\***  
*your first order*

## Parts and Extras for your new Paula Rosa Manhattan Kitchen

The entire range of units, worktops and accessories is available to buy from Paula Rosa Manhattan Direct.

To claim your £20 off simply let us know your plot details when placing your order.

Shop online:  
[prmdirect.co.uk](http://prmdirect.co.uk)

Speak to a  
Product Advisor:  
01903 524 300

Email us:  
[sales@prmdirect.co.uk](mailto:sales@prmdirect.co.uk)

TERMS: \*Minimum spend £100. Valid for 3 months from legal completion.  
One voucher per plot. Subject to terms and conditions

paula rosa | manhattan

GREAT BRITISH  
CRAFTSMANSHIP



---

## Useful information

### Appliance information

In line with the Appliance Manufacturer's guarantee, Paula Rosa Manhattan Kitchens are unable to make third party calls. All claims against the guarantee must be made to the Appliance Manufacturer by the occupier.

Our Customer Care Team however, will be happy to provide some assistance if required. Contacts for the Appliance Manufacturers are listed below. Developers should advise occupiers that they should be prepared with the following information before calling the Appliance Manufacturer:

- Date of occupation
- Model number
- Product number if model not available (located on silver or white label)
- Serial number

### Where to find this information on the appliance:

Extractor:	Underneath grease filter
Hob:	Underside of hob
Oven:	Frame of main oven
Fridge:	Left hand side lining (i.e. salad drawers)
Freezer:	Left hand side lining
Dishwasher:	Right hand side of door
Washing Machine:	Open door on front cabinet
Microwave:	Front, side or at the back

### Appliance manufacturer contact details:

#### Electrolux Group

Appliances:	Electrolux, AEG, Zanussi
Electrolux:	08445 613613
AEG:	08445 613613
Zanussi:	08445 612612

#### BSH Group

Appliances:	Bosch, Neff, Siemens
	08702 400060

---

#### Paula Rosa Manhattan

Blenheim Road, Lancing Business Park  
Lancing, West Sussex  
BN15 8UH

tel +44 (0)1903 524 300

fax +44 (0)1903 750 679

email [info@prmf.co.uk](mailto:info@prmf.co.uk)

web [prmf.co.uk](http://prmf.co.uk)

paula rosa | manhattan