KKR (KingKonree) Solid Surface: Maintenance Guidelines & Warranty Information

KKR Maintenance Guidelines

Solid Surface Care

KingKonree solid surface products, including sheets, sinks, bathtubs, and kitchen countertops, are crafted from high-quality acrylic resin tailored for kitchen and bathroom environments. To ensure the longevity and maintain the aesthetic appeal of these solid surfaces, regular maintenance is crucial.

Daily Cleaning

- **Basic Clean:** Promptly clean spills with mild detergent or soapy water using a soft sponge or non-scratch scourer.
- **Deep Clean:** To remove tougher stains, use a diluted mild abrasive cleaner with a soft cloth in circular motions. For persistent marks, use a non-scratch scourer with the cleaner.
- **Intense Clean/Repair:** For extreme marks or light scratches, lightly buff the surface with fine-grade sand/glass paper.
- **Softskin Basic Clean:** Use warm soapy water or mild detergent with a soft cloth, rinse, and towel dry.

Preventive Measures

- **Heat Resistance:** KKR solid surfaces can withstand temperatures up to 360°F (182°C). While temporary contact with hot pots is tolerable, prolonged exposure to heat should be avoided. Always let cookware cool before placing it on the surface.
- **Avoiding Damage:** Refrain from using strong acidic or alkaline cleaners, which may harm the surface. For drain cleaners, ensure they do not come into contact with the surface and are used according to the product's instructions.

Restoration

Should your solid surface accrue scratches or small chips from sharp objects, these can be remedied with sanding techniques:

- **Minor Scratches:** Utilize a sanding sponge for light abrasions.
- **Deeper Scratches or Chips:** Start with 100 or 150-grit coarse sandpaper and gradually move to finer grits to restore the original smoothness and finish.

KKR Warranty Policy

Quality Commitment

- KingKonree provides high-quality solid surface products with a 10-year warranty.
- Guarantee against defects in workmanship and materials under normal use and maintenance.

Warranty Exclusions

1. Accidents, abuse, misuse.
2. Damage from excessive heat.
3. Non-manufacturing related breakage.
4. Improper care and maintenance.
5. Unauthorized modifications or repairs.
6. Customer design flaws or defects.

Warranty Duration and Scope

- 10-year warranty from the delivery date.
- Overrides other warranties, express or implied.
- Only provided by KingKonree (China). Distributors or retailers do not offer this warranty.

Warranty Service

- KingKonree will repair or replace defective products at its discretion.
- Liability limited to repair or replacement within the warranty period.

Repair Limitations

- KingKonree is not liable for repair costs by unauthorized personnel.
- All repairs require written authorization from the company.

Warranty Claims and Assistance

- Contact where you purchased the KKR product for warranty claims, as detailed on your invoice.