

## **LIMITED LIFETIME WARRANTY**

Koch & Co., Inc. warrants to the original consumer purchaser, as long as they own their home, that the cabinet box, shelves, and drawer box will be free from defects in materials and workmanship under normal use. This warranty is not transferable. No representative of Koch & Co., Inc. has the authority to modify this warranty.

### **Warranty Limitations**

This limited Lifetime Warranty does not apply to:

1. Products that are installed in cabinets that are not manufactured by Koch & Co., Inc.  
Example: Rev-A-Shelf items, Blum, Archon Woodworks, etc.
2. Cabinetry installed outdoors.
3. Cabinets that have been improperly installed, cleaned or maintained.
4. Cabinets not installed in the United States.
5. Defects caused by misuse, abuse, negligence, alterations, environmental conditions, improper installation, normal wear and tear, commercial use or improper storage and handling.
6. Labor for replacement or removal of cabinets.
7. Classic and Imperial cabinets should not be mixed with Express cabinets in a project.  
Doing so will void any warranty on color issues.
8. Against expansion or contraction occurring as a result of humidity levels being too high or too low.  
We recommend 35 to 45% relative humidity levels in your home. This warranty will be void if cabinets are stored or installed in environments that do not have properly controlled humidity levels.
9. Warp: Koch & Co., Inc. has an allowance of 3/16" on any door or drawer front under 24" wide x 45" tall.  
Any cabinet whose warpage exceeds 3/16" and can not be corrected by hinge adjustment will be replaced by Koch & Co., Inc. after it has been acclimated for 1 year. If doors are removed during installation pay close attention that they are reinstalled on the same cabinet.
10. Any door over 42" tall, made as one panel (per customer request) is excluded from this warranty.

### **Warranty Disclaimers**

1. Wood characteristics that are inherently associated with a wood species. Each wood specie exhibits its own distinctive pattern and characteristics which adds to its natural beauty. Grain variances, mineral streaks, worm holes and knots are not considered defects. There is not a minimum or maximum amount of characteristics and variances are not considered defects.
2. Color variations. This warranty does not cover the natural aging and darkening of the wood color, nor does it apply to the inherent growth characteristics of the wood. As with other natural materials, wood is affected by environmental factors such as natural and artificial lighting. Darkening or mellowing of the wood can be expected and is a natural process of wood.
3. From time to time, we will change design, specifications and materials, as conditions require and improvements are developed, but we have no obligation to incorporate such changes in products we previously manufactured.

### **Warranty Performance**

Koch & Co., Inc. may elect to repair or replace any Koch Cabinet product covered by our warranty. Should defects in material or workmanship exist during this warranty, Koch & Co., Inc. will elect at its discretion to either repair or replace the defective material or component, excluding labor costs. This warranty covers only parts and materials supplied by Koch & Co., Inc., and does not cover costs for removal or installation of counter tops, plumbing fixtures, appliances or related materials, or labor costs. Natural and environmental factors will affect cabinet products over time: therefore, Koch & Co., Inc. cannot be responsible for replacement products that may not exactly color-match installed product.

Some states do not allow exclusions or limitations of incidental or consequential damages, so the above limitations or exclusions may not apply. This warranty gives you specific legal rights, and you may also have other rights.

This warranty is in lieu of all other warranties expressed or implied.

# Koch Classic

## KOCH & COMPANY POLICY AND PROCEDURES

**ORDERS:** Please send orders via fax or Cab Connect. Be sure to include the Koch cover sheet, oven cutouts and spec's on special cabinets. Drawings of special cabinets and oven cabinets will be faxed with confirmations for your approval. Please approve and fax back ASAP to avoid delays in your order. We will not continue processing till approvals are received.

Orders are assigned a work order number the same day they are received. Orders received after 3:00 pm will be logged in the next business day. We do not accept orders over the phone.

**CONFIRMATION:** You will receive a typed confirmation of your order within 24 - 48 hours. Please look these over carefully and let us know of any changes or corrections. Please send changes via fax. No changes are taken over the phone.

If you do not receive a confirmation within 24 to 48 hours, please call and make sure that we received your fax. We have no way of knowing if we did not receive a Fax you sent if it did not transmit properly.

**CHANGES ON ORDERS:** Changes can be made within 24 hrs from the time you receive confirmation. Changes are only accepted by fax. After 24 hrs no changes are allowed. No changes are allowed on rush orders.

**MINIMUM CABINET CHARGE:** There is a minimum order of cabinets. If you order three cabinets or less you will be charged \$15 per cabinet.

**SHIP LOG:** A ship log will be faxed to you on a weekly basis. This log will give you an estimated ship date on cabinet orders that we have received.

**SHIPPING:** Any questions about shipping, truck schedules, jobsite delivery requirements, etc need to be directed to the shipping department. 866-739-5624

**RUSH POLICY:** Rush orders will have a \$50 per box charge. There is a limit of 3 cabinets per rush order. When you check the rush box on your cover sheet this charge will show up in your confirmation. Any order over three boxes **WILL NOT** be considered for our rush program. Custom cabinets, finished interiors, or angled cabinets will not be rushed. This does not apply to any warranty or damaged cabinets.

Rush orders will be ready to ship in approximately ten working days and will be shipped on the first available truck. Shipping date will depend on your truck schedule. If you decide to ship FED-X or LTL those charges will apply. These charges can vary in price but will exceed \$125 depending on location of delivery.

No changes are allowed on rush orders after they have been confirmed. Work is started on the order as soon as it has been confirmed so that we can deliver it to you on time. Once the work has started it can not be stopped.

**JOB COMPLETION:** Job completion orders will have a \$25 per box charge. There is a limit of 5 cabinets per job completion order. Any order over five boxes **WILL NOT** be considered for our job completion program. Custom cabinets, or angled cabinets will not be eligible for job completion. This does not apply to any warranty or damaged cabinets.

Job completion orders will be ready to ship in approximately 15 working days and will be shipped on the first available truck. Shipping date will depend on your truck schedule. If you decide to ship FED-X or LTL those charges will apply. These charges can vary in price but will exceed \$125 depending on location of delivery.

No changes are allowed on job completion orders after they have been confirmed. Work is started on the order as soon as it has been confirmed so that we can deliver it to you on time. Once the work has started it can not be stopped.

If job completion, or a rush cabinet is needed, please contact Laurie Osterhaus, ext 263. She does the production schedule and will let you know how soon they can get the order into production.

# Koch Classic

## DEALER RESPONSIBILITY

CAREFULLY INSPECT ALL CABINETS AND PRODUCTS UPON DELIVERY AND HAVE PERSONEL THERE TO UNLOAD THE TRUCK. ANY DAMAGES OR SHORTAGES MUST BE NOTED ON THE SIGNED DELIVERY RECEIPT. DAMAGES OR SHORTAGES NOT WRITTEN ON THE SIGNED DELIVERY RECEIPT MAY NOT BE REPLACED. IF AN ITEM IS TO BE REPLACED THE DEALER MUST SEND IN THE WARRANTY FORM AND PICTURES OF THE DAMAGE.

DEALER WILL DO TOUCH-UP OF ANY MINOR DAMAGE THAT MIGHT HAVE OCCURRED IN SHIPPING AS WELL AS FINAL DOOR AND DRAWER ADJUSTMENTS. LABOR EXPENSES ARE THE RESPONSIBILITY OF THE DEALER IN THE EXECUTION OF WARRANTY ITEMS.

IF THERE IS AN ISSUE AT A JOBSITE THE DEALER ( OR A DEALER REPRESENTATIVE) WILL VISIT THE JOBSITE AND MEET WITH THE CUSTOMER TO DETERMINE A SOLUTION THAT WILL SATISFY THE CUSTOMER. IF A PRODUCT NEEDS TO BE SERVICED ON THE JOBSITE, THE DEALER (OR A REPRESENTATIVE OF THE DEALER) MUST BE PRESENT WHEN THE WORK IS STARTED SO THAT EVERYONE HAS THE SAME UNDERSTANDING OF WHAT NEEDS TO BE DONE.

WHEN THE WORK IS COMPLETED A REPRESENTITIVE FROM THE DEALER MUST BE PRESENT TO INSURE THAT THE WORK PERFORMED HAS MET THE CUSTOMERS SATISFACTION.

## WARRANTY AUTHORIZATION

KOCH & COMPANY RESERVES THE RIGHT TO APPROVE FIELD REPAIR. BEFORE REPAIR IS STARTED YOU MUST RECEIVE ADVANCED AUTHORIZATION FROM KOCH & COMPANY IF COMPENSATION IS EXPECTED.

WHEN FIELD REPAIR IS REQUIRED OR WHEN ORDERING PARTS BELIEVED TO BE COVERED BY WARRANTY, MAKE A COPY OF THE WARRANTY REPORT ON PAGE 382, FILL IT OUT AND SEND IT WITH PICTURES OF THE DAMAGE. KOCH & COMPANY WILL EVALUATE THE ORDER AND PROCEED.

IT IS IMPORTANT TO INCLUDE A PICTURE OF THE DAMAGE. THE PICTURE CAN BE SUBMITTED IN CAB CONNECT IF YOU SUBMIT YOUR WARRANTY REPORT THERE.

IF FAXING OR E-MAILING YOUR WARRANTY REPORT IT GOES TO LYNN LIERZ AT [LLIERZ@KOCHCABINET.COM](mailto:LLIERZ@KOCHCABINET.COM)

CABINETS OR PARTS THAT ARE DEFECTIVE WILL BE REPLACED ON A RUSH BASIS. KOCH & COMPANY RESERVES THE RIGHT TO ASK FOR THE RETURN OF DEFECTIVE ITEMS.

## SHIPPING

KOCH & COMPANY WILL NOT DELIVER TO ANY LOCATION THAT DOES NOT HAVE A DEALER (OR AN AUTHORIZED REPRESENTATIVE OF THE DEALER) TO INSPECT AND SIGN FOR CABINETS

JOB-SITE DELIVERY IS ONLY AVAILABLE FOR PROJECT JOBS. THE FOLLOWING INFORMATION WILL BE REQUIRED FOR JOB-SITE DELIVERY:

1. A DETAILED MAP SHOWING LOCATION WITH NAME, STREET ADDRESS, STATE AND ZIP CODE.
2. DEALER TELEPHONE NUMBER AND CUSTOMER TELEPHONE NUMBER.

JOB SITE AND DEALER LOCATION DELIVERY IS A SERVICE THAT REQUIRES DEALERS TO BE RESPONSIBLE FOR THE FOLLOWING:

1. CALL SHIPPING DEPT TO VERIFY DROP SHIP CHARGES.
2. DEALER IS TO PROVIDE THE ASSISTANCE OF AT LEAST TWO PEOPLE TO UNLOAD THE TRUCK.
3. A REPRESENTITIVE OF THE DEALER MUST INSPECT THE CABINETS AS THEY ARE UNLOADED AND SIGN THE PACKING SLIP. ANY DAMAGE OR MISSING ITEMS MUST BE NOTED ON THE PACKING SLIP.
4. MAKING SURE THE DETAILED MAP SENT HAS A ROUTE THAT IS ACCESSABLE FOR THE TRUCK. THIS INCLUDES MAKING SURE OF BRIDGE CLEARANCE, WEIGHT RESTRICTIONS FOR BRIDGES OR ROADS, AND THAT THERE IS NOT ROAD CONSTRUCTION THAT WILL HINDER THE DELIVERY OF CABINETS.

IF ANY CONDITION, AT THE DISCRETION OF THE DRIVER, IS UNSAFE AND THE CABINETS CAN NOT BE DELIVERED, THEY WILL BE RETURNED TO THE FACTORY. DOUBLE FREIGHT CHARGES WILL BE APPLIED AND THE SCHEDULED RE-SHIP DATE WILL BE BASED ON THE TRUCK SPACE AVAILABLE.

THERE WILL BE A MINIMUM \$200 RE-ROUTING CHARGE FOR ALL ORDERS WHICH HAVE THIER DESTINATION CHANGED BY THE DEALER AFTER THE TRUCK IS LOADED OR IN TRANSIT.

THERE WILL BE A MINIMUM CHARGE OF \$200 IF THE TRUCK HAS TO SIT FOR MORE THAN AN HOUR PAST THE SCHEDULED DELIVERY TIME WITHOUT SOMEONE STARTING TO UNLOAD IT.

# Koch Classic

## KOCH & COMPANY POLICY AND PROCEDURES

**INTERIORS:** The interiors of the Koch Cabinets are surfaced with a Maple grained print that resists most stains, scuffs, and mars.

**CLEANING:** Koch hardwood exteriors have a high quality finish on the wood that brings out its full beauty. We recommend cleaning the interior and exterior of your cabinets once a month with a clean damp sponge or cloth. If a spill occurs, it is important to clean up the spill and dry the surface right away. A spill left unattended will soak through the Maple print and cause damage. We do not recommend using paper towels because of their abrasiveness. To remove food residue or grease, use clean suds with a mild soap and water mixture. Do not use cleaners that have any abrasive additive, bleach or ammonia. These cleaners will cause damage to your cabinet finish. Dishcloths used for other cleaning should never be used as they could contain remnants of harsh chemicals or grease. Following cleaning, wipe all excess moisture off the cabinet fronts and door backs.

**CAUTION:** The most common form of damage done to cabinetry during normal maintenance is over scrubbing of the finishes, especially the edge profiles.

Excess moisture can damage any cabinet finish. Areas near the sink, dishwasher, range, oven and baseboards are the most susceptible. Keep these areas dry.

Koch cabinets have a high quality varnish finish and waxing is not necessary. Furniture polish may be used if waxing is preferred. Make sure to wipe off any excess polish to avoid build-up

### **COLOR VARIANCE**

Colors of all products change as they age. Various wood species will react in different ways depending on their exposure to the sun as well as the environment they are located in. For instance Cherry darkens with age and becomes more red, while White, Pearl and Vanilla will have a tendency to acquire a slightly more amber coloring. Colored paints and clears may become slightly duller.

We use high quality coatings and woods to diminish these reactions and proper care and conditions in the home will also be beneficial. If replacement parts or additional cabinetry is needed, more than a year after original purchase, a sample stain block from the original job should be sent in. It will NEVER be possible to perfectly match new cherry with old.

### **STAIN BLOCK AND SAMPLE DOOR EXPIRATION**

All stain blocks and sample doors have a date on them. It is our recommendation that they be replaced when that date is more than 2 years old. Because of the fact that Cherry darkens at a much quicker rate we recommend it be replaced after 6 months.

### **FURNITURE FINISH**

All finishes are glossier when freshly finished. The gloss level will tone down after approximately 6 months, depending on the environmental exposure.

### **CABINET DOOR BACKS**

Door backs will not be finished to the same level of artistic detail as the front. They will have the same blending color and durability as the front of the door. Please have door samples for your customers to view.

### Effects of Moisture in Cabinets

Any solid wood or wood components will expand or contract with changing moisture and climate conditions. All wood is hygroscopic, meaning that when exposed to air, it will release or pick up moisture until it is in equilibrium with the humidity and temperature of the climate.

#### Humid Climates

Wood products located in humid climates are especially susceptible to expansion. As humidity levels increase, wood products will expand due to extra moisture in the air.

#### Dry Climates

In low humidity conditions, wood will release moisture and shrink or contract in size. In a dry climate, (or in a home that does not have a humidifier in the winter months) wood will shrink, exposing gaps at the joints where wood is trying to contract. This may result in the appearance of an unfinished line along the center panel. Koch and Company does not consider this a defect and will not replace doors due to this situation.

As wood expands or contracts, due to moisture content, it does not shrink or swell equally in all directions. Please note that just because wood is finished with a stain and topcoat, it is not immune to moisture. Cabinets will still take in moisture through contact with liquid or absorption from the air.

Seasonal temperatures and humidity changes (or situations such as higher than normal rain falls), can increase the calls dealers receive about the effects of moisture in cabinets. Teaching homeowners to monitor and control the levels of humidity can greatly reduce the occurrence of moisture related problems.

### Measures that can be taken to Prevent Humidity Problems

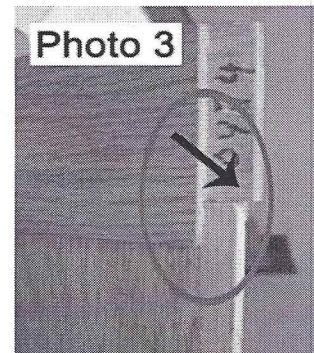
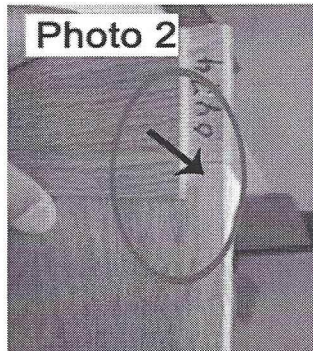
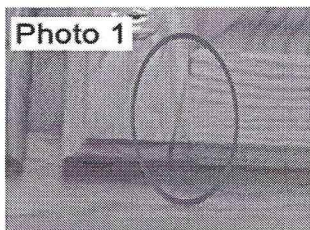
Air conditioning, dehumidifiers and humidifiers can help maintain satisfactory levels of moisture in a home. Using a hygrometer will make it easy to check the humidity level; they can be purchased at a hardware store. We recommend a range between 35% and 45% humidity.

\*During storage be aware that an acceptable level of moisture must be maintained, and try to keep the room temperature between 60 and 90 degrees. When new cabinetry has been stored they should be allowed to stand, in the home where they will be installed, for a period of time to acclimate to the surrounding environment.

\*Density of wood affects how much, or how little, wood expands or contracts. Some door styles may be better suited for homes that are located in areas that are more susceptible to humidity issues. Vacation homes should maintain climate control when not in use. In an uncontrolled environment, wood is a dimensionally unstable material.

NOTE : Koch and Company's warranty is written with the expectation that cabinets will be stored and installed in a climate controlled environment. Warranty will be void if cabinets are stored or installed in buildings with extreme temperatures or humidity levels.

We want customers to enjoy their cabinets and working with them to avoid extreme levels of humidity will keep cabinets looking beautiful for many years.



**Photo 1:** Shows that the stile cracked due to panel movement in the door.

**Photo 2:** Shows that the panel had expanded in width about 3/16" due to high humidity in the room the cabinet was installed in.

**Photo 3:** Shows that the panel lip contracted about 3/16", to the correct size, after the humidity was regulated to the proper level.

## **KOCH & COMPANY POLICY AND PROCEDURES**

### **STACKED CABINETS**

When stacking two cabinets together we want you to be aware they may not be exactly the same width, and that the two rails that join them together might not be a perfect fit. When working with wood products you can expect variances.

The ideal options for having stacked cabinets are:

1. We are a semi-custom builder, therefore we can take two cabinets and build them in one cabinet. This will cost more than two separate cabinets but will eliminate any differences between the two cabinets.

2. We have a section in the pricebook that has a complete line of double sectioned cabinets.

Between these two options, every cabinet need should be covered. If two separate cabinets are used for a "stacking" setup and if there are any issues with the fit, it will not be considered a defect and will not be reason for replacement.

### **PENCIL GLAZING**

Pencil Glazing is achieved by using a flow pen instrument to apply glaze to the detail in profiled areas. It is hand applied by our craftsmen, to give depth and highlight the moldings used.

The amount of highlights to the natural variation of the wood will depend on the door style and wood species.

Since glazing is hand applied, each door will have its own personality which adds a more unique, one of a kind addition to your home.

Pencil glazing is applied before the door is stained.

### **ACCENT GLAZING**

Accent glazing is a unique finish to cabinetry that adds a beautifully artistic touch. Hand applied by our craftsmen, to give depth and accentuate the molding used to create an antique appearance.

The amount of accent to the natural variation of the wood will depend on the door style, construction wood species, and glaze color. Fine grained woods such as Maple, Cherry and Birch will have a delicate effect.

The more decorative the molding, the more defined it will be as the glazing will "hang-up" in the recesses of the molding.

Since glazing is hand applied, each door will have its own personality which adds a more unique, one of a kind addition to your home.

### **HIGHLIGHTS**

Highlights is only available on painted cabinets and is applied to the painted door before the topcoat of varnish.

Highlights are hand applied, each door will have its own personality which adds a more unique, one of a kind addition to your home.

### **DISTRESSING**

Cracks, dents, nicks and wormholes give the appearance of aged wood.

# Koch Classic

## SPECIALTY FINISHES

### RUB THROUGH

Koch Rub Thru finish is done by hand in our factory. There is no consistency to where the rub thru is going to be on your cabinet doors and drawer fronts. Rub Thru technique will vary from piece to piece in your cabinets. This variation will not be considered a defect and will not be reason for replacement. Rub through will expose natural wood color and will be random in stiles, rails and in raised panels.

When ordering this finish you need to fill out the form on page 397 and submit it with your order.

### PAINTS

On wood products, movement is typical due to changes in the climate conditions. This will cause the hairline cracks at the stiles, rails and joints that you will see in a painted finish. Panel shrinkage may also occur in the door panel of your cabinetry. Over time there may be a slight color change in this finish due to exposure to natural and artificial light. The color black also brings out the natural flaws in the wood that is hidden by other colors. These items listed above are natural occurrences in the wood and will not be considered a defect or reason for replacement by Koch Cabinets.

When ordering this finish you need to fill out the form on page 395 and submit it with your order.

When ordering painted cabinets with rub thru there is a form on page 396 to fill out

### FINISHING PROCESS

1. Doors and drawer fronts are sanded through a wide belt sander followed by an orbital sander.
2. They are hand sanded and inspected.
3. They are run through a brush sander for dust removal and denibbing to prepare for staining.
4. Stain is applied to both sides.
5. Doors and fronts have a seal coat applied and are oven cured one side at a time with a self-sealing conversion varnish.
6. They are hand seal sanded and brushed clean of sealer dust.
7. They have a top coat of conversion varnish applied and are oven cured one side at a time.



**PAINTED FINISH**

Congratulation on your selection of Koch Cabinets for your home! This finish is quite different from our standard stain finish. Your satisfaction is important to us and we want you to be fully informed about the characteristics of our painted finish.

On wood products, movement is typical due to changes in the climate conditions. This will cause the hairline cracks at the stiles, rails and joints that you will see in a painted finish. Panel shrinkage may also occur in the door panel of your cabinetry. Over time there may be a slight color change in this finish due to exposure to natural and artificial light. The color black also brings out the natural flaws in the wood that is hidden by other colors. You may see some wood grain telegraph thru the paint finish, especially Oak.

These items listed above are natural occurrences in the wood and will not be considered a defect or reason for replacement by Koch Cabinets.

I have read the above information and will not hold Koch Cabinets responsible for the natural wood movement and characteristics of the painted finish I have chosen.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Dealer Signature

\_\_\_\_\_  
Customer Signature ( Please Print)

\_\_\_\_\_  
Dealer Name (Please Print)

\_\_\_\_\_ Order Date and Dealer PO#

## **PAINTED AND RUB THRU FINISH**

Congratulation on your selection of Koch Cabinets for your home! This finish is quite different from our standard stain finish. Your satisfaction is important to us and we want you to be fully informed about the characteristics of our painted finish.

On wood products, movement is typical due to changes in the climate conditions. This will cause the hairline cracks at the stiles, rails and joints that you will see. Panel shrinkage may also occur in the door panel of your cabinetry. Over time there may be a slight color change in this finish due to exposure to natural and artificial light. The color black also brings out the natural flaws in the wood that is hidden by other colors. You may see some wood grain telegraph thru the paint finish, especially Oak.

These items listed above are natural occurrences in the wood and will not be considered a defect and reason for replacement by Koch Cabinetry.

Koch Rub Thru finish is done by hand in our factory. There is no consistency to where the rub thru is going to be on your cabinet doors and drawer fronts. Rub Thru technique will vary from piece to piece in your cabinets. This variation will not be considered a defect and will not be reason for replacement. Rub through will expose natural wood color and will be random in stiles, rails and in raised panels.

I have read the above information and will not hold Koch Cabinets responsible for the natural wood movement and characteristics of the painted finish I have chosen.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Dealer Signature

\_\_\_\_\_  
Customer Signature ( Please Print)

\_\_\_\_\_  
Dealer Name (Please Print)

\_\_\_\_\_ Order Date and Dealer PO#

# Koch Classic

**FORMS**

## **RUB THRU FINISH**

Congratulation on your selection of Koch Cabinetry for your home! This finish is quite different from our standard stain finish. Your satisfaction is important to us and we want you to be fully informed about the characteristics of our painted finish.

Koch Rub Thru finish is done by hand in our factory. There is no consistency to where the rub thru is going to be on your cabinet doors and drawer fronts. Rub Thru technique will vary from piece to piece in your cabinets. This variation will not be considered a defect and will not be reason for replacement. Rub through will expose natural wood color and will be random in stiles, rails and in raised panels.

I have read the above information and will not hold Koch Cabinets responsible for the natural wood movement and characteristics of the painted finish I have chosen.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Dealer Signature

\_\_\_\_\_  
Customer Signature ( Please Print)

\_\_\_\_\_  
Dealer Name (Please Print)

\_\_\_\_\_ Order Date and Dealer PO#