

MAINTENANCE GUIDE

MIRALIS

WELCOME TO THE MIRALIS PRODUCT CARE GUIDE!

Miralis products are built using rigorous manufacturing methods and all materials are carefully selected and tested by our development team to provide high-quality and durable cabinets.

To continue to fulfill our commitment to durability, we have created a complete product care guide to keeping your cabinets looking their very best.

IMPORTANT!

Please note that Miralis is not responsible for any damage caused by poor maintenance, even when products suggested in this product care guide have been used.

We recommend testing a cleaning product on a small, hidden area of your cabinet before using it on a visible surface. It's important to follow manufacturer instructions to make sure you are using household products correctly. Cleaning techniques must be applied with care. Intense and repetitive scrubbing could damage the surfaces of your cabinets.

All products in this guide have been tested for effectiveness at Miralis. However, we can't guarantee that these products won't damage your cabinets over time. That is why we recommend using these products only as a last resort. Some of these products can affect the luster of your cabinets.

CONGRATULATIONS !

Miralis® is committed to furnishing you with high-end products that are manufactured with superior standards of quality. Our attention to detail and craftsmanship and our constant need to innovate are at the heart of our relationship with customers. Thank you for giving us the opportunity to serve you. We appreciate your business and the confidence you have placed in us.

In order to preserve the distinctive cachet of your products, we've prepared a guide that will provide you with important information for their upkeep. Please read the information carefully. Once read, we suggest that you keep the guide in a convenient place for reference. Everyone at Miralis® would like to take this opportunity to wish you beautiful days ahead in your new living space.

BEYOND DESIGN AND INNOVATION, WE CRAFT EMOTIONS.

IMPORTANT INFORMATION TO KEEP IN MIND

For future reference, please take note of the following :

Product-material : _____

Door model : _____

Type of wood : _____

Color : _____

Finish-gloss : _____

Dealer : _____

Contact name : _____

Address : _____

City : _____

Telephone : _____

WARNING!

Finishes such as lacquer and wood can become more lustrous when scrubbed repeatedly, regardless of the cleaning product used.

Types of Stains	Laminate European laminate	Matte similacquer	Glossy similacquer
Use a soft microfiber cloth for cleaning			
Daily cleaning	Warm water and mild soap	Warm water and mild soap	Warm water and mild soap
For tough stains only: follow the recommendations below			
Food	White Vinegar <u>Clorox Green Works</u> (All-purpose Cleaner)	White Vinegar	White Vinegar
Grease	<u>Clorox Green Works</u> (All-purpose Cleaner)	<u>Clorox Green Works</u> (All-purpose Cleaner)	<u>Clorox Green Works</u> (All-purpose Cleaner)
Bicycle chain oil	White Vinegar <u>Clorox Green Works</u> (All-purpose Cleaner) <u>Mr. Clean Magic Eraser</u>	White Vinegar	White Vinegar
Cosmetic Products	White Vinegar <u>Clorox Green Works</u> (All-purpose Cleaner) <u>Clorox Disinfecting Wipe</u>	<u>Clorox Green Works</u> (All-purpose Cleaner) <u>Clorox Disinfecting Wipes</u>	White Vinegar
Marker	<u>Clorox Green Works</u> (All-purpose Cleaner)	<u>Clorox Green Works</u> (All-purpose Cleaner)	White Vinegar
Ballpoint pen or permanent marker	<u>Mr. Clean Magic Eraser</u> <u>Clorox Disinfecting Wipes</u>	<u>Mr. Clean Magic Eraser</u>	White Vinegar <u>Clorox Disinfecting Wipes</u>
DO NOT USE THE FOLLOWING PRODUCTS			
All types of stains	-	-	Magic Eraser (creates small grooves)
	Abrasive cleaners (Vim, Comet, etc.), scrubbing sponges or pads, or products containing wax, highly concentrated acids or bases.		

IMPORTANT!

After using any household cleaning product on your cabinets, dampen a microfiber cloth with water, wring it out, and wipe the surfaces clean. Dry the surface with a dry microfiber cloth. This step is very important since a build-up of household cleaning products could damage your surfaces over time.

Fenix ¹	Advanced engineering (wood grain and marble)	Lacquer	Wood
Use a soft microfiber cloth for cleaning			
Warm water and mild soap	Warm water and mild soap	Warm water and mild soap	Warm water and mild soap
For tough stains only: follow the recommendations below			
White Vinegar <u>Clorox Green Works</u> (All-purpose Cleaner)	White Vinegar <u>Clorox Green Works</u> (All-purpose Cleaner)	White Vinegar <u>Lysol Disinfectant Spray</u> (All in One)	White Vinegar <u>Lysol Disinfectant Spray</u> (All in One)
<u>Clorox Green Works</u> (All-purpose Cleaner)	White Vinegar	<u>Clorox Green Works</u> (All-purpose Cleaner)	<u>Clorox Green Works</u> (All-purpose Cleaner)
Mr. Clean Magic Eraser	Mr. Clean Magic Eraser	White Vinegar	White Vinegar
<u>Clorox Disinfecting Wipe</u> Mr. Clean Magic Eraser	<u>Clorox Disinfecting Wipe</u> Mr. Clean Magic Eraser	<u>Clorox Green Works</u> (All-purpose Cleaner)	<u>Clorox Green Works</u> (All-purpose Cleaner)
Clorox Green Works (All-purpose Cleaner)	Clorox Green Works (All-purpose Cleaner)	Clorox Green Works (All-purpose Cleaner)	<u>Clorox Green Works</u> (All-purpose Cleaner)
Mr. Clean Magic Eraser	Mr. Clean Magic Eraser	<u>Clorox</u> Disinfecting Wipe	<u>Clorox</u> Disinfecting Wipe
DO NOT USE THE FOLLOWING PRODUCTS			
-	-	Magic Eraser (affects the luster)	Magic Eraser (affects the luster)

Abrasive cleaners (Vim, Comet, etc.), scrubbing sponges or pads, or products containing wax, highly concentrated acids or bases.

¹ FENIX has a number of cleaning solutions and methods that are very specific to its products. [See the recommendations for more information.](#)

CLEANING FIVE-PIECE DOOR FRAME (SHAKER AND TRIBECA)

Five-piece door panels (Shaker or Tribeca) can accumulate dust and some spots are difficult to reach with a microfiber cloth. Here are two tools to use on these hard-to-reach places:

- Compressed air dusters (mainly sold to clean keyboards)
- Dental cleaning tools such as "Soft-Picks", which have flexible rubber bristles.

MOISTURE AND HEAT SOURCES

To preserve the quality and appearance of your products, make sure there are no sources of moisture or heat near or under your cabinets. Self-cleaning ranges, dishwashers, toasters, kettles, coffee makers, toaster ovens, convectors and electric baseboard heaters can cause significant and irreversible damage to your cabinets. We strongly recommend that you move small appliances prior to using them. Before using the self-cleaning mode on your range, you should bring it approximately six inches forward, or you can open or remove nearby cabinet doors and drawers.

It's also important to not hang wet towels or linens on cabinet doors. Moisture can warp them, cause the edge banding to peel off, or change the color of the product.



CHANGES IN COLOR AND SHAPE

Wood is a natural, living material that reacts to changes in temperature and humidity, swelling with humidity and shrinking with dryness. We recommend trying to reduce these changes, which could damage the joints and assembly.

Light can also change the color of wood. Some wood species will naturally darken, while others will lighten over time.

Lacquer and laminate may also change color and turn slightly yellow when exposed to sunlight or other light source. Changes in shape or color happen naturally over time.

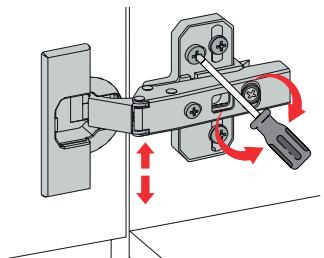
HINGE ADJUSTMENT

Miralis cabinets feature durable, high-performance hinges with adjustment screws that allow you to change the position of the doors. Normal use of cabinets requires a regular adjustment of the hinges.

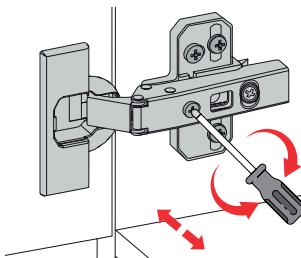
Tighten or loosen the adjustment screw to position the door where you want it.

ADJUSTING STANDARD HINGES

ABOVE AND BELOW

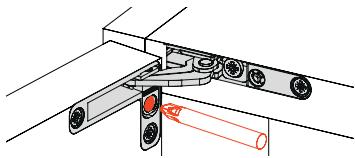


LEFT AND RIGHT

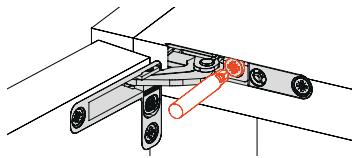


ADJUSTING HIDDEN HINGES

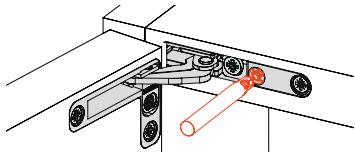
ABOVE AND BELOW



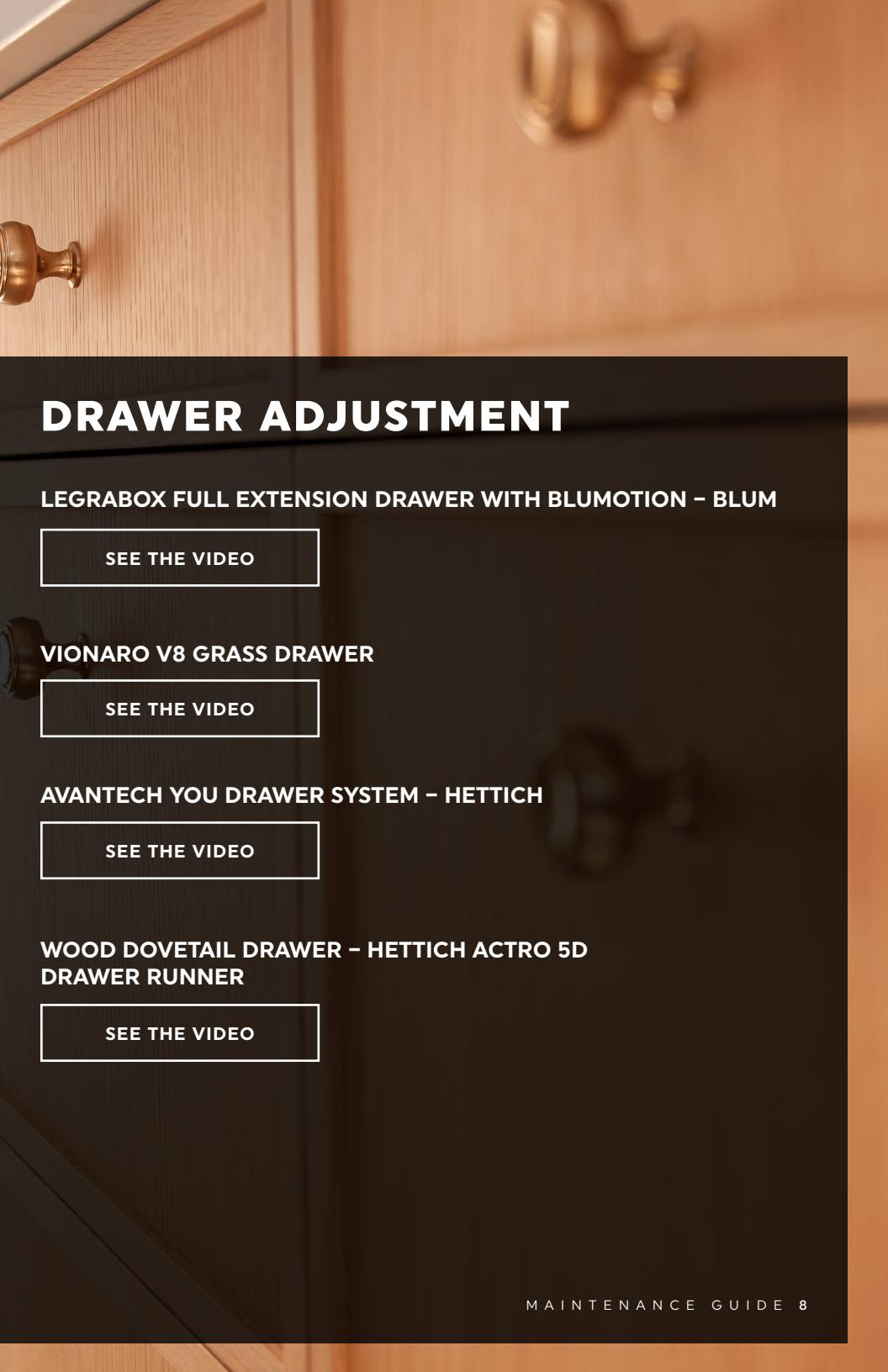
LEFT AND RIGHT



DISTANCE BETWEEN THE CABINET AND THE DOOR



CORROSION PREVENTION



DRAWER ADJUSTMENT

LEGRABOX FULL EXTENSION DRAWER WITH BLUMOTION – BLUM

[SEE THE VIDEO](#)

VIONARO V8 GRASS DRAWER

[SEE THE VIDEO](#)

AVANTECH YOU DRAWER SYSTEM – HETTICH

[SEE THE VIDEO](#)

WOOD DOVETAIL DRAWER – HETTICH ACTRO 5D
DRAWER RUNNER

[SEE THE VIDEO](#)

Household cleaners and disinfectants can prematurely corrode the hinges and slides of your cabinets over time when stored close by. To avoid any contact, we suggest storing your cleaners and disinfectants in plastic bags.

MINOR REPAIRS TO WOOD CABINETS

For minor scratches and scuffs, your retailer can provide a touch-up kit that matches the color of your wood cabinets.

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TOUCH-UP MARKER

- Make sure the surface you want to repair is clean and dry.
- Shake the marker, hold it in a vertical position with the tip facing up, and press the tip in for a few seconds.
- Then, turn the marker down and press the tip onto a piece of cardboard until it is saturated. The tip must be moist, but not wet.
- Use the marker to add color where needed.
- Wipe off excess liquid with a clean cloth.

TOUCH-UP WAX CRAYON

- Make sure the surface you want to repair is clean and dry.
- Apply the wax crayon by moving it back and forth to completely fill the damaged area. For easy application, hold the crayon in your hands for several minutes to warm it up.
- Remove excess wax by gently rubbing the treated area with a clean cloth.

TOUCH-UP STAIN BOTTLE

- Make sure the surface you want to repair is clean and dry.
- Use a brush to apply the stain where needed.
- Wipe off excess liquid with a clean cloth.

MINOR REPAIRS TO LACQUER CABINETS

- Completely empty the catalyst (from inside the capsule) into the glass bottle that contains the lacquer.
- Clean around the area to be touched up, then wipe down the area and wait for it to dry completely.
- Stir the mixture vigorously before use.
- Using a brush, apply a small amount of the mixture at a time, but finish touching up the area before it starts to dry.
- Protect the touched-up area for the first 24 hours after application



Miralis® declares that all its products are made from quality materials, free from defects that would affect the purpose for which they are intended, for as long as they are owned by the original purchaser and located at the original site of installation. Miralis has implemented a rigorous quality control system that covers all phases of production.

Since we strongly believe in the rigorous manufacturing process we perfected over the past 40 years, the company is proud to offer a non-transferable Lifetime Limited Warranty on its products.

Your Miralis product is protected by a non-transferable Lifetime Limited Warranty against defects in workmanship and materials. The responsibility and liability of Miralis under this warranty, at its sole option, are limited to the repair or remanufacturing of any such defective product.

This warranty covers only Miralis products and will not cover any damage caused by an existing item, such as, but not limited to, gas or plumbing pipes, electrical appliances or kitchen counters. This warranty does not cover color changes due to normal weathering, or damage caused by changes in temperature or humidity, water leaks, improper or excessive use of the product, improper installation, carelessness, abuse, negligence, impact of foreign objects, fire, building movements, natural disaster, or natural deterioration and normal wear and tear of the product or any other external causes beyond the control of Miralis. Nor does this warranty cover any expense involved in removing or installing any item or product. This warranty will also be invalid if damage is caused by any transportation, warehousing or handling that is beyond the control of Miralis. In addition, all hinges and drawer slides, as well as lighting components (transformers, round LED lights, LED light strips, and electrical wires) used in the manufacture of Miralis products, as well as any other products which are not manufactured by Miralis, even if they are sold by Miralis, are

warranted by their respective manufacturers for the duration and according to the terms specified by those manufacturers.

This warranty is the sole warranty granted by Miralis and is in lieu of all other warranties, express or implied, including any implied warranty of merchantability and fitness for a particular use. No installer, Partner, distributor, agent or employee has any authority to modify or extend this warranty.

In no event shall the liability of Miralis under this warranty be in excess of the original price of the defective product.

Miralis reserves its right to discontinue, change or replace any of its products. In the event that products covered by this warranty are no longer available, Miralis shall have the right to substitute a product that, at Miralis's sole discretion, is of equal quality or value.

In no event shall Miralis be held liable for special, indirect, incidental, consequential or punitive damages, arising from or related to any defect in the products covered hereunder, or any delays in the performance of this warranty due to circumstances beyond its control.

This warranty shall be your sole remedy against Miralis resulting from the purchase of Miralis products, is exclusive, and expressly in lieu of all other Miralis warranties, liabilities or obligations, either verbal or written, express or implied, applicable to the products covered by this warranty.

Any implied warranties imposed by law, such as the implied warranties related to merchantability and fitness for a particular purpose are limited to the terms of this express warranty. This warranty gives you specific legal rights, and you may also have other rights specific to your jurisdiction.

You'll need to maintain your cabinetry in the manner described in the Maintenance Guide in order for this

Last update on September 23, 2019.

This warranty is applicable to all Miralis products sold after September 23, 2019.



warranty to remain valid. To obtain performance under this warranty, please contact the Partner from whom you purchased your product and report the nature of all defects claimed. In the event Miralis determines your claim as being valid in accordance with this warranty, Miralis will contact you to proceed with the replacement or remanufacturing of the product, at the discretion of Miralis.

Terms and conditions listed below need to be observed in order for this limited warranty to be applicable. The warranty becomes nil and void if the installation does not meet Miralis' recommended norms and standards.

MAINTENANCE

This warranty is applicable if the maintenance of the cabinets is done with products specifically produced for cleaning Kitchen cabinets. The usage of any other products may alter and damage the finish. For the other products covered by this warranty, it is recommended to use a damp cloth and mild soap. Avoid using abrasive or solvent based products. Make sure any excess water is properly removed from the cabinets and the doors. For more information, please see the maintenance guide provided with your kitchen.

TEMPERATURE AND HUMIDITY

Materials used in the manufacturing of cabinets are sensitive to temperature and humidity variations. The dealer must take appropriate measures to ensure that the products are kept and installed where there is a constant humidity and temperature control. Temperature must be between 16°C and 26°C with a humidity rate between 45 % and 55 % for Miralis' products to be covered by this warranty. Sunlight, smoke, cleaning products and other environmental conditions may alter the color over time. These variations are considered natural for these materials and are not covered by this warranty.

Please contact Miralis to obtain specifications regarding the finishes and species, and to be provided with the humidity guidelines as well as maintenance suggestions.

DOORS WARPING

Some doors may warp if the humidity and temperature are not under control at all times. If the doors are not reported to Miralis within 7 days from

the date of delivery, these will not be covered by this warranty. Upon a warped door being reported, Miralis will assign a representative to inspect the door and to ensure proper installation was done. A door that has warped less than 1/4" is considered acceptable by the industry standards. Door that has had a warp because of fluctuations of temperature and of humidity will revert back to normal after a complete cycle of the four seasons.

For a wooden door with a height superior to 50" to be guaranteed against warping it has to have a central cross-piece. For other products over 60" in height, we suggest the installation of a third hinge in the center. No doors over 60" high are guaranteed against warping.

All doors over 26" of width must have a vertical doorpost in the center in order to be covered under this warranty. When a facade has a drawer over 24" width (5 pieces) every drawer facade on the order will have central panel with a horizontal wood grain.

ASSEMBLY JOINTS

When doors or other products are subject to temperature or humidity variations, assembly joints may become apparent and the exposure of micro cracks is acceptable. In certain cases the finish may appear to be cracked. An acceptance of 0.010" is considered to be normal and is not covered by this warranty.

DIMENSIONS OF DOORS

Miralis will not replace doors for which the dimensions have a height or width variance of more or less than 1/32".

DEFECTIVE OR MISSING PARTS

Any damaged or missing parts are required to be reported upon reception of the products and mentioned on the bill of leading of the received merchandise, otherwise it is assumed that the dealer has approved the delivery and has declared to be satisfied with its content.

If some of the parts are defective or missing, Miralis will repair or replace them for free, and in a timely fashion. Miralis reserves the right to ask for the damaged parts to be returned before producing the replacement part. Miralis does not commit to pay for the labour to install to replacement parts, the shipping and/or the traveling time. No compensation will be autho-



rzized for the loss of enjoyment resulting from the application of this warranty.

Miralis reserves the right to send a representative in order to inspect the product. He may decide to replace the part, to repair it in the plant or on site.

Miralis reiterates that it is of paramount importance to carefully inspect delivered shipments upon reception, and to note on the bill of leading any sign of damage due to transport or any missing parts before signing it.

REPLACEMENT PRODUCT

Miralis reserves the right to modify the drawing, the specifications, and the material without having to do similar change to products manufactured earlier.

WOOD PRODUCT

Miralis wishes to draw your attention on the natural features of wood cabinets. The dealer must inform its client of these important features

Wood is exposed to different climatic conditions, depending on geographic regions where it grew. The color and the density of the wood will therefore be affected by these variations. All finishes applied by Miralis is done by highly qualified experts and cannot be compared to synthetic finishes.

It is very important to inform your client that wood is a natural product and that the grain and the color be vary. It may be possible for the appearance of the cabinets' doors acquired to be slightly different than those seen in a store. These variations of colors and grain are the result of the nature of the product. In addition, the traditional character of some application techniques and of special finishes explains why doors may vary from one another.

These variations are known as accepted standards by the Industry of Wood Cabinets Manufacturers. Therefore, they cannot justify the replacement of doors, or the application of a warranty.

Rest assure that in order to minimize these variations, Miralis guarantees that it will take all necessary precautions.

GLOSSY PRODUCTS (LACQUER, SIMILACQUER AND POLYMER)

To maintain an ease of care and for the product to be guarantee, Miralis strongly suggests to apply the wax provided upon the kitchen being installed. The

wax prevents from the surface to be scratched and because of its antistatic agent, repels dust particles suspended in the air. Thereafter, it is suggested to maintain it every 6 month for the following products: Gloss lacquer, similacquer and gloss polymer.

CLAIMS

Claims must be submitted prior to the end of the warranty. A proof of purchase with the date needs to be attached to the claim. To submit the claim, please contact the Partners Experience Team at 1-866-623-6686.

A 10% amortization per year will be applied on the 10 year warranty.

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