

11. CABINETS AND COUNTERTOPS

11.1 Gap between cabinets and ceilings or walls

Acceptable Performance/Condition

Cabinets shall be fitted tight to each other; visible gaps in excess of 3 mm (1/8") are not acceptable.

Unless otherwise designed, where cabinets abut walls and ceilings, trim pieces may cover gaps, however, visible gaps in excess of 3 mm (1/8") are not acceptable.

Minor gaps of up to 5 mm (3/16") may be filled with suitable caulking material.

It is common to have some minor gaps where cabinets meet different materials and appropriate trim pieces should be used.

Warranty Coverage

12 months

15 months common property

Claim Response

Cabinets not meeting the Acceptable Performance/Condition are to be repaired.

11.2 Cabinets do not line up with each other

Acceptable Performance/Condition

Cabinets that are intended to be aligned horizontally shall be aligned with adjacent cabinets and filler panels on the same level to provide a generally uniform appearance when viewed from a normal viewing position not less than 1,800 mm (6') away.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal shrinkage, maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Normal home maintenance includes adjusting the cabinet doors from time to time.

Claim Response

Cabinets not meeting the Acceptable Performance/Condition are to be repaired.

11.3 Cabinet doors and drawer faces are warped

Acceptable Performance/Condition

Cabinet doors and drawer faces shall not permanently warp in excess of:

- 3 mm (1/8") measured corner to corner for doors less than 150 mm (6") in length/height, or
- 6 mm (1/4") measured corner to corner for doors greater than 150 mm (6") in length/height.

Humidity levels in the home may affect cabinet doors and drawer faces made from wood or wood products. Some shrinkage minor shrinkage may occur.

Warranty Coverage

12 months

15 months common property

Claim Response

Cabinet doors and drawer faces not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

11.4 Cabinet door or drawer binds or rubs

Acceptable Performance/Condition

Cabinet doors and drawers shall not bind or rub excessively.

Cabinet doors and drawers may become misaligned through normal use and may require adjusting from time to time.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Claim Response

Doors and drawers not meeting the Acceptable Performance/Condition are to be repaired.

11.5 Cabinet doors will not stay closed

Acceptable Performance/Condition

Cabinet doors shall not swing open when properly closed.

Cabinet doors can become misaligned through normal use and may require adjusting from time to time.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder may be excluded.

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be repaired.

11.6 Laminated countertop has swollen

Acceptable Performance/Condition

With normal use and care, laminated countertops shall not have localized bumps or swells.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Countertops are susceptible to damage from standing water, heat, impact and some cleaning solutions. Care must be taken to ensure that countertops are kept free of standing water at joints and openings at sinks and faucets.

Claim Response

Countertops not meeting the Acceptable Performance/Condition are to be repaired.

11.7 Laminated countertop is delaminated

Acceptable Performance/Condition

The surface of laminated countertops shall not delaminate under normal conditions.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Claim Response

Countertops not meeting the Acceptable Performance/Condition are to be repaired.

11.8 Cracks in countertop surfaces

Acceptable Performance/Condition

Countertop surfaces exposed to view shall be free of cracks, however, some natural materials may have inherent imperfections.

Joints are not considered to be cracks but shall not exhibit separations greater than 1.5 mm (1/16") unless by design.

Most countertop materials can be damaged by impact, standing water, heat and abrasive cleaners.

Warranty Coverage

12 months

15 months common property

Cracks resulting from improper use or post-occupancy impact are excluded.

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Claim Response

Countertops not meeting the Acceptable Performance/Condition when first installed are to be repaired.

Where repairs are required, colour, finish or texture may not have an exact match.

11.9 Scratches/chips/staining on countertops

Acceptable Performance/Condition

Unless reported on a pre-delivery inspection report, countertop surfaces with visible damage are not covered.

If reported on a pre-delivery inspection report, scratches chips and stains should not be visible when viewed in normal light conditions from a distance of 1,800 mm (6').

Some natural materials do not resist stains.

Warranty Coverage

If reported of a pre-delivery inspection report:

12 months

15 months common property

Claim Response

If reported of a pre-delivery inspection report the countertop is to be repaired.