

DREW FORSYTH & co.
ENGLISH HANDMADE FURNITURE

THE GUIDE TO YOUR UPCOMING INSTALLATION



How to use this guide

We are immensely thankful for your decision to allow us to bring your project into reality.

Having installation work at your property can feel disruptive. From our experience, the more you know about the process, the less stressful it becomes.

This guide describes the timelines of the various stages of your project, from furniture manufacturing, room prep, site management, handling contractors, all the way to project completion and caring for your furniture.

We've condensed all this essential knowledge you need into this handy guide, to ensure you have a fantastic and stress-free experience throughout your entire project's journey.

It will answer a lot of the common questions that you may have, and provides solutions to any issues that you may or may not encounter such as:

- failing to prepare your home for the furniture installation
- how to avoid contractor delays
- steering clear of project complications further down the line

Please take a moment to carefully read this document, and use it as a reference before, during and after you become an proud owner of our exceptional furniture.

Kind Regards,



George Forsyth
Managing Director at Drew Forsyth & Co

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Timelines

Confirmation

Before manufacturing can begin, various elements of your kitchen design need to be confirmed. To help you ensure you are ready to commit to your order, here is a list of what needs to be signed off to start the manufacturing process.

- Colours
- Interior carcass material
- Hinge specification
- Handle and knob selection
- Appliance choices and specifications
- Worktop type, style and colour
- Door style
- Timber selection (if not painted furniture)
- Confirmed site measurements following a site survey

Manufacturing timeline

Once all the specifications have been confirmed, manufacturing can begin. To help you better understand this process, here is a breakdown of the production stages:

Week 1

Design processing; converting the design into a production ready set of technical drawings, plans and order forms for the various areas of the factory.

Week 2

Production materials will arrive, appliances will be ordered, and installation dates will be scheduled.

Week 3

Sections of kitchen will now start to be processed; pieces of wood will now begin to be cut simultaneously in various sections of the factory.

Week 4

Your kitchen will move to the 2nd floor of the factory where it begins detailed processing - painting, oiling, lacquering and final assembly will take place here.

Week 5

The final step is quality control and wrapping, which take place ahead of delivery of your kitchen.

Installation timeline

We aim for all furniture to arrive at your property ahead of the installation. This is to allow the installers to have everything they need ready to start when they arrive at your property. We will discuss a delivery date with you, which will be as close to your installation date as possible.

Here's what to expect each week during the installation process:

Week 1

For an average sized kitchen, the installation of the furniture will initially take five days. For larger kitchens or for multiroom projects this will extend into two weeks. You will be advised at the survey stage how long the installation will take.

At the end of week 1, the worktops will be templated using highly detailed laser plotting technology to ensure accuracy when cutting the quartz, marble or granite.

Week 2

During the majority of this week there will not be much activity on site while we wait for the worktops to be fabricated. At the end of week 2, the worktops will be delivered and installed.

Week 3

Certain designs have elements that need to be carried out after the worktops are fitted, these include; wall panelling, templating for glass splashbacks, and surface mounted dresser cabinets.

Also a 2nd fix plumbing of sinks and the dishwasher will take place, so they will be ready for use early in week 3. There is sometimes opportunity to have this carried out at the end of week 2 should you wish to do so. Furthermore, the appliances will be connected and any sockets in the kitchen will be wired.

Week 3/4

Following the completion of the joinery and installation work, the hand-painting can now be carried out. This will normally take five working days. During week 4 any glass or mirror splashbacks can be installed.

Potential delays

While we always try our best to ensure your kitchen is delivered on time. On occasion, there may be a delay to the manufacturing and installation timelines which can be caused by the following:

Site/room preparation delays

Should you be having building work carried out prior of the furniture installation, it is not uncommon for this type of work to run over schedule. In this situation, we can usually delay the delivery to suit your timeline.

Unforeseen circumstances -

In some situations it is not possible to get certain survey measurements before manufacturing begins e.g. if there is an existing kitchen yet to be removed. In these circumstances, sometimes when installation begins alterations may need to be made, causing a short 24 - 48 hour extension to the furniture installation.

3rd party tradesmen - if you have chosen to hire your own tradesmen, e.g. electrician, plumber and tiler, these contractors are not answerable to Drew Forsyth & Co. It's possible that their schedules are delayed, resulting in altered timescales. This can occasionally cause 1-3 day delays to the proposed schedule, and in such cases, we will delay delivery to allow the tradesmen to catch up.

We will always make our best efforts to avoid potential delays. As soon as you are aware of any circumstances that could affect your kitchen's installation, please reach out to the installation manager or your designer as soon as possible.



Room preparation

Preliminary works and considerations

Before your kitchen will be installed, you will be provided a set of service drawings which will show the required specification of electrical, water and gas supplies alongside any extraction ducting locations.

If you are hiring your own builder/tradesmen to carry out this work, this set of detailed drawings will need to be given to them to execute the necessary changes.

If you have opted in for the platinum service, Drew Forsyth & Co will take care of the project management and any room preparations. You will have a consultation with a site survey regarding lighting and lighting specification. This will be explained in more detail closer to the time, giving you plenty of opportunity to ask any questions that you may have.

Room temperature and humidity

Before furniture can be installed, it is vital that the room has a stable temperature and is free from extreme humidity (e.g. caused by recent wet works which include plastering, tiling or painting).

Ensuring stable room temperature is vital.

Your new furniture is made from solid timber, which can react and have negative effects when exposed to high humidity environments prior to the final hand-painting at your property. More information can be found in the 'Site Expectations' section of this guide.

Advised order of works and operations

We recommend that before you have your new kitchen installed, any preliminary works are carried out in the following order:

1. 1st fix plumbing
2. 1st fix electrics
3. 1st fix joinery (doorways; windows)
4. Plastering and any coving work
5. 1st coat decorating
6. Floor coverings, tiling, wooden floors; screed before karndean flooring
8. 2nd fix joinery – skirtings, architraves interior doors

How to prepare your home for a kitchen installation

While we aim to ensure your kitchen installation goes as smoothly as possible, having a new kitchen fitted can be disruptive to the household. After all, having a kitchen installed means your existing kitchen will be removed.

As you can see from the timeline of events, it takes time to achieve the top quality finish that you have invested in. If you are having a kitchen installed in a property that you are living in, we strongly advise that you consider temporary food preparation facilities.

Feedback from past clients is that eating out and takeaways are great for the first week, but soon starts to add to the pressures of home renovation. When you aren't able to carry out a simple task like making a snack on a Saturday afternoon, for example.

With this in mind, we advise clients to speak to our site manager or your builder about setting up temporary facilities in another area of the home. This doesn't have to cost a lot, but will be really helpful towards maintaining a normal lifestyle and eating habits. The following are easily available on Amazon and will be really helpful during your kitchen renovation:

Keeping your existing fridge – It's always advised keeping one until your new one arrives. It may be relocated to another room or the garage, but simple things like keeping milk fresh are often overlooked.

Mini oven or temporary oven – £60-£70. This consists of a small microwave sized oven and grill with two hobs on top. Consider one or two of these to really take the strain out of the disruption.

Camp kitchen kit - £70-£150. Usually seen on camping sites, these are great to keep everything tidy, organised and hygienic whilst your kitchen is being renovated.

How to prepare for furniture installations in other rooms

Like kitchen preparation, the schedule for bedrooms, offices, boot rooms and utility rooms should be followed ahead of any furniture installation in the following order:

1. 1st fix plumbing
2. 1st fix electrics
3. 1st fix joinery (doorways; windows)
4. Plastering and any coving work
5. 1st coat decorating
6. Floor coverings, tiling, wooden floors; screed before karndean flooring
7. 2nd fix joinery – skirtings, architraves interior doors.

Please note: if you are having new carpet fitted, we would advise that carpets be installed after furniture and after any hand painting has taken place.

Potential delays

We aim to accommodate for minor one/two day delays whenever possible, but our company policy is that we do not feel that it's fair that one customer should suffer delays to their scheduled installation due to the delays of another. This of course also protects you as our customer.

With this being our policy, we would ask that you take all possible action to meet room preparation deadlines. We also ask that if you are project managing your own room preparation, that you please inform one of our team if you feel that there are going to be potential delays. The sooner we know about delays to your project the sooner we can make alternative arrangements for others and get your projec back on track ASAP.

We have three fitting teams available to cover the UK. Where possible we will make adjustments, but if your project is delayed and we are only informed one week before your installation date, your project then goes into UNALLOCATED WORK where you will be given the next available install date. During busy periods of the year this could be up to six weeks later.

Should your project be delayed, we will always do everything within our resources to help you get your project back on track. If you have been let down by a 3rd party tradesperson, please don't hesitate to ask if we can be of assistance. We have an established network of trusted professionals that can assist you.

Errors during room preparation

Errors can occur during room preparation, such as sockets or pipes being laid in wrong locations due to misunderstood information.

This type of issue is not common but does happen from time to time. This is not a big problem as our installation team can rectify most situations, but any work carried out by our installers in these situations will be an extra chargeable fee if materials are needed, and/or it causes delays to the schedule of installation.

How to avoid complications & common questions to ask your builder/tradesman

If you have chosen to project manage your room preparation works yourself then we would advise that you arrange regular site meetings to keep your project on track.

Site meetings should take place between a Drew Forsyth & Co site surveyor and the necessary tradesperson, to discuss the works being carried out on site. Although the majority of tradesmen have relevant experience to ensure you end up with the highest quality finish possible, we have developed high working standards over many years which may differ from what some tradesmen are used to.

We ask that these tried and tested methods are followed to ensure that we can deliver the high-quality finish that you are paying us for.

It is uncommon on small domestic projects that building companies / contractors will be willing to sign a contract with a time penalty clause. That said, we would advise that if you are using a main contractor to carry out multiple works on your home you do have a contract that describes in detail the works being carried out with a preferred deadline timeline.

We recommend requesting a minimum of weekly updates with your building company/contractor and ask for a list of what has been carried out that week and the following week. This small clerical task helps to hold accountability and results in projects being completed on time avoiding any potential delays of your project.

Site management

What to expect if you are managing your own project

Managing your own home refurbishment project can be a fun and exciting experience, equally in some circumstances, it can be very time consuming and stressful if unforeseen issues occur.

Before deciding if you will hire the services of a project manager or manage the project yourself, read this handy list of project manager's responsibilities:

1. The ability to organise the purchasing of building materials and ensuring they arrive on time.
2. The ability to hire tradesmen to carry out a varying degree of tasks to a high standard.
3. The ability to coordinate various tradesmen and companies to carry out tasks to the correct timeline.
4. The ability to assist in the finding of solutions between various tradesmen to problems that will arise during the project.

If you have decided to manage your own project, we will be available wherever possible to advise you on the requirements of room preparation before the furniture arrives and installation commences.

We appreciate your building project knowledge will not be on the same level as a professional. In these circumstances we hope that you will entrust us to advise you with genuine, honest advice and information.

What we require if you have a company or a professional managing your project for you

If you have employed a main contractor or a site/project manager for your project, we will require introductions to this company/person. We will also require contact details for the company/person.

We also need to clearly understand what works they have been hired by you to carry out and have a clear understanding of where their responsibilities stop and ours start and vice versa.

What you can expect if you have hired Drew Forsyth & Co to manage your project for you

Should you decide to hire Drew Forsyth & Co to project manage your building works you can expect the following:

1. Clear and precise costings that will not change during the installation process as long as the specifications stay the same.
2. You will be assigned a site manager who will make regular visits to your property while contracted tradesmen are on site.
3. Approved time served tradespeople whose work will be guaranteed and delivered to a high specification.
4. Weekly progress updates of what work has been carried out and what work is still to be completed.
5. Work delivered on time to a pre-agreed schedule.

Site expectations

Before we can deliver your furniture, your property needs to be ready to accept the delivery. As well as the preparatory building work needed to be carried out, there are other factors that we require ahead of delivery and installation.

Site security

When your furniture is delivered, we may also be delivering your appliances. As these are worth thousands to tens of thousands of pounds, building site security now needs to be considered, if it hadn't been already. Communicate this with us.

Humidity and heating

As you have chosen to invest in a solid timber kitchen, humidity prior to delivery can be an issue. It's common to have had plastering and tiling carried out in the weeks leading to the kitchen installation. These are classed as "wet works"; as plaster and tile adhesives are drying they introduce excessive levels of humidity into the room, which can cause timber to swell.

To avoid this we recommend leaving windows open where possible and running a source of heating to help dry the room out. If you have recently had tiles laid over under floor heating and you cannot turn it on yet as the tile adhesive needs to cure, a portable or temporary heater can be used to aid the drying process.

Power supply and workplace facilities

To enable us to install the kitchen our installation team will need the following:

- Access to 240v power supply for power tools
- Access to a functional toilet and running water

If there are no toilet facilities available, please let us know in advance so we can arrange a portaloos for the duration of the installation period.

Furniture installation

What you should expect

Our installers usually aim to work from 8/8:30 to 5/5:30 each day. If these hours do not suit you, please let us know ahead of time so we can schedule accordingly.

Here's what to expect each day throughout your project:

Day 1

The furniture will be delivered. This will either happen in the morning when installation begins or where possible one-two days ahead of the installation.

Day 2

The installers will arrive and set up their tools and workstation. Clients can sometimes be surprised at the amount of tools and equipment needed to install the kitchen. Where possible, it is ideal if there is space within the kitchen or a neighbouring room or corridor to set up the tools. If you do not wish to have dust in the air within your household, please let us know ahead of schedule so we can arrange to set up a workstation outside of your property where possible.

On day two, the installer will mark out the room and start to fit the run of base cabinets to the wall, attaching them one at a time as they work around the room.

Day 3-4

The installation of furniture will commence and any integrated appliances will also be installed into the furniture. Tall units and wall units may also be installed depending on your design specifications.

Day 5

Once the main sections of the furniture have been installed it can appear like progress is slowing down, it is during this part of the installation that handles, plinths and skirtings are fitted to the furniture. Any ovens will be fitted at this stage too.

Day 6

Typically Day 6 consists of templating the worktops for accurate measurements. This is done with a laser plotting device so the room does need to be free from interruption during this two-three hour period. After the templates have been taken the usual production time is five working days.

Day 9-12

This is an ideal time for an electrician to come and make the connections for sockets ovens and other appliances. If Drew Forsyth & Co are managing your project we will take care of arranging these works.

If you have your own electrician, if they have any questions please tell them not to hesitate to call us. We always aim to leave clear instructions for them to follow.

If your furniture installation is what we would call a large project, furniture installation will continue through into this second week.

Day 13

Five working days or up to one week after the worktop templating, the worktops will arrive. During this waiting period our installation team may not visit your property (don't worry, we haven't forgotten about you).

The worktops will normally take three to four hours to install and we ask that following installation you try to keep the room dust free to allow the silicone used to seal the worktops to dry.

Day 14

Now the silicone is dry, the sink and taps can be connected and will be ready for use. If you have any furniture that is sat on top of the worktops such as a dresser unit, these may be installed after the worktops have fitted.

Following installation the hand painting of furniture will commence.

Hand painting

Schedule and duration

To help you better understand the process of hand painting, here is a timeline and what to expect:

Day 1

On the first day, the decorator will arrive. On larger projects there may be two team members. The first day will be spent preparing the furniture for painting which includes: covering all worktops and masking up to prevent from paint splashes, sanding, caulking and preparing the furniture by filling any screw holes in the wood. The handles will be removed ready for a brush coat of paint and the decorator will vacuum all dust the cabinets and the room.

Day 2-3

Darker colours will normally be applied first as dark colours have slower curing times than lighter colours. An initial coat of paint will be applied to the furniture over day two and three. The brush coat is applied to both the front and back of the doors.

Day 4-5

A second coat of paint will then be applied to all furniture to give it the durability needed, this is especially important in kitchens.

Please note: on larger projects it may take more than five days, each round of coating will take longer the more furniture you have.

Once the hand painting of the furniture has finished, the handles will be re fitted and you can use the kitchen as normal. The paint has a curing time of roughly 14 days. It will be dry to touch during this time but we ask that you avoid wiping it with wet cloths while the paint fully cures.



Snagging and finishing touches

At Drew Forsyth & Co we are a client and solution focused company. We never leave any job unfinished or a client unsatisfied.

We work in many period properties. If you have a period home, due to the nature of these types of properties it is rare that any wall is ever flat, straight or level. Although all efforts will be made during site survey it may be that until installation is carried out, that the unforeseen becomes noticed. This isn't a cause for concern. We have an internal policy to turn around any remedial works within a matter of days so any issues that occur during installation will be resolved quickly. Our installers are highly skilled joiners with many years experience and are able to resolve most issues that occur straight away.

During installation if you do notice something that you are unsure or worried about, we ask that you initially talk to the lead fitter about it. The lead fitter will have made it themselves and will be known to you on the first day of installation. Should you feel it necessary, the next point of contact is your designer. Feel free to call or contact them at any point during the installation.

We take extreme pride in our aim for excellence when it comes to the quality of our product and the installation process. The installation of the furniture will be given a quality check by the lead installer, but also by the site manager during the installation. However, once you begin using the kitchen following the completion of the installation and you notice something you are not happy with, we will be more than happy to come back to adjust or rectify it.

We set aside days every month dedicated to servicing existing clients so you will never wait more than three weeks for a visit. To report an issue please call the showroom on 01422 842206, or contact your designer.

Once your project is complete, you will receive a visit from your designer to sign off your project and ensure you are happy with the furniture installation. Furthermore, you may be contacted by our photographer to take photos of your project for our portfolio, as well as your own personal use.

Additional requests

If during or after the installation you decide that you want to change something or would like to add an extra element of furniture to your project, please contact your designer straight away to discuss what you have in mind. We aim to produce all small additions within one week and larger additional orders within two weeks. Any additional items will be chargeable and the price will be provided by your designer. Please do not try to order additional items via the installers.

How to care for your furniture

Once you've made the investment in a solid timber kitchen, if cared for correctly it can last you a lifetime.

Here's how to care for your painted and solid timber furniture:

For environmental reasons we use specialist water-based paint that offers fantastic durability against standard wear and tear. Please try to avoid using heavy bleach based cleaning products directly onto the furniture as these can cause damage.

Caring for wooden worktops

Lacquer-based finishes

These are the most robust of the finishes we offer on our wooden worktops and need no aftercare. Wipe worktops down regularly with a damp (not wet), lint-free cloth, warm water and a small amount of soap. If in doubt, test in a discreet area.

Oil-based finishes

If you have opted for an oil-based finish, you will also be given a customer care kit that allows you to apply specialist top up oil to the worktop. We suggest this is done once or twice a year to keep the tops looking new, clean as described above.

What not to use on marble worktops

Marble worktops are a natural product and as such, are not impermeable to staining especially on lighter white marble. If you spill red wine or coffee on the worktop be sure to wipe it up straight away. Specialist granite sprays are available from most supermarkets. **Bleach based products can alter the colouring of the worktop over long periods of time.** The best thing to clean a marble worktop is hot soapy water, or specialised cleaning product for this material.

What not to use on quartz worktops

Quartz worktops are a man-made material and offer the best stain resistance available on the market, other than stainless steel or glass. They offer resistance to almost all stains.

However you should not confuse stain resistance with stain proof. If you leave red wine on a white quartz top overnight it can cause light staining. The best product to remove stains from quartz is a micro particle cleaner like CIF. Gently work such cleaning product into the stain and scrub with a sponge or microfiber cloth.

Post-install Services

Product guarantee

Your furniture is guaranteed for 10 years in line with our terms and conditions of 'reasonable care'. Other elements of your furniture installation may differ based on the manufacturer's terms and conditions. If in doubt, don't hesitate to contact us.

Appliances

Registration of guarantee / warranty will need to be registered directly with the manufacturer e.g. Neff, Miele etc. You will have to register these yourself, under your name.

Information on how to register will be either handed to you directly, or left inside the corresponding appliance. If you have any further questions or need additional support, please contact your designer.

Sinks

Depending on the sink you choose, the surface of the sink should be protected under guarantee by the manufacturer. Any documentation relating to this will be left together with other documentation in a drawer of your kitchen, safely together.

Drawer runners

We only use BLUM drawer mechanisms. BLUM are the world leader in this technology and guarantee all their hardware for 25 years. Contact us if the drawers become stiff or difficult to open/close.

Hinges

We only use Simonswerk hinges. Simonswerk offer the best engineering on the market for hinge technology. Simonswerk guarantee all hinges for 15 years.

Corner storage solutions

Any smart storage solutions are guaranteed for the entire life of the furniture.

Bin solutions

Any bin solutions are guaranteed for by us.

If you encounter any problems or are not completely satisfied with your project, please reach out to your designer to remedy any issues.

Contact details

If in doubt, use the following contact details:

- Contact your designer for design issues
- Contact install manager for concerns with install or installation team
- Speak to installers for preferences with installation eg. Handle locations

- For site emergencies outside of office hours: **07572 684 367**
- For water leaks during installation outside office hours call: **07427 679 152**
- For gas leaks during installation outside office hours call: **0800 111 999**
- For accidents or personal injury onsite: **999**

Glossary and terms

Door style - Door style describes the moulding / profile or “style” that you have selected for your furniture.

On-site - On-site is a trade term commonly used to describe your property during installation/building stage. Your property is being referred to as a building site. e.g. “Can we arrange to meet on-site on Wednesday?”

Production materials - Production materials are the materials used to build your furniture. These will include various species of wood along with manmade materials such as hinges and paint.

Service drawings - Service drawings are a set of drawings/plans that the builder, plumber and electrician will need to carry out their work. They are an augmentation of the drawings for your design, that include the location of pipes and wires.

Site survey - A site survey is a visit to your property by one of our team to take measurements, although measurements will have already been taken by your designer before manufacturing starts, all measurements must be double checked.

Snagging - Snagging is the process of completing finishing touches. This usually includes a return to the site to for example, tighten a handle, adjust a door or drawer that’s sticking slightly or to touch up some paint work.



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Our registered office is Unit 1a Moderna Industrial Estate, Mytholmroyd, Hebden Bridge, HX7 5QQ.