



■ **Cabinet Installation Guide**

■ **Warranty**

■ **Disclaimer**

■ **Forms**

www.demetracabinetry.us

v1.2019

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Installation Guide

This guide is intended to provide helpful tips to assist you in the installation of your Demetra frameless cabinetry. There are a number of ways to install your cabinets. In fact it would not be surprising to have ten installers do the same job ten different ways and arrive at similar results. If you are having the cabinets installed by someone else, we suggest you choose them carefully and go with someone that is licensed and bonded to do the work. Remember that a good installation is as important as good cabinets itself. This installation guide will cover the basic steps of the installation process only.

Basic Tools

- Level
- Tape measure
- Chalk line
- Stud finder or other ways to locate studs in your wall
- Shims
- Carpenter's Square
- Nail gun (finish nailer with 18 gauge brads) or hammer with finish nails
- Phillips screw driver
- Electric drill with drive bits
- Clamps
- Miter saw
- Table saw
- Wood screws and connecting bolts
- Putty stick that matches our finish

Room Inspection and Preparation

The room should be free of debris and obstacles.

Electrical wiring, plumbing, and vents rough-in should be completed. Verify that the previously mentioned components are in the right locations according to your plans. All painting, plumbing, electrical and mechanical work should be complete before you install your cabinets. Take steps to protect all surfaces and floors you don't want scratched or damaged.

Re-measure the space where the cabinets will be installed. Dimensions may change due to errors, or if prior measurements were taken before dry wall was installed, the final dimensions may have differed.

Inspect the cabinets

You should have already done this when you received your cabinets. However, we suggest you re-check it again and verify them against the packing list, and layout plan to ensure you received the correct sizes and quantity.

Locate and mark the high and low spots

Floors and walls are seldom smooth, level, or plumb. Use a level to locate the high point of the floor. With a chalk line, strike a line 34.5" above the high point of the floor around the room where you will be placing cabinets. This will be the "base level" that the top of your base cabinets will line up to.

Decide if you will use the toe kick feet provided with your Demetra cabinets or if you will build your own toe kick box. Your Demetra cabinets come with adjustable feet which can be lengthened to reach lower spots. If the

variance is too great between the low and high spot you may need to insert a piece of plywood under the adjustable feet.

If the finished floor is not installed until after the cabinets are installed, then remember to compensate for the thickness of the finished floor so that the dishwasher will fit under the countertop.

Determine the placement of fillers, end panels, and moldings

Exposed sides of cabinets should be covered with matching end panels. Gaps should be spanned by fillers. Determine their placement and compensate in your measurements for the fillers and panels. If you are installing crown molding, be sure to install crown molding supports so you will have something to nail your molding into later. Crown molding support should be offset $\frac{1}{8}$ " inch back from the cabinet body so not to be seen after the crown molding is installed.

Cabinets are placed adjacent to walls will need at least a $\frac{3}{4}$ " filler to allow for proper opening of the door. These fillers need to be flush w/ doors or drawer fronts. If the wall is not level or straight, consider using a wider spacer and scribing the filler for a better fit.

Mark for placement of cabinets

Use your cabinet layout plan to guide, measure, and mark the location of your cabinets. Remember that your cabinet layout is only a general placement guide, and you will most likely have to make adjustments for a proper fit. Don't forget the placement of your end panels and fillers, and to compensate for them in both the base, and wall cabinets. You will need to mark the horizontal positions of your wall cabinets carefully and compensate for crown or decorative moldings.

Locate and mark wall studs

With a stud finder, or old fashion nail and hammer, find and mark the centers of studs that will be behind the cabinets.

Install the cabinets

Remove the doors and drawers from cabinets and place them out of the way to avoid damage during installation.

TIPS:

- Masking tape will allow you to mark and associate the doors and drawers to cabinet in which they were removed.
- Dry fit your cabinets first, to ensure that you have all you need to complete your project.
- To avoid having to work over the base cabinets, and possibly damaging them, we recommend that you install the wall cabinets first
- The corner is generally the best place to begin installation. In some cases, cabinets can start at a different location to line up with other features, such as windows/doors, plumbing, vent/ducts, gas line, etc.
- We recommend that you screw multiple cabinets together before hanging (*Please see page 4).

There are various methods to install wall cabinets together. Here's an example, align the wall cabinets to the lines

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you made earlier, and anchor cabinets to the wall with wood screws. Make sure that your screws are through the hang rails running side to side, at the top and bottom of each cabinet. For wall and base cabinet installation use 3-4" screws with washer, for cabinet to cabinet use 1 1/4" screw.

Position the next cabinet to the side of the previous cabinet, clamp them together and connect the cabinets together with either wood screws or connecting bolts. If your wall is not straight, you will need to use shims to fill in the space behind the cabinet.

End panels should be attached to the cabinets with wood screws from the inside of the cabinet. Offset the end panels from the cabinet body by 3/4", to align with doors or drawer fronts.

Optional: You can elect to build your own toe kick box out of 3/4" plywood. An advantage to building your own toe kick box is that you can make it level before placing cabinets on top, thus not requiring the need to shim or level individual cabinets.

Installation of moldings and trim

Crown molding can be cut with a miter box or a compound miter saw. Consider investing in a quality compound miter saw to get accurate cuts. Plan your cuts carefully to maximize use of materials or plan on buying extra crown molding. Secure the crown molding to the crown molding support with nails. Fill in nail hole with a matching putty stick.

Installation of toe kick panels

Below are directions for attaching the finished toe kick panels:

1. **Adjustable feet:** Attach the clips to the toe kick boards at the same spacing of the feet (use #6 1/2" wood screws). Cap outside corners with outside corner moldings. If you see a noticeable gap between the toe kick and floor, you can come back over with matching quarter rounds that are flexible and will give you a more finished look.
2. **Toe kick box:** Cut to length and place toe kick boards on the expose face of the toe kick box and attach with finish names. If you see a noticeable gap between the toe kick and floor, you can come back over with matching quarter rounds that are flexible and will give you a more finished look.

Installation of Island



WARNING

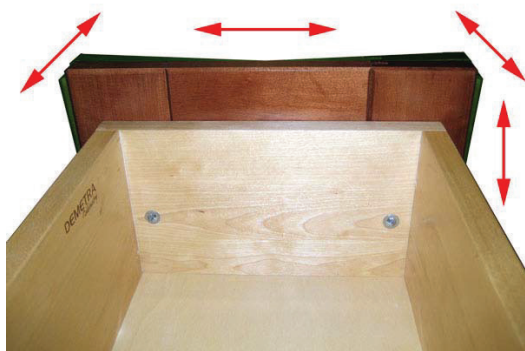
Do not use levelers on island installation. Levelers are only to be used when cabinets can be secure to a wall with screws. Leveler are not designed to with stand shear force.

Installation Guide

Adjusting drawer fronts

Drawer fronts can be adjusted for proper alignment. If you are installing handles, you will need to drill through the drawer box; be sure to align the drawer fronts first.

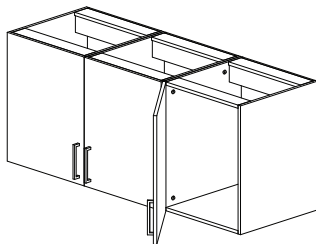
Adjustments are made by loosening the two screws securing the drawer front to the drawer box. Once the screws are loosened you will be able to move the drawer box up or down, right or left, and a few degrees clockwise or counter clockwise. Once you find your desired positioning, tighten the adjustment screws to lock the drawer front into position. Be careful not to over tighten the screws to avoid cracking the drawer front or stripping the screws.



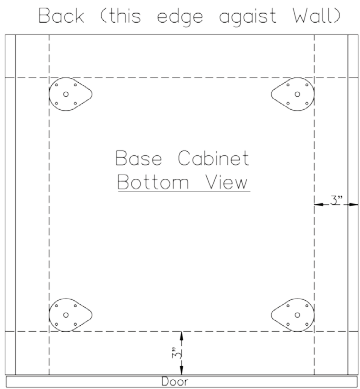
Touching up nail holes and scratches

Small scratches or nail holes can be filled with a putty stick. Remove excess with a credit card. You can also blend the putty in with a cloth and buffing motion.

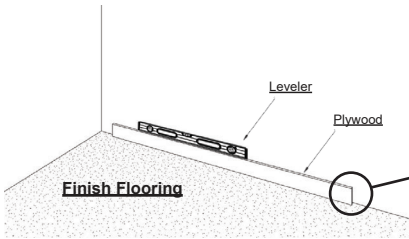
***Screw multiple cabinets together before hanging, see below picture:**



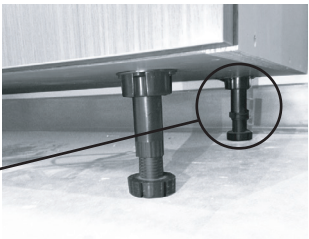
Leveler Installation



Note: Levelers should not be used for island applications. It is recommended to build a toekick box and secure the toekick box to the floor then secure cabinet to toekick box.



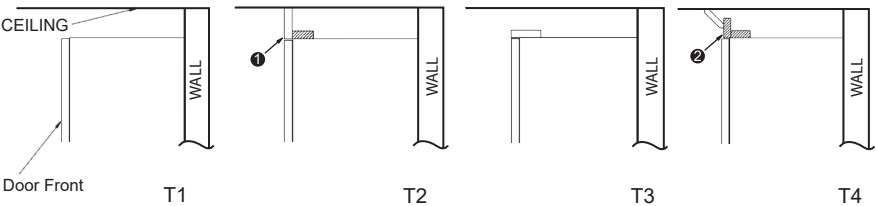
Omit Rear levelers by installing supporting strip from **Finish Flooring**.



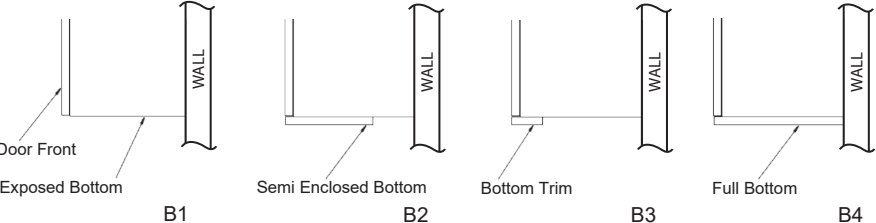
Note: Levelers should not be used for island applications. It is recommended to build a toekick box and secure the toekick box to the floor then secure cabinet to toekick box.

Trim and Molding Installation Options (Side View)

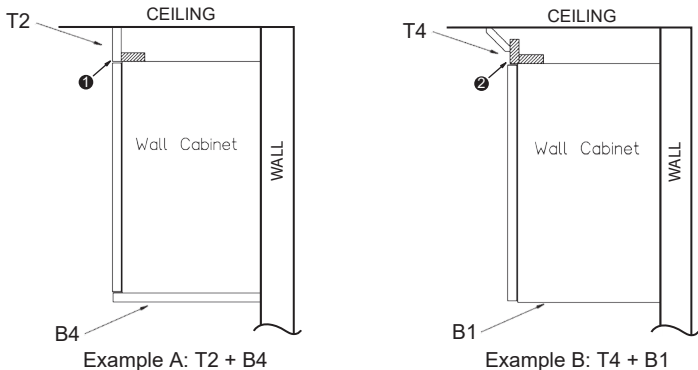
Top Trim Options*



Bottom Trim Options*

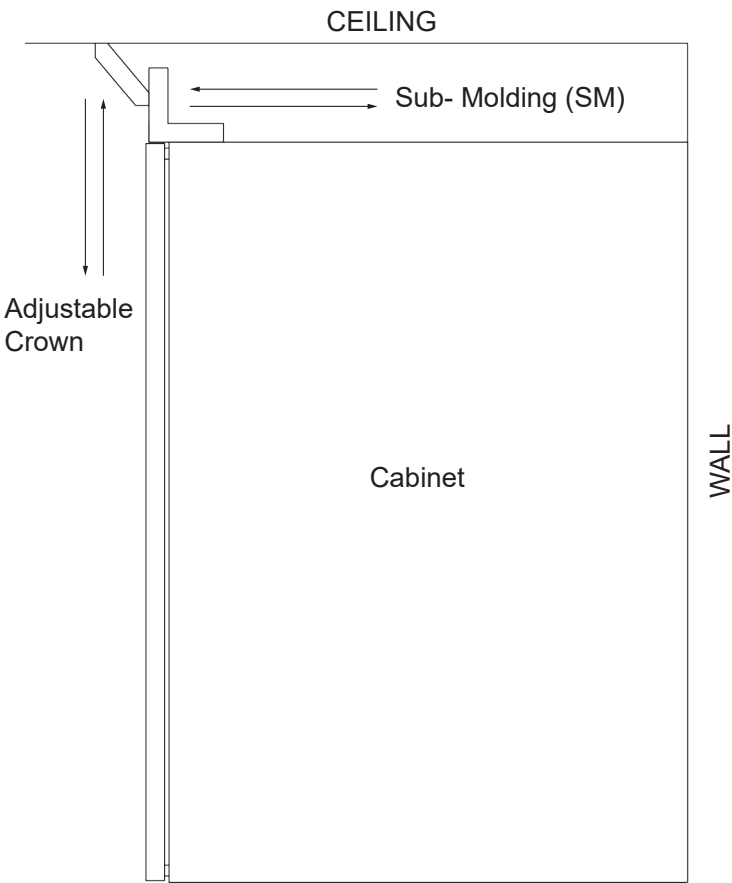


Example for Options

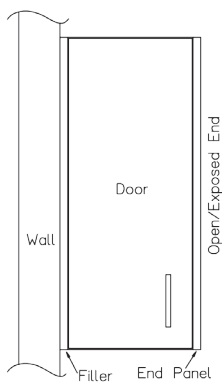


*Notes: ① Front trim can be flush or setback to the door ② To be made from one piece stock

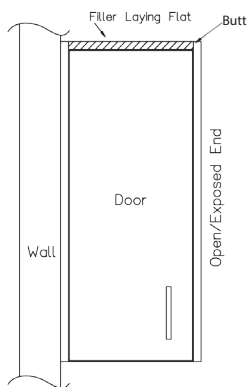
Crown on Sub-Molding Installation (Side View)



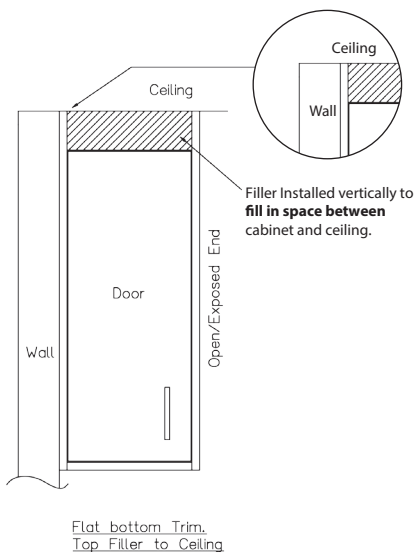
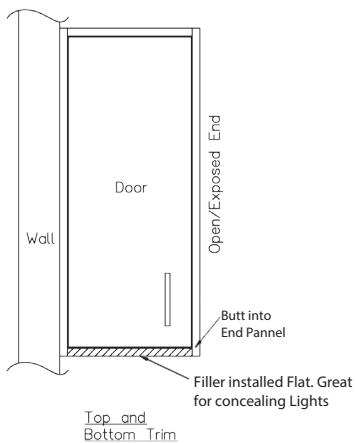
Filler/ End Panel Application Options(Front View)



Plain

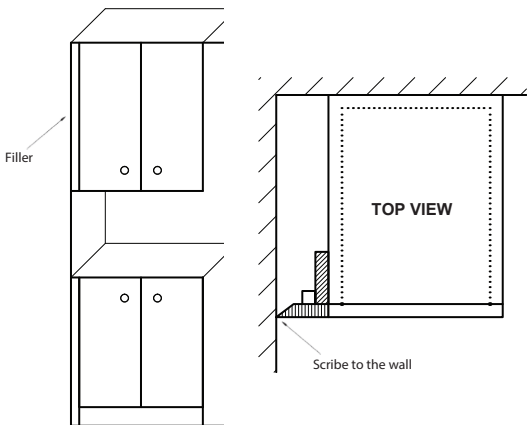


Top Flat Trim

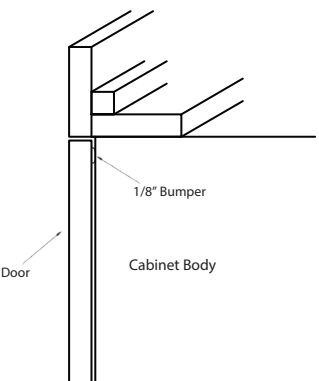


Filler & Molding installation - Create the L sub-molding

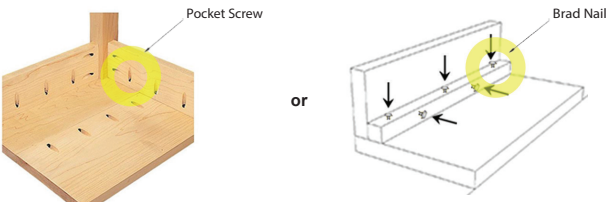
1) Install filler against the wall



2) Install top molding to the ceiling



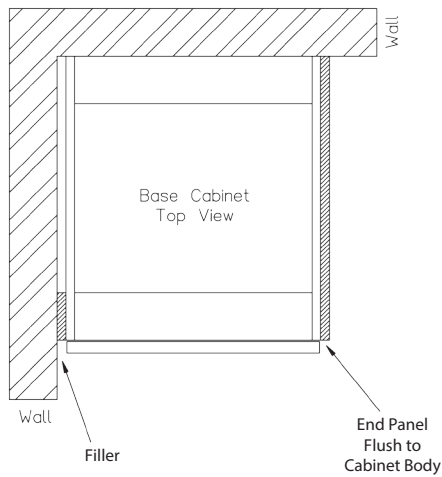
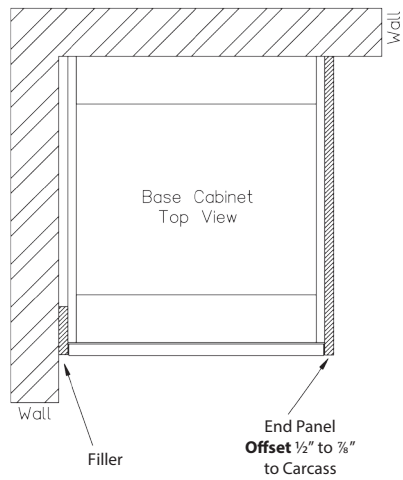
TIPS: How to create a "L" Molding



Pocket screw Sample

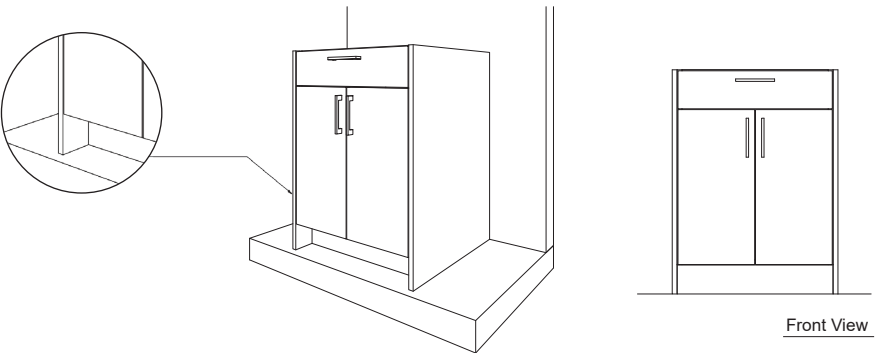


End Panel and Filler Installation Options

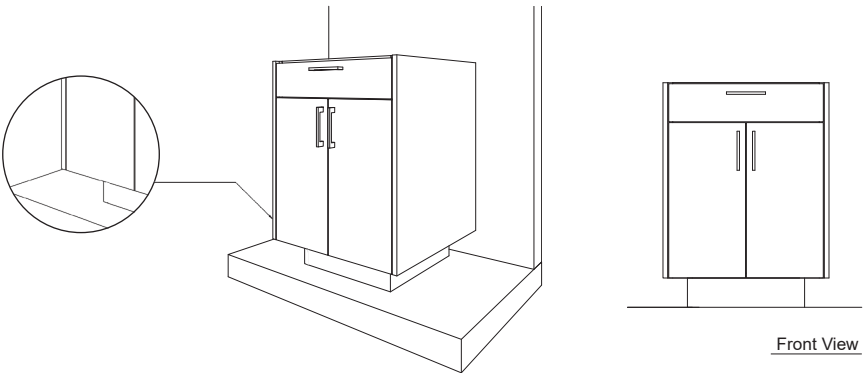


End Panel Installation

Option A: End Panel to the Floor

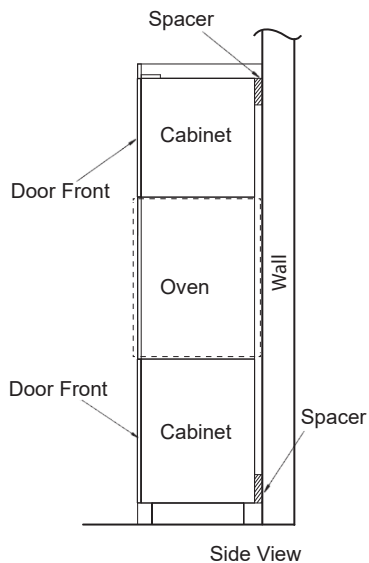
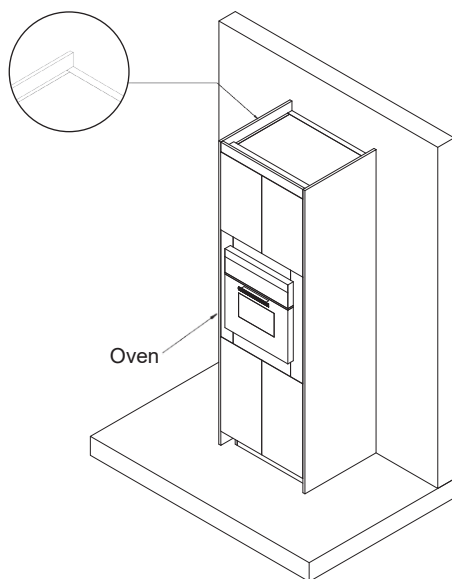
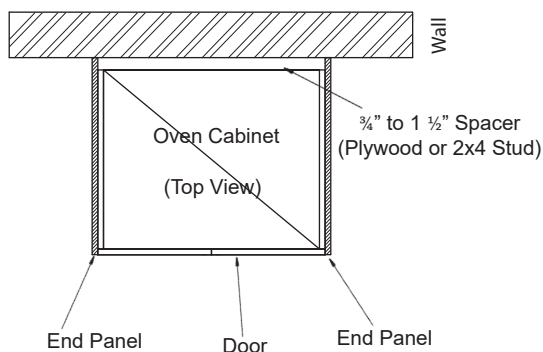


Option B: End Panel Flush to the Bottom of Carcass

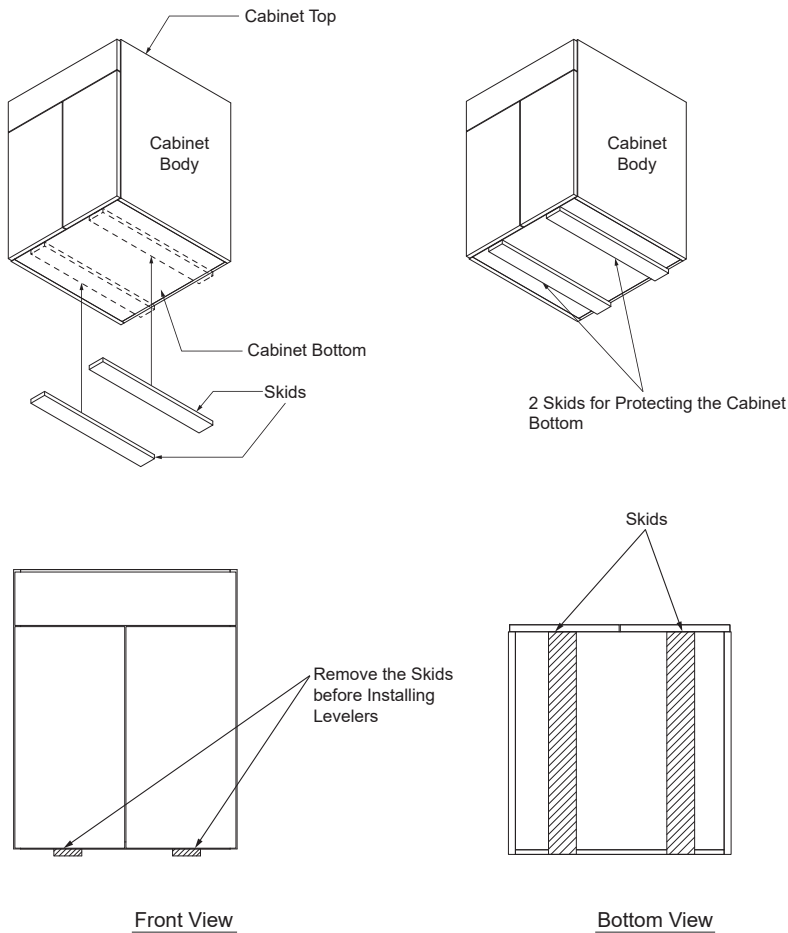


Tall Cabinet/ Oven Cabinet Installation

Adding a strip of plywood or 2x4 stud between the wall and the cabinet, will give you additional depth. This allows deeper ovens to fit, or your counter top to butt into the side of the tall cabinet for a more desirable look.



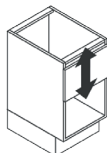
Cabinet Skids



Note: Base and tall cabinets are shipped with skids. Remove the skids before installation. Skids can be knocked off with a hammer.

TANDEM plus Drawer Adjustments

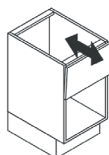
Height adjustment



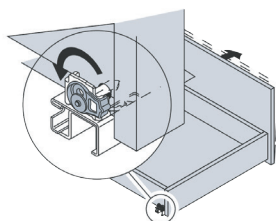
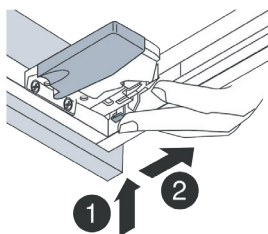
1. Press down on adj. latch.
2. Push latch towards back of drawer after pressing down.

Provides upward adj. only.

Tilt adjustment



Rotate tab on rear hook for tilt adjustment.



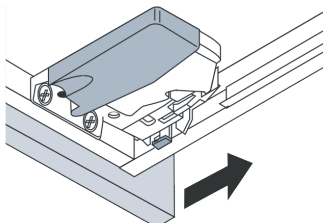
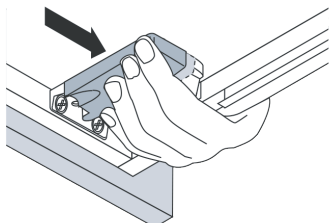
Drawer removal / installation

Drawer removal:

1. Reach under the drawer and squeeze the orange handles of both locking devices.
2. While holding the handles, pull the drawer straight out and lift it off the runners.

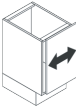
Drawer installation:

1. Place drawer on the runners (either extended or retracted) and close.
2. The locking devices will automatically engage with the runners. Open drawer completely to confirm that both locking devices have engaged.

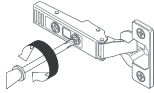


CLIP Top Series Hinge Adjustments

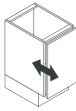
Side adjustment



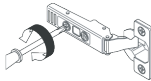
Turn front screw
to increase or decrease
door overlay.
Range = 3/32" (2mm)



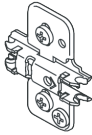
Depth adjustment



Turn rear spiral-tech
cam screw to adjust
door position.
Range = 3/16" (5mm)



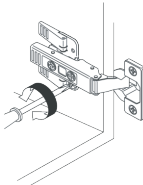
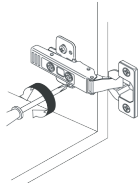
CLIP top series mounting plate adjustments



Height adjustment



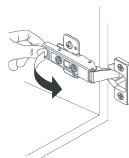
Rotate cam screw
on plate to adjust
door position.
Range = 5/32" (4mm)



Installation Guide

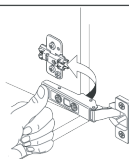
Door removal

Release the lever under the hinge arm to remove.



Door installation

To reinstall, place the hinge on the mounting plate and push the back with finger pressure. The "CLIP" sound confirms a secure attachment.



Cabinetry Limited Lifetime Warranty



Thank you for your purchase. Demetra Cabinetry, Inc. warrants our cabinetry to the original purchasing consumer its parts and products to be free of substantial defects in materials and workmanship from the original date of purchase under normal home use (proof of purchase is required). This warranty is only applicable to products used in residential applications under normal use within the United States.

Demetra Cabinetry reserves the right to decide to repair or replace any part or product that proves to have substantial defects in workmanship or materials, or Demetra Cabinetry will provide an equivalent replacement product. Demetra Cabinetry is constantly evolving and improving our products, we reserve the right to change specifications in design, materials, etc. without notice and with no obligation to retrofit products previously manufactured by us.

Due to the natural composition of wood, it is common that color change will occur over time from exposure to environmental conditions including and not limited to: sunlight, moisture, household cleaners, smoke, etc. Many environmental factors affect the shifting or mellowing of the wood as well. These processes often add to its natural beauty. Wood joints may eventually have visible cracking around the joint area and are not considered defects and are not warranted. Variations in color and characteristics are not considered imperfections or defects and are not warranted. New and/or replacement or repaired parts may not match display samples and/or existing cabinets. Replacement parts are subject to availability, and may differ from those originally supplied.

Thermo-Foil, Laminate, Acrylic and Custom Color cabinet doors, drawer fronts, paneling, and trims will be covered with a five year warranty from the date of receipt unless otherwise stated by the manufacture's separate warranty. Thermo-Foil has a five year warranty but we cannot guarantee the exact foil color or door profile if some products become discontinued. Demetra Cabinetry, Inc. warrants these cabinet's internal components and hardware for life.

This warranty includes manufacture defects and excludes coverage for damage resulting from misuse, accidents, lack of reasonable and necessary maintenance and service, normal wear & tear, environmental conditions, humidity absorption, or mold. This warranty also excludes coverage for improper installation, unauthorized repair, alteration, and modification of the product, hardware, or any products used or installed in connection with cabinets, such as countertops, appliances, etc. This warranty does not cover, labor expenses, uninstalling it, or installing any material or parts, indirect, incidental, special or consequential damages from weather.

Damage caused by transportation, storage or exposure to excessive temperatures are also not covered. No installer, retailer, distributor, agent or employee of Demetra has the authority to alter the obligations or limitations of any Demetra warranty.

In the event you experience a warranted product defect, please email or write to Demetra with a description and photo(s) of the claim. Proof of purchase are required for replacement or repair.

Demetra Cabinetry Inc.
917 Commercial St.
San Jose, CA 95112
info@demetracabinetry.com

THERE ARE NO IMPLIED WARRANTIES EXTENDING BEYOND THE TERMS OF THIS WARRANTY. Demetra SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES, OR DAMAGES. Some states do not allow limitations or exclusions of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights; you may have other legal rights which vary from state to state. This warranty is not transferable and is effective for purchases after January 1, 2012. Warranty terms are subject to change without notice.

Liability Waiver _V03_Effective from 2/12/2019



1. **Measurement:**

- The installer and/or customer is responsible to review, verify and sign-off all plans provided by Demetra.
- Plans provided by Demetra is only for visualization, estimation and Demetra CANNOT and WILL NOT guarantee accuracy and fitment.

Adjustment(s) may be necessary at time of installation by installer.

- Below are some checklist items for installer and/or customer to verify and check off, yet in NO WAY is this list complete.
 - Wall and floors: leveled or plumbed?
 - Locations of windows, doors, door frames, trim, casing, plumbing, drain, outlets, vents etc.
 - Ceiling height, existence of other objects and structures which may conflict with cabinetry or countertops.
 - Clearance / space allowed for all appliances.
- Alignment:** Doors and drawer fronts will need to be aligned after installation. Please refer to installation instructions. This guide can be downloaded from the Demetra's website.
 - Edge banding**
Edge band Colors, pattern and appearance is chosen to blend with exterior selection of your cabinet. Due to limited selection of available banding we will make the attempt to come close but cannot promise an exact match.
 - Estimated Time of Completion (ETC):**
You'll be provided with an ETC for your order, but it is **NOT A GUARANTEED COMPLETION TIME**. We will make all reasonable efforts to meet the ETC.
 - Many materials and hardware are sourced globally, and inventory is NOT always available. There also maybe delays in receipt of acceptable materials from third party suppliers.
 - Shipping delays or damages may occur from third party suppliers.
 - Malfunction or breakdowns in equipment and people can cause unplanned delays.
 - Your order may be considered ready for pickup or delivery, yet be INCOMPLETE.**
 - This is due to parts which are on remake or back order status. It is acceptable to release these orders with the missing parts. This is done because Demetra wants to minimize disruptions to your installation schedule.
 - The Demetra team will arrange pickup or delivery once remakes or back orders are available.
 - Demetra **WILL NOT be responsible for installing any parts other than doors and drawers, nor provide financial compensation of any type.** We recommend you specify in your installation contract to have your installer return and complete installation if necessary.
 - Your approval to begin production:**
Demetra's production department will contact you to check the status of your project the week before your order is scheduled to be built. Your approval is REQUIRED before production can begin.
 - This is due to limited storage space at our facility and if you are not ready for pickup or accept delivery within 5 business days of our completion date you will be charged storage fees. Please refer to our TERMS & CONDITIONS for storage fees.
 - Production will not take materials and fabricate your order due to possible damage and space constraints.
 - Warpage:** Warp or twist of 3/16" of an inch or less is not considered a defect, twists are measured by placing the face of the door against a true plane surface. These tolerances only apply for the **panel size within our standard limit (Slab panel Width<=21", 5-piece door <=24", Height <=72")**, we **DO NOT** guarantee the warpage tolerances for any customized panel size over this limit. **Cabinet size tolerances are (+/-) 3/32" and not considered defects.**
 - Any scratches, marks or labels** on the cabinet body that are not visible after installation cannot be considered a defect or qualified as a claim.
 - Grain Matches / Sequenced:** By default, Demetra cabinets are **NOT Grain Matched / Sequenced**. In some cases, you can choose the option to Grain Match / Sequence part on all of your order at a 50% upcharge. This must be specified at the time of order finalization.
 - Color variations for natural wood cabinets (if applicable):** Natural wood cabinets will have slight variations derived from the inherent qualities and characteristics of the wood itself. These variations can be present from cabinet to cabinet and within the same door/drawer fronts and are not considered defects. Stain finishes will accentuate some of these differences due to penetration and absorption.
 - Paint Finish Awareness Statement (if applicable):** Painted doors (along with painted drawer fronts, trims, and panels) are manufactured and finished to the same quality standards as other doors. It is important for you to understand painted doors have unique characteristics that are different from other doors and are not considered defects for claims.
Listed below are some of the differences:
 - These doors are made from natural wood and will expand and contract with environmental changes due to weather. As a result, hairline cracks may be visible and are not considered a defect. These cracks are commonly found in other finished doors but are not obvious because the natural grain patterns will help hide the presence of these cracks.
 - Natural hardwood and veneers have grain patterns and characteristics such as mineral streaks, knots, checks, sap, and heartwood, seams and joints which will remain visible through painted finishes. These are normal and not considered defects.
 - Dust, pits, and bumps which are found in almost all other doors will be more obvious on painted doors because it is easier to pick out imperfections in solid colors.
 - As all cabinets age, there will be a slight mellowing of color due to exposure to natural and artificial light. This is normal and not considered to be a defect.
 - No Reliance on Oral Representations:** All parties affirmatively disclaim any reliance upon any oral statements, agree and acknowledge that all terms and conditions of this transaction will be contained in the written order which are binding upon all parties.
 - No return for buffer quantity of trims and panels** (includes fillers, toe kick, mouldings, end panels, etc.) Your sales representative will try to specify buffer materials for your project. Buffer materials are specified to ensure minimal delay due to miss-cuts, minor changes in layout and to minimize joint when trimming out your installation. Demetra WILL NOT accept return/refund for the leftover materials.
 - Claim resolution:** Demetra reserves the right to determine if items should be repaired or replaced to resolve accepted claim(s). Resolutions will be completed with the following constraints: material, availability of labor, machinery uptime, and scheduling. If it is not commercially feasible to repair or replace a defective Product, we may refund the original price paid by you for the defective product, or provide a credit towards a similar type of product sold by us. Demetra is not responsible for **any delay or labour costs & expenses** associated with products claim(s), e.g. (1) labour costs and expenses for the original installation, removal, or reinstallation of the Product, or defective part thereof; (2) labour costs or material charges for the removal, reinstallation, repainting, refinishing or replacement of any other items or building materials which must be removed, replaced, reinstalled, or refinished in order to repair or replace the defective Product or component. For example, costs associated with the following will not be reimbursed: counters, sinks, tiles, flooring, accessories, appliances or plumbing fixtures.

By signing below, I have reviewed, understand and agree to **Liability Waiver** above. I agree NOT to hold Demetra Cabinetry and/or Demetra Cabinetry's dealers responsible for these issues or characteristics stated above.

***** Demetra reserves the right of final interpretation for the content and terms hereinabove. *****

Signature: _____ Print Name: _____ Invoice#: _____ Date: _____

CLAIM FORM

Customer Support Center: 669.207.7775 or 925.241.4270 | CSC@demetracabinetry.com
Showrooms: 408.436.8684 (San Jose) | 925.282.8100 (Dublin)



PLEASE COMPLETE THIS FORM AND EMAIL CSC@DEMETRACABINETRY.COM OR FAX TO 408.318.6146 FORM MUST BE SUBMITTED NO LATER THAN 48 HOURS FROM DATE OF PICKUP/DELIVERY.

Claim No.

(Assigned by Demetra CSC)

■ Has it been 48 hours or less since you have received your cabinet(s)?

☐ Yes ☐ No

■ Has the cabinet(s)/part(s) been installed?

☐ Yes ☐ No

NAME: _____

INVOICE#: _____

EMAIL: _____

PHONE: _____

DELIVERED/PICKUP DATE: _____

ADDRESS: _____

DATE OF CLAIM: _____

***** Please see the label sticker for the CABINET ID/MODEL# *****

| # | Cabinet ID# | Cabinet Model# | Cabinet Spec (WXHXD) | Claimed Part | Qty: | Description of the Claim |
|---|-------------|----------------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------------------|
| | | | | <div><input type="checkbox"/> Door Front</div> <div><input type="checkbox"/> Drawer Front</div> <div><input type="checkbox"/> Drawer Box</div> <div><input type="checkbox"/> Trims/Panels</div> <div><input type="checkbox"/> Hardware</div> <div><input type="checkbox"/> Others</div> | | |
| | | | | <div><input type="checkbox"/> Door Front</div> <div><input type="checkbox"/> Drawer Front</div> <div><input type="checkbox"/> Drawer Box</div> <div><input type="checkbox"/> Trims/Panels</div> <div><input type="checkbox"/> Hardware</div> <div><input type="checkbox"/> Others</div> | | |
| | | | | <div><input type="checkbox"/> Door Front</div> <div><input type="checkbox"/> Drawer Front</div> <div><input type="checkbox"/> Drawer Box</div> <div><input type="checkbox"/> Trims/Panels</div> <div><input type="checkbox"/> Hardware</div> <div><input type="checkbox"/> Others</div> | | |
| | | | | <div><input type="checkbox"/> Door Front</div> <div><input type="checkbox"/> Drawer Front</div> <div><input type="checkbox"/> Drawer Box</div> <div><input type="checkbox"/> Trims/Panels</div> <div><input type="checkbox"/> Hardware</div> <div><input type="checkbox"/> Others</div> | | |
| | | | | <div><input type="checkbox"/> Door Front</div> <div><input type="checkbox"/> Drawer Front</div> <div><input type="checkbox"/> Drawer Box</div> <div><input type="checkbox"/> Trims/Panels</div> <div><input type="checkbox"/> Hardware</div> <div><input type="checkbox"/> Others</div> | | |
| | | | | <div><input type="checkbox"/> Door Front</div> <div><input type="checkbox"/> Drawer Front</div> <div><input type="checkbox"/> Drawer Box</div> <div><input type="checkbox"/> Trims/Panels</div> <div><input type="checkbox"/> Hardware</div> <div><input type="checkbox"/> Others</div> | | |

By signing below, you are acknowledging the information provided is true and accurate. Demetra reserves the right to investigate the claims made on this form and determine the viable course of action to address and or correct listed claim accordingly to Demetra's term of service.

Signature x _____

(Customer)

Date: _____



ADDRESS

SAN JOSE SHOWROOM | 1743 Rogers Ave., San Jose, CA 95112

DUBLIN SHOWROOM | 6715 Dublin Blvd , Dublin , CA 94568

PRODUCTION & WAREHOUSE | 917 Commercial St., San Jose CA 95112



TELEPHONE

CUSTOMER SUPPORT | 925.241.4270

SAN JOSE SHOWROOM | 408.436.8684

DUBLIN SHOWROOM | 925.282.8100



EMAIL

Info@demetracabinetry.com (Sales and Design)

order@demetracabinetry.com (Order Update & Customer Support)



WEBSITE

www.demetracabinetry.us