

Contact Us:

Our team of Customer Care specialists are here to help!

Phone: 919.833.6532

Email: customercare@kcdus.com

We're Here to Help



Post Sales Service:

To better support you, KCD is pleased to provide a Post Sales Service department in addition to our Customer Care team. This team provides a concentrated focus on after-sale support, including warranties, returns, and claims.

Warranty:

Kitchen Cabinet Distributors warrants that all of its Products will be free from defects in workmanship and material for a period of five years from the date of shipment from our facility.

To submit a claim under this warranty, please complete our warranty claim form at: <http://www.kcdus.com/warranty-form/>

Misalignment | What are the causes?

Potential Causes:

- Assembly
- Transport
- Handling
- Installation
- Countertops Install
- Hardware Install
- Daily Use
- Missing Bumpers

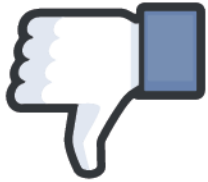
Final Adjustments | Install **FIRST**...then Adjust

Make final cabinet adjustments **AFTER INSTALL!**



- 1 ————— Install
- 2 ————— Shim
- 3 ————— Plumb
- 4 ————— Square
- 5 ————— ...then Adjust

Door Adjustment



Six-Way Adjustable Door Hinge

In/Out



Up/Down



Side-to-Side

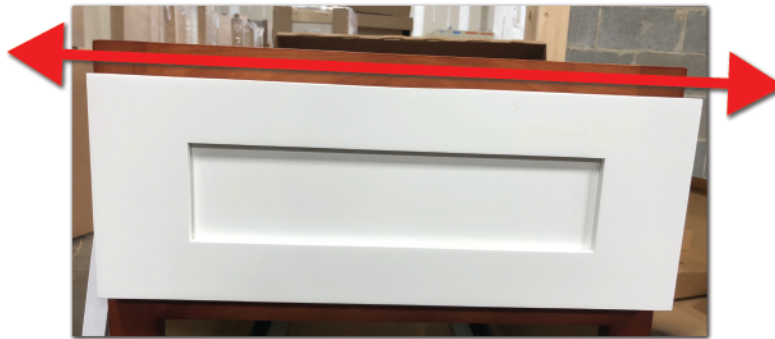


**Same Soft-Close Hinge for both
Premier & Taylor/Value
(1/4" adjustment in any direction)**



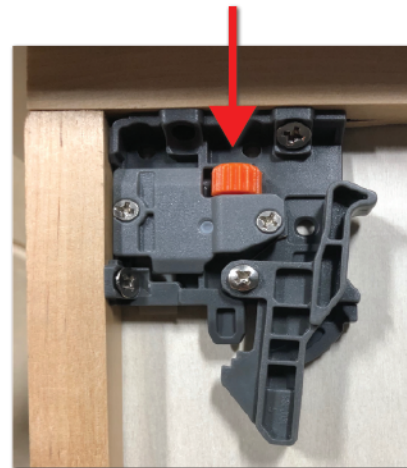
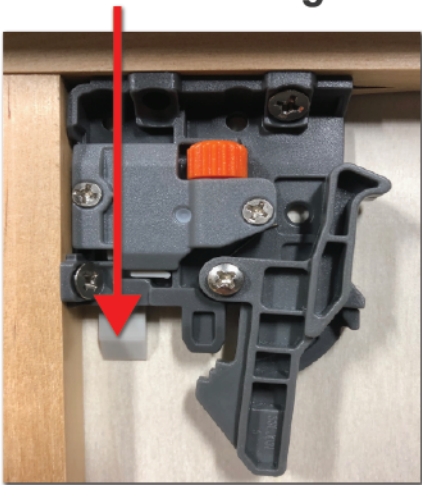
Drawer Front Adjustment

If the drawer front is not level you can raise/lower each side of the drawer front by adjusting the orange roller(s) on the plastic clips, located on the bottom of the drawer box, both right & left position.



Move Drawer UP = Tighten Roll UP

Move Drawer DOWN = Loosen Roll DOWN



False Drawer Adjustment

If the false drawer front is not level you can make slight adjustments by loosening the screws from behind the face-frame, leveling the drawer front and re-tightening the screws.



Drawer Box Adjustment

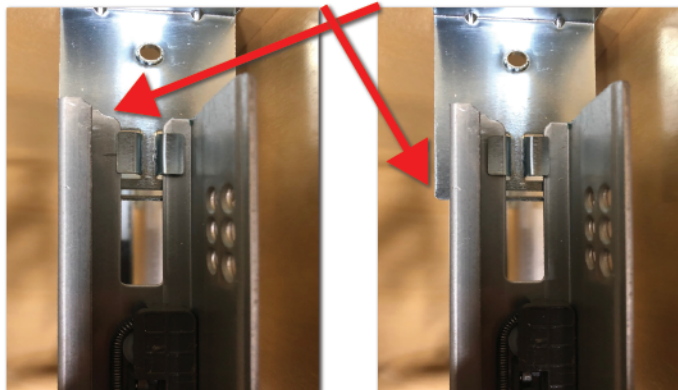
If the drawer box is not square inside the cabinet causing the drawer front to NOT rest parallel to the face frame there are two solutions depending on the type of drawer slides:

1. *Premier Series* uses Metal, Under-Mount, Full Extension, Soft Close w/ Bearings
 - The connection between the drawer slide and the rear bracket is self-adjusting side-to-side up to 3/8".
2. *Value/Taylor Series* uses Epoxy/Vinyl, Side-Mount, 3/4 Extension, w/ Nylon Rollers
 - The connection between the drawer slide and the rear bracket can be manually adjusted side-to-side up to 1/2".



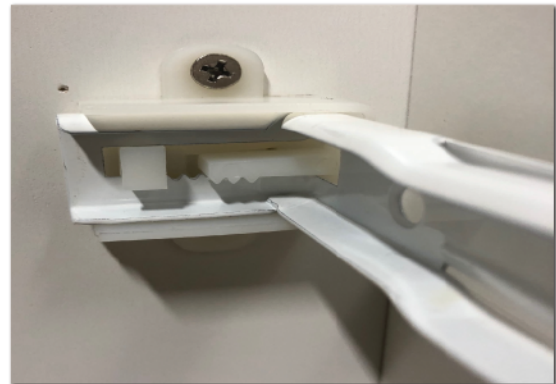
Premier Series

SIDE to SIDE Self-Adjusting (3/8")



Taylor/Value Series

SIDE to SIDE Manual-Adjustment (1/2")



Premier Series

Minor Adjustments to Drawer Slide Bracket

If all other methods fail to correct misalignment, then adjust the rear bracket by loosening and/or removing the screws from the rear bracket, level the slide position, and re-tighten the screws.



Touch-Up Kits & Spraycans

It is highly recommended that **ALL** cabinet orders include both a Touch Up Kit and Spraycan.

1. Touch Up Kits include a Wax stick to fill scratches, nicks or dents. And abrasive pad & scraper to clean off excess wax and a paint pain or stain marker.
2. Spraycans are aerosol paint for painted door styles or aerosol toner for stained door styles. They can be used to repair surface blemishes and/or cover repaired areas.

