



Kitchens that
feel good

HK Warranty

(applies to original owner only)

Quality you can feel, backed by a warranty you can trust.

An HK kitchen is made to be lived in, loved, and enjoyed for years to come. Every HK kitchen is crafted in our Tauranga facility with care and attention to detail. That's why we're proud to offer a **10 Year Workmanship & Installation Warranty**.

What's Covered

- We'll stand by the quality of our workmanship and installation for 10 years from the date of install.
- If something goes wrong because of the way it was built or installed, we'll put it right — at no cost to you.
- This sits alongside your rights under the Consumer Guarantees Act 1993.

What's Not Covered (including, but not limited to)

- Normal wear and tear.
- Damage caused by misuse, neglect, or lack of proper care.
- Cracks or chips in benchtops.
- Excessive moisture or water scale.
- Steam damage (e.g. opening dishwashers' mid-cycle or appliance steam).
- Sinks not being earthed (where required).
- Alterations or repairs not carried out by HK Kitchens.
- Use of harsh cleaning products or solvents.
- Damage from fire, water, natural disasters, or factors beyond HK's reasonable control.
- Consequential or indirect loss.

Please note: product faults are covered by the supplier or manufacturer's own warranty, which sits separately to HK's workmanship warranty.

Kitchens in Tenanted Properties

If your HK kitchen is in a rental or tenanted property, the warranty remains with the property owner. Damage, misuse, or lack of care by tenants or other occupants isn't covered. It's the owner's responsibility to make sure the right care instructions are passed on.

Product & Accessory Warranties

Not everything in your kitchen comes from HK directly. Many items, such as appliances, benchtops, cabinetry hardware, and accessories carry their own manufacturer warranties.

These are separate to our HK warranty. For example:

- Benchtops – Manufacturer warranties typically range from 5–10 years, depending on material (stone, laminate, or other).
- Cabinetry hinges and drawer runners – Covered by a lifetime manufacturer warranty.

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- Accessories (e.g. handles, bins, lighting, storage organisers) – Covered by the accessory manufacturer's warranty (note: bin runners are included here, not under the cabinetry drawer runner warranty).
- Sinks – Covered by the sink manufacturer's warranty, which varies by brand and product.

Some sink brands require earthing (check with your electrician) - this is the property owner's responsibility. Damage from water scale, scratching, or misuse is not covered under HK's warranty.

Care & Maintenance

Taking care of your kitchen is the best way to keep it performing beautifully. For simple tips and product-specific guidance, visit our [Warranty](#) and [Care & Maintenance](#) page or scan the QR codes below.

Everything you need to know.

Product Warranty



Care & Maintenance



Ownership & Transferability

Our warranty applies to the original purchaser of the kitchen and is not transferable if the property is sold. Manufacturer product warranties may have their own conditions regarding transferability.

Your HK kitchen is built to last. For any warranty queries, care advice, or support with your kitchen, please email us at installations@hk.net.nz

