



PRE-TEMPLATING & FITTING CHECKLIST

PLEASE READ AND CHECK CAREFULLY THAT EVERYTHING COVERED BY THIS LIST HAS BEEN COMPLETED.

- 1. If you wish to cancel or re-arrange a templating or fitting date a minimum of 48 hours notice MUST be given IN WRITING otherwise a charge will be incurred.**
2. Confirm the date with your kitchen fitter/builder before arranging a templating date with us. If they think that works might over-run and the kitchen might not be ready please do not book a survey yet. Wait until all the BASE cabinetry is finished and fully fitted. End panels and any decorative extensions and finishings need to be fitted in place. Wall units and extractors should also be fitted, especially if we are templating for a splashback behind your hob. If you have wall units that “sit” on the worktop please ensure they are fitted to allow sufficient tolerance (+2-3mm) for the worktops to slide in underneath them (or make arrangements for them to be simply removed/refitted flush once the worktops have been installed). Our fitters can assist but will obviously need to charge for any additional joinery works this may entail.
3. We require the client, or person responsible for the project, to be on site during the whole survey to discuss the details and confirm your preferences for where joints, cut-out positions, tap holes, overhangs, up-stands, window sills and pipe boxes should be sited. If there are any additional issues to decide do please advise the templator at this stage, as a return visit is expensive.
4. All sinks, taps, hobs and any other appliances that will require cut-outs in the new worktops should be on site, but not necessarily fitted or connected – our templator will want to take away the paper templates provided in their packaging (if this not possible then we will require the make and model details of all appliances) . If you are replacing worktops and wish to re-use your existing sink and hob or any other fitted appliances it is your responsibility to check with your builder/plumber that they can be easily removed/re-fitted without any damage.
5. Walls need to be plastered and squared but do not necessarily have to be tiled. Please advise the templator what you are intending to put on the walls. Obviously if your walls are not straight or flat this may affect the fitting of any upstands and splashbacks. (See point 7 below for additional information on sealing to other surfaces)
6. If you want us to cut-out socket holes in splashbacks please advise the templator accordingly. Electric points should be fixed or marked at the height you want them. (We recommend allowing a minimum gap of 150mm from the base unit to the electric socket on 30mm worktops).
7. UrbnRok worktops are heavy – please advise our templator of any access, parking or other restrictions to the property and whether you can supply the fitters with temporary parking permits on fitting day. If the room is up/downstairs the templator may wish to measure the route to ensure there are no access issues on the day, please allow the templator to visit all required areas.

Please read again and check carefully that everything covered by this instruction has been completed prior to booking a survey. Until you can comply with the above points, your kitchen is not ready for templating. If the templator is unable to carry out a full survey clients have to be charged for the wasted visit and a second appointment which we don't like doing and you'll hate paying for!

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FITTING ADVICE

1. On fitting day: base units and any breakfast bars/islands must be ready, level and securely fitted. Obviously if your cupboards are not level to begin with your worktops will not be level either.
2. Any existing worktops – temporary or old – and any old tiling needs to have been removed. All sinks, taps, hobs and any other appliances should be on site. If you are planning to re-use your existing sink and hob or any other fitted appliances it is your responsibility to check with your own builder/plumber that they can be easily removed and re-fitted without any damage & they're ready for installation on fitting day.
3. **Our fitters do not undertake plumbing or electrical works and are not certified for this type of work. Please call the office before work commences if you need assistance.**
4. Please make sure all the doors below the worktop are removed and drawers have been removed and cupboards are empty – the fitters will need to fix the tops from inside the cupboards. This will also ensure there can be no damage to these items during installation.
5. **IMPORTANT: Your base carcass units must be fit-for-purpose and strong enough to support the worktops. Some flat-pack kitchen units are only designed to hold formica or composite worktops so supporting batons along the back wall and between large span may therefore be required, especially over and/or behind appliances - dishwashers, washing machines, tumble driers, sinks, hobs and any other weak points. This would be exactly the same advice for any solid worktops.**
6. Our templator will have advised you of any strengthening work necessary but if he could not see behind your existing cupboards or appliances you must ask your builder to check this.
7. It is an industry standard that worktop fitters only fit worktops. They do not seal to other surfaces. It is the responsibility of your decorator to finish behind upstands/splashbacks/etc... with caulk or filler to your preference. Please ask the fitters if you have any questions or would like to have them seal to other surfaces as part of the fit (a charge maybe payable for this).
8. A complete inspection will be carried out ahead of installation and photographs taken by the installers, then on completion another set of photographs will be taken to ensure no damage has been happened as a result of the worktop installation.
9. A sign off sheet will be produced that will need to be signed by the customer to agree that the worktop has been fitted to standard. Any notes can be added to this sheet by the customer, a copy of this sheet will be emailed to the client once the installer returns to our offices.
10. Finally, the fitters are required to collect your final payment – we accept cheques, BACs, Internet Transfers or Paypal payments