



## PELHAM & WHITE KEYPORT KITCHEN CABINET SERIES

### Frequently Asked Questions

#### Questions About Product Materials and Features

Are the drawer guides and door hinges slow-close?

- Yes. When you try to slam them, they will stop just before closing and allow them to close all the way, by taking over and fully closing with a slow pull.

Are the drawer guides full extension?

- Yes. The entire drawer box opens completely, giving 100% access to all contents.

What are the cabinets made of?

- The sides and shelves are  $\frac{3}{4}$ -inch birch plywood. The drawer boxes are  $\frac{1}{2}$ -inch birch plywood. The door and drawer faces are HDF (High Density Fiberboard) and the face frames are solid wood.

#### Questions About Product Colors and Finishes

How is the finish applied?

- Each component is sprayed with an acrylic paint that includes an anti-UV additive to keep the color from fading. Unlike other cabinets that are clad in a thin colored foil, these cabinets can be repaired if a scratch, chip or dent occurs.

If I get a ding or scratch, can I make a small repair?

- Yes. We have touch-up paint available by calling our Customer Service Team at 855-561-5222 or email us at [info@pelhamandwhite.com](mailto:info@pelhamandwhite.com)

#### Questions About Product Dimensions

How big are the drawer boxes?

- The inside front-to-back dimension for all cabinets is 19-7/8 inches.
- The inside width of each drawer is 5 inches less than the stated overall width of the cabinet. (Example – an 18" cabinet has a drawer box inside width of 13 inches).

How big are trash cans inside the KTB18 trash base cabinets?

- The plastic trash cans each have a capacity of 7 gallons, and measure 14" x 10" x 15.375" high.

## **Questions About Assembling the Cabinets**

How can they be "no tools" assembly?

- Our patented Nylon hardware uses pre-installed bayonet and cam-action fastener versions that ensure a tight fit and sturdy connections of all the components. Even the hinges and drawer guides come pre-installed. Although you will need tools to install the cabinets, not having to fuss with over 100 pieces of hardware and fasteners like most other brands make the Keyport series the easiest to assemble cabinets in the marketplace.

Do any of the cabinets require tools to assemble?

- Yes, there is one. There are some screws that are needed to assemble the lazy Susan racks inside the cabinet. But that's it.

If the doors on my cabinet come hinged on the left and I want to change it to the right, how do I do that?

- Each cabinet with a single door comes hinged on the left. If you wish to have it hinged on the other side, just remove 2 screws, flip the door and re-install in the pre-drilled holes on the other side. Be sure all your doors are hinged to your liking before drilling for hardware.

Do they come pre-drilled for pulls or knobs?

- Since there are so many sizes and choices out there, we ship our cabinets without any holes. That allows you to choose your style, size and placement.

## **Questions About Placing an Order**

How long after I place my order will I receive my cabinets?

- We ship in 1-2 days, via a less-than-truckload delivery company. Due to distance and other local factors, it will take 4-8 days before the carrier contacts you to schedule a delivery. Most product ships on a pallet, and the truck will have a liftgate. You will need to be home to inspect for shipping damage before signing the delivery receipt. When the carrier calls, have them explain where they will be able to place the delivery.

Where are the cabinets shipped from?

- All cabinets ship from our facility in Gaffney, South Carolina.

There are cabinets in my kitchen plan that are not available in your offering. What can I do?

- We've tried to put together a comprehensive offering, but there are some items that fall in-between the common parameters of stock and custom cabinets. We are continuously adding new items as we receive feedback from our customers. We hope that we have everything you need, but if we don't, we hope that our style and features will convince you to make some changes to your plan and purchase our cabinets.

I would like to install a farmhouse apron sink. Can I use your sink base cabinets?

- Currently, we do not sell sink base cabinets that accommodate a farmhouse sink.

Do you sell color-matched molding and filler boards?

- Yes. We have solid wood pre-finished toe kicks, crown molding and filler pieces for nearly all installation issues. Just search for "Pelham and white cabinets" for all our cabinet and trim board needs.

Do I have to buy toe kicks?

- That's up to you. Unlike other brands, we pre-finish the toe kicks on all our base cabinet. But if you want to avoid having the seams between the cabinets, we sell matching toe kicks in 90-inch lengths.

## **Questions About Product Problems**

What if I have a problem with a part or something is damaged during shipping?

- If any of your products are damaged, either in transit or during assembly, give us a call at 855-561-5222 or email us at [info@pelhamandwhite.com](mailto:info@pelhamandwhite.com). We can suggest whether it's best for you to contact Home Depot for a replacement product, or if the damage is minor or you have damaged a component while installing, we can work with you to provide the best and fastest solution to fit your needs.

## **Questions About Installing Cabinets**

How do I secure the cabinets to the wall?

- All cabinets should be secured to the wall studs or masonry wall using the appropriate fasteners. For wall stubs, there are special "Cabinet Screws" with large washer-tyle heads available at The Home Depot. For wall cabinets, the screws should be placed 1-2 inches below the top panel and 1-2 inches from the bottom panel of the cabinet. For base cabinets, they are only secured at the top, about 1-2 inches from the top of the cabinet.

Do I have to screw the face frames together?

- Yes, after all the shims and leveling are completed. Especially the wall cabinets. In some cases, the wall stud locations don't allow for all 4 screws to hit the studs. By screwing adjacent cabinets together, all the studs in that row of cabinets will be utilized and they will share the load together. For base cabinets, screwing adjacent cabinet face frames together will eliminate gaps from forming.

Do I need to use the corner brackets?

- Yes. We have included the corner brackets in all cabinets. For base cabinets, they allow for countertops made with wood (like laminated countertops) to be secured with screws. We placed them in all the wall cabinets for extra security, especially when heavy objects are loaded into them.

What if I have questions about installing the cabinets?

- We would love to be your one-stop source for how to get from vision to completion of your kitchen project, but there are so many factors and issues that we can't see. For installing cabinets, we suggest visiting YouTube. They have many how-to platforms and if you are specific with your installation issue when you search, there is often a specific video to help you. We are still here for you with product questions and issues. Home Depot and This Old House produced an excellent video showing the basics of installation. Follow the link below.

<https://www.youtube.com/watch?v=mJKZg4UISvM>