

# Laundry Collection FAQ



## Q. Which order form do I use?

We have two different order forms. If you would like to purchase any of our predesigned packages please use the package order form. If you require anything custom/any changes to the packages please use the custom order form.

## Q. Can I cut my own slab top on site?

It is not recommended as a quartz benchtop requires a special tool to cut down. If you would like a cutdown once it has left us, we recommend going to a benchtop specialist who will have the required drilling bits and a water jet set-up to complete the cutdown.

## Q. Do they come flat packed?

No – complete units will arrive for ease of installation but some assembly on site is required. E.g Washer surround comes in 2-3 parts.

## Q. Can I have my drawers at a custom size?

Unfortunately no, our drawers come in a standard size that cannot be altered due to the runners.

## Q. What are the custom widths for wall/floor cabinets?

Either 250-449 or 601-900. Please note the floor sink cabinet cannot be made smaller due to the sink size. We do not offer custom sizes for any floor cabinets with drawers.

## Q. What are the custom widths for tall cabinets?

We cannot alter the width or height of our tall cabinets.

## Q. Do you sell corner cabinets for an L shaped laundry?

No, not at this point. We recommend you have a look at the available cabinets to create your unique design. E.g an open shelved cupboard.

## Q. Can we customise the depth of the laundry cabinets?

Unfortunately no, the depth of our cabinetry cannot be altered. Currently our standard depth for floor cabinets is 610mm and 316mm for wall cabinets.

## Q. Can we have a Stonecast bench top?

Unfortunately we do not offer Stonecast benchtop as an option in our laundry range.

## Q. What incurs extra costs?

Custom sized cabinets, slab top cutdowns or handle/extrusion upgrades are all extra costs. Also note tapware, floating shelves, and drying racks are all optional add ons sold separately.

## Q. What is the overhang of the bench top?

If you have a seen end then please allow approximately 10-16mm overhang. If it is a wall-to-wall installation the benchtop will be measured to fit within the exact space.

## Q. Is the hamper included with the laundry hamper cabinet?

Yes! The internal drawer has 2 x plastic laundry hampers.

## Q. Do you sell dryer brackets?

No sorry, each brand of dryer needs its own kind.

## Q. Does the package have to be exact measurements?

Yes – There is a small allowance for room size, but it must fit within these sizes otherwise you will have to complete a custom laundry order form.

## Q. Can I use this for my kitchen/bathroom?

Sure! Our laundry range can be used for a kitchen or bathroom setting.

## Q. Can I use the washer/dryer surround for my dish washer in my kitchen?

If your dishwasher can fit in our standard sized washer/dryer surround then absolutely! If you require different sizing, we may be able to supply you with end panels to make a surround, otherwise we would advise you talk with a kitchen specialist. Another option would be to contact Plymasters.co.nz who can supply you with the matching board for your custom surround.

## Q. What are my options with a top loader?

We have specific compact packages that are designed to go next to a top loader, see our laundry brochure for more details. If you were designing a custom laundry we recommend you finish the design with an end panel and leave a space for the machine.

## Q. How long will it be before my laundry arrives?

Allow approx. 48 hours to confirm that Newtech have everything they need. Then approx. 30 working days from confirmation.

## Q. Can the washing machine and dryer surround width be changed or custom?

No, they are designed to fit a standard sized machine of 600mm.

## Q. Where can I buy board to match if I want to make something custom?

Plymasters is a local Whanganui company that can supply you with the matching board if you would like something custom built that we do not offer. Contact Plymasters.co.nz for more info.

## Q. Are toe kicks automatically included?

Yes they are!

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## Q. What do I do if I want to supply my own sink and mixer?

We can supply you with the benchtop however we are unable to do the sink cut out and taphole drilling for you. We recommend going to a benchtop specialist as they will have the required drill bit and waterjet cutting set-up for the cutdown.

## Q. Can we supply our own handles and drill our own holes?

Unfortunately at this stage our doors come predrilled and we cannot offer otherwise.

## Q. Is the handle upgrade priced per handle?

Yes - the prices are per handle.

## Q. Why do I need a filler/end panel?

The carcass of our cabinetry is a standard white on the inside. If you were to have any seen ends, you would require a filler/end panel for a seamless coloured finish to your laundry units. Filler/End panels are also recommended as a 16mm allowance is required to allow for the cabinetry doors to open without obstruction. End/inner panels are not required beside washer/dryer surrounds or open shelf wall cabinets as these already have a finished edge.

## Q. What happens to the overhang of the benchtop when I put one of the smaller packages into an alcove?

You will need to order an extra filler panel for the wall-to-wall installation of our smaller packages in order to fill the gap.

## Q. Is the tapware automatically included in the packages?

No - tapware is an optional upgrade that incurs an additional charge.

## Q. Are the sinks smaller in the Devonport and Coronet Peak packages?

Yes they are the smaller 400mm wide sinks (depth remains unchanged) to allow for more bench space on the unit.

## Q. Where do I need to include an inner/end/filler panel?

We have a breakdown of where to use end/inner/filler panels in our laundry brochure.

### Where to use:

- **End Panels:** To cap off end/visible end cabinets (ie. not next to another cabinet or against the wall).
- **Inner Panels:** Use between cabinets and lower units.
- **Filler Panels:** If the cabinet is against a wall & first cabinet or between walls.

## Q. Do I have to submit a drawing along with my order form?

If you are ordering one of our predesigned packages, we do not require a drawing from you. If you are ordering a custom designed laundry, we will require a drawing with as much information as possible.

## Q. Will my dryer affect the wood panels of my dryer surround?

One of the requirements for the warranty of our dryer surround is the dryer must be ducted. This ensures no moisture will be trapped in the dryer surround and affect the wood panels.

## Q. Can I have my sink undermounted?

We currently only offer a top/over mounted sink option. If you require an undermounted sink we recommend going to a benchtop specialist.

## Q. How is the extrusion upgrade priced?

Extrusions are priced per cabinet.

## Q. Can I change the sizing of the 900mm or 1300mm smaller packages?

Those packages come as a standard size and cannot be altered. If you were wanting to change the sizing we recommend using our modular cabinets to design something similar to the size you want.

## Q. How do the handle-less tall cabinets open?

They are designed as push-to-open cabinets.

## Q. How do the finger pull wall cabinets open?

The door hangs down past the cabinet creating a negative finger pull detail for you to open your cabinets.

## Q. Can I order the Piha but have the sink over the drawers instead of the doors?

No, the sink unit in that package is the 2-door cabinet. You can change the configuration but the sink stays with the door cabinet. You can however, create your own custom configuration using the sink drawer unit in our modular laundry system to look similar to the Piha package.

## Q. Is there a sink drawer cabinet other than the Cathedral Cove package?

The sink drawer option is offered in our modular/custom laundry so you can build your own configuration.