



BIENAL

# MAINTENANCE & CARE MANUAL

2026 EDITION • KITCHEN • BATH • CLOSETS

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ABOUT THIS MANUAL

Crafted to Last

Bienal products are designed with precision, using premium materials and finishes selected for longevity and beauty. This manual is your definitive reference for keeping every surface, mechanism, and material in optimal condition throughout the life of your cabinetry.

HOW TO USE THIS MANUAL

Navigation

This manual is organized by topic. Homeowners will find Sections 01–04 and 06–08 most useful day-to-day. Installation and service teams should also refer to Section 05 for hardware guidance. Follow the maintenance schedule in Section 04 to prevent most common issues.

ICON LEGEND

Color Symbols Used in This Manual

|             |                                                          |
|-------------|----------------------------------------------------------|
| RECOMMENDED | Safe to use or do — approved method or product           |
| PROHIBITED  | Will cause damage or void warranty — never do this       |
| CAUTION     | Use with care; read the accompanying note first          |
| INFO        | Helpful tip or supplementary background information      |
| HARDWARE    | Applies specifically to metal fittings, hinges, or rails |

For warranty registration, spare parts, or service appointments, contact your Bienal representative directly.



Kitchen · Bath · Closets · Material overview

## Understanding Your Cabinetry

Bienal cabinets are produced across three main categories — Kitchen, Bath, and Closets. While core construction principles are consistent, each environment imposes different demands. Understanding your product helps you apply the right care routine every time.

| Kitchen Cabinets |                                                                                                                                                         |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Structure        | MDF or plywood carcass with precision edge banding. Base cabinets require a protective countertop (marble, Corian, quartz) to prevent moisture ingress. |
| Finish types     | Matte lacquer, high-gloss lacquer, thermofoil, or veneer on door fronts. Interiors are typically melamine laminate.                                     |
| Hardware         | Concealed hinges, drawer runners with soft-close, lift systems. All metal fittings require periodic lubrication — see Section 05.                       |
| Key risk         | Heat, steam, and cooking grease accumulation near hinge zones and door edges.                                                                           |

| Bathroom Cabinets |                                                                                                                                                  |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Structure         | Moisture-resistant MDF or PVC-based boards. Vanity bases must always have a countertop installed — never leave the top surface exposed to water. |
| Finish types      | High-gloss lacquer and thermofoil most common; some veneer options available with sealed treatment.                                              |
| Hardware          | Stainless steel or anti-rust coated hinges and handles recommended. Check regularly for early rust formation.                                    |
| Key risk          | Prolonged humidity, condensation cycles, and direct splash zones.                                                                                |

| Closets & Wardrobes |                                                                                                                                      |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <b>Structure</b>    | Melamine-faced particleboard or MDF with matching edge banding. Interiors may include hanging rails, drawer inserts, and shoe racks. |
| <b>Finish types</b> | Matte or glossy lacquer doors, veneer, fabric inserts, or glass panels.                                                              |
| <b>Hardware</b>     | Hanging rails rated for specific loads (see Section 05). Sliding door track systems require periodic cleaning and alignment.         |
| <b>Key risk</b>     | Overloading shelves or rails; direct sunlight causing discoloration over time.                                                       |

MATERIAL REFERENCE

## Finish Identification & Cleaning Codes

Locate your finish using the cleaning code below, then turn to Section 03 for the correct cleaning method.

| FINISH TYPE        | APPEARANCE            | USED IN                 | CODE      |
|--------------------|-----------------------|-------------------------|-----------|
| Matte Lacquer      | Soft, non-reflective  | Kitchen · Bath · Closet | <b>ML</b> |
| High-Gloss Lacquer | Mirror-like sheen     | Kitchen · Bath · Closet | <b>GL</b> |
| Wood Veneer        | Natural wood grain    | Kitchen · Closet        | <b>VN</b> |
| Melamine Laminate  | Smooth, uniform       | All interiors           | <b>LA</b> |
| Thermofoil / PVC   | Wrapped, seamless     | Kitchen · Bath          | <b>TF</b> |
| Glass Panel        | Transparent / frosted | Closet doors            | <b>GP</b> |
| Metal / Hardware   | Brushed or chrome     | All categories          | <b>MT</b> |



# CLEANING GUIDE

Surface-specific care for every finish type

## SURFACE CARE

### How to Clean Every Finish

Each finish type has distinct properties requiring a tailored approach. Locate your finish using the cleaning code from Section 02. Always test any new product on a hidden area first.

#### ML — Matte Lacquer

|         |                                                                    |
|---------|--------------------------------------------------------------------|
| USE     | Soft lint-free microfiber cloth lightly dampened with water        |
| USE     | Diluted mild dish soap (1 drop per 500ml); spray bottle preferred  |
| USE     | Dry immediately after cleaning with a second dry cloth             |
| AVOID   | Abrasive sponges, scouring pads, or steel wool                     |
| AVOID   | Solvent-based cleaners, acetone, or bleach                         |
| CAUTION | Avoid circular scrubbing — wipe in straight lines to prevent marks |

#### GL — Glossy Lacquer

|         |                                                                     |
|---------|---------------------------------------------------------------------|
| USE     | Microfiber glass cloth — the most effective tool for gloss surfaces |
| USE     | Diluted mild soap solution applied by spray, wiped gently           |
| USE     | Buff dry with a clean dry cloth to avoid water spots                |
| AVOID   | Paper towels or rough fabrics — will cause micro-scratches          |
| AVOID   | Furniture polish containing wax — builds up residue                 |
| CAUTION | Fingerprints are highly visible; light daily wiping recommended     |

### VN — Wood Veneer

|         |                                                                   |
|---------|-------------------------------------------------------------------|
| USE     | Barely damp cloth; always wipe in the direction of the wood grain |
| USE     | Wood-specific care products (verify compatibility first)          |
| USE     | Dry immediately — never leave moisture on veneer                  |
| AVOID   | Soaking or pooling water — veneer can delaminate                  |
| AVOID   | Harsh chemicals or multi-surface sprays                           |
| CAUTION | Contact Bienal before attempting any touch-up repair              |

### LA — Melamine Laminate

|         |                                                         |
|---------|---------------------------------------------------------|
| USE     | Damp cloth with mild soap — very forgiving surface      |
| USE     | Non-abrasive all-purpose cleaner (diluted)              |
| USE     | Diluted white vinegar for stubborn marks                |
| AVOID   | Abrasive pads or harsh solvents                         |
| CAUTION | Interior surfaces accumulate dust; wipe shelves monthly |

### TF — Thermofoil / PVC

|         |                                                                 |
|---------|-----------------------------------------------------------------|
| USE     | Mild soap and water with a soft cloth                           |
| USE     | Rinse and dry immediately after cleaning                        |
| AVOID   | Heat exposure during cleaning — hot water or steam              |
| AVOID   | Strong solvents — will lift or warp the film                    |
| CAUTION | Check edges and seams regularly; early lifting can be re-bonded |

### GP — Glass Panel

|         |                                                                   |
|---------|-------------------------------------------------------------------|
| USE     | Glass cleaner spray and microfiber cloth                          |
| USE     | Water with a small amount of white vinegar                        |
| AVOID   | Abrasive cleaners or scrubbing pads                               |
| CAUTION | Avoid excessive moisture near the frame joint when cleaning edges |

## MT — Metal Hardware

|                |                                                                      |
|----------------|----------------------------------------------------------------------|
| <b>USE</b>     | Dry or barely damp cloth for regular cleaning                        |
| <b>USE</b>     | Rust remover if corrosion is detected — keep away from wood          |
| <b>USE</b>     | Lubricate hinges and rails with appropriate lubricant every 6 months |
| <b>AVOID</b>   | Bleach or chlorine-based products — cause accelerated corrosion      |
| <b>AVOID</b>   | Abrasive tools on brushed metal — alters the finish permanently      |
| <b>CAUTION</b> | In bathrooms, inspect monthly for early rust formation               |

General rule: Less is more; A lightly dampened microfiber cloth removes most everyday grime on all surfaces without risk. Always dry surfaces immediately after any wet cleaning.



# MAINTENANCE SCHEDULE

Daily · Weekly · Monthly · Annual routines

## CARE CALENDAR

### Your Maintenance Routine

A consistent maintenance routine prevents most common issues and significantly extends the life of your cabinetry. Use this schedule as reference across all Bienal product categories.

| DAILY                                                    |                |        |
|----------------------------------------------------------|----------------|--------|
| TASK                                                     | APPLIES TO     | TIME   |
| Wipe exterior surfaces after use                         | All            | ~2 min |
| Remove spills immediately — especially on veneer & edges | Kitchen · Bath | ~1 min |
| Keep doors and drawers fully closed when not in use      | All            | —      |

| WEEKLY                                                  |                |         |
|---------------------------------------------------------|----------------|---------|
| TASK                                                    | APPLIES TO     | TIME    |
| Clean interior shelves and drawer inserts               | All            | ~10 min |
| Wipe door fronts and handles thoroughly                 | All            | ~5 min  |
| Inspect glass panels and handles for smudges            | Closet         | ~3 min  |
| Check under-sink cabinet interior for moisture or leaks | Kitchen · Bath | ~2 min  |

| MONTHLY                                                 |            |           |
|---------------------------------------------------------|------------|-----------|
| TASK                                                    | APPLIES TO | TIME      |
| Deep-clean interior of all cabinets (remove items)      | All        | 30–60 min |
| Inspect hinge alignment — adjust if doors are not level | All        | ~10 min   |

|                                                       |         |        |
|-------------------------------------------------------|---------|--------|
| Clean drawer runner tracks with a dry cloth           | All     | ~5 min |
| Check for rust on metal hardware in bathroom cabinets | Bath    | ~5 min |
| Inspect veneer edges and thermofoil seams for lifting | Kitchen | ~5 min |

| ANNUALLY                                           |            |         |
|----------------------------------------------------|------------|---------|
| TASK                                               | APPLIES TO | TIME    |
| Lubricate all hinges and drawer runners            | All        | ~20 min |
| Tighten all visible screws on handles and hinges   | All        | ~15 min |
| Inspect hanging rails for load deformation         | Closet     | ~10 min |
| Assess soft-close mechanisms — replace if sluggish | All        | ~20 min |
| Full surface inspection; treat any touch-up needs  | All        | ~30 min |



# HARDWARE & MECHANISMS

Hinges · Drawers · Rails · Soft-close systems

## TECHNICAL GUIDE

### Hardware & Mechanism Care

Primarily for installation and service technicians, but homeowners will also find this section useful for understanding how components work and when to call for professional support.

#### Concealed Hinges — Adjustment

|                             |                                                                                                         |
|-----------------------------|---------------------------------------------------------------------------------------------------------|
| <b>Vertical (up/down)</b>   | Turn the top screw clockwise to raise the door, counter-clockwise to lower. Adjust both hinges equally. |
| <b>Lateral (left/right)</b> | Turn the side adjustment screw. Right shifts the door right; left shifts it left.                       |
| <b>Depth (in/out)</b>       | Loosen the mounting plate screw and slide the plate. Re-tighten after adjustment.                       |
| <b>Alignment check</b>      | Open and close the door 5–10 times after adjustment, then re-check all three axes.                      |

#### Soft-Close Mechanisms

|                               |                                                                                                         |
|-------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>How it works</b>           | A hydraulic damper integrated into the hinge controls the closing speed in the final 30–40mm of travel. |
| <b>If closing too hard</b>    | Turn the damper adjustment screw toward "+" to increase resistance.                                     |
| <b>If door does not close</b> | Check hinge alignment first. If correct, the damper may be worn — replace the hinge.                    |
| <b>Replacement interval</b>   | Soft-close dampers typically last 50,000–80,000 cycles. Sluggish response indicates wear.               |

#### Drawer Runner Systems

|                       |                                                                                                 |
|-----------------------|-------------------------------------------------------------------------------------------------|
| <b>Full-extension</b> | Allow the drawer to be pulled completely out. Remove by pressing the release clip on each side. |
|-----------------------|-------------------------------------------------------------------------------------------------|

|                    |                                                                                                                |
|--------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Reinsertion</b> | Align drawer tabs with runner grooves. Push firmly until it clicks. Test by pulling fully open.                |
| <b>Cleaning</b>    | Wipe the runner channel with a dry cloth. Use PTFE dry spray only — avoid liquid lubricants that attract dust. |
| <b>Adjustment</b>  | Most runners have a side-adjustment screw behind the drawer face. Loosen face screws, adjust, re-tighten.      |

## Hanging Rails & Load Capacity

|                           |                                                                                                                     |
|---------------------------|---------------------------------------------------------------------------------------------------------------------|
| <b>Standard rail</b>      | Maximum recommended load: 25 kg per linear meter. Exceeding this deforms the rail or pulls fixings.                 |
| <b>Double-hanging</b>     | Each level carries an independent load — calculate load for each level separately.                                  |
| <b>Annual inspection</b>  | Check that rail end brackets are firmly fixed to cabinet panels. Re-tighten if any movement is detected.            |
| <b>Sliding door track</b> | Clean the top guide track with a vacuum and dry brush monthly. Wipe the bottom guide rail with a barely damp cloth. |

## Screw Openings & Fixing Points

|                                  |                                                                                                                   |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------|
| <b>Stripped screw holes</b>      | Insert a wooden toothpick with PVA glue into the hole, allow to dry, then re-drive the screw.                     |
| <b>Cracked panel near fixing</b> | Do not attempt to re-screw. Contact Bienal service for a panel assessment.                                        |
| <b>Handle replacement</b>        | Use the correct screw diameter. Over-tightening will crack the door panel.                                        |
| <b>When to call a pro</b>        | Any fixing point involving structural panels, concealed channels, or wall fixings requires a qualified installer. |

# TROUBLESHOOTING

Problem → Cause → Solution quick reference

## PROBLEM SOLVING

### Common Issues & Solutions

Use this reference to diagnose common issues. If the suggested solution does not resolve the problem, or if structural damage is involved, contact Bienal service before attempting further intervention.

| PROBLEM                                             | LIKELY CAUSE                                                | SOLUTION                                                                                                   |
|-----------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| <b>Door misaligned — not level or uneven gap</b>    | Hinge screws loosened; normal settling after installation   | Adjust all three axes of the concealed hinge (Section 05). Re-check after 5–10 closings.                   |
| <b>Drawer does not open or close smoothly</b>       | Runner track is dirty or obstructed; drawer face misaligned | Remove drawer, clean runner channel with dry cloth. Adjust side screw behind drawer face.                  |
| <b>White spots or cloudy marks on surface</b>       | Water left to dry on finish; common on high-gloss lacquer   | Buff gently with a dry microfiber cloth. For persistent spots, use a compatible lacquer polish.            |
| <b>Surface discoloration or fading near window</b>  | Prolonged UV / direct sunlight exposure                     | Add window film or blinds. Minor fading cannot be reversed. Consult Bienal for touch-up options.           |
| <b>Swelling at cabinet base or bottom panel</b>     | Water infiltration — standing water, pipe leak, or flood    | Remove water source immediately. Dry with fans. Significant swelling requires panel replacement.           |
| <b>Soft-close no longer works — door slams shut</b> | Hydraulic damper in hinge is worn out after heavy use       | Replace the full hinge unit. Compatible hinge part numbers available from your Bienal supplier.            |
| <b>Rust forming on metal hardware</b>               | High humidity environment; inadequate ventilation           | Apply rust remover keeping it away from wood. Dry and apply a thin coat of machine oil. Replace if severe. |

|                                                    |                                                                    |                                                                                                     |
|----------------------------------------------------|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <b>Veneer edge lifting at corners</b>              | Moisture infiltration; adhesive failure from heat or steam         | Re-bond with contact adhesive if caught early. For widespread lifting, contact Bienal service.      |
| <b>Sliding door jumps off track</b>                | Track is dirty or the guide pin is worn or broken                  | Clean track. Check and replace the bottom guide pin. Re-seat the door on the top track first.       |
| <b>Smell or condensation inside closed cabinet</b> | Poor ventilation; new product off-gassing (normal first few weeks) | Leave doors ajar overnight to ventilate. Smell dissipates within 2–4 weeks under normal conditions. |

# DO'S & DON'TS

Quick-reference summary for all users

## QUICK REFERENCE

### The Essential Rules

Share this page with household members or cleaning staff as a standalone reference. These rules apply across all Bienal product categories.

#### DO

- Wipe surfaces with a lightly damp microfiber cloth
- Dry all surfaces immediately after any wet cleaning
- Use diluted mild dish soap for regular cleaning
- Close doors and drawers gently — let soft-close engage
- Distribute weight evenly across shelves and drawers
- Lubricate hinges and runners annually
- Install a protective countertop on all base cabinets
- Inspect hardware quarterly for rust or loosening
- Contact Bienal before attempting any structural repair
- Keep cabinets away from direct sunlight and heat sources

#### DO NOT

- Use abrasive sponges, scouring pads, or rough cloths
- Apply bleach, acetone, or solvent-based cleaners
- Leave water or spills sitting on any surface
- Slam doors or drawers — causes hinge and panel damage
- Overload shelves, drawers, or hanging rails
- Use a steam cleaner on any cabinet surface
- Apply undiluted cleaning products directly to surfaces
- Ignore early signs of rust, veneer lifting, or misalignment
- Install base cabinets without a countertop in wet areas
- Attempt hinge or rail replacement without the correct tools



# WARRANTY & SUPPORT

Coverage · Service · Contact

## YOUR PROTECTION

## Warranty & Support

Bienal products are manufactured to the highest standards and backed by a comprehensive warranty program. Please read the following carefully to understand your coverage and how to access support.

### What Is Covered

|                        |                                                                                                                                                   |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Duration</b>        | Specified in your purchase agreement. Standard residential warranty covers manufacturing defects in materials and workmanship.                    |
| <b>Covered</b>         | Structural defects in cabinet carcasses; finish defects present at delivery; malfunctioning hardware under normal use conditions.                 |
| <b>Not covered</b>     | Damage from improper installation, misuse, overloading, water infiltration due to missing countertop, normal wear, or unauthorized modifications. |
| <b>Transferability</b> | Warranty applies to the original installation address. Contact Bienal for transfer terms in case of property sale.                                |

### How to Get Help

|           |                                                                                                                                          |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------|
| <b>01</b> | Document the issue with clear photographs showing the affected area.                                                                     |
| <b>02</b> | Visit <a href="https://bienal.com">bienal.com</a> → Support to submit a service request, or contact your Bienal representative directly. |
| <b>03</b> | Include your order / project reference number, installation date, and a brief description of the issue.                                  |
| <b>04</b> | A Bienal representative will respond within 2 business days to schedule an assessment or provide guidance.                               |

**For warranty registration, spare parts, or service appointments, contact your Bienal representative directly.**