



## Splashback FAQ's

### **What choice of colour do I have for my Splashback?**

We have a standard range of 48 colours plus our textured range of paints and glass to choose from. Or you can provide us with a Resene, or Dulux colour and we'll colour match to that. We'll provide you with a sample to view so you can see the real thing.

### **Can you colour match my Splashback to a specific colour?**

If there is a colour in something else you want to match, our painters can do their best to match that too, but you'll need to be able to provide them with a physical sample. We'll always supply you with a physical sample to approve prior to commencing the painting of your job.

### **How close will my Splashback colour match my wall paint colour?**

The colour of your splashback can vary depending upon the colour of the glass, the angle you view at and the amount and type of light where you are viewing the glass. We always recommend you take a physical sample and compare to the real thing in the same light situation to get the best understanding of what you are going to get.

### **What is the best way to choose a Splashback colour and finish?**

We have colour samples in-house for you to view at our showroom or you can take our Splashback Sample Range books to site or home to view. We have 5 Sample Books filled with actual colours and textures you can take with you. Spend some time comparing and pondering the look you want to achieve with your friends and family in your own home. These books are popular so you may need to reserve a time for them.

### **Are Colour Samples free?**

Within reason, we will supply you free samples to view. In the interests of sustainability, it is always appreciated if you can return them when you are finished.

### **How do I get a quote for a Splashback?**

You can provide us with rough sizes, and we can quote from those. If you have Architectural Plans or a Kitchen Plan, we can work from that.

Or you can book in for one of our Salespeople to come to your home or building site to complete a measure and quote and discuss options with you.

### **Who does the Splashback installation?**

We provide an installation service where we will measure or template the area that will be covered by the Splashback and we will install with glue and silicone seal the perimeter.



### **Can I install a Glass Splashback myself?**

Yes, for simple jobs such as a plain square behind the Hob or Sink. We will supply you with the glue and the instructions to install it successfully. If it is a tight fit, shaped fit, large area, or a Splashback with cut-outs, it is better to get us to install the Splashback for you.

### **When does the Splashback get measured?**

We need all the periphery items that will affect the finished Splashback size to be installed complete.

That means you need the following items completed:

- Benchtop on and secured
- Architraves around windows
- Rangehood in place and fitted
- Electrical fitments (plugs / light switches) in place or cut-outs prepared
- Overhead cupboards fitted

### **How long does it take to get a Splashback job done?**

Most jobs are completed within 10 days from final measure sign off. This means we need deposit paid, colour and texture confirmed, and final sizes taken. Some jobs can take a little longer for things like Artwork alignment and modification work.

### **How are my Splashbacks fixed to the wall?**

Most common method for Splashback installation is to use glue. There are also options for screwing Splashbacks to the wall, using Brackets or Frames to the perimeter. If you have an idea or look you want to achieve, discuss it with us and we'll look to source and use the products you want to achieve the look you want.

### **How big can you make a Splashback?**

The majority of our stock of glass sheets are 2440 x 3660mm and our production facility is set to these size limitations. There are some products that only come in smaller sheets. Splashbacks can be created in large formats but the installation and transportation to site will probably be the governing factors. In most instances for standard kitchen installations, we put joints in at around the 3000mm length to make handling easier both on site and with transportation. Joints generally get lined up with another feature on site such as where a cabinet or window intersects a Splashback.

If you want to work with large size sheets on your project, get us in early to discuss how this can be made possible.



### **Can I do a cut-out around a Cabinet or Window?**

Yes – we can often notch around these items to give you the minimum of joins, but we always must check first to make sure we can do this and maintain the strength of the product. Discuss your plans with us and we can advise you on what will need to happen in your situation.

### **Can I have cut-out in the Splashback for a plug or light-switch?**

Yes, we can achieve this and often the Splashbacks we make can have a multiple number of these in them. We need to make sure they are not too close to an edge, each other, or a corner. Show us your plans and we can confirm what can be achieved for you.

### **What height do I make my Splashback?**

For a kitchen it is most often taken to the underside of the Rangehood or around 700-800mm in the area of the hob. But for areas of less activity, the Splashback height can be reduced to whatever suits you or your design.

Some clients want the Splashback take to the ceiling. This is no problem, but we just need to consider access again and may have to join panels to enable us to transport to site and get the Splashback to the wall.

In Bathrooms, we often clad the wall full height or to the 2000mm high mark to match the heights of mirrors and showers.

### **What thickness is the Splashback Glass?**

Generally, our Splashbacks are 5mm thick. Other thicknesses are available upon request.

### **Is the Glass toughened safety glass?**

In almost all cases we use toughened safety glass for you Splashback. There may be some thin strips which cannot be toughened, which would be done in annealed glass, but we will always discuss this with you first.

### **Why Toughened Safety Glass?**

Toughened Safety Glass is 5 x stronger than normal glass and if it breaks, it breaks in small pieces that will not put your family in any danger. It is necessary for any Splashbacks that have cut-outs or notches in them. It is mandatory for use behind a Hob as it copes with the heat out-put by the Hob when cooking. And in general, it just takes the knocks and bangs of a busy kitchen better.



### **Can I use a Glass Splashback behind a Gas Hob?**

Yes. So long as the Hob is the stipulated distance from the wall according to the New Zealand Building Code, Toughened Glass Splashbacks are an acceptable solution as a Splashback.

### **What is the Guarantee on my Splashback?**

All our Glass Splashbacks come with a 10 year written warranty. And they will last a lot longer than that.

### **How do I clean my Splashback?**

Standard soapy water or glass cleaner are the most common methods. We also sell a very good glass cleaner if you need a product that works.

## Printed Splashbacks – Specific FAQ's

### **Can I have any image printed onto my Splashback?**

Yes, this is possible. The things that may limit you will be the quality and size of your image compared with the size of the Splashback. If it is a Landscape shaped Splashback, you'll need to select and use a Landscape image. Show us your image and the Splashback design and we can work out quickly how well it will work.

### **Can my image be modified to suit the Splashback?**

Yes. For simple cropping type modifications, we will take care of that in-house at no charge. Where you need more complex changes made, we will assist you with a designer who can do this. There will be some charge for the designer's time, but it is a great way to achieve a truly unique work for your wall.

### **Should I buy an image from a website to use?**

Before you do this, send us the image you want to use and where you intend to get it from, and we'll check it will work. It is always good for us to check whether there are any royalties on the image to avoid any nasty surprises.