

KITCHEN PROJECTS INSTALLATION GUIDE

We install IKEA kitchens since 2003. Kitchen services we provide include initial site measurements and design (optional), demolition of an existing kitchen (optional), assembly and installation of cabinets including skillful custom work where needed, LED lighting installation and follow up services for missing or damaged items.

Pricing

We charge by the size of the job and the scope of the work. This means we use a basic assembly and installation rate charged for each linear foot plus (if applicable) any additional custom work charges.

LED Lighting

Under cabinet lights is an optional addition to a kitchen. We charge for the work involved in preparing the cabinets for lighting with a flat fee per linear foot for LED lighting plus additional power supply, dimmer controllers or remote controllers. Ambient LED Lighting (every color in the light spectrum, programmable, remote controlled and dimmable -Under, inside, and on top of the cabinets, under toe kicks or countertop (special order if not in stock – 2-3 weeks delivery based on quantity, DEMO available)

It should be noted that prices are subject to change. If you have received a quote from us and have not contacted us within 45 days of the Estimate date to book your installation appointment we reserve the right to update your quote based on current pricing.

For more detailed explanations of the items we can include on your quote, please see the Frequently Asked Questions below.

Kitchen installation process:

Upon acceptance of the quote, we will require a 50% deposit on the first day of installation. The remainder will be due upon the completion of the installation.

Before Installation

If we are removing existing cabinets, all cabinets are to be cleared of household materials prior to the arrival of our team. . As per the agreement clients make at IKEA, all pieces should be verified by the client following delivery from IKEA. Your planner at IKEA provides lists of items ordered. All pieces should be on site prior to the arrival of our team. Installations are scheduled to begin at 9am unless the client made other arrangements at the time of booking the appointment. All appliances are to be on site for the installation.

Installers often have to do custom cutting on the job site, and need to be provided space for doing this work. This means that if there is not sufficient room within the kitchen to do the assembly and cutting, the client will need to provide an alternative space adjacent to the kitchen for the installers to use for these tasks. Your kitchen will arrive in flat boxes. The boxes need to be in or adjacent to the kitchen on the same floor prior to the arrival of our team. We will not carry or move boxes and/or any appliances from the garage or basement to the kitchen on a different floor. We will protect your floors to the best of our ability.

During Installation

The client should be present at the start of the installation to admit installers to the site, ask any questions they wish, provide any needed information to the installers and provide the down payment. The client will need to be present again at the end of installation to go over any deficiencies and provide final payment for installation services.

After Installation

This is a time for you to look over the work and see if there are any deficiencies or issues to report. We are a separate company from IKEA, and we cannot track your items for you. There are people employed at IKEA specifically for working with you to resolve such issues. Once you have received word from IKEA that your deficient pieces will be delivered, please contact us to arrange a time for completion. If there is more work to be done by other trades after we have finished installation, it is important that you ensure the work is done in a way which respects the labor we have put into the space. If, for example, a flooring installer removes toe kicks, it is not our responsibility to re-install them. The main scope of our job covers initial installation and resolution of deficiencies as outlined above.

Option One

If you are considering going with us for your IKEA product installation, there is a process you can expect to go through. We can do an initial site measurement for you at a cost of \$50.00 (which is later deducted from your installation cost providing your job site is located within our service radius). After that initial measurement you, the client, need to do some "homework" by planning the layout of your kitchen using the 3D planner from www.ikea.com or by using the self planning cabinet cut out system available in the Kitchen Planning Guide at the store. The IKEA co-worker needs this for the kitchen ordering.

. Once we have received your finalized plan we will submit an estimate to you for approval. We will then be able to go ahead with booking an installation date based on our availability and on the arrival of your IKEA products.

Option Two

We can offer you a Kitchen Planning service. This service includes a site measurement and help in planning your new IKEA kitchen cabinet layout.

The idea behind the Planning Service is to alleviate confusion that can arise when going through the process of purchasing and installing an IKEA kitchen. If a client so chooses, we can be their first and last points of contact in this process. The only time a client will need to deal with IKEA is when they place the order directly in the store and to arrange delivery of their kitchen pieces. We will provide site measurement, and a layout that includes all extra pieces that need to be ordered. The following are a few points a client should review when they are considering using us to contract for IKEA kitchen cabinet planning:

The design service we provide was created to save you the step of planning "my cabinet layout for my new IKEA kitchen". Customer will still be responsible for selecting and purchasing the appliances, fixtures, handles/knobs, countertops, flooring, backsplash, paint, and lighting.

Customer must have the appliances selected prior to our start of work on the layout as this is a critical component in creating a layout. If you do not know what kind of appliances you want these can be discussed at the initial consultation meeting but you are responsible for selecting the appliances and submitting the selections to us before we begin work on your cabinet layout.

The cabinet layout for one kitchen is \$400 plus HST. You will receive a preliminary layout ("Preview") to provide feedback to us. Once the cabinet layout is finalized and approved, you will receive a package that provides you with everything you need to go to IKEA and purchase your cabinets. The package will also include all 3D views of your kitchen as well as the Measurement Sheet created at the initial consultation meeting.

Any additional areas for cabinet layout services you can expect to pay an additional \$400 plus HST. You will pay an additional fee to designer for travel if your site is located outside of the service radius.

We are not responsible for coordinating trades for your project, communicating with your contractor, and so on. We are in no way responsible for Project Management services unless you want us to provide all trades for the whole project.

Following our submission of your approved "final" IKEA Layout Package any changes you wish to make to your plan such as layout, door style, etc. are to be made by you and are done so at your own expense. You can choose to make changes on your own or to use our designer for changes at a cost of \$80plus HST/change if changes are submitted via email or \$100 plus HST/hour prorated in 15 minute portion if changes are made on site or "on the fly" during installation. In terms of layout, IKEA has no liability.

Planning fees paid to designer are non-refundable and in no way deductible from additional costs paid to us or IKEA. If you change your mind about going forward with an IKEA kitchen you are still required to submit payment for the design.

You have the option of using us for installation services and you responsible for booking dates yourself.

If you choose to contact us to set up a Planning Appointment you can expect to be asked for your email address so this information can be sent directly to you. At the meeting you will be asked to sign off on accepting the above.

To summarize:

The basic cost of the service is \$400 plus HST. That price gets you a 1.5 hours meeting with the designer where you will discuss kitchen function and aesthetics and get a free Site Measurement, as well as a Planning Package including 3D views of your kitchen, references for trades if you require additional work, a copy of your Measurement Sheet, and all the information IKEA will need to process your order when you go to the store for purchase. The Client is responsible for bringing their final Planning Package to IKEA for purchasing. If you wish to use our company for Installation Services, you will also receive an Estimate for your installation costs with your Package.

Items to note:

- . Additional costs (ex. Demo, plumbing, electrical, wall repairs, tiling) are quoted as needed.
- . We install only IKEA countertops ("Numerar", "Pragel", and "Pronomen") or custom laminate countertops. The above price includes cutting of holes for the sink and cook top. Any other countertop is measured and installed by the company which specializes in the given countertop product.(Granite, Quartz, Handstone)
- . Appliance prices are for installation only, and do not include hook-up.
- . There is a travel charge for sites outside of our service radius, and any costs incurred due to site location (ex. ferry) are also an additional charge.
- . Appliances need to be on site at the time of installation. Fixtures need to be on site (especially if we are installing countertop). All necessary materials need to be present on site at the start of installation. Failure to supply materials or any other necessary information will result in a \$250 plus HST service charge if resolutions cannot be reached during the time allotted for the installation and a return trip is needed to complete the install.
- . The client is responsible for checking that all aspects of a job have been quoted.
- . We have a minimum installation cost of \$400 plus HST. We also charge this amount for late cancellation of an installation appointment (i.e. less than 7 days notice as per terms listed below).
- . Purchase of cabinets (and countertops, if applicable) is done through IKEA. We are paid separately by you, the client, only for the installation of these products (as well as any other services we are performing such as tearing out old cabinets, etc.).
- . You are more than welcome, at any time, to reserve a time for installation. As we work independently from IKEA, it is not sufficient to cancel an order through them without following up to cancel your installation date with us. If a client needs to change an installation date (due to cancellation, delay in product arrival, etc.), the client must speak with us at least five (5) business days prior to the scheduled date.
- . We do not charge for drawing up a quote. We send quotes as soon as possible (usually 24Hours) after we receive the cabinet layout, but we need an email address to send the quote to. If you have any questions regarding your quote, contact us.
- . When we are providing demolition services for floor or backsplash tiles, the client should be aware that we cannot guarantee the condition of surfaces following tile removal. The degree of damage depends on the types of adhesives used, the age of the adhesives, proximity to heat, and the condition and material of the surface the tiles are adhered to at original tile installation. Therefore, the client is responsible for costs of any repairs made necessary by the removal of their tiles or old cabinets and any repairs and/or electrical, plumbing, painting flooring etc. have to be finalized before the installation date.

FAQ

Q: How Do You Quote Jobs?

A: We quote based on the size of a job and the scope of work. i.e. we charge by linear foot for the basic assembly and installation, and add on any custom work required by the job.

Q: What Is A Linear Foot?

A: "Linear foot" refers to the number of feet in a straight line of material (such as lumber or fabric) regardless of the width. There are 12 "inches" in a foot. To get a basic, ball park figure of how much your kitchen installation will cost, measure the length of the walls in your kitchen wherever cabinets would go (measuring all the way into corners, and including appliance spaces), and multiply the total measurement by \$50 plus HST.

Q: Didn't I Pay Ikea For My Installation Already?

A: No you didn't. IKEA does not accept payments on our behalf, and have no way to process payments for items they do not sell. We are a separate company. IKEA may have provided you with a ball park quote (as above), but they did not charge you for installation costs. TS Kitchen Projects is the only company or individual who can provide you with a quote for your installation job and/or accept payment for installation services rendered.

Q: What Information Do You Need So I Can Book An Installation Date?

A: We schedule based on the scope of work and number of cabinets a client has planned for in their new kitchen. If you can provide us with that information, we can schedule accordingly. Please see "About" if you require further details.

Q: When Should I Book My Installation Date?

A: If your kitchen is in stock there will be a "delivery date" noted on your file from IKEA. This date is actually when your cabinets are expected to arrive to your site. Delivery off back ordered items may not take place for up to 12 days (check with IKEA!). We recommend you schedule an installation on the 11th day following the date shown for your back ordered items.

If your cabinets are scheduled to arrive more than one day prior to your scheduled installation date, you are welcome to call us to advise of when your cabinets will arrive in the hopes of obtaining a slightly earlier installation date. If you ordered cabinets which are in stock at your IKEA store, you are welcome to book the first available date with as those cabinets can be delivered within a week of your cabinet purchase or you might be able to arrange a same day delivery.

Q: Do You Provide Tear Out Services?

A: Yes, we do provide Demolition and Disposal services. If a job is small, and we don't have another tear out booked on the day that installation is going ahead, we can usually tear out on the same day as the kitchen installation. If the job is mid-sized to larger, we will schedule a tear out for you according to our scheduling, as well as your own timeline (i.e. if you need to complete other work in between tear out and cabinet installation, we can allow for that when scheduling).

Q: Is My Tear Out Cost Included In My Installation Cost?

A: Tear out cost is not included in installation costs, as not all clients require demolition services. The quote you receive is itemized and you will see the cost for demolition separated out, just like all other charges for your job.

Q: What Time Do Your Crews Arrive For Tear Out Appointments?

A: All Tear Out and Installation appointments are scheduled for 9am unless otherwise specified at the time of booking.

Q: Do You Deliver My Cabinets?

A: No. We do not deliver your cabinets, or any other product you have purchased from IKEA. Delivery is something you arrange with IKEA at the time you purchase your cabinets.

Q: What About Countertops?

A: We install only IKEA countertops ("Numerar", "Pragel", and "Pronomen"). The above price includes cutting of holes for the sink and cook top. Any other countertop is installed by the company which specializes in the given countertop product. Measurements for custom countertops need to be taken after the cabinets have been installed. Never order a countertop with your kitchen. Custom countertops can take up to 2 weeks to be installed following the measurement. If you have a cook-top or a slide-in range those appliances must be on site at the time the cabinets are being measured for countertop fitting. The sink and faucet must also be on site at this time. If we are installing your countertops ("Numerar", "Pragel", and "Pronomen") all of these items must be on site at the original cabinet installation date. Be aware that "standard" IKEA countertops might not fit properly (little or no overhang, big gaps towards the back walls) if the room is not perfectly square (and usually is not). If you decide to order the standard countertops or any other countertop from a different company (e.g. Home depot) especially a countertop with a built-in backsplash you have the sole responsibility for any extra work needed to compensate for those deficiencies. In this case we also reserve the right not to install the countertop and you will be reimbursed for it. For custom made countertops (ex. Concrete) extra support has to be added under the base cabinets as original legs are rated at 275 Lbs as per IKEA. Same is valid for a pantry with built in appliances (ex. double oven or fridge)

Q: What Time Do Your Crews Arrive For Installation Appointments?

A: All Tear Out and Installation appointments are scheduled for 9am unless otherwise specified at the time of booking.

Q: What Is The Status Of My Backorder?

A: As we are a separate company from IKEA, we do not have a way of tracking backorders and deficiencies via their systems. At the end of your installation, we make a "Job Report" which you would have signed off on. You have to submit it to IKEA immediately. It is the Client's responsibility to follow up with IKEA for updates regarding the status of the items on that report. Once a client has procured a delivery date through IKEA for missing items, the client should contact us to arrange a time for completion of the kitchen.

Q: Who Do I Talk To At Ikea To Find Out About My Deficiency?

A: You need to contact the Kitchen Expeditor at the IKEA store you purchased from.

Q: Does Your Installation Price Include Delivery?

A: No. We do not include delivery in our prices, as we do not deliver.

Q: What Do You Charge If I Have Assembled My Cabinets Myself, And Only Need Them Installed?

A: We offer a 10% discount on jobs where we are not doing assembly. However, assembling cabinets on your own voids your warranty on installation, and doesn't always save us time or you money. Sometimes, clients have assembled their cabinets incorrectly, and this leads to more work for us to correct issues and charge you more (e.g. disassemble and reassemble) before the installation can move forward.

Q: Do You Provide Measurement Services?

A: We do offer Measurement Services. At your measurement appointment we can provide professional measurements that will aid you in planning your new IKEA kitchen. This is not the same as a Planning appointment so the person measuring at your site will not be laying out your kitchen, giving you any layout advice or fixing errors in a current plan unless you pay the fee for the Design. Questions regarding IKEA's product should be directed to IKEA but the person measuring at your site can check his measurements against yours. For this service we charge \$50.00 which is refunded on your installation provided your site is within our service radius.

Q: Do You Take Away The Cardboard My Cabinets Came In?

A: We do not remove the cardboard from your site (unless disposal is paid for). Our crews arrive in vehicles that carry their tools and they do not make trips to the dump following installations. The cardboard is a part of your purchase and you can keep it for projects around the house or dispose of it (recycle)

Q: When Should I Install My New Flooring?

A: This depends on the kind of floor you are installing. You should always check with the manufacturer of your floor for all installation requirements and procedures. For tile and other less porous floor materials you are usually safe to lay the floor either before or after the cabinets. A couple points to note: 1) the legs on IKEA cabinets are adjustable so if there are different layers/heights/levels to the floor this can be accommodated for during installation. 2) You will want to make sure you have floor under appliances that slide in and out of place. 3) It is always more difficult to install any kind of floor after the cabinets are installed: you have to follow around legs, panels that are going all the way to the ground etc. Finally is a big question of esthetics...

Q: What Is The Scope Of Work Covered Within The Descriptions On My Estimate Sheet?

A: Anything you see quoted on our Estimate is taken from the layout we were provided by you or by IKEA. As far as what each item on the quote means, the answers are as follows:

BASIC ASSEMBLY & INSTALLATION

The assembly and installation of all upper and lower cabinets which are mounting directly to a wall or assembly and installation of base cabinets involving panel work as in an island or peninsula including doors, hinges, drawer fronts, drawer boxes, drawer slides, and hardware (i.e. handles and knobs).

BASE OR WALL CABINETS ONLY

The assembly and installation of cabinets along a wall including doors, hinges, drawer fronts, drawer boxes, drawer slides, and hardware (i.e. handles and knobs) where there is one or more base or wall cabinets only.

IKEA COUNTERTOP

IKEA manufactures pre-fabricated countertops which can be purchased at the store like any other piece of furniture. These countertops will be installed on the same day as your cabinets.

PULL-OUT CABINETS

IKEA offers an inner-working for a cabinet called a "pull-out" which requires modifications to be made to the cabinet door.

STACKED WALL CABINETS

In the case of cabinets being mounted one on top of the other (like with multiple horizontal wall cabinets); there is a charge for each additional cabinet placed over another or back to back for islands.

ROLL FRONT CABINETS

If we are installing an IKEA "appliance garage" we charge an additional fee for this installation. The fee includes the return trip to site that is needed after the countertop installation.

49" or 37" CORNER CABINET CAROUSEL

Installation of the carousel (aka. "lazy Susan") in a 49" or 37" corner base cabinet.

IKEA DECO STRIPS - WALL CAB TOP/WALL CAB BOTTOM

IKEA sells a product that they call "deco" or "deco strips". These are decorative moldings which can be used as crown moldings ("Wall cab Top"), as light valances ("Wall cab Bottom"), or both.

CUSTOM TOP FILLERS

Ceilings are often out of level. We can create custom fillers to close the gap between the top of a cabinet and the ceiling. This filler is sealed at the ceiling. Minimum space for a filler is ½ ". If ceiling is "crooked" than the filler is going to look the same unless you check for level and fix it at your own expense before the actual install. The same applies to fillers against the wall (for vertical cabinets). The further the cabinet is from the wall (or ceiling) the more any unevenness is less visible.

CUSTOM TOE KICKS

If you want your cabinets lowered we can cut the toe kicks to accommodate the lowered height. Conversely, if you want your base cabinets to be raised in height with toe kicks on the bottom we can create toe kicks from panels that you've purchased for taller kicks. Most of the times because

the floor is not level we have to do custom toe kicks otherwise you are going to see big gaps between toe kicks and floor and/or cabinets

CUSTOM PANELS - WALL CAB TOP/WALL CAB BOTTOM

If you want your wall cabinets to be "framed" with panels we can apply those to the cabinets provided they have been supplied by the client through their purchase at IKEA.

CABINET WIDTH, DEPTH OR HEIGHT

When cabinets need to be modified in width, depth, or in height.

MODIFY CORNER WALL CABINET

When an upper corner cabinet requires modification or two cabinets are being installed to create a 90 degree corner wall unit.

MODIFY HIGH CABINET/PANTRY

Any modifications required on a pantry cabinet.

BUILD OUT CABINET

We are often asked to build out cabinets for various reasons including making a fridge cabinet flush with the front of the fridge box.

DEMO/DISPOSE OLD CABS

Disassembling an old kitchen and disposing of the cabinets.

DEMO OLD CABINETS

Disassembling an old kitchen and leaving disposal to the client.

DISPOSE OLD APPLIANCES

Hauling away old appliances

HIGHRISE/CONDO FEE

When demolishing and disposing of your old cabinets, we add a fee for sites that are not at ground level. This fee is quite standard for any company delivering pieces UP TO a suite. We charge it because it takes more time for us to haul everything away and also because we have to be so careful when moving pieces through hallways and elevators.

REGULAR HOOD FAN

Installation of any appliances or fixtures does not include electrical or plumbing work which may need to be done in preparation for the install.

MICROWAVE/HOOD FAN COMBO

Installation of any appliances or fixtures does not include electrical, venting or rerouting vents or plumbing work which may need to be done in preparation for the install.

NOTE

Any Microwave or free standing (not attached to the cabinet) vent hood needs a minimum of one stud or two studs respectively for the installation as required by the manufacturer's appliance installation instructions. If there are no studs in the needed areas you have to make sure the proper reinforcements are made prior to installation as per your layout design and/or our suggestion. Failure to provide proper reinforcements will lead to manufacturer's appliance void of warranty and we also reserve the right not to install the appliance and you will be reimbursed for it. Same is valid for walls without sufficient structural support for the installation of the rail supporting the upper cabinets.

CABINET PREP FOR BUILT-IN APPLIANCE

To install a built in appliance there are modifications that must be made to the cabinet which will house the appliance.

BUILT-IN FRIDGE

We can provide this service and the fair amount of custom work goes that into creating a built-in effect for a fridge.

FREE STANDING HOOD FAN

Installation of any appliances or fixtures does not include electrical or plumbing work which may need to be done in preparation for the install. We can install your freestanding hood fan provided the model is a similar grade to what is sold at IKEA and the wall structure and ceiling height make it so no custom cutting of the fan stack or additional reinforced in-wall structure is required.

INTEGRATED IKEA DISHWASHER DOOR

IKEA now makes a dishwasher that can have a door fitted onto it to create the look of a cabinet where your dishwasher goes.

SINK, FAUCET, DISHWASHER HOOK-UP

If client requires plumbing hook ups or plumbing rerouting before kitchen installation we can coordinate with a plumber on your behalf or directly provide contact information to you.

TRAVEL COSTS

There is a travel charge for sites outside of our service radius, and any costs incurred due to site location (ex. ferry) are also an additional charge.