

Quality. Ingrained.

QUALITY STANDARDS

2023 V1.1

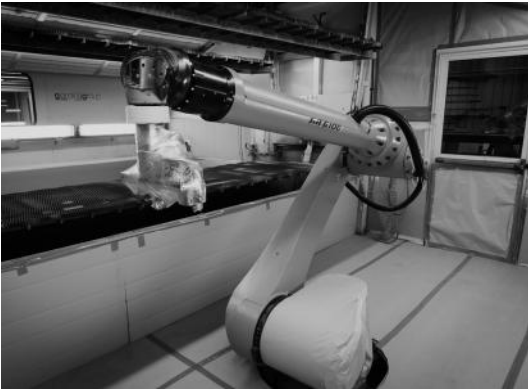


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Our Story...

From a small family business established in 1993, to a market leading manufacturer and distributor, Uform's continued focus is on putting the customer at the forefront of everything we do, ensuring an unparalleled level of service and a world class buying experience.

1993

Oakwood Door Designs is established as a family business by the late Eddie Donnelly along with his two sons, Paul & Eamon, renting a 6k sq ft factory in Bellaghy



1997-2002

- Evolves from Partnership to Limited Company
- Relocates to new factory in Magherafelt
- Factory extended in 1997 & again in 2001
- Forms a sister company focused on high-end luxury kitchens in 2002



- Begins exporting to GB in 2002

2003-2006

- Re-branded as Uform in 2003

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- Relocation to 75k sq ft factory in Toomebridge in 2005



- 7k sq ft Design Centre opens in 2006



2007-2014

- Consumer brand launched promoting sales through an approved Kitchen Stori retailer network

KITCHEN STORI

- Introduced custom Material Requirements Planning system (MRP) in 2009
- Introduced Vendor Managed Inventory (VMI) alongside Supply Chain Review & Product Rationalisation in 2010
- Launch of “Essentials” timber collection in 2014

2015-2017

- 20k sq ft extension completed for new automated paint line in 2015 - £1.4M
- Andoras launches Aisling brand in 2016

AISLING

artisan furniture

- 27k sq ft extension completed in 2016 - £650k
- Launch of MDF Gloss and Matte ranges in 2015/16
- 15k sq ft extension completed for flexible paint line in 2017 - £710k
- Launch of 5 piece Ash effect and smooth PET foil ranges in 2017

2018-2020

- 49k sq ft extension completed for Production, Warehousing, Despatch & Paint Line in 2018 - £1.8M
- Trade brand refresh in 2018

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- Launch of Inframe, new timber plant-on and 5 piece smooth foil ranges
- 1.8 acres of land secured for future growth in 2018
- Investment deal secured in 2019

2021-2022

- Uform Online ordering platform re-launched with a host of new features

u form online

- Multi-million pound investment in state-of-the-art robotic spray paint technology
- New GB distribution partner to facilitate greater service to GB market
- 50k sq ft extension completed for production facility in July 2022
- Launch of 2 Inframe Effect ranges, new smooth narrow shaker and storage solutions
- Andoras launches Novelle by Aisling brand in 2022



NOVELLE

- Significant investment deal secured in 2022

Our Awards

At Uform we are focused on being the best at what we do and this is evident in the number of awards we have received since the inception of our business in 1993. We are extremely proud of our success and will continue to develop and improve on every aspect of our business where possible to ultimately ensure complete customer satisfaction.

BKU AWARDS

2021 Corporate Social Responsibility Award
2019 Best Overall Kitchen Brand
2018 Best Overall Kitchen Brand

IKT AWARDS

2022 Supplier of the Year
2018 Lifetime Achievement Award, Eamon Donnelly
2016 Supplier of the Year
2014-2015 Supplier of the Year
2014 Supplier Showroom of the year

OTHER ACCOLADES

Engagement Excellence Award 2022
Sunday Times HSBC International Track 200
2021 Uform listed on Sunday Times HSBC League Table for fastest growing international sales
2016 Eamon Donnelly - EY Finalist - Entrepreneur of the Year

Our Mission.

At Uform, our mission is to enable our customers to create aspirational living spaces by supplying unrivalled products focussed around the heart of the home.

Our Vision.

To be easy to do business with through extensive choice, quality and convenience, whilst offering a world class customer service.

Our Message.

"Live your values every day in everything you do."

Our Values.



OPENNESS & HONESTY



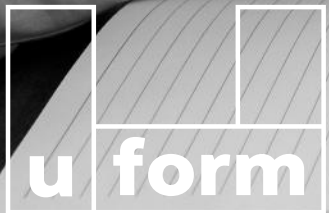
RESPECT



TEAMWORK



TAKING RESPONSIBILITY



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Uform values the natural and working environment with its sustainable approach driven by carefully sourced materials, safe practices, strong quality control and economic use of materials.



Our Products

World Class Materials

Our materials are sourced from the best in the industry, a world class Italian supply chain. Exceptional quality you can trust with products meeting BS 3962-6 & BS 6222-3 standards and are tested and approved by **CATAS & FIRA**.

Sustainable Products & Processes

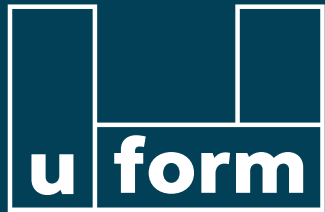
Uform continually invests in new facilities and paint technology that reduces the environmental impact of our painting process. In addition, our timber raw materials are FSC® certified meaning they're made from well-managed forests, recycling, and other controlled sources.

Robotic Spray Paint Technology

Uform leads the way with continued investment in state-of-the-art spray paint technology, ensuring our in-house paint finishes are absolutely second to none.

5 Year Product Warranty

Uform ensures confidence & satisfaction through our 5 year product warranties (terms & conditions apply).



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QUALITY TESTS

Dimensions

Vernier calipers should be used in order to measure the physical dimensions of the product. Tape measures are difficult to use to get an accurate result. If a tape measure has to be used, it should be a Class 1 or 2 tape measure.



Specifications

The dimensional specification is measured at the point of manufacture under controlled humidity and moisture content. Timber is hygroscopic meaning it absorbs and releases water depending on its surrounding environment, as a consequence its physical dimensions may vary. It's possible for doors to gain approximately 2mm in width after despatch and potentially more depending on the relative humidity levels.

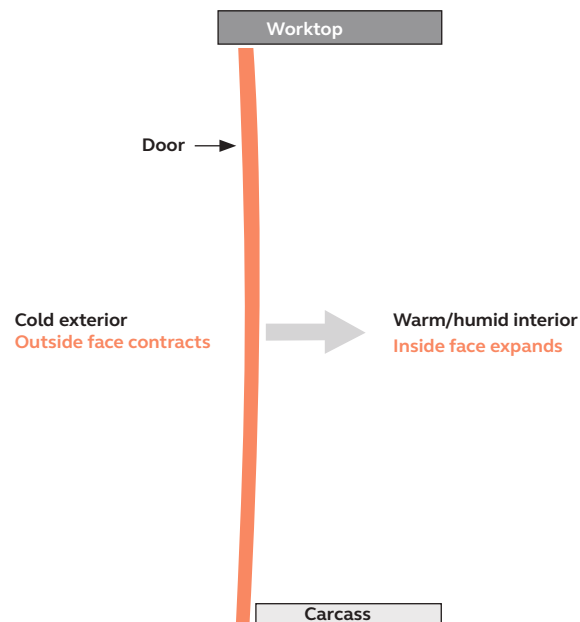
Measurement method



Vernier calipers

Bowing

A piece of wood can warp, or bow, if it loses moisture at different rates from one area or another. This unbalanced drying means that the wood in the drier area shrinks and pulls against the wetter areas, leading to a bowing or warping. The bow meter is used to measure the distortion of a door in either a convex or concave shape.



Specifications

Convex or concave shape <1.0mm over 600mm

Measurement method



Bow Meter

Notes:

Generally it is FIRA's view that domestic cabinet doors should remain reasonably flat over a working humidity range of 35-65% relative humidity at around 25°C but exposure to damp conditions say up to 85% relative humidity, encountered in new build etc, will be more difficult to achieve. If there is a concern, the product will need to be returned to Uform for testing using the Bow Meter.

Moisture

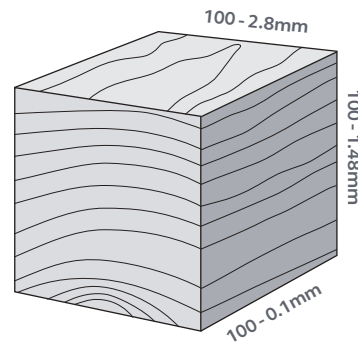
Wood and wood-based panel materials are hygroscopic meaning they change their moisture content in response to changes in the relative humidity of their environment.

When moisture content changes the dimensions of the product changes. As a consequence, many people refer to timber as a “living” product which changes characteristic depending on its surroundings.

It is therefore impossible to give an exact dimension on a timber product once it leaves controlled temperature and humidity conditions.

A moisture meter is used to measure moisture content.

MOISTURE CONTENT VS RELATIVE HUMIDITY	
RELATIVE HUMIDITY	MOISTURE CONTENT
0%	0%
25%	5%
50%	9%
75%	14%
99%	23-30%



A timber door with 100mm solid rails and stiles may expand / contract by 2mm within the normal humidity conditions of a home (40% to 60%) or more at higher humidity levels.

When timber shrinks or swells it does so across the grain. Very little movement occurs in the length of the grain.

For ash, the predominant material in Uform doors, dimensions will change by approximately 1% for every 4% change in moisture content.

We recommend that each area / cabinet in the kitchen is maintained within a relative humidity range of 40% to 60% which should result in a moisture content of between 8-12%.

Specifications

The average moisture content should be between 8-12%

Measurement method



Moisture meter

Notes:

Timber is hygroscopic meaning it absorbs and releases water depending on its surrounding environment, as a consequence its physical dimensions may vary. The dimensional specification is applicable at the point of manufacture under controlled temperature and moisture content.

Gloss level

A gloss meter is an instrument that is used to measure the specular reflection of a surface such as gloss. Gloss is determined by projecting a beam of light at a fixed intensity and angle onto a surface and measuring the amount of reflected light at an equal but opposite angle.

Specifications

≥ 30 +/- 5 Gloss

≤ 30 +/- 3 Gloss

Measurement method



Gloss meter

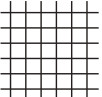
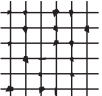

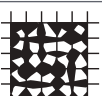


Notes:

Gloss levels are product specific, variation should be within the range detailed in the specification.

Adhesion

The cross hatch test method is widely used to assess the adhesion of paint coating and provides an instant assessment of the quality of the bond to the substrate.

Specifications

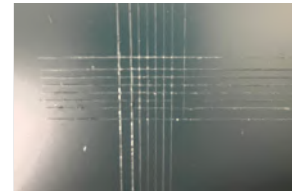
CLASSIFICATION		DESCRIPTION	APPEARANCE OF SURFACE OF CROSS-CUT AREA FROM WHICH FLAKING HAS OCCURRED. EXAMPLE FOR 6 PARALLEL CUTS
ISO	ASTM		
0	5B	The edges of the cross-cut are completely smooth: none of the squares of the lattice is detached.	
1	4B	Detachment of small flakes of the coating at the intersections of the cuts. A cross-cut area not significantly greater than 5% is affected.	
2	3B	The coating has flaked along the edges and/or at the intersections of the cuts. A cross-cut area significantly greater than 5%, but not significantly greater than 15%, is affected.	
3	2B	The coating has flaked along the edges of the cuts partly or wholly in large ribbons, and/or it has flaked partly or wholly on different parts of the squares. A cross-cut area significantly greater than 15%, but not significantly greater than 35%, is affected.	
4	1B	The coating has flaked along the edges of the cuts in large ribbons, and/or some squares have detached partly or wholly. A cross-cut area significantly greater than 35%, but not significantly greater than 65%, is affected.	
5	0B	Any degree of flaking that cannot even be classified by classification 4.	

Achieve a class of 0 or 1 less than 5%.

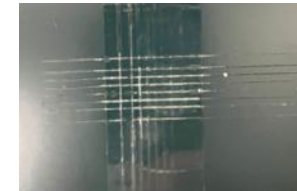
Measurement method



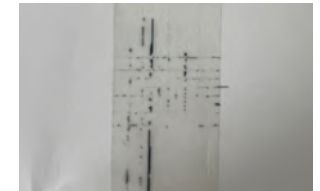
Cross hatch tester



Apply scratches



Apply tape & remove



Evaluate results

Notes:

The TQC Cross Cut Adhesion Test KIT (CC3000) is used to test the adhesion of dry coats of paint on their substrate by means of a series of cuts through the coating. Two series of parallel cuts cross angled to each other to obtain a pattern of 25 or 100 similar squares. The ruled area is evaluated by using a table chart after a short treatment with a stiff brush, or adhesive tape for hard substrates.

Colour

A spectrophotometer is used to test for the colour consistency across all painted doors ranges. Each paint batch is tested to ensure compliance with the original master in line with the specification detailed below.

As colour ages or changes over time it is important to note that the colours are compared to the original digital master and not the physical sample.

Standard paint palette: PTO

Whites/Creams	Beiges	Greys
Brilliant White	Shell	Light Grey
Porcelain	Taupe Grey	Dust Grey
Ivory	Mussel	Monument Grey
	Stone	Gun Metal Grey
	Stone Grey	Graphite
	Lava	Cannon Black
Blues	Greens	Pinks/Purples
Pantry Blue	Sage Green	Cashmere
Light Teal	Cardamom	Vintage Pink
Airforce	Reed Green	Antique Red
Parisian Blue	Willow	
Marine	Viridian	
Slate Blue	Heritage Green	
Indigo	Deep Forest	

Every colour at Uform is compared to the digital master on the spectrophotometer.

Specifications

Delta E Value from -0.5 to +0.5

Measurement method



Spectrophotometer



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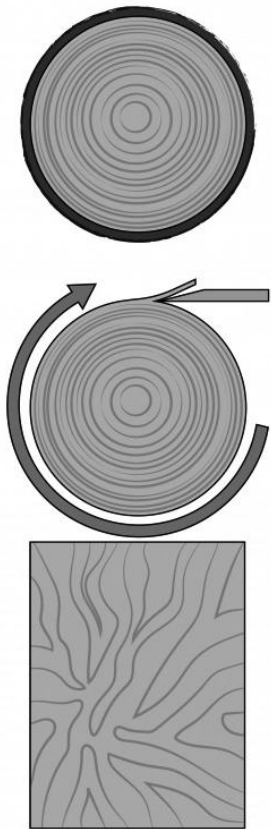
MATERIAL & FINISH VARIATIONS

Grain & veneer types

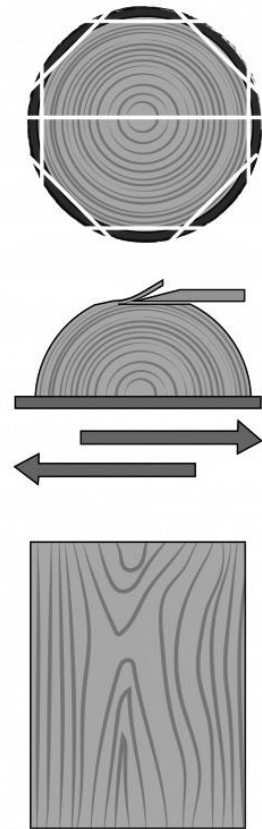
Grain and veneer types are determined by how the timber is cut. Our timber components are manufactured using variations of different grain types and each kitchen component will be unique.

Uform primarily use half crown cut and quarter cut grain.

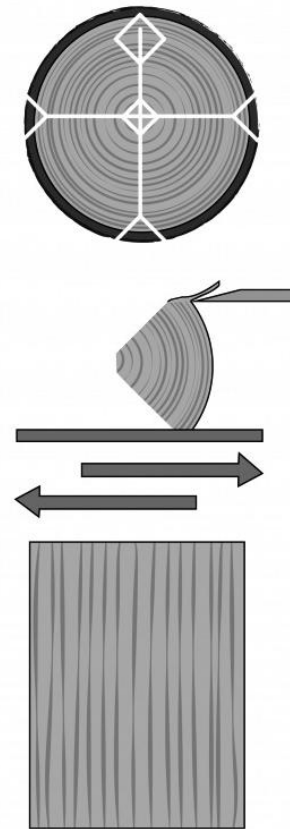
ROTARY CUT



HALF CROWN CUT



QUARTER CUT



Surface composition on Painted Ash components

CORNICE

Ash veneer

END PANEL

Ash veneer

GLAZED PLAIN FRAME

Solid Ash frame

SLAB DRAWERFRONT

Solid Ash

STANDARD DOOR

Solid Ash frame
Ash veneer centre panel

PILASTER

Ash veneer

PLINTH

Ash veneer



Both veneer and solid components can be manufactured from a variety of different grain types selected to comply with product characteristics.

Grain on door frontals

The combination of straight and crown grain is randomly introduced during the manufacture of multiple elements (rail, stile, centre panel) that make up a door and varies across the 5 components within a door.

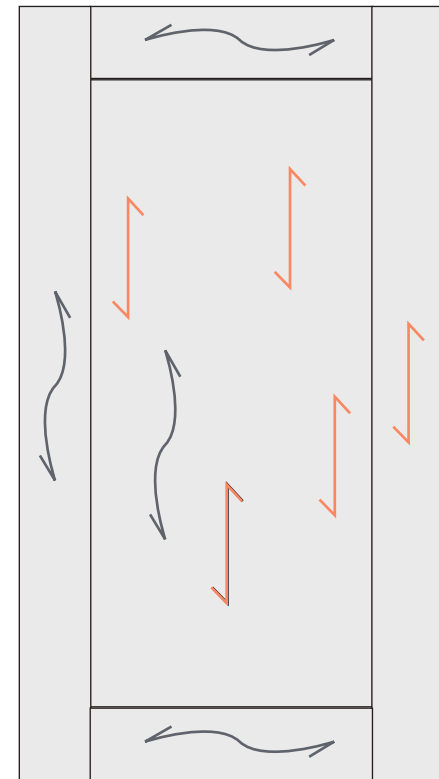
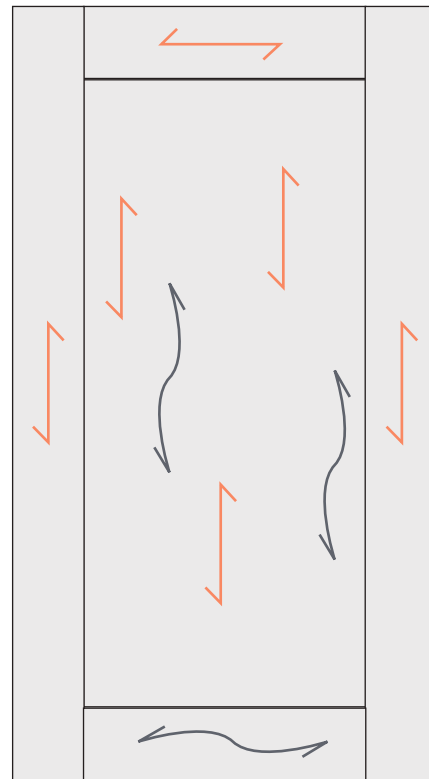
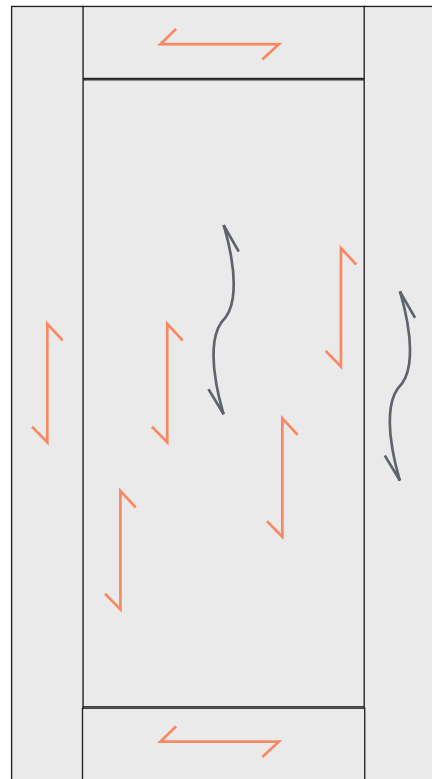
STRAIGHT GRAIN 

CROWN /FLOWER GRAIN 

DOOR COMPONENTS



DIRECTION AND TYPE OF GRAIN



Grain definition on painted Ash timber

Timber is a variable substrate, therefore the density and moisture content will vary considerably on various components. Paint absorbency differs on each type of grain structure and this will play an important part in the overall appearance of the doors colour perception.

This sample 5 piece sanded ash door demonstrates how the rails, stiles and centre panels are constructed from 7 different timber elements in order to achieve a random mixture of grain types.

Each of these elements will absorb the paint differently as open grain sections will absorb more paint than closed grain sections. We take particular care to ensure equal amounts of paint is applied to each painted door, however the natural variation in the grain can and may cause potential variation in the overall finish.



Paint coverage on ash doors

The paint coverage can appear to be different on each surface of the door. Coverage can appear to be heavier on the door frontal while on the backs and edges may appear lighter, which may cause grain to be more visible. This is standard practice and would not be classed as a defect.

✓ DOOR FRONT PAINT COVERAGE



✓ DOOR BACK PAINT COVERAGE



✓ DOOR EDGE - END GRAIN PAINT COVERAGE



✓ DOOR FRONT CENTRE PANEL PAINT COVERAGE



Surface defect inspection method

All aesthetic defects will be assessed as described below.

Defects which are no longer visible under these conditions will not be evaluated as such.

Position: installed condition, vertical,

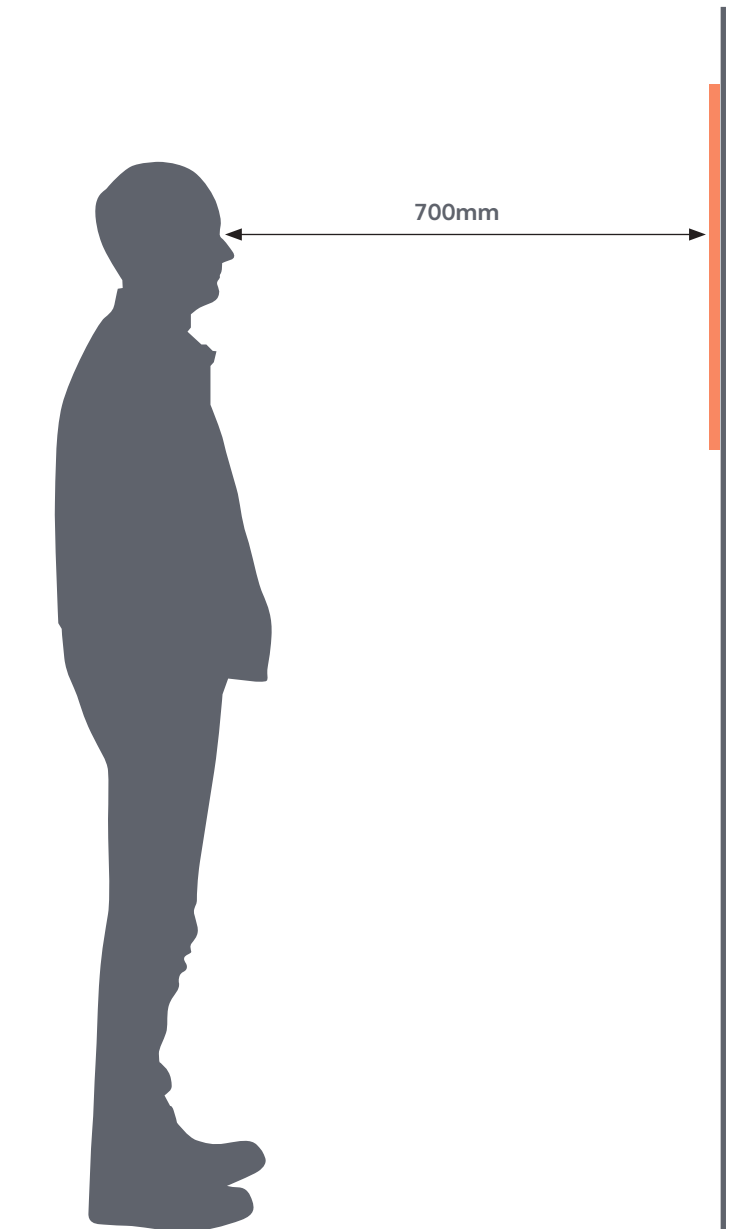
Light: fluorescent tubes, 6.500 °K (diffuse light),

Viewing angle: 0 – 90° to the surface,

Distance: 700mm

Duration: 30 seconds.

DEFECT TYPE	FRONT SURFACE INCLUDING EDGES	BACK
OPEN GRAIN	Acceptable unless $\geq 15\%$ coverage within 100mm x 100mm area	
SCRATCHES CHIPS	You should not be able to feel with fingernail Max. visible length <50mm	
PAINT RUNS WAVY SURFACES	Not permissible	
OVER SPRAY	Not permissible	Over spray permissible on back of doors and panels
DENTS SPECKS FISH EYES BUMPS	Max. 1.0mm diameter permissible ■ on fronts to 0.3m ² area - 3 defects ■ on fronts over 0.3m ² - 4 defects	Max. 2.0mm diameter permissible ■ on backs to 0.3m ² - 3 defects ■ on backs over 0.3m ² - 4 defects
FILLER (HARD WAX, COLOUR MATCHED)	Not permissible	Max. 2.0mm diameter permissible



Open grain

Due to the nature of the manufacturing process angled surfaces can show increased open grain in addition, areas with concentration of end grain such as the ends of the rail and styles will be more absorbent and display more grain than other parts of the door.

DEFECT TYPE	FRONT SURFACE INCLUDING EDGES	BACK
OPEN GRAIN	Acceptable unless $\geq 15\%$ coverage within 100mm x 100mm area	

✗ UNACCEPTABLE



Open grain

✗ UNACCEPTABLE



Open grain

✓ ACCEPTABLE



Open grain

✓ ACCEPTABLE



Open grain

Scratches & chips

As with FIRA standards we will inspect any defects from a distance 700mm, whereby a certain degree of tolerances will be use as a guide to determine if an item will be deemed acceptable or will be reworked or replaced.

DEFECT TYPE	FRONT SURFACE INCLUDING EDGES	BACK
SCRATCHES CHIPS	You should not be able to feel with fingernail Max. visible length <50mm	

✗ UNACCEPTABLE



Scratches

✗ UNACCEPTABLE



Chip

Paint runs, wavy surfaces & over spray

As with any painted product there is the possibility of a paint run occurring when applying the final coat.

Our quality control checks endeavor to ensure that paint runs are identified before the product is packaged. If an item with a paint run is delivered, then it should be returned to Uform for assessment, whereby it will be reworked or replaced.

Over spraying during the finishing process can sometimes cause the frontal surface to feel rough which is acceptable. In most cases, this can easily be removed using an alcohol cleaning solution and a soft cloth.

DEFECT TYPE	FRONT SURFACE INCLUDING EDGES	BACK
PAINT RUN WAVY SURFACES	Not permissible	Not permissible
OVER SPRAY	Not permissible	Over spray permissible on back of doors and panels

✗ UNACCEPTABLE



Paint run

✗ UNACCEPTABLE



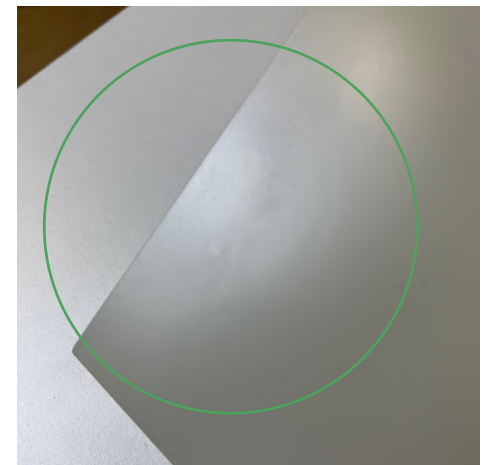
Paint run

✗ UNACCEPTABLE



Wavy surface

✓ ACCEPTABLE



Over spray on back of door

Dents, specks, fish eyes & bumps

As with FIRA standards we will inspect any defects from a distance 700mm, whereby a certain degree of tolerances will be use as a guide to determine if an item will be deemed acceptable or will be reworked or replaced.

DEFECT TYPE	FRONT SURFACE INCLUDING EDGES	BACK
DENTS	Max. 1.0mm diameter permissible	Max. 2.0mm diameter permissible
SPECKS	■ on fronts to 0.3m ² - 3 defects	■ on backs to 0.3m ² - 3 defects
FISH EYES	■ on fronts over 0.3m ² - 4 defects	■ on backs over 0.3m ² - 4 defects
BUMPS		

✗ UNACCEPTABLE



Dent

✓ ACCEPTABLE



Specks

✗ UNACCEPTABLE



Fish Eyes

✗ UNACCEPTABLE



Bumps

Filler

As with FIRA standards we will inspect any defects from a distance 700mm, whereby a certain degree of tolerances will be use as a guide to determine if an item will be deemed acceptable or will be reworked or replaced.

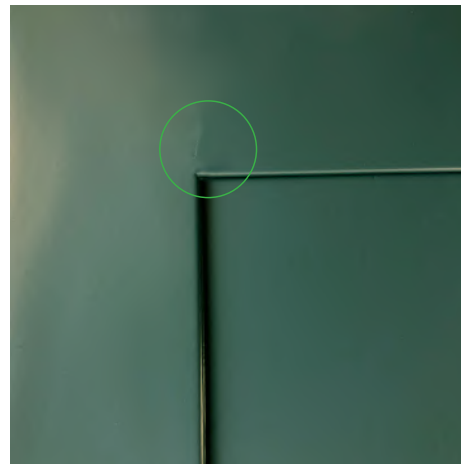
DEFECT TYPE	FRONT SURFACE INCLUDING EDGES	BACK
FILLER (HARD WAX, COLOUR MATCHED)	Not permissible	Max. 2.0mm diameter permissible

✗ UNACCEPTABLE



Filler

✓ ACCEPTABLE



Filler on back of door

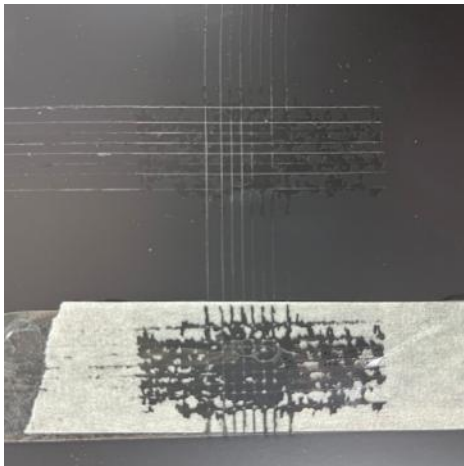
Paint adhesion

If a customer should experience any issues with paint adhesion/chipping on a door, please forward a sample of the affected door to Uform for testing.

Uform will not accept any fault resulting from a lack of care and maintenance by the consumer. Doors that have been returned for inspection and show evidence of lack of care and maintenance, will be offered back to the customer before an Adhesion Test is carried out.

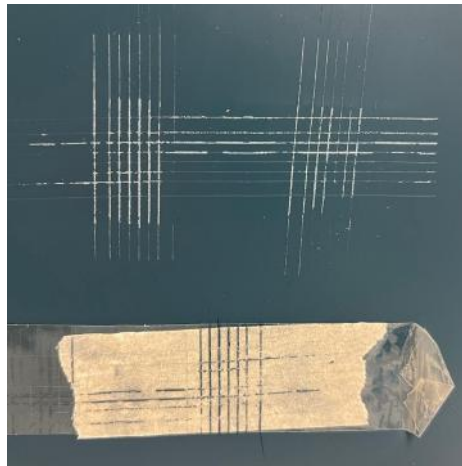
(See adhesion test method on page 15)

✗ UNACCEPTABLE



Adhesion test result: ISO 5 / ASTM 0B

✓ ACCEPTABLE



Adhesion test result: ISO 0 / ASTM 5B

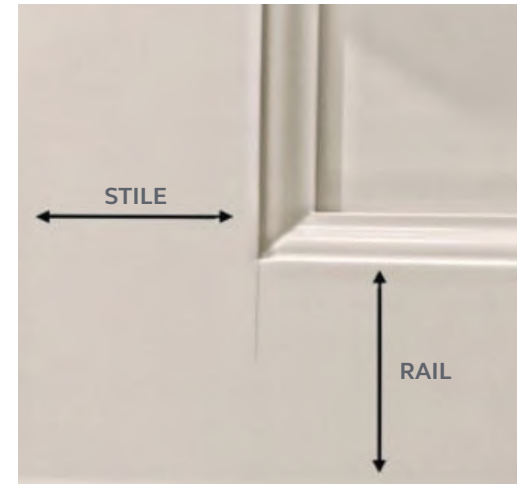
Whisper lines

Timber is an organic material, constantly reacting to moisture in the environment, always seeking 'equilibrium'.

The grain in rails and stiles, run in different directions. This creates natural stress at the joint where these pieces of wood meet.

This can result in whisper lines or fine cracks appearing at the joint.

Whisper lines should be thin, and the paint should not be chipping or peeling off. It should just be a separation of the wood and the paint, where the pieces of wood are joined together.



Direction of expansion

✓ ACCEPTABLE



✗ UNACCEPTABLE



Moisture ingress

Timber is a porous substrate and is subject to changes in temperature and humidity. During the production of our timber doors, moisture content levels are strictly set to be within 8-12%. The doors are then stored in a stable environment before fulfilling customer orders.

Moisture can cause swelling, warping, distortion or splitting. Exposure to variations of temperature or high humidity following installation may be a cause, or if the product has been incorrectly stored after delivery.

If there is a concern with the product, this must be notified within 3 working days of receipt of the product.

Images below show potential effect on product due to moisture ingress and it is not considered a defect.



Colour variations

Painted colours may vary from batch to batch and substrate to substrate. All painted surfaces are susceptible to aging over time, which may cause a slight change in the original appearance of the colour. This can be due a many contributing factors, such as position within the kitchen, external and internal lighting and the use of cleaning products.

Ordering replacement items at a different time from the original order may potentially incur a slight colour variation. Although we strive to maintain consistency Uform cannot guarantee and exact match between orders.

Should a colour variation occur you should firstly send pictures to Uform Customer Services who will then assess the issue and potentially request an sample door for a Colour Measurement Test.

✓ ACCEPTABLE



Variation in colour between the doors and the Universal Moulding.



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KITCHEN DOOR CARE & MAINTENANCE

Kitchen Care

- Do not use wax-furniture polish, abrasive or aggressive cleaners, bleach or other hypochlorite (chlorine) based cleaners, multipurpose cleaners, dilutes, acetone, alcohol, solvent or similar products on the door, as this will damage the surface;
- Additionally wax and polishes leave a residue build up that is difficult to remove.
- Only use a 5% soap, 95% water (liquid soap) solution, wiping with a damp (not wet) cloth, finally drying with a soft, clean cloth only.
- Ensure all cooking splashes are wiped immediately with a damp cloth, and dust with a soft cloth only.
- If the surface of the product is exposed to any oil-based substances (e.g. olive oil, butter, margarine, cooking oil, etc) it must be cleaned immediately to prevent staining.
- Never use any abrasive pads or abrasive cleaners of the furniture.
- Painted product need to be handled with great care to avoid chips, scratches and dents.
- Kitchen frontals are designed for domestic use. We recommend that each area / cabinet in the kitchen is maintained within domestic temperature and humidity levels. We recommend a temperature range of 16°C - 24°C and a relative humidity range of 40% to 60%.
- Spills and condensation on facias should be cleaned and dried immediately. Particular attention must be paid to the sink area and wet appliances as damage caused as a result is not covered by warranty.
- Dishwasher doors should not be opened mid-cycle or immediately at the end of a cycle. Damage caused by the excess steam will not be covered by warranty.
- Appliances that create steam (e.g. steamer, coffee maker, kettle, etc) should not be placed underneath cabinets or in close proximity to units where condensation may form.
- Care must be taken when washing floors and work-surfaces to prevent liquid accumulating on or adjacent to plinth and panels. These areas must be dried thoroughly after cleaning.
- Appliances that generate excessive heat such as toasters, air fryers, microwave ovens, etc, should be correctly ventilated and not placed under or in close proximity to kitchen units.





uform.co.uk

HEAD OFFICE

T: 028 7965 1651

SALES & CUSTOMER SERVICES

T: 028 7965 1650

F: 028 7965 1652

E: customerservices@uform.co.uk