Hengovek Studio Quality Standard

Bespoke Cabinetry & Joinery

Our commitment

At Hengovek Studio, we believe quality should be **defined, inspected and accountable**.

The phrase "high quality" is widely used throughout the design and manufacturing industry, but without a defined standard it can mean very different things to different people.

This document sets out the workmanship standard we aim to achieve across our bespoke cabinetry and joinery.

It is intended to give clients, designers, employees and subcontractors a clear understanding of what Hengovek considers acceptable workmanship.

Our standard considers:

Design → Materials → Manufacture → Finish → Installation → Function → Longevity

The technical tolerances within this document are Hengovek Studio workmanship standards and are applied under normal viewing conditions unless a project-specific specification states otherwise.

Where a particular material, design feature or site condition requires a different approach, this will be identified and agreed before manufacture.

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1. Our Quality Principles

All work shall be assessed according to:

- **Fit**
- **Function**
- **Durability**
- **Appearance**
- **Consistency**

Quality is not determined by measurement alone. A component can technically fall within a tolerance but still require review if it is visibly inconsistent, distracting or contrary to the intended design.

Equally, natural characteristics of timber, veneer and other specified materials are not automatically considered defects.

Where a material has an agreed natural or character grade, its inherent variation forms part of the finished design.

Our principle is simple:

If it is defective, it is not acceptable.
If it is a deliberate characteristic, it should be understood and agreed.

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2. Viewing & Assessment Conditions

Unless otherwise agreed:

- Finished work is assessed under normal room lighting and normal installed conditions.
- General visual assessment is undertaken from approximately **1–2 metres**.
- Close inspection may be used where a measurable specification requires verification.
- Highly directional or grazing light can emphasise minor surface variations that may not be visible under normal viewing conditions.
- Existing building irregularities are distinguished from workmanship defects.

A finish or component that is technically within tolerance but clearly visually defective under normal viewing conditions may be subject to review and remedial work.

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3. Dimensional Accuracy & Joinery

3.1 Visible Joinery Gaps

Location	*Hengovek Standard*
Mitred joints — frames, cornice, panels	≤ 0.3 mm
Butt joints — face frames, lippings	≤ 0.3 mm
Visible mortice & tenon / housed joints	Tight fit — no visible gap
Cabinet-to-cabinet joints on site	≤ 0.5 mm and consistent

Gaps must be:

- even
- intentional
- consistent
- appropriate to the design

Colour-matched filler may only be used where specifically appropriate and where the resulting joint remains visually acceptable.

Filler shall not be used to disguise poor workmanship.

3.2 Cabinets

Standard construction 18mm Birchplywood bb/bb grade or higher

Cabinet overall size tolerance ≤ 0.3 mm

Internal lacquer – 2 clear coats

Solid tops where required

Cabinet feet – rated to 150kg per leg – addition central legs on all Belfast sink units and units over 800mm wide.

3.3 Hardware and Fittings

Standard Cabinet hinges - Blum onyx 95 degree hinges (Soft close optimised & adjusted to suit purpose)

Standard drawer runners – Grass Dynapro 40kg rated soft close 4d adjustable

All other fittings specified to suit design and purpose. Fittings must be operating comfortably within their specified range.

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4. Flushness, Alignment & Reveals

Condition	*Hengovek Standard*
Flushness between adjoining panels	≤ 0.5 mm
Door & drawer reveals	±1.0 mm, uniform
Drawer fronts within the same run	±0.5 mm
Doors aligned vertically	±1.0 mm over full height

Particular attention is given to long visual runs, where small inconsistencies can become more noticeable.

Misalignment that creates an unintended light or shadow line is considered unacceptable where it materially affects the appearance of the installation.

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5. Flatness, Bow & Twist

Component	*Maximum Allowable*
Panel flatness	1.0 mm per 500 mm
Door bow	1.0mm per 500mm – no more than 3 mm total
Drawer front bow	1.5 mm

Components must appear appropriately flat when installed.

Any distortion that affects operation, alignment or visual quality is unacceptable regardless of the numerical measurement.

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6. Materials

Timber

Timber shall:

- be appropriate for the intended environment and application
- be suitably conditioned for manufacture and use
- be free from structural defects in visible areas unless a character grade has been specifically selected
- be selected with consideration for grain, colour and natural movement

Veneer

Where veneer matching is specified:

- grain direction shall be considered across adjoining components
- veneer shall be selected for appropriate visual consistency
- panel sequencing shall be considered during design and manufacture
- natural variation shall be retained where it forms part of the agreed material character

The precise veneer matching method shall be agreed as part of the project specification where required.

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7. Machining & Edge Quality

All visible machined components shall be produced to a high standard of accuracy.

Exposed edges shall be appropriately eased unless the design specifically requires a sharp or defined edge.

Visible faces shall be free from:

- machining breakout
- excessive tear-out
- burn marks
- unacceptable chatter
- visible tooling lines after finishing

CNC-machined components shall receive appropriate preparation before finishing.

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8. Sanding & Surface Preparation

Surface preparation shall be appropriate to the final finish.

Indicative minimum standards:

Surface	Preparation
Paint-grade flat surfaces	P180–P220, with 320 min or appropriate preparation between coats
Stain / clear finishes	Up to P180 unless otherwise specified
Profiles & mouldings	P150–P180

Finished surfaces shall be free from:

- visible scratches
- sanding swirls
- flats on mouldings
- sanding-through
- obvious surface preparation defects

The final preparation standard may be adjusted according to the coating manufacturer's requirements and the specified finish system.

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9. Edgebanding & Lippings

Where visible:

- colour and grain shall be appropriately matched to the face material
- lippings shall be flush to approximately **0.3 mm**
- glue lines should not be visually apparent from normal viewing distance
- edges shall be smooth and appropriately eased
- no visible glue residue shall remain
- veneer shall not be sanded through

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10. Paint & Lacquer Finishes

Finished painted and lacquered surfaces shall be:

- consistent in colour
- consistent in sheen
- appropriately prepared
- free from runs and sags
- free from obvious curtains
- free from unacceptable orange peel or texture
- free from visible brush marks unless a brush finish is specifically specified

The following are considered unacceptable where visually apparent:

- pinholes
- cratering
- blooming
- visible contamination
- obvious touch-ups after curing
- unexplained colour mismatch between components

Very small isolated dust inclusions may occur in sprayed finishes. These will be assessed according to their size, location, visibility and overall effect on the finished appearance.

External joinery will have all edges 'rounded' to help prolong the paint finish inline with manufacturers recommendations.

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11. Natural Timber Movement

Solid timber is a natural material and will respond to changes in temperature and humidity.

Construction shall therefore expect and allow for reasonable seasonal movement.

Workmanship shall not be considered acceptable where foreseeable movement results in:

- binding doors
- impaired operation
- cracked joints
- avoidable splitting
- improperly restrained panels

Panels intended to float shall be constructed to allow appropriate movement.

Natural movement that occurs within reasonable material behaviour is not, by itself, considered a manufacturing defect. Inappropriate environmental conditions will likely cause problems. Excessive damp, humid or dry rooms.

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12. Hardware & Function

Hinges, runners and mechanisms shall be:

- correctly installed
- securely fixed
- appropriately adjusted
- smooth and quiet in operation

- free from binding
- correctly positioned relative to the design

Where specified, soft-close mechanisms shall operate correctly.

Doors shall:

- open freely to their intended angle
- remain correctly aligned
- close without binding or spring-back

Drawers shall:

- open smoothly
- operate squarely
- close correctly
- provide the specified access

Hardware shall be installed in accordance with the relevant manufacturer's requirements.

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13. Installation

13.1 Cabinetry

Installed cabinetry shall be:

- level
- plumb
- appropriately square
- consistently aligned
- correctly positioned relative to the agreed design

Cabinet faces within a continuous run shall remain in a consistent plane.

Where practical, variation in the cabinet installation plane shall be maintained within approximately **1 mm** across the specified kitchen run prior to worktop installation.

Packers shall be concealed wherever reasonably possible.

13.2 Scribing & Architectural Interfaces

Scribes and fillers shall be designed and installed to create a clean transition between cabinetry and the surrounding building.

Unless otherwise agreed:

- scribes shall be tight and visually consistent

- caulked variations should generally not exceed **2 mm** (reasonable excess if against un-plastered stonework e.g granite walls)
- filler lines shall not be used to conceal avoidable installation errors
- corners shall be clean, crisp and intentional
- transitions to walls, ceilings, floors and adjacent materials shall be considered as part of the overall installation

Existing walls, floors and ceilings are not necessarily straight, level or square. Where building irregularities materially affect the installation, the appropriate solution will be discussed before work proceeds. Often a middle ground approach is taken whereby the installation may be intentionally installed out of plum etc if this does no heed operation but does improve the visual aesthetic.

13.3Protection & Cleanliness

Components shall be appropriately protected during manufacture, storage, transportation and installation (we can not accept responsibility for damage caused by other trades)

Once on-site all parts and products will be appropriately stacked/stored in a method to prevent damage. E.g doors stored flat or adequately supported, cabinets stacked on structural members.

We advise against clients or other trades moving or re-positioning our cabinets without careful consideration. Inadequate storage can damage items.

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14. Completion

At completion:

- visible glue shall be removed
- excess filler shall be removed
- silicone residue shall be removed
- protective materials shall be removed
- cabinetry shall be cleaned appropriately
- the installation shall be presented in a clean condition for handover providing site conditions allow.

  If the client or main contractor can not make themselves available for handover, video evidence will be considered as proof of completion.

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15. Exceptions & Third-Party Items

The Hengovek workmanship standard does not automatically apply to:

- client-supplied materials
- third-party appliances
- work undertaken by other contractors
- existing building defects
- pre-existing walls, floors or ceilings
- manufacturer-controlled tolerances of third-party products

Where these factors affect the final installation, the implications should be identified and discussed as early as reasonably possible.

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16. Rework & Remedial Criteria

Work shall be reviewed for remedial action where:

- a specified tolerance is exceeded
- a visible defect materially affects appearance
- finish quality is inconsistent
- operation is impaired
- workmanship is inconsistent with the agreed design
- the completed result would reasonably be expected to raise a quality concern under normal viewing conditions

The appropriate remedy may include adjustment, repair, refinishing, remanufacture or replacement.

Our objective is not simply to achieve a numerical tolerance.

The finished result must look, feel and function as intended.

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17. Our Commitment

A bespoke project is a significant investment.

Our Quality Standard exists to make expectations clearer before work begins and to provide an objective framework for assessing the finished result.

It is not intended to remove the craftsmanship from bespoke work.

It is intended to protect it.

Anyone can claim high quality.

At Hengovek Studio, we prefer to define what it means.