Frequently Asked Questions

Find answers to some of the most frequently asked questions about our Cremone Bolts, including measuring and sizing, customisation, samples, returns, installation and care guidance.

Measuring & sizing

How do I measure for a Cremone Bolt?

To order your Cremone Bolt, you will need to provide the total door opening height and your preferred knob position.

The door opening height includes the door and the clearance gaps above and below. Each Cremone Bolt is then made to the measurements provided. Please refer to our *Cremone Bolt Measuring Guide* for further guidance.

Are there any size limitations?

The available dimensions will depend on your chosen style, configuration, size and finish.

If your required measurements fall outside our standard sizing parameters, please contact our Customer Experience team using the Enquire now option on the product page or email sales@armacmartin.co.uk, and we will be happy to advise further.

Customisation

What is the difference between an operative and non-operative Cremone Bolt?

An operative Cremone Bolt features an internal mechanism that moves the upper and lower rods when the knob is turned, allowing them to engage with the end guides or strike plates to secure the door.

A non-operative Cremone Bolt is purely decorative, with a fixed knob and rods that do not operate or secure the door.

Can I choose where the knob is positioned?

When ordering online, you can choose between a centred or thirds knob position to suit your cabinetry and preferred aesthetic.

We can also accommodate bespoke knob positions, determined by measuring from the bottom of the frame opening to the centre of the knob.

Please contact our Customer Experience team using the Enquire now option on the product page or email sales@armacmartin.co.uk with your requirements, and our team will be happy to advise further.

What finishes are available?

Our Cremone Bolts are crafted from the finest solid brass and are available in our full range of brass finishes, allowing you to coordinate with your existing cabinetry and hardware.

Ordering

What information do I need to place an order?

When ordering your Cremone Bolt, you will need to specify your preferred style, operative or non-operative configuration, door opening height, knob position, finish and quantity.

What happens if I provide incorrect measurements?

As each Cremone Bolt is made to your specified dimensions, we recommend checking all measurements carefully before placing your order.

If you notice an error after ordering, please contact our Customer Experience team using sales@armacmartin.co.uk as soon as possible to discuss the available options.

Can I order replacement or additional components?

If you require replacement parts or additional components for an existing Cremone Bolt, please contact our Customer Experience team with your original order details and product specification, and we will be happy to advise further.

How long will my order take?

All of our Cremone Bolts are made to order and typically have a lead time of **8 weeks**.

What is your return policy?

As all of our Cremone Bolts are made to order, they are not eligible for returns, exchanges, or refunds. Please review our *Cremone Bolt Measuring Guide* carefully before placing your order to ensure all measurements provided to us are correct.

Installation & Care

Where can Cremone Bolts be installed?

Our Cremone Bolts are designed for cabinet doors and fitted joinery, adding an elegant decorative detail to both new and existing cabinetry.

For existing installations, we recommend checking that there is sufficient space and a suitable fixing surface before ordering.

How do I install my Cremone Bolt?

Installation requires accurate positioning of the central mechanism, rods, guides and

strike plates. We recommend consulting a qualified joiner or contractor to ensure correct installation.

Please refer to our *Cremone Bolt Installation Guide* for fitting and assembly instructions.

Can a Cremone Bolt be cut down or adjusted during installation?

No, each Cremone Bolt is manufactured to the dimensions provided when ordering. The rods are made to suit your specified door opening height and knob position and cannot be cut down or adjusted on site.

Please check all measurements carefully before placing your order.

How do I clean and maintain my Cremone Bolt?

We recommend gently cleaning your Cremone Bolt with a soft cloth. Avoid abrasive cleaners, bleach, ammonia-based products and harsh chemicals to help preserve the finish.

For operative Cremone Bolts, ensure the moving components remain free from dirt and debris. If the mechanism becomes difficult to operate, please contact our Customer Experience team before applying lubricants or attempting adjustments.