



JOINERY

WARRANTY, CARE & MAINTENANCE

MOSAIC CONSTRUCTION

KCO1373

88-90 DUPORTH AVENUE

MAROOCHYDORE QLD 4558

Joinery supplied by

Kitchenco Pty Ltd

18 Paulger Flat Road, Yandina, QLD 4561

Phone: 07 5443 3922

Email: info@kitchenco.com.au

QBCC Licence # 1069531



PRODUCT CARE INFORMATION

Stone Benchtops

Cleaning:

Very little maintenance is required to keep the surface looking like new. For everyday, routine cleaning of stone, we recommend wiping the surface with warm soapy water (a mild detergent) and a damp cloth or alternatively use a quality spray and wipe type cleaner.

Extra stubborn dried spills and stains:

For removal of these or if you wish to give your stone benchtop or surface a thorough clean then we recommend CaesarStone Cream cleanser and a 3M Scotchbrite Never Scratch All Purpose Scrubber which can be used without damaging the stone, or alternatively applied to a soft damp cloth. To remove adhered materials like food, gum and nail polish, first scrape away the excess with a sharp blade. If there are Any grey metal marks on the surface, a mild detergent will remove it. Household bleach can generally be used as an effective cleaner to remove stubborn marks, but care should be taken as some products are considerably stronger than others.

Care:

Do not apply direct heat to Benchtop surfaces, or excessive weights to any one area.

Kitchen & Bathroom Vanity Door Surfaces

Cleaning:

A wipe over with a clean, soft, damp cloth should be sufficient to keep these Laminate surfaces clean. Soiled surfaces or light stains are removed with a common detergent such as Mr Muscle, Dissol, Nifty Solvent or Bathroom Cleaner containing no abrasive or strongly acidic or alkaline ingredients.

Stains:

Spills of any nature should be wiped up as soon as they occur. Laminex Decorative Surfaces are resistant to most household products but not absolutely stain proof. They are unaffected by normal household reagents such as detergents, non-bleach washing powders, nail polish remover, petrol, mentholated spirits, mineral turpentine, fly spray, grease and shoe polish.

If stain damage does occur, endeavour to remove by using either the normal cleaning method or appropriate solvents.

Never use a harsh abrasive or steel wool.

2PAC – Maintenance & Care

Satin Finish: Warm water and lightly wipe

Gloss Finish: Soapy warm water and lightly wipe

NB. DO NOT USE OTHER ABRASIVES

polytec Products Limited Warranty Terms & Conditions

Definitions

polytec – Borg Manufacturing PTY LTD trading as Polytec PTY LTD.

Commercial – Any application installed in a non-residential premises e.g. high traffic area such as, but not limited to, an office, restaurant, bar, educational, hotels, private business or retail outlet.

Residential – Any application installed in a residential site, e.g. households and other residential dwellings.

Product(s) – the Products listed in Table 1.

Warranty – The Products supplied to you will, under normal use be free from defects arising from manufacture of the product. The Warranty Period for the products supplied by **polytec** is set out in the table below.

Warranty Period – the term for which the Products are covered by the Warranty. The Warranty Period begins on the date of purchase and ends once the Warranty Term for the specific Product in Table 1 expires.

Table 1 - Products	Warranty Term
EVOLUTION and MELAMINE doors, panels, and board.	Seven (7) years
THERMOLAMINATED doors and panels	Seven (7) years
ULTRAGLAZE doors and panels	Seven (7) years
Roller Shutters	Seven (7) years
ALUMINIUM framed doors	Seven (7) years
BENCHTOPS	Seven (7) years on benchtops made by polytec
LAMINATE	Seven (7) years
High Impact Laminated board	Seven (7) years
XENOLITH & COMPACT laminate including Table Tops	Seven (7) years
Chromaboard, Steccawood	Seven (7) years
imi-beton	Two (2) years

1. This Warranty only applies to polytec products expressly stated in Table 1 that:

- Are sold by **polytec** or any of its approved suppliers; and
 - Are purchased on or after August 1, 2019; and
 - Product has been paid for in full; and
 - Has remained installed at the location it was first installed;
- In the event that a claim is made and it is established to **polytec's** satisfaction that there is a manufacturing defect in the Product in breach of the Warranty, then **polytec** will, at its sole discretion, either provide replacement Product in a manner **polytec** considers reasonable, or, as elected by **polytec**, repair the Product at **polytec's** premises or on site.
 - What the Warranty does not cover** – This Warranty does not extend to wear and tear, delamination or any damage, defects or failures within the Product which directly or indirectly arise from or are due to, but not limited to:

- Water damage** – Including damage from steam, excessive moisture; or
- Heat damage** – From placing hot pans, pots or similar hot objects directly on the surface of the Product; including damage consisting of cracks in and scorching of the Product; or
- Heavy weight or impact damage** – Placing heavy objects on the Product; applying substantial weight to the Product, including by standing, sitting or lying on the Product; or applying excessive impact to or mishandling the Product, including the impact caused by objects scraped along, thrown or dropped on the product's surface; or
- Acidic food products and chemical damage** – Exposing the Product to acidic food products such as salt, vinegar, tea and citric fruit juice; or Chemical damage – Exposing the Product to acidic or corrosive materials, cosmetics and chemicals such as dyes, solvents, bleach, inks, acetone, denture cleaner and photo developing fluid; or
- Using inappropriate household cleaning products** – DO NOT USE abrasive cream or powder cleansers, furniture polish/wax/powder; oven cleaner, drain cleaners, sugar soap and strongly alkaline or acidic cleaners; or
- Failure to clean as recommended** – You must follow cleaning instructions set out in our Care & Maintenance guides found at www.polytec.com.au; or
- Structural or support changes** – Changes affecting the building or application where the product has been installed, causing twisting, warping, bowing, cupping or shrinkage of the Product, including movements caused by hydrostatic pressure resulting in the expansion or contraction of the cabinetry or other structure on which the Product is installed; or
- Incorrect installation** – All **polytec** Products must be installed meeting the Australian/New Zealand Domestic kitchen standards (AS/NZS 4386:2 1996); failure to install correctly, including; not following the recommended fabrication and installation instructions and use of the product with inappropriate cabinetry or other structures; and extending to delamination, swelling and surface bubbling where you or your supplier have applied your own adhesive; or
- Unauthorised modifications** – Any modifications or work to the product by any person other than **polytec** approved suppliers; or
- Inappropriate use** – Including use of the Product outdoors or in any way which exposes the Product to UV (exposure to direct sunlight) or consistent environmental forces that could affect the Product; or
- Inadequate maintenance** – Including failure to follow procedures set out in the manufacturers; or recommendations and Care & Maintenance guides; or
- Other specified causes** – Any other causes specified in the Product information as being excluded from this Warranty.

In addition, this Warranty does not cover;

(m) **Colour and gloss variations** – Any variations with the colour or gloss within the Product including any replacement product, or any aging or fading of colour, shine or gloss level over time; or

(n) **Imperfections** – Any visual imperfections or blemishes in the surface and edges of the Product in excess of accepted industry standards, including pimples, dimples, dents, creases, cracks, cuts, marks, chips, scratches and surface irregularities which are not brought to your suppliers attention at the time you inspected the Product or at any other time before the product is cut or modified in any way; or

(o) **Modification** – Any modifications to Thermolaminated Products such as cutting that results in the structural integrity being compromised.

To the maximum extent permissible by law, **polytec** will not be liable for consequential loss or damage whatsoever and however arising out of or in connection with the supply, performance or removal of the Product, including but not limited to, any indirect or consequential loss (including, without limitation, loss of profit, loss of revenue, loss of contract, loss of goodwill or increased cost of workings) even if due to the negligence of **polytec** or any of its approved suppliers, employees or agents.

4. **Validity** – This Warranty becomes valid only when **polytec** has been paid in full for all products used. This Warranty is valid from the date of payment in full, Warranty Period does not recommence if a Warranty claim is made. In this case the original warranty commencement date remains and the Warranty Period is determined from this date.

5. **Statutory Warranties** – This Warranty certificate and other statements contained in this document or other documents given to you do not exclude, restrict or modify the application of any term implied into this Warranty by statute, provided that (to the extent any statutory provision permits **polytec** to limit its liability for a breach of an implied condition or Warranty) **polytec's** liability for such breach is limited to the payment of the cost of replacing the Product or acquiring an equivalent Product or repairing the Product.

6. **Limitations** – Our Products come with guarantees that cannot be excluded under the Australian Consumer Law. If available to you as a consumer (as defined under Australian Consumer Law) you are entitled to a replacement or refund for major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Product repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure. The obligations of **polytec** under this Warranty are limited to those set out in this Warranty. To the extent you are defined as a consumer under the Australian Consumer Law, this Warranty is in addition to your rights under that law, that cannot otherwise be excluded or limited. In all other cases, this Warranty is expressed or implied, including any implied Warranty of merchantability or fitness for a particular purpose and not withstanding any course of dealing between the parties or custom and usage in the trade to the contrary.

7. **Cost claim** - **polytec** will be liable for the cost of the replacement **polytec** Product at the subject of this Warranty for the Warranty Period. All other costs will be the claiming party's responsibility.

8. **Inquiries** – Any inquiries into this Warranty should be sent to:
polytec Warranties
Borg Manufacturing
2 Wella Way
SOMERSBY NSW 2250;
or emailed to: warranty@borgs.com.au;
or by phone: (02) 4393 8959.

9. **Claims** – To claim your warranty please send the following to one of the contacts above:

- Your name, address and phone number.
- The installers business name, proof of purchase including sales order numbers and dates of purchase.
- The address where **polytec** products have been installed.
- Colour and style of Products installed.
- Description of how the Product is defective. Please also accompany this form with photographs of any defects found in Product.

After **polytec** receives your claim, we will contact you within 28 days to discuss the claim.

Registration of purchase

Once your **polytec** Product is installed please complete the following form and mail to the below address for registration of Warranty Period.

NAME:	DATE OF INSTALLATION/PURCHASE: 8/23
ADDRESS WHERE PRODUCT WAS INSTALLED:	
PHONE NUMBER:	MOBILE:
EMAIL ADDRESS:	
COLOUR OF PRODUCT:	PRODUCT TYPE:
ORIGINAL SALES ORDER NUMBER (SON):	NAME OF CABINETMAKER KITCHENCO

To register your Warranty, return this original Warranty form to:

polytec Warranties
Borg Manufacturing
2 Wella Way
SOMERSBY NSW 2250
or email: warranty@borgs.com.au

Remember to retain proof of purchase or manufacturing sticker off the back of your **polytec** product.

Laminex®

Limited Product Warranty

Definitions

1. **"Laminex"** – Laminex Group Pty Limited ABN 98 004 093 092 trading as The Laminex Group.
2. **"Residential"** – Any product application installed in a residential setting, including but not limited to houses, townhouses or multi-residential apartments.
3. **"Commercial"** – Any product application installed in a non-residential premises e.g. high traffic areas such as, but not limited to, an office, restaurant, bar, religious buildings, educational, healthcare, private business or retail outlet.
4. **"Warranty Term"** – Commences on the earlier of the date of delivery or payment in full until the end of the Warranty Term for the relevant Laminex product stated in the table to the right.

Subject to the terms and conditions outlined in this document: (1) Laminex warrants to the original purchaser of Laminex Product (stated in the table to the right) used for residential or commercial use, the product(s) will, under normal use be free from manufacturing defects during the Warranty Term; and (2) where a manufacturing defect arises, Laminex will, at its discretion, repair or replace the Laminex product without charge if it is defective directly as a result of manufacture by Laminex.

Warranty Term	Laminex Product	
7 Years	180fx AbsoluteMatte AbsoluteGrain Alfresco Compact Laminate Aquapanel Clipwell Chemical Resistant Surfaces Compact Decorative Screens CrystalGloss DiamondGloss Decorwood FormWrap Doors and Panels Fusion Surfaces Fusion Wet Area Panelling Impressions Textured Surfaces Innovations Lamiwood	Lamiwood MR Metaline Partitioning Systems Structural MR Redback Laminates Silk Finish Impressions Spark finish Squareform Structural MR Structural MR EO Timber Veneers (DTV) Timber Veneers (FDTV) Timber Veneers (FNTV) Timber Veneer Laminates & Panels Vertiboard MR Vertiboard Wall Panel Solutions
10 Years	ColourTech Doors and Panels Compact Laminate (Multipurpose, XR Grade, Laboratory Grade) Freestyle Curve Solid Surfaces Partitioning, Seating & Locker Systems	
12 Years	Contour Doors	
15 Years	Freestyle Solid Surfaces	

Terms & Conditions

1. What is not covered:

- a. Failure to follow any procedures recommended for fabrication and installation by Laminex in the applicable product Technical Data Sheet (TDS), at www.laminex.com.au;
- b. Any natural occurrence, third party act or omission or other circumstances beyond Laminex's control;
- c. Inappropriate transport and handling prior to installation;
- d. Faulty installation; not following correct procedures as outlined in the TDS;
- e. Physical abuse, misuse or accidents involving:
 - i. exposure to excessive heat; placing hot pans, pots or similar hot objects directly on the surface of the product, including damage consisting of cracks in and scorching of the product;
 - ii. unauthorised modification/application;
 - iii. exposure to excessive moisture, including damage from steam;
- iv. the use of solvents or inappropriate cleaning products/materials;
- v. exposure to chemical products and acidic or corrosive materials;
- f. Improper maintenance including failure to:
 - i. Follow procedures/recommendation set out in the manufacturers Care and Maintenance Guides found at www.laminex.com.au;
 - ii. Clean as recommended, or using inappropriate household cleaning products;
- g. Normal 'wear and tear':
 - i. Scratches, scuffs, burns, stains, wipe marks;
 - ii. General fading or discolouration due to direct or indirect light exposure;
- h. Variation in colour, pattern or shade of material against sample material, displays and/or printed illustrations.

In addition, this warranty does not cover:

- i. Any defect which can be seen as trivial or insubstantial;
- j. This warranty only relates to that part or parts of the Laminex product affected by the manufacturing defect. Laminex will endeavour to repair to the same standard or replace with the same or substantially similar product and colour. Laminex is not obliged to repair or replace any other product(s);
- k. Where the defect has been disclosed as a feature or limitation of the Laminex product in any literature published by Laminex;
- l. Where the claimant is unable to provide proof of purchase or equivalent documentation from an authorised retailer of the Laminex product(s);
- m. Outdoor Application, unless explicitly specified in published product-specific Laminex TDS for the relevant product.

2. This warranty only applies to Laminex Products expressly stated in this document that:

- a. Are purchased on or after May 8th, 2017;
- b. Has remained installed at the location it was first installed;
- c. Has been installed, maintained, used and protected in the manner recommended by Laminex, found at www.laminex.com.au (alternatively a copy of literature containing these recommendations can be ordered by writing directly to Laminex at the address below);
- d. Laminex has received notification of any manufacturing defect within 7 days of the first person to become aware of it; and
- e. The claim is made within the applicable Warranty Term.

3. Cost of Claiming:

- a. Laminex will bear the expense of reasonable labour charges which are necessary for the repair or replacement of the defective Laminex product;
- b. The person claiming the warranty will bear all other expenses of claiming this warranty.

4. Validity:

- a. A claim may only be made against this warranty after Laminex has received payment in full for its product(s). A claim may only be made during the applicable Warranty Term and the Warranty Term does not restart if a claim is submitted; the original warranty commencement date applies.

5. Limitations:

- a. If you are a consumer as defined under the Australian

Consumer Law (ACL) the Laminex Products come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. This warranty is in addition to your rights under the ACL.

- b. To the extent permitted by law, without limiting your consumer rights under the ACL, Laminex expressly limits its liability under this warranty and under any other statutory guarantee imposed at law to, at its option:
 - i. the replacement or repair of the defective product(s)
 - ii. the supply of an equivalent product; or
 - iii. the payment of the cost of the defective product, or of repairing the defective product, or of acquiring an equivalent product.
- c. To the extent permitted by law, Laminex expressly excludes all conditions, warranties and undertakings in relation to the Laminex products, whether expressed or implied, including any implied warranty of merchantability or suitability for a particular purpose and not withstanding any course of dealing between the parties or custom and usage in the trade to the contrary, except as set out in this document.

6. Enquiries

- a. Any enquiries regarding this warranty should be sent to Laminex Warranties, Laminex, P.O. Box 407, Doncaster, VIC 3108. Inquiries can also be made by calling 132 136 or emailing enquiries@laminex.com.au.

7. Information required for Claims:

- Your name, address and phone number;
- Place where the Laminex Product was purchased and amount you paid for it. Please also provide a copy of your proof of purchase;
- If the Laminex Product has been installed, the installers' business name, proof of purchase including sales order numbers and dates of purchase;
- Colour and style of products installed;
- The address where Laminex products have been installed, and the date of installation, the name of the person and company that installed it;
- Description of how the product is defective. Please also accompany this form with photographs of any defects found in product;
- The value of the labour charges necessary for the repair or replacement of the Laminex Product (including any quotes you have obtained verifying the labour charges.

Return this original warranty form to Laminex Warranties, The Laminex Group, P.O box 407, Doncaster VIC, 3108 to ensure your warranty is registered. Remember to retain your proof of purchase.

Name:

Phone Number

Place where Laminex Product was purchased:

Address where Laminex Product is installed:

Date installed:

Installed by:

Date:

Signed:

Kitchenco
8/23

Visit Us
Start creating your design journey
at LaminexDesignHub.com.au

Call Us
132 136

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Laminex®



Area Offices

18 Burns Road, Heathcote NSW 2233
143 Allingham Street, Golden Square VIC 3555

Distribution Centres

1-5 Jessica Place, Prestons NSW 2170
143 Allingham Street, Golden Square VIC 3555

Postal

PO Box 250, Engadine NSW 2233
PO Box 2290, Bendigo MC VIC 3554

Phone: 1300 123 700

Email: info@furnwaredorset.com.au

NSW • VIC • QLD • SA • NT • WA • ACT • TAS

RE: Lifetime Limited Warranty

Furnware Dorset & Aksesori Setia SDN. BHD. (Harn) guarantees to the owner of the furniture that the Harn Runners and Drawer Systems are free from any defects.

If there should be problems with our runners, such as defects in material and workmanship, Furnware Dorset & Aksesori Setia SDN. BHD. will replace the defective runner with a new one. In order to avoid misunderstanding we want to specify that Furnware Dorset & Aksesori Setia SDN. BHD. only replaces the runner and does not cover the cost of removal of the defective runner nor its installation.

The warranty of Furnware Dorset & Aksesori Setia SDN. BHD. does not cover those runners which have been incorrectly installed or used for purposes other than for which they are intended.

Furnware Dorset Team

www.furnwaredorset.com.au

LGA - Qualitäts - Zertifikat

LGA-Quality-Certificate



Genehmigungsinhaber
License Holder

Aksesori Setia Sdn. Bhd.
Plot 32, Lengkok Rishah 1
Kawasan Perindustrian Silibin
30100 Ipoh, Perak
Malaysia

Zertifiziertes Produkt (umseitig näher bezeichnet)
Certified Product (specified overleaf)

Schubkastensystem RITMA cube T233S Standardauszug S
Vollauszug mit integrierter Dämpfung
Gesamtbelastbarkeit 35 kg

Prüfzeichen Test Mark



LGA-Tested-Zertifikats-Nr.:
LGA-Quality-Certificate No.

LI 60123721 0001

Untersuchungsbericht-Nr.:
Test Report No.

21275038 001

Geprüft nach Tested acc. to

DIN EN 15338/06.10

2 PfG Q2218/03.12

Datum Date 10.10.2017

Zertifizierungsstelle Certification Body

K. H. Heider

K.-H. Heider



Dem Zertifikat liegt unsere Prüf- und Zertifizierungsordnung zugrunde.

This certificate is based on our Testing and Certification Regulations.

Das Produkt entspricht o.g. Anforderungen, die Herstellung wird überwacht.

The product fulfills above mentioned requirements, the production is subject to surveillance.

TÜV Rheinland LGA Products GmbH - Tillystraße 2 - 90431 Nürnberg

Tel.: +49 221 806-1371 Fax: +49 221 806-3935 e-mail: cert-validity@de.tuv.com http://www.tuv.com/safety



Lifetime Warranty On all hardware products.

Furnware Group PTY LTD

PRODUCT WARRANTY STATEMENT

Furnware Group PTY LTD ACN 168 784 030 ("Furnware Group") warrants to the original purchaser ("Purchaser") that hardware products supplied by it (the "Goods") will be free from defects for a period of 15 years from the date of dispatch from Furnware Group's control ("Warranty").

Under the terms of this Warranty, the repair or replacement of the Goods during the warranty period is at the option of Furnware Group. If a replacement product is supplied, warranty remains based on the original date of dispatch from Furnware Group's control.

Investigation of Claims:

All Goods, the subject of a warranty claim, must be inspected by Furnware Group for evaluation before any warranty claim is approved.

To make a warranty claim pursuant to this Warranty, the Purchaser must:

- notify Furnware Group within 7 days of the alleged defect first coming to the Purchaser's notice and within the warranty period;
- provide Furnware Group all information required, including serial numbers, photos of the alleged defect, and with reasonable evidence of the proof of purchase.
- provide evidence that the Product has been installed correctly and is used in accordance with the Furnware Group instructions supplied with the Goods; and
- make the Product available for inspection by Furnware Group, so that Furnware Group may carry out all necessary work with the Product.

Conditions of Warranty:

This warranty extends only to:

- effects arise solely from faulty design, materials or workmanship under proper use of the Goods;
- Goods installed by a suitably qualified and experienced person;
- Goods sold by Furnware Group or its authorised distributors or dealers and only where the Goods are used and serviced within Australia; and
- where the defects appear in the Goods within the Warranty period.

Exclusions to Warranty:

This Warranty does not cover;

- unauthorised repairs, alteration, modification or substitution of any parts of the Goods, or use of the Goods other than in accordance with the instructions supplied;
- Other goods that are not manufactured or supplied by Furnware Group.
- Goods used in an outside/external location;
- Electrical products;
- Goods purchased other than from Furnware Group (such as purchases from unauthorised retailers and purchases over the internet, from local/international sellers or sites such as Ebay and Amazon),

- from a competitor or not from an authorised dealer or distributor of Furnware Group;

In addition to the above, this Warranty DOES NOT cover the following:

- Damage or defects to the Goods that ought reasonably to have been revealed to you by an examination of the Goods, where you conducted such an examination before acquiring the Goods,
- Normal wear and tear due to the course of normal use,
- Accidental damage or damage caused by an extra-ordinary event or circumstance beyond your or anyone else's environmental factors;
- natural discolouration of material due to ultraviolet light,
- crushing, impact with hard surface or damage caused in the transit of the product,
- foreign material, or exposure of the product to excessive heat or cold or to solvents, or water entry into the product,
- abnormal product performance caused by any ancillary product interference or other external factors.

Charges will apply for any non-warranty services performed.

Limitation of Liability:

The following statement applies if the supply of the Goods to the purchaser is a consumer sale as defined in the Australian Consumer Law. In this statement, 'Our' means 'Furnware Group', 'You' means the 'Purchaser' and 'goods' means 'Goods':

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

What constitutes a major failure is set out in the Australian Consumer Law. Notwithstanding the preceding clause and to the extent permissible by law, the liability of Furnware Group is limited, in relation to the Goods and at the option of Furnware Group to:

- replacing the Goods, or where the product no longer exists, the supply of equivalent goods;
- the repair of the Goods;
- the payment of the cost of replacing the Goods or of acquiring equivalent Goods; or
- the payment of the cost of having the Goods repaired.

To the extent permitted by law, all other warranties whether implied or otherwise, not set out in this Warranty are excluded and Furnware Group is not liable in contract, tort (including, without limitation, negligence or breach of statutory duty) or otherwise to compensate the Purchaser for:

- any increased costs or expenses;
- any loss of profit, revenue, business, contracts or anticipated savings;
- any loss or expense resulting from a claim by a third party; or
- any special, indirect or consequential loss or damage of any nature whatsoever caused by Furnware Group's failure in complying with its obligations or the Purchaser's failure due to accident damage, impact, misuse or negligence.

The benefits given to the Purchaser in this Warranty are in addition to other rights and remedies under a law in relation to the Goods or services to which this Warranty applies.

This warranty is not applicable outside Australia.

Contact Details:

To make a claim under this Warranty or to discuss the warranty service, please contact Furnware Group's technical support at: for NSW, Queensland, Northern Territory & Western Australia.

Address: 18 Burns Road Heathcote 2233
Phone number: 1300 222 600
Email: info@furnwaregroup.com.au

Quality for the Lifetime of the furniture.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Blum will provide replacement products to the original purchaser when any instructions issued by Blum have been complied with, including without limitation, that the product has not been subject to improper use, improper operation or excessive load.

Blum will be responsible for any expenses associated with sending the replacement parts to your address [within Australia]. Removal of the defective product and/or installation of the replacement part is not covered under warranty.

Non-electrical components are covered by a lifetime warranty.

The warranty period for electrical components when used with Blum products is 5 years.

To make a claim, contact Blum customer service on 1800 179 186 or email info.au@blum.com where our customer service team will advise you on the process.

Blum Australia Pty. Ltd.

10 Blackbird Close Len Waters Estate NSW 2168

Phone: 1800 179 186 Email: info.au@blum.com



ISO 9001
Certified Quality
System



ISO 14001
Certified Environmental
System



ISO 50001
Certified Energy
System



The Blum logo, featuring a stylized white 'b' with an upward-pointing arrow integrated into the letter, followed by the word 'lum' in a bold, sans-serif font. A registered trademark symbol (®) is located at the top right of the logo.



A kitchen can be as practical as it is beautiful.

At Blum, research and product development has provided insights that ensure that a kitchen can be as practical as it is beautiful. Blum Austria has been researching and observing kitchen users all over the world for over 60 years, this research ensures we develop the most practical product solutions and support initiatives such as DYNAMIC SPACE – ideas for practical kitchens.

Our goal is to ensure that our fittings systems provide comfort and function to furniture buyers for as long as the furniture is used. All Blum products are engineered to provide for a problem-free-use of the furniture during its lifetime, which is considered to be about 20 years. We achieve this goal by using the strictest internal guidelines that are the basis for our ISO 9001 quality management system. We also use our own testing laboratory in conjunction with other international testing organisations to monitor the quality of our products on a regular basis and observe how they are used in daily activities.

Be Inspired.

www.blum.com



Lincoln Sentry Warranty Certificate

If you are a consumer under the Australian Consumer Law, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is given by Lincoln Sentry Group Pty Ltd (ABN 59 010 624 389) ("Lincoln Sentry") 76 Postle Street Coopers Plains 4108, phone 1300 55 19 19 and email marketing@lincolnsentry.com.au.

Lincoln Sentry also warrants the following Products on the terms set out below.

- 1. Warranty** - Subject to the exclusions in clause 5, for the Warranty Period of 1 year from the date of the sale of the Product by Lincoln Sentry or its approved supplier, Lincoln Sentry warrants that the Products supplied to you will, under normal use, be free from defects arising in the manufacture of the Product.
- 2. Lincoln Sentry or approved suppliers only** - This warranty applies only to Products sold by Lincoln Sentry or one of its approved suppliers.
- 3. Making a claim** - To make a warranty claim you must, within 28 days of any alleged defect or failure of the Product first becoming apparent, send a copy of the receipt of purchase, together with the below Warranty Claim Details completed (attach extra pages if necessary), to Lincoln Sentry at 76 Postle Street Coopers Plains 4108. You are responsible for the expense of making a claim under this warranty.

Warranty Claim Details

Product description: _____

Purchased from: Kitchenco

Your name: _____

Address: _____

Telephone: _____

Installed by: Kitchenco

Installation date: 8/23,

Invoice No: _____

Describe use of the product: _____

Describe product defect: _____

- 4. What Lincoln Sentry will do** - If a claim is made under clause 3 and it is established to Lincoln Sentry's satisfaction that there is a manufacturing defect in the Product in breach of the warranty in clause 1, then Lincoln Sentry will, provide replacement Product (in a manner Lincoln Sentry considers reasonable). However, Lincoln Sentry will not be responsible for, nor pay the costs of, removing the existing Product, or reinstalling the new Product, or any associated costs or any variations in replacement Product.

Repairs and replacement parts are subject to available stock. Lincoln Sentry reserves the right to not repair a Product, but to instead provide a replacement Product. If an exact replacement for the Product is not available, Lincoln Sentry reserves the right to replace the Product with the closest possible match to the original Product.

- 5. What the warranty does not cover** - Subject to clause 7, this warranty does not extend to fair wear and tear or any damage, defects or failures within the Product which (in Lincoln Sentry's opinion) directly or indirectly arise from or are due to:

- a. inappropriate use** - use contrary to the instructions for the Product, or use of the Product outdoors or in any way which exposes the Product to consistent environmental forces;
- b. abuse or accidental damage** - accidental or intentional damage to the Product;
- c. water damage and corrosion** - including damage from steam and excessive moisture or from using the Product in a corrosive environment;
- d. heavy weight or impact** - placing heavy objects on the Product; applying substantial weight to the Product, including by standing, sitting or lying on the Product, or applying excessive impact to or mishandling the Product, including the impact caused by objects scrapped along, thrown or dropped on to the Product, overloading pass recommended weight capacity;
- e. acidic food products** - exposing the Product to acidic food products such as salt, vinegar, tea, citric fruit juice, red wine, pickles, mustard and mayonnaise;
- f. chemical damage** - exposing the Product to acidic or corrosive materials, cosmetics and chemicals such as dyes, solvents, bleach, inks, acetone, denture cleaner and photo developing fluid;
- g. using inappropriate household cleaning products** - such as abrasive cream or powder cleansers, Jif, furniture polish/wax/powder; bleach, oven cleaner, mentholated spirits, drain cleaners, and strongly alkaline or acidic cleaners;
- h. damage to protective layer** - damage to chrome and powder coated finishes caused by damage to the Product's protective layer;
- i. structural or support changes** - in or affecting the building or the application where the Product has been installed, causing twisting, warping, bowing, cupping or shrinkage of the Product, including movements caused by hydrostatic pressure resulting in the expansion or contraction of the cabinetry or other structure on which the Product is installed;
- j. conformity to original sample or example** - failure of the Product to conform to original sample or example of the Product;
- k. incorrect installation** - failure to install correctly, including not following the recommended installation instructions and use of the Product with inappropriate cabinetry or other structures;;
- l. unauthorised modifications** - any modifications or work to the Product by any person; or
- m. inadequate maintenance** - including failure to follow procedures set out in the Product information; or
- n. other specified causes** - any other causes specified in the Product information as being excluded from this warranty.
- o. colour variations** - any variations with the colour finish within the Product including any replacement Product, or any ageing or fading of colour, shine or gloss level over time.
- p. other specified causes** - any other causes specified in the Product information as being excluded from this warranty.

Further, Lincoln Sentry will not be responsible under this warranty for, nor pay the costs of, removing the existing product, or reinstalling the new product, or any associated costs or damages.

- 6. Validity** - This warranty becomes valid only when Lincoln Sentry has been paid in full for all Product used.

- 7. The benefits** given by this warranty are in addition to other rights and remedies of consumers under any law in relation to the Products which can not be excluded.

This warranty certificate is not intended to create a contract between Lincoln Sentry and the purchaser.

AGC DECORATIVE GLASS PRODUCTS FOR INTERIOR USE

CLEANING AND MAINTENANCE GUIDE



© AGC Glass Europe

VERSION 3.0 – AUGUST 2018

This version of the guide replaces and cancels all previous versions.
Please check www.agc-yourglass.com regularly for any updates.

AGC

Important Preliminary Instructions

Read this manual carefully before performing any cleaning or maintenance work on decorative glass.

Glass is, by its very nature, durable, tough and easy to maintain. By following the guidelines in this document, you can ensure that it stays clean and bright for many years once installed.

1. Always clean and maintain glass under safe conditions.
2. Carefully read the manual(s) for any chemical agents and detergents used. Follow the instructions.
3. Products containing hydrofluoric acid, fluorine, chlorine or ammonia derivatives must not be used since they can damage the decorative coating and/or the surface of the glass.
4. Highly acidic and alkaline products are prohibited, as they can abrade the glass surface.
5. The surface of etched glass should always be wet cleaned across the entire surface. Never perform spot cleaning.
6. Do not wash interior decorative glass when it is fully exposed to the sun or a nearby heat source. Avoid washing it when it is too cold or hot.
7. Take advantage of the washing process to inspect the seals, drainage and frame.
8. Make sure that the cloths, squeegees and other tools you use for cleaning are always in good condition.

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Scope

This document gives recommendations on how to ensure the best possible cleaning and maintenance procedures for AGC decorative glass products for interior use, from the construction phase to the post-installation phase.

1. PREVENTION

Taking steps to prevent the build-up of dirt is the best way to prevent cleaning problems and lower cleaning costs. For example:

During the design phase

- Make sure that water drainage and discharge systems are in place to prevent runoffs of polluted water over the glass.
- Make sure that it is possible to gain access to the decorative glass so that it can be cleaned.

During the installation phase

- Prevent runoff from plaster, concrete, rust, excessive dust, etc.
- Prevent pollution and paint splatters, facade treatment products, etc.
- Prevent metal from welding or grinding from coming into contact with the glass. This kind of damage cannot be repaired.
- Where necessary, protect the glass with a tarpaulin or plastic sheet, making sure to provide a dry, well ventilated air space.
- Follow the glazing instructions (see www.agc-yourglass.com).

2. CLEANING DURING THE CONSTRUCTION PHASE

Glass can get dirty, especially **during the construction** phase of a building.

Care must be taken at all times to avoid **corrosive contamination**, especially from plaster, mortar, concrete and cement slurry, all of which are alkaline and therefore capable of corroding the glass surface.

Likewise, contamination from silicone adhesives, paints and varnishes should be avoided.

Any such impurities must be **washed off the glass immediately, during the construction phase itself**. To do so in the right way, please see section 3 below.

To protect the glass during construction, AGC recommends covering installed glass with sheets of plastic film.

3. INITIAL CLEANING AFTER THE GLASS IS INSTALLED (END OF PROJECT)

When glass is cleaned for the first time **after being installed** (end of project), it may be particularly dirty.

We recommend the following steps:

- Remove protective films, labels and adhesive cork or interlayers as soon as possible. If there is any difficulty in doing so, solvents such as isopropanol or acetone may be used.
- Fingerprints and grease or mastic stains can be removed with solvents such as acetone or methyl ethyl ketone (MEK), provided they do not touch the painted or silvered back (if any) of the decorative glass and do not attack the seals and penetrate into the rebate.
- Rinse thoroughly to remove as much dust as possible.
- Follow the normal cleaning steps (see section 4 below). Examine any remaining dirt marks.
- Very carefully remove any **remaining deposits on the glass side**, such as sealing compound, putty, cement, etc., using a specially designed scraper or a razor blade. There is a risk of scratching the glass, so take great care at all times. This is especially true for coated glass, acid-etched glass and sandblasted glass.
- Follow the special cleaning instructions where necessary (see section 6 below).

4. NORMAL CLEANING PROCEDURE

- Products containing hydrofluoric acid, fluorine, chlorine or ammonia derivatives are prohibited since they can damage the decorative coating and/or the surface of the glass.
- Highly acidic and alkaline products are prohibited, as they abrade the glass surface.
- In most cases, glass can be washed with plenty of clean water or glass cleaner and a soft sponge or rubber squeegee. AGC provides a soft sponge and glass cleaner in its FIX-IN Cleaning Kit for end-users (available on www.agc-store.com). When using a rubber squeegee, take care not to damage the coating with the metal handle.
- Do not try to remove impurities while the glass is dry.
- During the cleaning process, do not apply excessive pressure, as this could cause scratches or stains on the glass surface. Glass cleaner should be applied evenly across the entire glass surface and then wiped off evenly. The more uniformly the surface has been wetted with cleaner and then wiped off, the lower the risk of creating stains. Never dry wipe using excessive pressure. If stains still arise, repeat this sequence.
- Once cleaned, the glass should be rinsed with clean water and wiped with a squeegee.
- When removing oily or greasy streaks (e.g. fingerprints), the cleaning agents should always be applied to the entire glass surface.

5. FREQUENCY

How often the glass needs to be cleaned depends on the surrounding environmental conditions and pollution levels. Glass gets dirtier in dusty and humid areas (e.g. kitchens, bathrooms, toilets, hair salons, gyms, operation rooms, etc.) and in public areas.

6. SPECIAL CLEANING PROCEDURE

When normal cleaning is not enough, the special cleaning procedure can be followed to clean the glass side of your decorative glass:

- Remove oily spots and other organic pollution with solvents such as isopropanol or acetone applied with a soft, clean lint-free cloth, taking care **not to touch the painted or silvered back (if any) of the decorative glazing**.
- Remove other residue by lightly polishing the surface with a suspension of cerium oxide in water (between 100 and 200 grams per litre).
- Where circumstances allow, very dirty surfaces (including acid-etched glass) can be washed with a high-pressure cleaning device (i.e. Kärcher) with a water temperature of at least 30°C or a steam cleaner (hot water vapour).
- Rinse thoroughly and then follow the normal cleaning procedure explained above.

7. CLEANING INSTRUCTIONS FOR SPECIFIC PRODUCTS

			Cleaning Instructions
Matelux Matelux Anti-slip Matelac Matelac T Lacomat			<p>Do NOT use abrasive cleaners or strong alkalis on the etched surface.</p> <p>Do NOT use a razor blade, steel wool or similar items.</p> <p>Damage to an etched surface caused by silicone or similar materials is usually irreversible. To clean off such materials, you can use the silicone remover from the FIX-IN Cleaning Kit for installers, or, if it is not available, you can try with a soft (non-abrasive) white eraser. School erasers are also suitable for removing dirt and smudges caused by materials such as rubber, crayon or lipstick.</p> <p>For etched surfaces, we recommend glass cleaning agents containing alcohol, such as:</p> <ul style="list-style-type: none"> AGC FIX-IN Glass Cleaner <i>Clin</i> by Henkel – window cleaner spray with alcohol; <i>Vitro</i> by Amstutz Produkte AG – industrial cleaner for windows and mirrors (2-butoxyethanol).
			<p>Etched surfaces should always be wet cleaned over the entire surface. Never perform spot cleaning.</p> <p>Best practice for typical dust on etched surface:</p> <ul style="list-style-type: none"> Paint stains: 2-butoxyethanol base (<i>Vitro</i>) Plasterboard stains: high-pressure water Dust and smears: high-pressure water
Stopsol Supersilver ipachrome Design			<p>Any scratching will penetrate the surface of the coating and cannot be repaired.</p> <p>Any excessive mechanical treatment might remove the coating in localised areas.</p> <p>Avoid all contact with metal objects.</p> <p>Avoid any chemicals that will attack the surface and damage it irreparably.</p>
Mirox MNGE Mirox 4Green Matelac Silver			<p>When cleaning the mirror, the edges must always be dried quickly and thoroughly.</p> <p>Never use ammonia-based products or abrasive products (such as anti-limescale products) to clean Mirox MNGE or Mirox 4Green.</p> <p>Never use detergents with pH<2 or pH>12 since, if they come into contact with the back of the mirror, they will cause corrosion.</p>
Lacobel Lacobel T			The special cleaning procedure can only be used on the glass side of decorative glass products.
Stratobel	Y	Y	When cleaning laminated decorative glass, the edges must always be dried quickly and thoroughly.

8. BEST PRACTICES FOR CLEANING GLASS IN HOUSEHOLD APPLICATIONS

ACID-ETCHED GLASS (MATELUX, MATELAC, MATELAC T)					
Source of stain	AFTER 6H		AFTER 24H		Best practice
	Water	1. FIX-IN Glass Cleaner 2. Water	Water	1. FIX-IN Glass Cleaner 2. Water	
Beer	😊	😊	😊	😊	Water
Black tea	😊	😊	😊	😊	Water
Coffee	😊	😊	😊	😊	Water
Cola	😊	😊	😊	😊	Water
Juice	😊	😊	😊	😊	Water
Milk	😊	😊	😞	😞	1. FIX-IN Glass Cleaner 2. Water
Mustard	😊	😊	😞	😞	1. FIX-IN Glass Cleaner 2. Water
Oil	😞	😞	😞	😞	1. FIX-IN Glass Cleaner 2. Water
Red wine	😊	😊	😊	😊	Water
Silicone and glue residuals	😞	😞	😞	😞	Silicone remover from FIX-IN Cleaning Kit for installers
Soap	😊	😊	😊	😊	1. FIX-IN Glass Cleaner 2. Water
Toothpaste	😊	😊	😊	😊	1. FIX-IN Glass Cleaner 2. Water

MIRRORS (Mirox 4Green and Mirox MNGE)					
Source of stain	AFTER 6H		AFTER 24H		Best practice
	Water	1. FIX-IN Glass cleaner 2. Water	Water	1. FIX-IN Glass cleaner 2. Water	
Fingerprint	😊	😄	😊	😄	FIX-IN Glass cleaner
Soap	😊	😄	😊	😄	1. FIX-IN Glass cleaner 2. Water
Toothpaste	😊	😄	😊	😄	1. FIX-IN Glass cleaner 2. Water
Silicone and glue residues	😞	😞	😞	😞	Silicone remover from FIX-IN Cleaning Kit for installers

😄 Very easy (easier than cleaning float glass)

😊 Easy (like cleaning float glass)

😞 Difficult

MATERIALS TO USE FOR CLEANING	MATERIALS TO AVOID WHEN CLEANING AS THEY MAY RESULT IN SCRATCHES OR DETERIORATION OF THE GLASS/MIRROR
<ul style="list-style-type: none"> • Sponge • Water • Soft cloth • Alcohol • Rubber squeegee • Glass cleaner • Neutral detergent 	<ul style="list-style-type: none"> • Abrasive sponge (sponge made of melamine resin) • Steel wool • Metal squeegee • Strong acid • Alkali detergent • Abrasive detergent • Water-repellent detergent • Denatured alcohol

AGC offers two types of cleaning kits

FIX-IN Cleaning Kit for installers

- Sponge to clean the glass
- Silicone remover to remove silicone residue
- Surface cleaner to clean the glass properly with the sponge



FIX-IN Cleaning Kit for end-users

- Glass cleaner
- Sponge



You can buy our cleaning kits at www.agc-store.com

DISCLAIMER

This document gives recommendations on how to ensure the best possible cleaning and maintenance procedures for AGC decorative glass products for interior use, from the construction phase to the post-installation phase.

The information in this *Cleaning and Maintenance Guide – Decorative Glazing* reflects our knowledge and experience at the time of publication. Every version of the *Cleaning and Maintenance Guide – Decorative Glazing* states its date of publication. The latest version of the *Cleaning and Maintenance Guide – Decorative Glazing* replaces all previous versions. Customers should be aware that the latest version may contain technical changes that must be taken into account when using AGC glass products. The latest version or a different language version of the *Cleaning and Maintenance Guide – Decorative Glazing* and our Warranty may be consulted on www.agc-yourglass.com or obtained from your local AGC representative. Customers should always check whether an updated version of the *Cleaning and Maintenance Guide – Decorative Glazing* is available before using AGC glass products.

AGC's warranty on glass products will only apply if the latest version of this *Cleaning and Maintenance Guide – Decorative Glazing*, which may be updated at any time, is used by the customer and if all relevant requirements, standards and regulations have been taken into account by the customer for the use of the glass products in question. AGC has made every effort to ensure the accuracy of the information in this *Cleaning and Maintenance Guide – Decorative Glazing*, but it cannot be held liable for any oversights, inaccuracies or typographical errors.

Customers and glass fitters can contact AGC's Technical Advisory Services (TAS) at any time for further assistance if required. The glass fitter is entirely responsible for the final application, including the installation, cleaning and maintenance of the glass and the compatibility between the different materials used. AGC Glass Europe accepts liability for the product it supplies, in accordance with its general terms and conditions of sale.

Häfele Australia Pty Ltd ABN 51 006 021 432
8 Monterey Road, Dandenong VIC 3175
Telephone: 1300 185 044
Email: customercare@hafele.com.au



HÄFELE KITCHEN AND LAUNDRY APPLIANCES

IMPORTANT NOTICE

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is given by Häfele Australia Pty Ltd (Häfele).

Immediately following unpacking your product please fill out the details on the bottom of this form. Retain in a safe place, preferably with a copy of your purchase invoice or sales docket. Verification of purchase date will be required should you need to make a claim under this warranty.

Terms of Warranty

- > This warranty covers all Häfele kitchen and laundry appliances marketed and distributed by Häfele in Australia.
- > This warranty is valid in relation to any defect which appears within 2 years from the date of purchase.
- > The warranty guarantees that the product will be replaced, refunded or repaired (at Häfele's option) if any materials or components are defective, or if workmanship or assembly is faulty.
- > The reasonable expenses of claiming the warranty will be borne by Häfele. If you incur any such expenses, you may obtain reimbursement by contacting Häfele by mail, phone or email using the contact details set out above.

Conditions

Häfele liability under this warranty includes repair or exchange of the goods. Repairs under this warranty do not extend the warranty period and do not initiate a new warranty period. The replacement parts fitted ends together with the warranty for the entire product. This warranty shall be invalidated:

1. If the appliance is not installed by a licensed plumber/electrician to comply with the installation instructions and maintenance sheet provided with the packaging, giving rise to the fault.
2. If the installation of the appliance does not comply with the electrical wiring regulations or gas and plumbing codes of practice.
3. If the installation of the appliance does not comply with any required ventilation, spacing or fitting requirements as outlined in the instructions for use and installation in the owner's handbook.
4. If the appliance is misused or abused, or operated outside the instructions contained in the instructions for use and installation in the owner's handbook.
5. If the appliance is used for any purpose other than normal private household use.

This warranty does not extend to:

1. Damage to ceramic glass caused by liquid spill over, maintenance or impact.
2. Damage to surface coatings caused by cleaning or maintenance using products not recommended by the owner's handbook.
3. Defects caused by normal wear and tear, accident, negligence, alteration or misuse.
4. A product dismantled, repaired or serviced by any serviceman other than an authorised service agent.

Service

Should you require warranty service please contact Häfele on 1300 185 044 or by emailing customercare@hafele.com.au. Service call charges to attend any fault excluded by this warranty or where the product is found to be in full operating condition must be borne by the owner.

Warranty Details

Purchaser's Name: _____

Address: _____

Model # of Appliance: _____

Date of Purchase: _____

The benefits given to you by this warranty are in addition to any other rights or remedies you may have under a law in relation to the goods or services to which the warranty relates.

LAMINEX®

FACTSHEET – CARE & MAINTENANCE

For general care and maintenance, simply wipe away most spills or marks with a damp cloth, or use an all purpose cleaner such as Windex spray cleaner or Ajax Spray n Wipe. Rubbing gently with a clean, dry cloth brings back the brightness of laminates. With a few sensible precautions, your Laminex® laminate surface will enjoy a long lifespan.

GENERAL CARE - INFORMATION

- Avoid scourers and abrasives as they will damage the surface.
- Don't place hot objects, electrical appliances or pots straight from the oven or cooker onto your Laminex laminate surface.
- Don't cut on the Laminex laminate surface.
- Keep waxes and polishes well away as they dull the natural shine.
- Do not use strongly acidic, alkaline cleaners or bleach for normal cleaning as these might etch the surface.

GENERAL CARE - STREAKS

Streaky marks sometimes show on dark colours after cleaning. An all-purpose cleaner such as Windex spray cleaner or Ajax Spray n Wipe usually removes them.

GENERAL CARE - GREASE

Using a mild dishwashing detergent in water will remove greasy marks. Dab, wait and wipe away. Finish with an all-purpose cleaner such as Windex spray cleaner or Ajax Spray n Wipe.

GENERAL CARE - SPILLS

Laminex laminate surfaces resist staining from most household chemicals. With some accidental spills however, prompt action is essential. Wipe off beetroot, grape and berry juices, first aid preparations, concentrated bleach, oven cleaners, dishwasher detergents, artificial dyes, hair colouring and solvent based pen ink immediately. Specialty glues such as Super Glue must also be removed straight away with acetone (nail polish remover).

GENERAL CARE - STAINS

If the stain won't budge with Extra Strength Windex, try methylated spirits or dab the stain with a diluted bleach mixture

(1 part bleach to 8 parts water); leave for 3 minutes then wash off with water and dry. Finish off with Extra Strength Windex. Only as a last resort if a stain persists try 2 or 3 rubs with a crème cleanser or white toothpaste, wash and dry. Please note that bleach or these abrasive cleaners may irreversibly damage the laminate surface.

GENERAL CARE - SCRATCHES

Laminex laminate surfaces will withstand normal wear and tear; but can be damaged by scratching or cutting with utensils, knives and unglazed pottery. Darker colours will show scratches more readily than lighter colours. In general, dark colours and high gloss surfaces require more care and maintenance than lighter colours or lower gloss colours. To minimise scratching, always place and lift objects from the surface – never drag or slide them across the surface.

SPECIFIC CARE - LAMINEX® LAMINATES

(This applies to Squareform Benchtops, Fire Retardant Laminates, Chemical Resistant Laminates, Aquapanel Wet Area Panelling, Vitage Wall Lining, Fusion Laminates and Compact Laminate).

A damp cloth will remove spills and greasy spots. Rub with a clean dry cloth to bring back brightness. Occasionally clean with mild dishwashing detergent. To remove heavy build-up of dirt use cleaners such as Mr Muscle, Windex or Ajax Spray n Wipe spray cleaners.

SPECIFIC CARE - LAMINEX DIAMONDGLOSS® LAMINATES

Wipe off spills or marks promptly with gentle rubbing using a soft cloth and mild dishwashing detergent. Dry with a soft, dry cloth. For more persistent marks, use a glass window cleaner. Never use abrasive cleaners – even those in liquid form – as they will mark the high gloss surface.

If used as a whiteboard surface, whiteboard markers or liquid chalk marker pens only should be used. The use of permanent markers is not recommended, as while it is possible to clean them off, they may leave ghosting or non-removable marks over time. A soft cloth (no wetting) should remove whiteboard/liquid chalk

LAMINEX®

FACTSHEET – CARE & MAINTENANCE

marker pens. If necessary, a soft cloth made damp with water can also be used. As with all whiteboard surfaces, general wear and tear such as scratches or scuff marks will occur over time which will make cleaning more difficult. When marker pen cannot be removed with a damp cloth, consideration should be given to replacing the whiteboard surface.

SPECIFIC CARE - LAMINEX® METALLIC LAMINATES (INNOVATIONS®)

Wipe off spills or marks promptly with a soft cloth and mild dishwashing detergent. Dry with a soft, dry cloth. For more persistent marks, use a glass window cleaner. Never use abrasive cleaners – even those in liquid form – as they will mark the surface. Also never use solvents, acids or alkalis on metallic laminates.

SPECIFIC CARE - LAMINEX STAINLESS STEEL LAMINATES (INNOVATIONS)

Wipe off spills or marks promptly with a soft cloth and mild dishwashing detergent. Dry with a soft, dry cloth. For more persistent marks, use a glass window cleaner or methylated spirits. Never use abrasive cleaners – even those in liquid form – as they will mark the surface. Specialty stainless steel cleaner can also be used if necessary.

SPECIFIC CARE - LAMINEX PANELS

A damp cloth will remove spills and greasy spots. Rub with a clean, dry cloth to bring back brightness. Occasionally clean with mild dishwashing detergent. To remove heavy build-up of dirt use cleaners such as Mr Muscle, Windex or Ajax Spray n Wipe spray cleaners.

SPECIFIC CARE - FINISHED DESIGNED TIMBER VENEER PANELS

Laminex® Finished Designed Timber Veneer Panels are easy to clean using a damp cloth and non-abrasive cleaning products. To remove more stubborn stains, the use of alcohol, ammonia or other light solvents is recommended. Never use acetone or trichloroethylene on the polyurethane surfaces. Do not use

abrasive cleaners, powders, scouring pads, steel wool, sandpaper, etc. These can damage the finish and make the surface susceptible to staining. Silicone based cleaning products must be avoided.

SPECIFIC CARE - LAMINEX PANELS (GLOSS)

A wipe over with a clean, soft damp cloth should be sufficient to keep the decorative surface clean. Soiled surfaces or light stains are removed with warm soapy water or with common detergent such as Windex Glass cleaner, Mr Muscle, Dissol, Nifty Solvent or bathroom cleaner, Flash liquid, or Bathroom Plus, containing no abrasive or strongly acidic or alkaline ingredients. If wipe marks are noticeable on the gloss surface, it is generally due to greasy residue being moved around as a result of the cleaning process. To remove, Methylated spirits may be used or Windex glass cleaner. It is recommended to do a final wash down with soapy water and a dry, clean cloth to remove any residue and restore the appearance.

SPECIFIC CARE - METALINE® SPLASHBACKS

When cleaning your Metaline® surface use only mild detergent and a soft, abrasion-free cloth to clean the decorated surface.

- DO NOT use abrasive cleaners, cleaning pads or scouring pads on the surface.
- DO NOT allow food residue to build up on the surface.
- DO NOT use cleaning solutions that are highly acidic or caustic.
- DO clean regularly.
- DO NOT clean the surface if it is hot.

SPECIFIC CARE - LAMINEX LEATHER TOUCH LAMINATES (INNOVATIONS)

These should be cleaned with standard artificial leather care products. Ensure the manufacturer's instructions are followed.

COMPACT laminate care

The surface of **polytec**'s **COMPACT** laminate is made from a stain-resistant melamine based resin. The toughness and high impermeability of this surface means that **polytec**'s **COMPACT** laminate should require no more than wiping with a soft cloth, dampened with plain water or a household detergent mix to remove all common household spills.

General Cleaning

A damp cloth will remove spills and warm soap water with mild dishwashing liquid to remove greasy spots. Rub with a clean dry cloth to bring back surface appearance. To remove build up of dirt/greasy spots use Spray n wipe cleaners recommended by the cleaning agent manufacturer, such as Windex or Ajax Spray n Wipe, and /or Methylated spirit on soft cloth . No harsh abrasive cleaning materials that cause scuffing/scratching of the surface shall be used

When using Methylated spirits thoroughly clean over the wider area with water and detergent on a damp cloth afterwards to remove any residual Methylated Spirit.

Always ensure that you refer to the recommendations provided by the cleaning product manufacturer before use.

To ensure that your **polytec** warranty will not be void:

DO NOT use any of the following on **polytec COMPACT** laminate: Commercial Cleaning Products, Abrasive Cleaners, Scouring Pads or Abrasive Papers, Solvents, Thinners, Turpentine (Turps), Ammonia, Bleach, Acetone, Easy-Off BAM!, M.E.K. or any other cleaning agents containing organic solvents or the above mentioned products.

Please note: **polytec** provide a limited seven (7) year warranty on all **COMPACT** laminate products and a limited two (2) year warranty on **COMPACT** laminate table tops which ensures against design, workmanship and manufacturing defects. If you detect any problems with your **COMPACT** laminate, **polytec** must be notified within seven (7) years from the date your **COMPACT** product was manufactured. Failure to follow the above care instructions may result in damage to your **COMPACT** product and void your entitlement to the warranty. **polytec**'s warranty does not cover wear and tear. For More information refer to the **polytec** Products Limited Terms & Conditions document.

If used in a commercial application the warranty term is for 12 months (1 year) from the date of purchase.

Date of last update: March 2017