



Formica®

Brand Laminate

USE AND CARE GUIDE AND WARRANTY

USE AND CARE GUIDELINES

Formica® Brand Laminate, ColorCore® surfacing material, and DecoMetal® laminates and solid metals are designed for beauty and durability. Like any surfacing materials, however, they can be damaged by abuse and carelessness. When used as recommended with proper use and care, the end result is years of satisfaction.

PROTECTING THE SURFACE

Before selecting the surface material, consider the type of use it will receive, as well as its texture, color, and reflective values. A rough-textured surface has different advantages, depending upon use, than a smooth-textured surface. High gloss finish laminates and DecoMetal laminates and solid metal items, for example, are not recommended for use in heavy-duty applications such as countertops. Dark colors tend to enhance scratches, marring and fingerprints.

Scratch and Impact Protection. Formica Brand Laminates and ColorCore surfacing material are resistant to scratches and impacts under normal use conditions.

Use cutting boards, chopping blocks, or other protective surfaces.

- Do not chop, slice, pound, or hammer on any laminate surface.
- Knives or other sharp utensils may slice or scratch the surface.
- Heavy blows from a hammer or meat tenderizer may crack or gouge the surface.

Use place mats, doilies, and trivets on laminate surfaces when necessary.

- Ceramics and abrasive objects can cause scratching and premature wear – do not slide these items across surface.

Follow recommendations for cleaning – do not use abrasive cleaners, steel wool, sandpaper, or Scotch-Brite® scouring pads (see Cleaning section inside).

Hot Objects. Cookware still hot from the stove, oven or microwave, as well as electric skillet, waffle irons, curling irons and hot rollers, should not be placed directly on

laminate surfaces. Prolonged exposure to temperatures of 140°F (60°C) or higher may cause the laminate to separate from the core material.

Use a trivet, insulated hot pad or other protective device beneath all hot cookware, heat generating appliances, or other heated objects.

- Formica Brand Laminate and ColorCore surfacing material can withstand heat up to 275°F (135°C) for short periods of time.
- Never expose DecoMetal laminates and solid metal items to heat exceeding 140°F (60°C).

Avoid ironing or placing a hot iron on laminate surfaces.

Do not place lighted cigarettes directly on laminate surfaces.

ORDINARY CLEANING

Formica® Brand Laminate, ColorCore® surfacing material, and DecoMetal® laminates and solid metal items are very easy to clean.

- In most cases, you only need to use a clean, damp, non-abrasive cotton cloth and a mild liquid detergent or household cleaner.
- Rinse with clean water, using a clean, non-abrasive cotton cloth.
- Do not flood the laminate, especially near seams, since water can penetrate and cause the substrate to swell.
- Dry the surface with a soft, clean, non-abrasive cotton cloth.

For specific types of surfaces, use the following care guidelines.

Matte and Sparkle Finish Laminates. Especially hard-to-clean areas may require special attention. Use a nylon-bristled hand or vegetable brush, along with a mild liquid detergent-and-water solution or household cleaner. Clean the soiled area, using a rotating motion. Rinse and dry the surface as indicated above.

Sculptures and Dimensional Finish Laminates. These surfaces may require special attention to clean the depressed areas. Use a nylon-bristled hand or vegetable brush, along with a mild liquid detergent-and-water solution or household cleaner. Clean the soiled area, using a rotating motion. Rinse and dry the surface as indicated above.

High Gloss Finish Laminates. If residual streaks and smears remain after normal cleaning, use a mild glass cleaner and then dry with a clean, non-abrasive cotton cloth. Avoid exterior glass cleaner.

DecoMetal® laminates and solid metals. Clean these items with a soft, clean, damp, non-abrasive cotton cloth and a mild liquid detergent. Do not use solvents or waxes on DecoMetal laminates and solid metal surfaces. Mild glass cleaners may be used to remove streaks.

Chemical Damage

Never use cleaners containing acid, alkali, or sodium hypochlorite. These cleaners will mar, etch, corrode, and permanently discolor the laminate surface. Also, make sure that bottles, rags, and other materials contaminated with these cleaners never contact the laminate surface.

Examples of cleaners containing acid, alkali, or sodium hypochlorite include, but are not limited to:

drain cleaners	rust removers	coffeepot cleaners
metal cleaners	tub and tile cleaners	chlorine bleach
oven cleaners	toilet bowl cleaners	lime scale removers
ceramic cooktop cleaners	some “countertop cleaners”	(high alkali) disinfectants

SPECIAL CLEANING RECOMMENDATIONS

Residual Glue. Sometimes new decorative laminate has a streaky appearance caused by contact adhesive used during fabrication. Clean with a non-abrasive cotton cloth and an adhesive solvent such as Formica® Brand Non-flammable Contact Adhesive Solvent. Use solvent sparingly, as excessive amounts may delaminate edges. Read and follow all warnings and instructions on the labels of all solvent products. Use only hexane or heptane on DecoMetal laminates and solid metal items.

Paint and Varnish. Remove most oil-base paints, varnishes and lacquers from decorative laminate surfaces with a suitable solvent. Read and follow all warnings and instructions on the labels of all solvent products, and remember that most solvents are extremely flammable. Use solvent sparingly, as excessive amounts may delaminate edges. Remove most water-based paints with an ammoniated household cleaner. For stubborn paint spots, gently use a plastic, non-metallic, non-abrasive pad. Never use steel wool or other abrasive scouring pads.

Stains. To remove or minimize stains, use full strength Fantastik® All Purpose Cleaner, Formula 409®, Pine-Sol® or other mild household cleaner on the affected area, and allow it to draw out the stain. Blot with a clean, damp, non-abrasive cotton cloth, and then rinse with clean water. When a recommended cleaner changes its formulation, the change

may be harmful to the laminate surface. Formica Corporation cannot be held responsible for these changes. Solvents such as denatured alcohol can also be used. Follow all directions and warnings on the solvent label because many are extremely flammable.

Stubborn or “fugitive” stains that may disappear on their own, after a short time or after repeated cleanings, include:

food stains	glass rings	food dyes
water marks	coffee and tea stains	fingerprints

Stains which are stubborn or even permanent, and may not disappear, include:

wood stains	cash register inks	indelible inks
newsprint	marking pen inks	food pricing ink
label inks	lemon juice	

Some materials and liquids, such as dyes and pharmaceutical products, will permanently stain laminate. Examples include:

hair dyes and rinses	silver nitrate	laundry bluing
tannic acid	Mercurochrome®	povidone-iodine
dermatological	peroxide	Red-2B dye
tar compounds		

These stains may be reduced by applying a paste of baking soda and water on the area to pull out the stain. The paste will be slightly abrasive, so do not rub. Wipe up the paste with a clean, damp, non-abrasive cotton cloth, and then rinse clean with water.

Periodic application of a self-cleaning wax can help minimize future staining.

LIMITED WARRANTY

Formica Corporation expressly warrants that, for a period of (1) one year from the date of first sale, Formica® Brand Laminate and ColorCore® surfacing material will be reasonably free of defects in materials and workmanship, and that when properly handled and fabricated, will conform, within accepted tolerances, to applicable manufacturing specifications. This limited warranty only applies to products which are stored, handled, fabricated and installed in the manner recommended by Formica Corporation. Due to the variety of uses and applications to which Formica® Brand Products may be put, Formica Corporation can make no warranty that these products are suitable for any particular purpose and can make no other warranties, expressed or implied, other than those set forth above. Buyer's exclusive remedy for any loss or claim resulting from the use or inability to use this product shall be replacement of the defective product or, at the option of Formica Corporation, return of the product and refund of the purchase price. In no event shall Formica Corporation be liable in either tort or contract for any loss or direct, special, incidental, consequential or exemplary damages. This limited warranty gives the purchaser of Formica® Brand

Products specific legal rights. Other rights may be available which vary from state to state, province to province, country to country. Any information or suggestion concerning applications, specifications or compliances with codes and standards is provided solely for your convenient reference and without any representation as to accuracy or suitability. Formica Corporation disclaims any legal responsibility. The user must verify and test the suitability of any information or products for the specific application.

MANUFACTURER

Formica® Brand Laminate and ColorCore® surfacing material are manufactured by Formica Corporation, Cincinnati, Ohio, with plants in Evendale, Ohio, and Sunset Whitney Ranch, California. Formica Canada Inc. manufactures Formica Brand Laminate in St. Jean sur Richelieu, Quebec, Canada. DecoMetal® laminates and solid metal items are manufactured by Homapal Plattenwerk GmbH & Co. KG, in Herzberg, Germany, and distributed by Formica Corporation. DecoMetal and solid metal items are manufactured by Aluminum Coil Anodizing Corporation in Streamwood, Illinois, Pacific Crest in Lake Elsinore, CA and distributed by Formica Corporation.

CUSTOMER ASSISTANCE

Customer and technical assistance may be obtained through your local Formica Brand Products distributor or from Formica Corporation trained representatives in sales offices throughout the country. For technical assistance, contact your distributor or sales representative, or write the company directly at Formica Corporation, 10155 Reading Road, Cincinnati, OH 45241, or call 1-800-FORMICA™.



Consumer Response Center
1-800-FORMICA™
FAX: (800) 414-2744

Sales Technical Services
(513) 786-3578
FAX: (513) 786-3181

In Canada, call (800) 363-1405.
In Mexico, call (525) 530-3135.

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LAMINATES LIMITED WARRANTY

1. In this warranty, "Formica® Laminates product" means Formica Laminates, Formica Tightform® Laminates, Formica AR Plus® Laminates, Formica Europa™ Laminates, Formica Liner Grade, Formica Commodity Metallic Laminates, Formica Metallic Laminates and Formica Magnetic Metallic Laminates.
2. Subject to the conditions and limitations set out in this warranty below, Laminex Group Limited ABN 98 004 093 092 trading as Laminex warrants to the original purchaser of any Formica Laminates product for interior residential or commercial use who is a "consumer" as defined in section 3 of the Australian Consumer Law that Laminex will at its option, repair or replace any Formica Laminates product without charge if it is defective directly as a result of its manufacture or supply by Laminex or the materials used in its manufacture by Laminex during the first 7 years after initial purchase (proof of purchase will be required). Subject to paragraph 8, this obligation terminates at the expiration of 7 years from the date of purchase of the product concerned from Laminex.
3. This warranty does not cover any defect caused by:
 - a) any natural occurrence, or any other act or circumstance beyond Laminex's control; or
 - b) failure to follow any procedures recommended by Laminex, at the time of fabrication and installation, for the fabrication and installation of a Formica Laminates product; or
 - c) physical abuse, misuse, accidents, exposure to excessive heat, exposure to excessive moisture, the use of solvents or inappropriate cleaning products/materials, exposure to chemical products, improper maintenance, normal 'wear and tear', scratches, scuffs, burns, stains, wipe marks on darker colour surfaces; or
 - d) general fading or discolouration or damage due to direct and indirect light (exposure to direct sunlight should be avoided); or
 - e) the product being used in applications that are not recommended by Laminex; or
 - f) faulty workmanship by any person other than Laminex; or
 - g) variation in colour, pattern, shade of material against the sample material, display/s and/or printed illustrations.
 This warranty also does not cover:
 - h) where the defect is trivial or insubstantial; or
 - i) where, as at the date of notification of the defect to Laminex, the type or colour of the alleged defective product no longer forms part of Laminex's standard stock range and the person complaining of the defect does not agree to the supply of a replacement which is a close a type or colour match as is possible from Laminex's then prevailing stock range; or
 - j) where the defect has been disclosed as a feature or limitation of the Formica Laminates product in any literature published by Laminex; or
 - k) outdoor application.
4. This warranty applies only to Formica Laminates products:
 - a) Purchased from Laminex after 1 July 1994 for interior residential or commercial use in Australia;
 - b) That has remained installed at the location at which it was first installed after its sale by Laminex;
 - c) Which has been installed, maintained, used and protected in the manner recommended by Laminex, as at the relevant time of such installation, maintenance, use or protection, in its literature published from time to time concerning the Formica Laminates product, a copy of which may be obtained, free of charge, at the point of purchase or by writing directly to Laminex at the address given below;
 - d) Where Laminex has been notified of the defect within seven days of the first person to become aware of it.
5. Costs of claiming:
 - a) Laminex will bear the expense of the reasonable labour charges which are necessary for the repair or replacement of the Laminex Compact Laminates product covered by this warranty. When submitting a claim, please provide details of the quantum of the labour charges necessary for the repair or replacement of the Laminex Compact Laminates product (including any quotes you have obtained verifying the labour charges).
 - b) If Laminex considers that you have incurred or will incur reasonable labour charges which are necessary for the repair or replacement of the Laminex Compact Laminates product covered by this warranty, it will pay you the amount of those charges or pay those charges directly to a third party to undertake the necessary repair or replacement works.
 - c) Subject to a), the person claiming the warranty will bear all other expenses of claiming the warranty.
6. A replacement product may not be reasonably available from Laminex in the same shape, type or colour as the original Formica Laminates product covered by this warranty. If a replacement product of the same shape, type or colour is not reasonably available, Laminex reserves the right to provide

- a replacement product of as close a shape, type and colour match as is reasonably possible from Laminex's then prevailing product range in satisfaction of its obligations under this warranty.
7. Except as expressly provided in paragraphs 9 and 10, all terms, conditions, warranties, undertakings, inducements and representations, whether express or implied, statutory or otherwise relating in any way to Formica Laminates product are excluded. Without limiting the generality of the preceding sentence, Laminex will not be under any other liability in respect of any loss or damage (including consequential loss or damage) however caused (whether by negligence or otherwise) which may be suffered or incurred or which may arise directly or indirectly in respect of the Formica Laminates product.
8. Where any applicable legislation implies any term, condition or warranty into the contract of sale between Laminex and a person, or Laminex's relationship with a person, which has acquired a Formica Laminates product, or otherwise gives that person a particular remedy against Laminex, and that legislation or any legislation voids or prohibits any provision excluding, or modifying the application of, or exercise of, any liability under such term, condition, warranty or remedy, then that term, condition warranty or remedy shall be deemed to be included in or, as the case may be, apply to that contract or relationship. However, Laminex's liability for any breach of such term, condition or warranty or under such remedy, shall be limited, at Laminex's option, in any one or more of the ways permitted by that legislation including, where so permitted:
 - a) If the breach related to a Formica Laminates product:
 - i. The replacement of the Formica Laminates product or the supply of equivalent product;
 - ii. The repair of the Formica Laminates product;
 - iii. The payment of the cost of replacing the Formica Laminates product or acquiring equivalent product; or
 - iv. The payment of the cost of having the Formica Laminates product repaired; and
 - b) If the breach relates to services:
 - i. The supplying of the services again; or
 - ii. The payment of the cost of having the services supplied again.
9. Please note that the benefits given by this warranty are in addition to other rights and remedies of the person under a law in relation to the goods or services to which this warranty relates. This warranty should not therefore be read as an exclusive statement of the rights of the original purchaser or any other person.
10. 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.
11. This warranty does not cover any other product used or installed in connection with the Formica Laminates product.
12. This warranty is not transferable or assignable.
13. Any inquiries regarding this warranty should be sent to Formica Laminates Warranties, Laminex, P.O. Box 407, Doncaster VIC 3108. Inquiries can also be made by calling 132 136 or emailing enquiries@laminex.com.au.
14. To claim this warranty, please send the following written details to the address set out above:
 - Your name, address and telephone number
 - Place where the Formica Laminates product was purchased and amount you paid for it. Please also provide a copy of your proof of purchase
 - If the Formica Laminates product has been installed - the address at which it was installed, the date of installation, the name of the person and company that installed it, the quantum of the labour charges necessary for the repair or replacement of the Formica Laminates product (including any quotes you have obtained verifying the labour charges)
 - Description of how the Formica Laminates product is defective and when you found out that it was defective. Please also provide any photographs taken of the defect(s).

After we receive your written claim, we will contact you to discuss. In some circumstances Laminex may need to remove a sample of the installed Formica Laminates product for testing.



Formica Laminates is marketed and distributed by Laminex, a division of Laminex Group Pty Limited ABN 98 004 093 092.

Formica®, Tightform®, AR Plus® Europa™

Return this original warranty form to Formica® Laminates Warranties, Laminex, P.O. Box 407, Doncaster VIC 3108 to ensure your warranty is registered. Remember to retain your proof of purchase.

Name: _____

Place where Formica Laminates were purchased: _____

Address where Formica Laminates are installed: _____

Date installed: _____

Installed by: _____

Date: _____ **Signed:** _____

