



# Decorative Laminate - Velour

## Care and Maintenance

### General Cleaning Instructions

NOTE	DETAILS	
Day to Day Cleaning	<b>STEP 1</b> USE a mild dishwashing detergent diluted in warm water to remove greasy marks. Dab wait and wipe away. Final wipe down with a clean dry cloth (microfibre cloth for best results)	
	<b>STEP 2</b> USE Windex GLASS cleaner if required to resolve any streaky marks left from cleaning STEP 1 Note: Dark colours are more susceptible to showing streaks.	
	<b>W</b> DO NOT use solvents, strongly acidic or alkaline cleaners or cleaners containing alcohol compounds such as methylated spirits or isopropyl alcohol	Claims arising from damaged, dull or etched surfaces are not protected under warranty
	<b>W</b> DO NOT use commercial cleaning agents as they can contain higher concentrations of strong chemicals	Claims arising from damaged or etched surfaces are not protected under warranty
	<b>W</b> DO NOT use waxes or polishes as they can change the surface gloss level	Claims arising from a change of surface gloss are not protected under warranty
	<b>W</b> DO NOT use any product containing high levels of bleach, ammonia, or any solvents or thinners	Claims arising from damaged or etched surfaces are not protected under warranty
	<b>W</b> NEVER use abrasive cleaners – even those in liquid form – as they will mark the surface.	Claims arising from damaged or etched surfaces are not protected under warranty
Managing Surface Spills	<b>W</b> IMMEDIATELY clean spills that contain strong pigments or colourants (artificial or natural), such as: beetroot, turmeric and strongly coloured spice preparations, artificial dyes, hair colouring and solvent based pen ink	Claims arising from staining due to artificial or natural pigments are not protected under warranty
	<b>W</b> IMMEDIATELY clean spills that contain chemicals (artificial or natural), that can etch the surface, such as: grape and berry juices, first aid preparations, concentrated bleach, oven cleaners and concentrated dishwasher detergents and blocks	Claims arising from chemical surface damage are not protected under warranty
	<b>W</b> IMMEDIATE action is required to remove specialty glues such as Super Glue. Remove straight away with non- acetone nail polish remover. Wash effected area down with water and dry with a soft cloth. If glue has dried, first try gently removing with a plastic (not metal) scraper	

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CAUTION!	Common Household staining agents include but are not limited to: Turmeric, Curry & Spice Mix, Bottled Sauce & Condiment mixtures with strong colouring, Beetroot, Coloured cordial bases including frozen ices, Medical preparations eg. Betadine, Marker pens, Hair & Cosmetic Dyes, Leaking batteries
Removing Stubborn Surface Stains	<p><b>IMPORTANT</b> Please note that use of bleach or abrasive cleaners may irreversibly damage the decorative surface. The warranty will not protect against surface damage from these extreme cleaning methods, caution is advised.</p> <p><b>W</b> If a stain cannot be removed with warm soapy water, try Methylated Spirits. Dab the stain, leave for 3 minutes then wash off with water and dry. Finish off with a clean dry cloth (microfibre cloth for best results).</p>
Water Marks	The minerals in water may leave visible trace marks particularly on dark surfaces and gloss finishes. Always dry water from surfaces with a clean dry cloth. Microfibre cloths are particularly effective for simple routine maintenance of this condition.

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### Preventative Maintenance

NOTE	DETAILS
Prevention Tips	<p><b>IMPORTANT</b> In caring for your decorative surfaces, prevention is the best way to look after your investment</p>
Dark Surfaces	Darker colours will show scratches & marking more readily than lighter colours and therefore require more care and maintenance
Preventing Scratches	<p><b>W</b> DO NOT use scouring pads, metal brushes, steel wool or abrasive/gritty cleaners (even those in liquid form) as they will damage the surface.</p> <p><b>W</b> DO NOT drag or slide objects (including: utensils, knives and unglazed pottery) over the edge of your decorative doors and panels. Harsh treatment of the edging surface may affect the bond and abrade the finish. Always place and lift objects from the surface.</p>
Preventing Heat Damage	<p><b>W</b> DO NOT place hot objects, electrical appliances or pots straight from the oven or cooktop onto or near the Formica decorative surface.</p> <p>Care should be taken with oversize pots and pans that protrude past the cooktop particularly with gas appliances. Heat may deflect onto the decorative benchtop surface and edging. Damage caused by excessive heat is not protected under warranty.</p>
Preventing Chemical Damage	<p><b>W</b> DO NOT use any of the following products to clean or permit contact with your Formica decorative surface: Commercial Cleaning Products, Undiluted bleach, Oven Cleaner, Toilet Cleaners, Solvents, Thinners, Turpentine, Graffiti Cleaners (including Easy-Off BAM, Muck Off), Ammonia, Acetone, Jewellery Cleaning Solutions, Petrol, Acids, Rust &amp; Limescale Remover including CLR</p> <p>When using your decorative surface as a work area, exposure to a range of potentially damaging products is possible. Use protective mats or boards, keeping these in the area nearby for ease of access and always using them to protect the surface. Under-bench doors and panels are particularly prone to drips and spills going unnoticed. Attend to any chemical contact with the decorative surface immediately and flush the area with water.</p>
	<p><b>W</b> Failure to follow these instructions may impact the protection offered by the Warranty.</p>