



**V.H. WILLIS**  
Muscatine, Iowa • Est. 1949

LAMINATE COUNTERTOP

## CARE INSTRUCTIONS

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### USE AND CARE GUIDELINES

Our laminate countertops are designed for aesthetic as well as durability. Like other surfacing materials, laminate can be damaged by abuse and carelessness. When used 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. For example, high gloss finish laminates 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

Our laminate surfacing material is 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

### HOT OBJECTS

Cookware still hot from the stove, oven or microwave, as well as electric skillets, 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.

### ORDINARY CLEANING

Laminate surfacing material is very easy to clean.

- In most cases, you only need to use a clean, damp, nonabrasive 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.

### SCULPTURE 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.

### ABRASIVES

Abrasive pads, scouring powders or cleaners may permanently dull and scratch the laminate surface making it susceptible to staining. Ceramics, including unglazed materials and other abrasive objects, can cause scratching and premature wear – do not slide these items across surface.

## 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. Accidental spills or splatters from these compounds should be wiped off immediately, and the area rinsed thoroughly with water.

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

ceramic cooktop cleaners	some countertop cleaners
drain cleaners	some disinfectants
lime scale removers	toilet bowl cleaners
metal cleaners	chlorine bleach
oven cleaners	tub & tile cleaner
rust removers	coffeepot cleaners

## 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.

### 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® (original formulation) 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. V.H. Willis Company 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 stains that may disappear on their own after a short time or with repeated cleanings include:

coffee and tea stains	food stains
finger prints	glass rings
food dyes	water marks

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

cash register ink	lemon juice
food pricing ink	marker ink
inedible inks	newsprint
label inks	wood stains

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

hair dye	povidone-iodine
pharmaceuticals	Red-2B dye
laundry bluing	silver nitrate
peroxide	tannic acid
Mercurochrome®	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.

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## LIMITED WARRANTY

Orders must be confirmed in writing. Phone orders are taken to the best of our ability. Without written confirmation, misinterpretation is the customer's responsibility. Upon receiving, a customer or authorized person must be present to accept full responsibility of product upon delivery. Our one year guarantee covers defective material and workmanship only. Damage after the customer has received the tops, either during storage or installation is not covered.

Damage due to improper use of abrasives or cleaners or damage to particle board caused by liquid will also not be covered as seams are not water tight. Damage due to alteration of original unit or labor costs involved in either the removal of the original product or installation of the replacement will not be covered. Damage due to hot pans or utensils on countertop surfaces will not be covered.

Upon a valid claim, we will do one of the following solutions. 1. Repair the product to the original condition. 2. Replace the product. 3. Refund the purchase price of our invoice. In the event that V.H. Willis chooses number 2 or 3 in the list above, the original product must be returned to V.H. Willis Company within 45 days of the receipt of our remedy.