

CLEANING & CARE INSTRUCTIONS MASTER OAK DECORATIVE PANELS

PRODUCT	Master Oak HPL (all types)	DATE	10-5-2022
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1. PRODUCT DESCRIPTION

HPL board: high-pressure laminate in accordance with EN438-3 is composed of layers of impregnated paper compressed at high pressure and high temperature. HPL boards are available as a top finishing for bonding to a base board (e.g. chipboard, MDF, plywood, etc.) or as a self-supporting Compact HPL board.

HPL boards are available with a wide range of designs (e.g. solid colours, wood and stone reproductions) with a specific surface finish (e.g. wood structure, pearlised structure, textile structure, etc.)

2. GENERAL

HPL are easy to clean, provided that they receive regular care.

No special cleaning agents are required, but we do recommend using **all-purpose cleaner** or **glass cleaner**. Commercially available care products are sufficient, provided that they are used correctly and regularly.

Maintenance products containing **ethanol, alcohol or propanol** can also be used to clean the surface. The use of **acetone** is also permitted, but it should always be rinsed off with lukewarm water so that the product does not take effect for more than 2 minutes.

3. DO NOT USE THE FOLLOWING PRODUCTS FOR CARE

- washing-up liquid
- Abrasive, aggressive cleaning agents, such as abrasive sponges, steel wool, sand paper
- Products with hydrogen peroxide
- Floor cleaners containing linseed oil, washing powder, furniture and plastic cleaners containing silicon, bleach, petroleum-based cleaners, turpentine, solvents (e.g. cellulose thinner), scouring powder and care products containing abrasive components, white spirit
- Care products containing strong (undiluted) acids, bases and salts
- High-pressure cleaners
- Paint stripper

TIP: Always test a new cleaning product on a small spot before cleaning the whole surface.

4. INSTRUCTIONS FOR DAILY CARE

We recommend removing all greasy marks, marks and dirt as quickly as possible, ideally within 48 hours. The longer the dirt remains on the surface, the more difficult it will be to remove it afterwards (e.g. coffee and wine stains,...). The surface can be cleaned several times a day with general cleaning products such as glass cleaner or all-purpose cleaner, without affecting the

surface. **Always clean the entire surface.** This will help to prevent the surface from becoming shiny in certain places over time.

The recommended step-by-step plan for cleaning the surface:

1. **Remove large amounts of dirt or dust (if present)** with a soft brush or dry cloth and make the surface as clean as possible.
2. **Use a sponge or microfibre (lint-free) cloth** to clean the surface. Mix all-purpose cleaner with water, or spray glass cleaner directly onto the surface. Please note: **avoid washing-up liquid.** This contains oil to protect the skin. The result? It may leave a film on your panels that will become visible over time.
3. **Gently rub the maintenance product into the surface** and leave it to take effect (max. 5 minutes).
Tip: If your surface has a smooth, more even (e.g. super matt) surface finish? In this case, clean using **circular movements**. If your surface has a linear or pronounced surface structure, rub **in the direction of the structure** (instead of across it), as this will prevent the dirt from getting into the structure.
4. **Rinse the surface thoroughly with lukewarm water** to remove all traces of the cleaning product.
5. **Wipe the surface dry** with a soft, dry cloth to avoid streaking. Avoid using paper, especially if the surface has deep surface structures. Small pieces of paper may get stuck in the structure of the design.

If your surface isn't completely spotless after an initial clean, repeat all 5 steps.

5. INSTRUCTIONS FOR HARD-TO-REMOVE STAINS

For certain stains such as nail polish, alcohol marker, paint stains, ballpoint pen stains, etc., the recommended step-by-step plan described above may not be sufficient to completely clean the surface.

Recommended step-by-step plan for hard-to-remove stains:

1. **Remove large amounts of dirt or dust (if present)** with a soft brush or dry cloth and make the surface as clean as possible.
2. **Use a sponge or microfibre (lint-free) cloth** to clean the surface. **Mix acetone with water** and apply this onto the surface.
3. **Gently rub the acetone mixed with water into the surface** and leave it to take effect (max. 2 minutes).
Tip: If your surface has a smooth, more even (e.g. super matt) surface finish? In this case, clean using **circular movements**. If your surface has a linear or pronounced surface structure, rub **in the direction of the structure** (instead of across it), as this will prevent the dirt from getting into the structure.
4. **Rinse the surface thoroughly with lukewarm water** to remove all traces of the acetone.
5. **Wipe the surface dry** with a soft, dry cloth to avoid streaking. Avoid using paper, especially if the surface has deep surface structures. Small pieces of paper may get stuck in the structure of the design.

If your surface isn't completely spotless after an initial clean, repeat all 5 steps.

A **magic sponge** (e.g. Mr Proper Magic Gum) combined with a general, non-abrasive cleaning product may be used for (very) hard-to-clean stains. Rub gently over the surface, never press too hard. We recommend cleaning the entire surface, not just the stain, so that the surface is cleaned evenly. Use the magic sponge if the recommended step-by-step plan for cleaning the surface does not have the desired result.

6. REMOVAL OF MICRO-SCRATCHES

Micro-scratches on panels with pronounced surface finishes (deep wood structures) can occur during transport or processing as a result of friction between the panels. We recommend using a forklift truck to move the panels or to do the work manually with 2 people, to prevent two panels from coming into contact with each other.

Should small micro-scratches occur due to the friction of two panels, we recommend following this step-by-step plan:

1. **Clean the surface with a clean soft cloth and lukewarm water.** There is no need to add a cleaning product. Rub in the direction of the structure (instead of across it).
2. **Wipe the surface dry with a soft, dry cloth** to avoid streaking. Avoid using paper, especially if the surface has deep surface structures. Small pieces of paper may get stuck in the structure of the design.

If the micro-scratches have not yet completely disappeared, repeat these steps.

7. REMOVAL OF DUST DURING PROCESSING OF PANELS

Your panelling products may come into contact with dust when you process them. On surfaces with deep or pronounced surface structures, the dust can get into the grains of the surface finish.

We recommend following this step-by-step plan:

1. **Remove large amounts of dust** with a **soft brush** or **air brush**.
2. **Rub in the direction of the structure** (instead of across it), as this will prevent the dust from getting deeper into the structure.
3. **Clean the surface with a clean soft cloth and lukewarm water.** There is no need to add a cleaning product.
4. **Wipe the surface dry with a soft, dry cloth** to avoid streaking. Avoid using paper, especially if the surface has deep surface structures. Small pieces of paper may get stuck in the structure of the design.

If the dust has not completely disappeared after the first cleaning, repeat the step-by-step process.

8. REMOVAL OF ADHESIVE RESIDUES DURING PROCESSING OF PANELS

Your panelling products may come into contact glue during processing. **Use tape** to protect your surface when gluing HPL to a substrate. Glue residues are best removed immediately, before the glue has dried and hardened. Do this with lukewarm water and a soft cloth.

If the glue has already hardened, we recommend following this step-by-step plan:

1. **Use a microfibre (lint-free) cloth and some lukewarm water** to clean the surface.
2. Apply a **DN type plastic cleaner** using a soft, clean cloth or directly to the surface in the event of multiple stains. Allow the product to take effect for a maximum of 5 minutes.

Tip: If your surface has a smooth, more even (e.g. super matt) surface finish? In this case, clean using **circular movements**. If your surface has a linear or pronounced surface structure, rub **in the direction of the structure** (instead of across it), as this will prevent the dirt from getting into the structure.

3. **Rinse the surface thoroughly with lukewarm water** to remove all traces of the DN type plastic cleaner.
4. **Wipe the surface dry** with a soft, dry cloth to avoid streaking. Avoid using paper, especially if the surface has deep surface structures. Small pieces of paper may get stuck in the structure of the design.

If your surface isn't completely spotless after an initial clean, repeat all 5 steps.

9. CARE OF MATTE OR DEEP SURFACE STRUCTURES

Boards with a **very deep surface finish** can be cleaned by following the general instructions for daily care. It is important not to use paper to clean the surface (paper residue can get stuck in the structure) and to rub in the direction of the structure, and not across it, to prevent the dirt from being rubbed into the structure rather than removed from it.

Boards with a **matte or glossy (more even & smooth) surface finish** can be cleaned by following the recommended step-by-step plan. It is best to clean these types of surface finishes with a circular movement.

10. GENERAL RECOMMENDATIONS

- Never place hot objects such as saucepans directly onto the surface.
- Never use the surface as a cutting board, always use a wooden or plastic cutting board.
- If in doubt about the procedure that you need to follow to clean the surface or treat specific marks or the use of a specific care product, please contact your local Unilin representative or dealer for expert advice.

Contact Us

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