

Colors

Sinks

Edges

Care & Use

Warranty

FAQ

Merchandising

Care & Use
Warranty - FAQ

PRACTICAL. FUNCTIONAL. BEAUTIFUL.

HI-MACS[®]

Solid Surface

HI-MACS CARE AND USE GUIDE

With the proper care HI-MACS will look beautiful year after year.

If you have searched long and hard for a superior quality, durable and tough material, we would like to congratulate you on choosing HI-MACS. HI-MACS is hard-wearing, extremely resistant to stains and is easy to maintain. We would like to provide you with a few simple tips and hints on caring for your product so that you can enjoy its exceptional quality for many years to come.

General day-to-day stains

HI-MACS is a completely homogenous material. Since it is non-porous, you can simply and easily clean it with a damp cloth or sponge and a mild detergent. You can also use an abrasive cleanser like Ajax® or Comet® on all matte finishes. If you do use an abrasive cleaner, we recommend periodically cleaning the entire surface in a circular motion to maintain uniformity. Avoid using strong acidic cleansers (like those designed for drains, toilets or ovens). Some of them can cause whitening which can be difficult to remove.

Tougher stains

Tougher stains, caused by food coloring, tea or fruit juice can easily be removed using full strength household bleach. Do not leave the bleach in contact with the work surface for more than five minutes. Clean the surface with an all-purpose cleaner and rinse with clean water. You can also use a scouring agent such as Ajax® or Comet® on matte finishes rubbing in a circular motion. Nail varnish can easily be removed with nail varnish remover (acetone-free) or a scouring agent.

Burn marks

If a lit cigarette should come in contact with your countertop, a nicotine stain or a scorch mark can occur. Use an abrasive cleaner or buff in a circular motion with a Scotch Brite™ pad to remove.

Acidic cleaning agents

A number of cleaning agents contain acids, such as methyl chloride or acetone. Avoid using these on a HI-MACS surface. Should one of these products accidentally come into contact with the material, as a precautionary measure, rinse the surface with soapy water to prevent any discoloring from taking place.

Hot objects

Hot saucepans or pots straight out of the oven should not be laid directly on the HI-MACS surface. Use of a heat pad or trivet is recommended to prevent damage. If you pour boiling liquids into a HI-MACS sink, you should also run the cold water at the same time.

CARE & USE

Scratching

HI-MACS performs exceptionally well with the normal wear and tear of everyday life. The appearance of minor scratches on the surface of the material is normal and does not affect its performance. Avoid pointed or sharp-edged objects to minimize scratching. Light scratches can be easily removed by the consumer however we recommend the services of a professional for especially deep cuts.

Ajax® is a registered trademark of Colgate-Palmolive Company.

Comet® is a registered trademark of Procter & Gamble™.

Scotch Brite™ is a registered trademark of 3M.

WARRANTY

HI-MACS 15 YEAR RESIDENTIAL LIMITED WARRANTY

LG Hausys expressly warrants that it will repair or replace this product, free of charge, if it fails due to any manufacturing defect during the first 15 years after initial installation. If it is determined by LG Hausys or its authorized warranty service agent that a defect in the material exists within the fifteen year period, LG Hausys will, at its sole option, repair or replace the defective HI-MACS materials in accordance with the following warranty provisions and exclusions.

Terms and Conditions

The 15 year limited warranty applies to HI-MACS solid surface materials only.

The 15 year limited warranty applies to HI-MACS solid surface materials that have been purchased through The Home Depot and installed by the LG Hausys certified fabricator in accordance with the Fabrication Guide Book for transportation, storage, handling, fabrication, and installation. Improper fabrication or installation is the responsibility of the fabricator/installer.

This warranty applies to HI-MACS materials that have been properly maintained in accordance with the Care & Maintenance Guidelines available at www.LGhimacsusa.com.

This warranty applies to HI-MACS materials that have been permanently installed and have not been moved from the original location.

Exclusions This warranty shall not apply to :

- Products and/or materials that have not been paid in full.
- Issues or occurrences that are inherent characteristics of HI-MACS, regardless of whether viewed as a defect by the purchaser.
- Damage caused by faulty or improper fabrication and installation, including but not limited to, seams, seam performance, and caulking.
- Damage caused by any instability or improper support occurring in the property in which the product has been installed, including but not limited to, shifting, settling, or movement of the substrate.
- Damage caused to any materials that have been moved, removed or relocated from its original place of installation.
- Damage caused by any form of abuse, accidents, or misuse, including but not limited to, scratches, burns, stains, or cracks.
- Damage caused by exposure to heat, including but not limited to, white rings or marks, and cracking that occurs near a cook top that transmits heat through a cooking device that extends over or near the countertop for an extended period of time.
- Damage or cracking caused by thermal shock.
- Color variance or variations in color and/or pattern on repairs. Exact matching of color on repair work performed in conjunction with this warranty is not guaranteed.

WARRANTY

LG Hausys is not responsible for damage or injury caused in whole or part by acts of God, job site conditions, architectural or engineering design, structural movement, acts of vandalism, or accidents.

This warranty is extended to the original purchaser and may be transferred or assigned. A purchase receipt or other acceptable proof of purchase will be required before warranty service is rendered. If transferred, a new warranty registration must be submitted with proof of the original purchase. The new warranty will be valid for the remaining time since the original purchase.

No other express or implied warranties of merchantability or fitness for a particular purpose are made by this warranty except for those expressly provided herein. Under no circumstances shall LG Hausys be liable for any loss or damage arising from the purchase, use or inability to use this product, or for any special, indirect, incidental or consequential damages.

This warranty entitles the purchaser to specific legal rights. Other rights may also be available, which may vary from state to state. Some states do not permit the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitation or exclusion may not apply to you. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.

LG Hausys America, Inc.
900 Circle 75 Parkway, Suite 1500
Atlanta, GA 30339

Warranty Registration

Customers are encouraged to visit our website for warranty registration.

<http://www.LGhimacsusa.com>

What is HI-MACS?

HI-MACS is acrylic that is more than just beautiful. They perform. They endure. They are easy to clean and maintain. They are an investment that will pay dividends for years and years. HI-MACS sheets are manufactured using state-of-the-art technology. Most colors are produced in the United States just outside of Atlanta, GA.

Can I place a hot pan/pot on my HI-MACS surface?

Avoid placing hot pans/pots directly from the burner or oven onto your countertops. Although HI-MACS countertops can withstand high temperatures for short durations, prolonged or extreme heat may cause yellowing. You should always use a heatpad or trivet to protect the surface.

Do dark colors show wear and tear?

All dark colors of any solid surface material including HI-MACS require more maintenance to keep their “like-new” appearance. Under ordinary use, darker colors will show dirt, scratches, rubs, fingerprints and watermarks more than as compared to lighter colors or patterns.

What if I damage my countertop?

HI-MACS is repairable. Nicks, scratches, stains or cracks can be removed and the surface restored to its original state by a certified professional.

Can I use HI-MACS as a cutting board?

No, it is not recommended. Although minor scratches can be easily removed, regular cutting on your countertop will damage the surface. A separate cutting board is recommended.

Will anything stain my HI-MACS countertop?

Because HI-MACS is homogeneous, it withstands most everyday stains, and HI-MACS will not promote the growth of mildew, mold or bacteria.

Is there any special care needed for HI-MACS?

Because HI-MACS is non-porous, wax or sealant is not required. Normal cleaning only requires a damp cloth and a mild cleanser. Avoid using strong acidic cleansers (like those designed for drains, toilets or ovens). Some can cause whitening, which can be difficult to remove.

Please refer to the care and use guide for more detailed information.

What does my 15-year fully transferable warranty cover?

LG Hausys expressly warrants repairing or replacing HI-MACS free of charge, if it fails due to any manufacturing defect during the first 15 years after installation. For additional warranty information, please refer to the warranty section in this guide.

What about environmental issues?

LG Hausys is committed to providing environmentally sensitive products that meet the demands of everyone from its employees to designers, installers and consumers. LG Hausys installed state-of-the-art, air quality control equipment when building its U.S. plant, so its air treatment programs exceed environmental minimums established by the EPA.

Is HI-MACS a green product?

Ecological innovations such as continual use of recycled materials and high potential for earning LEED® certification make LG Hausys a state-of-the-art supplier for all industries. The HI-MACS production facility has reduced water waste output substantially each year. By re-purposing previously discarded materials and deploying an aggressive waste analysis and separation process, the solid waste output has been reduced by almost 90%. Sustainability is the mindset at LG Hausys. The campaign to soften the impact on the environment is ongoing and never-ending. LG Hausys is designing responsibly today for a better tomorrow.

For general inquiries on LG Hausys, contact us at : 888-441-9966