

EVERFORM™ SOLID SURFACE



TECHNICAL DATA

RECOMMENDED APPLICATION

Everform™ Solid Surface is a solid homogeneous material suitable for many functional and decorative applications. It is a fully densified composite of modified resin and mineral filler. The product is available in the following forms:

- Sheet stock in ¼" (6.4mm) and ½" (12.7mm)
- Kitchen sinks, single and double bowl designs
- Vanity bowls
- Edge strips and windowsills

Everform™ Solid Surface is ideally suited for domestic use in the kitchen and bathroom. It is also widely specified for a full range of uses in offices, banks, restaurants, hospitals and other commercial applications.

FABRICATION AND ASSEMBLY

Refer to the Everform™ Solid Surface Fabrication Guide (FTG-0923) by Formica Group for full information on working with Everform™ Solid Surface. Follow accepted standard practices and safety procedures.

LIMITATIONS

Everform™ Solid Surface is not recommended for certain applications, which include: exposure to heat sources that may elevate material temperature above 175°F (79°C), including hot pads for cookware, as excessive heat may cause stress fractures; below-grade wall surfacing, if moisture can affect the adhesive bond; exterior use, due to the possibility of some color change caused by exposure to direct sunlight. The ¼" (6.4mm) thick material should not be used for countertops or other horizontal applications. Exposure to certain strong chemicals may be harmful; refer to the Use and Care section for specific recommendations. Do not allow dry ice to come in contact with Everform™ Solid Surface sheets or sinks.

STORAGE

Everform™ Solid Surface sheets should be stored horizontally on the shipping skids. If the skids are stacked, limit the stack to three (3) skids high and only stack skids of the same size. Store the skids of Everform™ Solid Surface on a flat horizontal surface or support with at least three (3) cantilever rack arms. If sheets are stored individually, they should be stored flat horizontally and well supported to prevent sagging and warping. Do not put long sheets on top of shorter sheets.

Everform™ Solid Surface should not be stored vertically; this can cause warping within the sheet.

- Everform™ Solid Surface kitchen sinks and vanity bowls may be stacked up to six (6) boxes high of the same size.

PRECONDITIONING

Everform™ Solid Surface sheets, sinks, bowls and adhesives should be 65°F (18°C) or warmer prior to fabrication.

SUBSTRATES AND SUPPORTS

Everform™ Solid Surface sheets for horizontal surfaces such as countertops should be supported every 18" (457mm) for ½" (12.7mm) thickness. Do not use ¼" (6.4mm) thick sheets for horizontal applications.

- Do not use a full wood underlayment as a support for horizontal sheets.
- Restrict unsupported overhang to 6" (152.4mm) for ½" (12.7mm) thick Everform™ Solid Surface sheets.
- Do not use particle board.

ADHESIVES

For seams and drop edges, use Everform™ Solid Surface Seaming Cartridge.

Wood and wood veneer inserts (as in some drop-edge designs) can be bonded to Everform™ Solid Surface with clear epoxy adhesive or clear silicone sealant.

When attaching Everform™ Solid Surface countertops to cabinets, use dime-size dabs of a clear silicone sealant every 12"–18" (304.8–457.2mm), then lower the unit into place.

When installing vertical panels for shower and bath surrounds, use a clear silicon adhesive. Apply a ⅜"–¼" bead around the perimeter and at 6"–8" intervals in the middle.

When installing backsplash sections, use a clear silicone adhesive. If the backsplash is less than 8" (203.2mm) high, it may be bonded to the countertop using Everform™ Solid Surface Seaming Adhesive.

ASSEMBLY

When countertops are placed between walls, allow ⅛" (3.2mm) space per 10' (3.05m) length for dimensional movement.

All inside corners of cutouts must be radiused as large as possible, to a minimum of ½" (12.5mm), and reinforced with Everform™ Solid Surface corner blocks to avoid stress cracking. The edges and corners should be sanded smooth and free of chips or nicks. Two layers of heat-conductive aluminum tape must be used for drop-in stoves and around heat sources to protect from thermal stress. See the latest Everform™ Solid Surface Fabrication Guide (Form No. 10-003) for details.

POLISHING

Consult Everform™ Solid Surface Fabrication Guide (FTG-0923) for detailed information.

PRODUCT AVAILABILITY

Sheet Stock is generally available in two thicknesses, in the following nominal sizes:

THICKNESS	WIDTH	LENGTH	WEIGHT
1/4" (6.4mm)	30" (76.2cm)	98" (248.9cm)	2.2lb/ft2
1/2" (12.7mm)	30" (76.2cm)	145" (368.3cm)	4.3lb/ft2

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TECHNICAL DATA

HOW TO SPECIFY

Solid surfacing material shall be Everform™ Solid Surface provided by Formica Corporation, Cincinnati, Ohio

SHEET STOCK			
Thickness	Width	Length	Color
KITCHEN SINK			
Model No.	Color		
VANITY BOWLS			
Model No.	Color		
EDGE STRIPS/WINDOWSILLS			
Thickness	Width	Length	Color

Compositions which typically DO NOT stain Everform™ Solid Surface sheets and sinks:

Beet Juice	Mustard
Bleach	Olive Oil
Butyl Acetate	Pig Blood
Butyl Ether	Soap (5%)
Catsup	Sodium Sulfate (10%)
Citric Acid (10%)	Soy Sauce
Coffee	Tea
Detergent (5%)	Toluene
Ethyl Alcohol (50%)	Tomato Juice
Gasoline	Trisodium Phosphate (1%)
Grape Juice	Vegetable Oil
Hydrogen Peroxide	Vinegar (Acetic Acid)
Isopropyl Alcohol (70%)	Wine
Lemon Juice	Xylene
Methyl Acetate	Zinc Chloride (10%)
Methyl Ethyl Ketone	

Compositions which COULD stain Everform™ Solid Surface sheets and sinks:

Acetone	Methyl Red
Benzyl Ammonium Chlorides * (Anti-germicidals)	Nail Polish
Cupra Ammonia	Providine Iodine (10%)
Hydrochloric Acid	Red Food Dye
Inks	Shoe Polish
Mercurochrome (2%)	Sodium Hydroxide
Methiolate (1%)	Sulfuric Acid
Methyl Orange	Washable Ink

* Wipes and Solutions used to sterilize medical environments

* Stains can normally be removed by following the Everform™ Solid Surface Use and Care Instructions.

USE AND CARE

Everform™ Solid Surface is not only one of the most beautiful surfacing materials available today, but also one of the most durable. A product of sophisticated modern technology, Everform™ Solid Surface is resistant to stains, bacteria, and impact. It is nonporous, with the same color and pattern running throughout its thickness. This combination of features provides a deep, rich appearance that's easy to care for, so its beauty can be preserved for years to come.

Do not use over-the-counter cleaners that contain strong acids (e.g. cleaners for tile, grout, ceramic stove tops, toilet bowls, etc.).

NORMAL CLEANING – LIGHT COLORS WITH A MATTE OR SATIN FINISH:

Everform™ Solid Surface is nonporous and can be easily wiped clean with a damp cloth or sponge and mild detergents or general purpose cleaner such as Mr. Clean® or Lestoil®. If you have a Matte finish, abrasive cleansers like Ajax®, Bon Ami® or Comet® may also be used. Periodically, it may also be helpful to go over the entire surface with an abrasive cleanser or a wet 7447 Scotch-Brite® pad (if Matte finish) or a wet 7448 Scotch-Brite® pad (if Satin finish) to maintain a uniform appearance. Rinse with water and towel dry.

NORMAL CLEANING – DARK COLORS WITH A SEMI-GLOSS OR GLOSS FINISH:

Dark colors usually have a higher gloss than a Matte finish. Maintenance is generally limited to wiping with a mild detergent on a damp cloth and wiping dry.

DISINFECTING RECOMMENDATIONS

The following branded cleaners and disinfectants are approved for Everform™ Solid Surface when used according to recommended guidelines. The products are grouped by active ingredient type. All products on these lists meet the EPA's criteria for use against SARS-CoV-2, the virus that causes COVID-19. To avoid surface damage or discoloration, wipe the surface clean to avoid leaving disinfecting liquid open on the surface. It is also recommended to follow disinfecting with a warm water wash using a soft cloth and then dry the surface. Always follow the manufacturers' guidelines and safety precautions for these products.

For EPA updates on the current List N and Frequently Asked Questions about disinfectants related to coronavirus visit:

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

ISOPROPANOL, IPA, RUBBING ALCOHOL

SODIUM HYPOCHLORITE (BLEACH)

Clorox Healthcare® Bleach Germicidal Wipes

Clorox® Brand Regular Bleach

Sani-Cloth® Bleach Germicidal Wipe

Caviwipes™ Bleach

Dispatch®

Lysol® Brand Bleach Mold/Mildew Remover

All related brands containing bleach

EVERFORM™ SOLID SURFACE



TECHNICAL DATA

SOME SIMPLE PRECAUTIONS

Do not place hot pans directly from the burner or oven on the countertop surface. Even though Everform™ Solid Surface can withstand up to 175° F, prolonged or extreme heat could cause damage to the surface. A trivet should always be used under all heated appliances, such as crock pots, electric fry pans, coffee pots, etc. Extreme temperature swings should be avoided. When pouring hot water (from boiling pasta, potatoes, etc.) into sink, always run warm water to reduce temperature extremes.

Do not use your countertop as a cutting board. Although minor cuts and scratches on a matte finish can be repaired by the consumer, deep cuts and high gloss finished tops will require the service of a professional, which is an extra expense. (An extra piece of Everform™ Solid Surface from your fabricator makes an excellent cutting board to protect your counter.)

Do not stand or sit on your countertop.

No dry ice. Do not allow dry ice to come in contact with Formica Solid Surfacing sheets or sinks.

SPILLS AND STAINS

While most everyday spills can be removed with the cleaning techniques listed, some troublesome spills and stains such as food dye, tea and fruit drinks may require more aggressive cleaning. These items can be removed using full-strength bleach for two to five minutes, followed by a general cleaner and flushing with water. On Matte finish, if you prefer, you can scrub with an abrasive cleanser.

Strong acids such as those found in drain, toilet bowl and oven cleaners should be used cautiously around Everform™ Solid Surface. If these items are accidentally spilled, wipe them up at once and rinse with water. Some of these items, if left on the surface, may cause whitening, which can be difficult to remove.

Should a burning cigarette accidentally come in contact with the surface, it could leave a nicotine stain or a scorch mark. Either of these can be removed by cleaning with an abrasive cleanser or buffing with a Scotch-Brite® pad.

REMOVING SCRATCHES

To remove fine scratches or burnished areas from the surface of a dark colored solid surface:

Pour some mild abrasive liquid such as Comet® Cleanser or Soft Scrub® on a soft damp sponge or damp cotton cloth. In a circular motion, rub the area you wish to repair. Mild pressure should be applied. Clean the area thoroughly with clean water and wipe the surface until it is completely dry. Inspect to see surface to see if the damage has been repaired, if not, repeat steps 1–3.

For the deeper scratches, more aggressive abrasives may be required.

Gray (ultra fine) for satin finish 3M Scotch-Brite #7448 or Mirka® Mirlon #448

White (super fine) for buffing the finish 3M Scotch-Brite #7445 or Mirka® #445

Soak the Gray pad in clean water. In a circular motion, rub the area you wish to repair. Mild pressure should be applied. Clean the area thoroughly with clean water and wipe the surface until completely dry. Check to see if the damage has been removed.

If not, repeat until damaged area is renewed.

Soak the White pad in clean water. In a circular motion, rub the area previously sanded with the Gray pad. Clean the area the thoroughly with clean water and wipe the surface until completely dry. Check to see if the area has been blended to back to the original finish. Rubbing of the entire surface with the White pad may be necessary to blend the repaired area to the whole area.

Matte Finish: Sand with 220-grit sandpaper on sanding block. Use small circular motions until scratch is gone. Blend finish with an abrasive cleanser and a maroon 7447 Scotch-Brite® Pad.

Satin Finish: Sand with 320-grit sandpaper on sanding block. Use small circular motions until the scratch is gone. Blend finish with Soft Scrub® Cleanser (or equivalent) and a gray 7448 Scotch-Brite® pad.

Semi-Gloss Finish: Sand with 600-grit sandpaper on sanding block. Use small circular motions until the scratch is gone. Blend finish with a nonabrasive cleanser and a white 7445 Scotch-Brite® pad.

Polished Finish: Specialized tooling is required to achieve a high-gloss finish. Please contact your professional fabricator.

Maintenance is limited to cleaning with mild detergents or non abrasive countertop cleaners and a soft cloth. Should the above maintenance steps create a variation in the surface finish, proceed with the final blending step over the entire countertop surface.

Mr. Clean, Lestoil, Ajax, Comet, Scotch-Brite, Bon Ami, Countertop Magic, Plexus and Soft Scrub are all trademarks of their respective owners.

PRODUCT PERFORMANCE PROPERTIES (ACRYLIC BASE/ POLYESTER PARTICLES SOLID SURFACE SHEETS ONLY)

PROPERTY	RESULT	TEST
Fungal Resistance	Fungus Resistant – No growth	ASTM G21
Bacterial Resistance	Bacterial Resistant – No growth	ASTM G22
Izod Impact	0.21	ASTM D256
Barcol Hardness	65	ASTM D2583
Ball Impact Resistance*	No fracture at 170 inch drop	NEMA LD3-3.8
Tensile Properties		
Tensile Strength	2340 psi	ASTM D638
Tensile Modulus	1.4 x 10 ⁶	

EVERFORM™ SOLID SURFACE



TECHNICAL DATA

PRODUCT PERFORMANCE PROPERTIES (ACRYLIC BASE/ POLYESTER PARTICLES SOLID SURFACE SHEETS ONLY) CONT'D:

PROPERTY	RESULT	TEST
Flexural Properties		
Flexural Modulus of Elasticity	1.1 x 10 ⁶	ASTM D790
Flexural Modulus	1.1 x 10 ⁶	
Water Absorption	0.190% to 0.251% long term	ASTM D570
Thermal Expansion	0.201 to 0.224%	ASTM D696
Specific Gravity	1.671 to 1.816	ASTM D792
Flammability (Meets requirements for Class I and Class A)		
Flame Spread	0.5" to 1.18" (3cm thickness) < 10 e Series < 20	ASTM E-84-05, ANSI/UL 723
Smoke Developed	0.5" to 1.18" (3cm thickness) < 175 e Series < 400	
Colorfastness	Pass ΔE < 2.0	ANSI Z124.6-1997 5.1
Stain Resistance	Pass	ANZI Z124.6 1997 5.2
Wear & Cleanability	Pass	ANZI Z124.6 1997 5.3
Boiling Water Resistance	No effect to moderate effect	NEMA LD3-3.5
High Temperature Resistance	Moderate to no effect	NEMA LD3-3.6

* Based on 1/2" material

* Ball Impact Resistance: Tested with 1/2 lb. steel ball, no fracture was reported at 113.5", the maximum height of the impact tester.

PRODUCT PERFORMANCE PROPERTIES (ACRYLIC SOLID SURFACE SHEETS)

PROPERTY	RESULTS	TEST METHOD
GENERAL:		
THICKNESS TEST	0.500"	NA
SPECIFIC GRAVITY	1.6	ASTM D 792
WATER ABSORPTION (24HRS)	0.04%	ASTM D 570
MECHANICAL:		
TENSILE STRENGTH	4,000 PSI	ASTM D 638
TENSILE MODULUS	1,100,00 PSI	ASTM D 638
TENSILE ELONGATION	2.10%	ASTM D 638
FLEXURAL STRENGTH	8,000 PSI	ASTM D 790
FLEXURAL MODULUS	1,100,000 PSI	ASTM D 790
BARCOL HARDNESS	60	ASTM D 2583
ROCKWELL HARDNESS	86	ASTM D 785
UN-NOTCHED IZOD IMPACT	1.4 FT. LBS/INCH	ASTM D 4812
NOTCHED IZOD IMPACT	0.14 FT. LBS/INCH	ASTM D 256
BALL IMPACT	>150"	NEMA LD3-3.8
THERMAL :		
DTUL @ 264 PSI	200°F	ASTM D 648
COEFFICIENT OF THERMAL EXPANSION	2.3 x 10 ⁻⁵ IN/IN°F	ASTM D 696
BOILING WATER RESISTANCE	NO EFFECT	ISSFA SST 8.1-100
HIGH TEMPERATURE RESISTANCE	NO EFFECT	ISSA SST 9.1-100
FLAME SPREAD INDEX	<25	ASTM E 84
SMOKE DEVELOPMENT INDEX	<25	ASTM E 84
COMBUSTION TOXICITY	SOLID COLORS - 98 PATTERNS	PITTSBURGH PROTOCOL (LC50 TEST)
FOOD ZONE IN USE	NSF 51 APPROVED	NSF

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TECHNICAL DATA

CODES AND SPECIFICATIONS

NSF 51, Greenguard GREENGUARD CERTIFICATION

Any information or suggestion provided by Manufacturer concerning applications, specifications or compliance with codes or standards relating to Formica® brand products is provided solely for your convenient reference and without any representation as to accuracy or suitability. Manufacturer disclaims any legal responsibility with respect to such information or suggestions. The user must independently verify and test the suitability of any information or products for their own particular purpose or specific application.

All reports on test data or other technical data apply only to the actual product tested, and not to any similar material or product, nor to any production run of such material or product. Different test results can occur based on different test conditions, substrates, adhesives, and testing methods or standards. Users of published information about test data or other technical data should carefully review the description of actual specimens tested and test information provided or available from the manufacturer or testing agency. Manufacturer disclaims any legal responsibility with respect to such test data and technical data.

The Product is further described in Manufacturer's most current product warranty, use and test information located at www.formica.com, which is the only authorized source for published technical information about Formica® brand products. Due to the variety of uses and applications to which Formica® brand products may be put, Manufacturer can make no warranty that this Product is suitable for any particular purpose, and can make no other warranties, express or implied, other than those set forth at www.formica.com.

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TECHNICAL DATA

LIMITED WARRANTY

Everform™ Solid Surface – 10 Year Limited Warranty. Formica Corporation warrants to the original end-use purchaser that Formica Corporation will, at its option, repair or replace without charge, or refund the cost of Everform™ Solid Surface, if the product fails solely due to a manufacturing defect within ten (10) years of the date of initial installation, subject to the exclusions set forth below. Repair or replacement during this 10-year period shall include reasonable labor charges needed to repair or replace the defective product, but shall not include the costs associated with removal, repair or replacement of fixtures, hardware or decorative treatments (such as floor, wall or ceiling treatments). During the entire 10-year warranty period, Formica Corporation's obligation as to repair or replacement shall further be limited to replacement or repair with colors and styles of products that are available at the time of replacement or repair. You may obtain coverage under this warranty by providing to Formica Corporation proof from the installer of the date of initial installation when you seek service. For service under this warranty, you must notify the dealer from whom you purchased the product or Formica Corporation in writing at the address below, providing your name and address, a description of the product involved and the nature of the defect. This warranty is transferable within the 10-year period only when the new owner submits to Formica Corporation (see address below) proof of the original date of installation. Transfer of the warranty entitles the new owner to coverage for the remainder of the 10-year warranty period.

Everform™ Solid Surface products must be stored, handled, installed, used and maintained in accordance with instructions provided by Formica Corporation. Copies of the Fabrication Guide and the Use & Care Guide for Everform™ Solid Surface are available from your dealer or from Formica Corporation at the address listed below. You may also obtain these items by contacting Formica Corporation at 1-800-FORMICA or via Formica Corporation's website at www.formica.com.

This warranty does not cover:

1. Conditions such as stains, scratches, water spots and burns.
2. Failure or dissatisfaction with joints or seams or of any adhesive, caulk or other accessory items.
3. Failure due to non-compliance with Formica Corporation's Fabrication Guide or Use & Care Guide for Everform™ Solid Surface. Such failures include, but are not limited to, failures due to exposure to physical abuse (e.g., standing on countertops, impact by kitchen utensils), chemical abuse (e.g., harsh cleansers and solvents), thermal abuse (e.g., excessive heat from appliances) or misuse. Failures caused by fabrication techniques that do not conform to the approved techniques in the Fabrication Guide are the sole responsibility of the original fabricator/installer.
4. Use for purposes other than normal interior use.
5. Any products moved from their original place of installation and/or solid surface items not permanently attached to a substrate in a stationary position (e.g., table leaves, trivets, hinged covers).
6. Failures caused by settling of cabinets or substructure support, or failures caused by acts of nature.
7. Products installed with a known or visible manufacturing defect at the time of or prior to installation.
8. Color variations due to production run differences.
9. The condition of Everform™ Solid Surface while being thermoformed or such material which is unsuccessfully thermoformed.

DISCLAIMER OF WARRANTIES

THE WARRANTIES SET FORTH HEREIN OR IN FORMICA CORPORATION'S WARRANTY DOCUMENTS WITH RESPECT TO A PRODUCT ARE THE ONLY WARRANTIES MADE BY FORMICA CORPORATION IN CONNECTION WITH THESE PRODUCTS, AND ARE EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. PRODUCTS SOLD BY FORMICA CORPORATION ARE SOLD ONLY TO THE SPECIFICATIONS SPECIFICALLY SET FORTH

BY FORMICA CORPORATION IN WRITING. FORMICA CORPORATION'S SOLE OBLIGATION FOR A REMEDY TO BUYER SHALL BE REPAIR OR REPLACEMENT OF NONCONFORMING PRODUCTS AS DESCRIBED HEREIN, OR AT THE OPTION OF FORMICA CORPORATION, RETURN OF THE PRODUCT AND REFUND OF THE PURCHASE PRICE. BUYER ASSUMES ALL RISK WHATSOEVER AS TO THE RESULT OF THE USE OF THE PRODUCTS PURCHASED, WHETHER USED SINGLY OR IN COMBINATION WITH OTHER SUBSTANCES.

LIMITATION OF LIABILITY

No claim by buyer of any kind, including claims for indemnification, whether as to quality or amount of products delivered or for non-delivery of products, shall be greater in amount than the purchase price of the products in respect of which damages are claimed.

IN NO EVENT SHALL FORMICA CORPORATION BE LIABLE TO BUYER FOR ANY SPECIAL, INDIRECT, INCIDENTAL, RELIANCE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES OR COVER, OR LOSS OF PROFIT, REVENUE OR USE, IN CONNECTION WITH, ARISING OUT OF, OR AS A RESULT OF, THE SALE, DELIVERY, SERVICING, USE OR LOSS OF USE OF THE PRODUCTS, SOLD HEREUNDER, OR FOR ANY LIABILITY OF BUYER TO ANY THIRD PARTY WITH RESPECT THERETO. BUYER SHALL INSPECT FOR NONCONFORMITY PROMPTLY UPON RECEIPT. Failure by buyer to give Formica Corporation written notice of claim within 30 days from date of delivery or, in the case of non-delivery from the date fixed for delivery, shall constitute a waiver by buyer of all claims in respect of such products.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS, WHICH WILL VARY FROM STATE TO STATE OR, IN CANADA, FROM PROVINCE TO PROVINCE. FEDERAL LAW DOES NOT PERMIT THE DISCLAIMER OR MODIFICATION OF IMPLIED WARRANTIES ARISING UNDER APPLICABLE STATE LAW FOR CONSUMER PRODUCTS. HOWEVER, ANY OF SUCH IMPLIED WARRANTIES SHALL EXPIRE AT THE EARLIER OF THE EXPIRATION OF THE STATED WARRANTY OR THE EXPIRATION OF THE PERIOD FOR THE IMPLIED WARRANTY REQUIRED UNDER STATE LAW. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU.

MANUFACTURER

Everform™ Solid Surface products are toll manufactured in accordance with Formica Corporation's product specifications and quality requirements.

TECHNICAL SERVICES

Technical assistance may be obtained through your local Formica® Brand Products Distributor or from Formica Corporation trained representatives in sales offices throughout the country. To assist these representatives, Formica Corporation maintains a sales and technical services staff in Cincinnati, Ohio. For technical assistance, contact your distributor or sales representative; write the company directly at Formica Corporation Technical Services Department, 10155 Reading Road, Cincinnati, OH, 45241; call (513) 786-3578 or 1-800-FORMICA™; or fax (513) 786-3195. In Canada, call 1-800-363-1405. In Mexico, call (525) 530-3135.

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Cincinnati, Ohio 4