

Use & Care

If you have searched long and hard for a superior quality, durable and tough material, we would like to congratulate you for choosing LG HI-MACS® Natural Acrylic Stone™. The material is hard-wearing, extremely repellent to stains and is therefore very easy to look after. We would like to provide you with a few simple tips and hints for caring for your product so that you can enjoy its exceptional quality for many years to come.

General day-to-day stains

LG HI-MACS® is a completely homogenous material. As it does not have any pores, you can simply and easily clean it with a damp cloth or sponge and a mild detergent. You can also use a domestic scouring agent on all matt finishes. It is also useful to wipe your surface occasionally with a scouring agent or wet sponge to retain the even finish of your product.

Tougher stains

Tougher stains, caused by food colouring, tea or fruit juice can easily be removed using a bleaching agent (do not leave in contact with the work surface for more than five minutes). Clean the surface with a domestic all-purpose cleaner and rinse with clean water. You can also use a scouring agent on matt finishes. Nail varnish can easily be removed with nail varnish remover (acetone-free) or a scouring agent.

Acidic cleaning agents

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

LG HI-MACS® is an ecological material. Its mineral and acrylic composition, environmentally-friendly and virtually "waste-free" manufacturing process give it top marks in terms of "eco-friendliness."

There can be no dirt build up where there are no joints.
LG HI-MACS® can be simply and easily joined seamlessly.

Renowned hotels and restaurants rely on LG HI-MACS® because of its ease of care.

Hot objects

Hot saucepans or pots straight out of the oven or from the hob should not be laid directly on the LG HI-MACS® surface. Place a mat or board underneath to prevent any damage to your product.

Burn marks

Small burn marks or marks caused by nicotine can simply be removed using a scouring agent or an abrasive sponge. Should this give the high-gloss finish a matt appearance, rubbing the surface with fine-grained sandpaper will quickly return it to its high-gloss state.

Sharp objects

LG HI-MACS® copes effortlessly with the wear and tear of everyday life, however pointed or sharp-edged objects can leave cuts or scratches on the LG HI-MACS® surface. You can repair smaller cuts and scratches without too much trouble but we recommend the services of a professional for especially deep cuts.

Quality and environmental awareness

All LG HI-MACS® products are manufactured in accordance with the ISO-9001 Quality Process for Systems and Processes and the ISO 14001 Environmental Management Standard.

Warranty

10⁺⁵ YEAR
Installed Warranty

LG HI-MACS® 10 + 5 YEARS LIMITED INSTALLED WARRANTY TERMS



This limited warranty covers all LG HI-MACS® products manufactured and/or marketed by LG Chem Europe. The warranty covers also finished products when fabricated and installed by a member of the LG HI-MACS® "Quality Club". LG Chem Europe expressly guarantees the original owner of a LG HI-MACS® installation made following the application - fabrication - and installation guidelines published by LG Chem Europe for LG HI-MACS®, that it will, at LG Chem Europe's own discretion, repair or replace LG HI-MACS®, free of charge, if the product fails due to any manufacturing - fabrication - or installation defect during the first 10 + 5 years after installation.*

This warranty is extended to the original purchaser. The warranty registration card and number or a purchase receipt or other proof of date of original purchase from one of our LG HI-MACS® "Quality Club" members will be required before warranty service is rendered. In case none of the above mentioned documents are available, the warranty will not be applicable.

This warranty will not apply to damage caused in the following cases (1), (2):

1. Improper fabrication and installation of your LG HI-MACS® :

- fabrication and installation not done by a LG HI-MACS® "Quality Club" member
- failure to follow procedures recommended in the application - fabrication- and installation guidelines (sheets 6 mm for vertical application, 9 mm for horizontal application without heat source and 12 mm sheet for horizontal application with heat source or more structural support)
- faulty or improper installation, including joints (need to use LG HI-MACS® adhesive only)
- a non-authorized modification of the installation

2. Failure to apply the LG HI-MACS® Use & Care guidelines including:

- improper or inadequate general maintenance
- hard chemicals or physical aggression of the installation
- exposure to excessive heat due to direct heat (e.g hot pots and pans put without protection on the surface without mat with rubber legs or protective pad) or due to poor thermal isolation (e.g for cooking plates, bains-marie etc.)

* The 10 Year Guarantee is extended by a further 5 years when the installation is registered at www.lghimacs.eu.

- pouring boiling liquids into LG HI-MACS® mouldings (e.g. LG DecoSinkl™ and LG DecoBowl™) without running the cold tap as well.
- force majeure

3. Colours and gloss finish of LG HI-MACS®

- dark & heavily pigmented colours will show dust, dirt and ordinary wear and tear more readily than light colours and colours with a structured texture
- applications using colours or inappropriate gloss finish for the intended end use (as mentioned in the colours brochure or in any other LG HI-MACS® documentation) will not be covered under this warranty.
- high gloss finish level is NOT covered under the 10 + 5 years limited installed warranty.*

- 4.**
- DecoBowl™ and DecoTray™ are no longer covered under the 10 + 5 years limited installed warranty*, as off 01.01.2008 and DecoSink as off 01.06.2006.
 - Stainless steel sinks B400, ISB630, ISD870 and SD900 are covered under the 10 + 5 years limited installed warranty*.
 - Casted sinks and bowls LG CS400S, LGCS449RL, LGCS780D, LGCS800D, LG CS325R, LGCS325S, LG CS449RS, LG CB465, LG CB422 are covered under the 10 + 5 years limited installed warranty*.

- 5.** LG HI-MACS® repairs or replacements under this warranty must be executed by a member of the LG HI-MACS® "Quality Club".

6. This warranty is applicable until superseded, only on installations:

- fitted after 1 September 2003 in Europe
- executed by a member of the LG HI-MACS® "Quality Club"
- installations which have not been moved from their original location
- installations that are properly maintained and used applying the Use & Care guidelines

- 7.** LG Chem Europe's obligation together with the LG HI-MACS® "Quality Club" members is limited solely to the repair or replacement of the products purchased, including reasonable and necessary labour charges when the claim is acceptable within the warranty terms. In case LG HI-MACS® is not in a position to repair or replace, depending on the case, a defective product, LG HI-MACS® commits to reimburse, within a reasonable time frame after the filing of the claim, the purchase price of the LG HI-MACS® material, as long as the customer returns to LG Chem Europe or the assigned LG HI-MACS® "Quality Club" member the defective material.

* The 10 Year Guarantee is extended by a further 5 years when the installation is registered at www.lghimacs.eu.

8. No other expressed 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 Chem Europe 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.
9. This warranty entitles the purchaser to specific legal rights. Other rights may also be available, which may vary from country to country.
10. To obtain service under this warranty, please contact directly the source from which you purchased your LG HI-MACS® Natural Acrylic Stone™. Our LG HI-MACS® "Quality Club" member will evaluate your claim and when accepted will develop a practical and satisfactory solution. For any additional question with regard to the present warranty, you can contact LG Chem Europe by writing to the following address:

LG Chem Europe Gmbh
Frankfurt am Main, Lancy Branch
Avenue des Morgines 12
1213 Petit-Lancy
Geneva - Switzerland

Please include your name, address, phone/fax number and e-mail in all correspondence as well as your warranty number. We will respond to all inquiries within 30 working days.

11. The present 10 + 5 years limited installed warranty* for LG HI-MACS® from LG Chem Europe GmbH is governed by Swiss law. Any disputes in relation to this 10 + 5 years limited installed warranty*, its interpretation or its execution will fall under the exclusive competence of the courts of the canton of Geneva Switzerland.

Quality and environmental responsibility

All LG HI-MACS® products are manufactured to ISO 9001 quality procedures for systems and processes, as well as ISO 14001 environmental protection standards

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