

Warranty

7 Year Limited Warranty for Duropal® Quadra Worktops and High Pressure Laminates

1. Subject to the conditions and limitations set out in this warranty below, Pfleiderer warrants to the original purchaser of any DUROPAL LAMINATES Product for interior residential or interior commercial use that Pfleiderer will at its option, repair or replace any DUROPAL LAMINATES Product without charge if it is defective directly as a result of its manufacture or supply by Pfleiderer or the materials used in its manufacture by Pfleiderer during the first seven years after initial purchase (proof of purchase will be required). Subject to paragraph 7, this obligation terminates at the expiration of seven years from the date of purchase of the product concerned from Pfleiderer.

2. This warranty does not cover any defect caused by:

- a) Any act of God, any natural occurrence, or any other act or circumstance beyond Pfleiderers control; or
- b) Failure to follow any procedures recommended by Pfleiderer, at the time of fabrication, sale and/or installation for the installation of a DUROPAL LAMINATES Product; or
- c) Physical abuse, misuse, accidents, exposure to excessive heat, exposure to excessive moisture, the use of solvents or inappropriate cleaning products/materials, improper maintenance, normal wear and tear, scratches, scuffs, burns, stains, wipe marks on darker colour surfaces, exposure to chemical products; or
- d) General fading and discolouration or damage due to direct and indirect light (exposure to sunlight should be avoided); or
- e) The product being used in applications that are not recommended by Pfleiderer in the product literature published; or
- f) Where the defect has been caused by faulty workmanship by any person other than Pfleiderer; or
- g) Variation in colour, pattern, shade of material against the sample material, displays and/or printed illustrations.

This warranty also does not cover:

- h) Where the defect is trivial or insubstantial; or
- i) Where, as at the date of notification of the defect to Pfleiderer, the type or colour of the alleged defective product no longer forms part of Pfleiderer's standard stock range and the person complaining of the defect does not agree to the supply of a replacement which is as close a type or colour match as is possible from Pfleiderer's then prevailing stock range; or
- j) Anything that has been disclosed as a feature or limitation of the DUROPAL LAMINATES Product in any literature published by Pfleiderer; or
- k) Outdoor application.

3. This warranty applies only to DUROPAL LAMINATES Products:

- a) Purchased from recognised HPL fabricator; or Pfleiderer approved distributor; or their agent for interior residential or interior commercial use in Australia;
- b) That has remained installed at the location at which it was first installed;
- c) Which has been installed, maintained, used and protected in the manner recommended by Pfleiderer, as at the relevant time of such installation, maintenance, use or protection, in its literature published from time to time concerning the DUROPAL LAMINATES Product, as per the Cleaning and Care guide document with the warranty or available from www.duropal.com.au; and
- d) The Duropal distributor has been notified of the defect within five working days of the first person to become aware of it.

4. This warranty will cover reasonable labour charges which are necessary for the repair or replacement of the DUROPAL LAMINATES Product covered by this warranty.

5. A replacement product may not be reasonably available from Pfleiderer in the same shape, type or colour as the original DUROPAL

LAMINATES Product covered by this warranty. If a replacement product of the same shape, type or colour is not reasonably available, Pfleiderer reserves the right to provide a replacement product of as close a shape, type and colour match as is reasonably possible from Pfleiderers then prevailing product range in satisfaction of its obligations under this warranty.

6. Except as expressly provided in paragraphs 1 and 7, all terms, conditions, warranties, undertakings, inducements and representations, whether express or implied, statutory or otherwise relating in any way to DUROPAL LAMINATES Product are excluded. Without limiting the generality of the preceding sentence, Pfleiderer will not be under any other liability in respect of any loss or damage (including consequential loss or damage) however caused (whether by negligence or otherwise) which may be suffered or incurred or which may arise directly or indirectly in respect of the DUROPAL LAMINATES Product.

7. Where any applicable legislation implies any term, condition or warranty into the contract of sale between Pfleiderer and a person, or Pfleiderers relationship with a person, which has acquired a DUROPAL LAMINATES Product, or otherwise gives that person a particular remedy against Pfleiderer, and that legislation or any legislation voids or prohibits any provision excluding, or modifying the application of, or exercise of, any liability under such term, condition, warranty or remedy, then that term, condition, warranty or remedy shall be deemed to be included in or, as the case may be, apply to that contract or relationship. However, Pfleiderers liability for any breach of such term, condition or warranty or under such remedy, shall be limited, at Pfleiderers option, in any one or more of the ways permitted by that legislation including, where so permitted:

- a) If the breach related to a DUROPAL LAMINATES Product:
 - i. The replacement of the DUROPAL LAMINATES Product or the supply of equivalent product;
 - ii. The repair of the DUROPAL LAMINATES Product;
 - iii. The payment of the cost of replacing the DUROPAL LAMINATES Product or acquiring equivalent product (claims for which replacement cost exceeds material cost, are subject to prior approval by Pfleiderer.); or
 - iv. The payment of the cost of having the DUROPAL LAMINATES Product repaired; and
- b) If the breach relates to services:
 - i The supplying of the services again; or
 - ii The payment of the cost of having the services supplied again.

8. The provisions of this warranty shall apply in addition to and not in substitution for Pfleiderer Conditions of Sale.

9. Please note that the law may confer on persons rights arising out of the supply of a DUROPAL LAMINATES Product. This warranty should not therefore be read as an exhaustive statement of the rights of the original purchaser or any other person. Nothing in this warranty shall affect any rights a consumer, as defined in the Trade Practices Act 1974, may have under that Act.

10. This warranty does not cover any other product used or installed in connection with the DUROPAL LAMINATES Product.

11. This warranty is not transferable or assignable.

12. Any inquiries regarding this warranty should be sent to The appropriate state distributor.

Cleaning and Care Guide

There's nothing easier than cleaning and caring for Duropal Worktops.

Duropal high pressure laminates (HPL) are hard-wearing, versatile, and available in many attractive designs. In order to get the best use from the product and ensure that its attractive appearance is retained, please observe this Cleaning and Care guide.

Cleaning Recommendations

A major advantage of Duropal Worktops is that the HPL surface makes cleaning so simple. Usually a moist cloth is sufficient, but use washing-up liquid to get rid of any grease. Stubborn dirt can be removed with an organic solvent such as methylated spirits or alcohol. Brushes with hard bristles (but not wire brushes) may also be used.

Please find below cleaning information and some sample descriptions of specific problems. Needless to say, always start with the mildest method.

Light stains/dirt	Cleaning method
	dry or damp paper towels, a cloth or sponge.
Normal stains/dirt	Cleaning method
e.g. fat, oil and dirt particles, fingermarks, lime deposits, rust, juice, coffee, tea, wax, blood, universal marker, etc.	cloth or soft nylon brush and washing powder, soft soap, toilet soap or washing up liquid. If necessary, leave for a while and then rinse thoroughly with clean water.
Heavy stains/dirt	Cleaning method
e.g. discolouration through long exposure to tea, coffee, fruit juice etc.	with washing powder or household bleach (but do not repeat too often).
e.g. lead pencil, felt-tip pens, marker and ball-point pens, lipstick, crayons, wax, shoe polish, nicotine, nail varnish.	with an organic solvent such as acetone (nail varnish remover), methylated spirits, petroleum spirit, perchloroethene. Read the manufacture's instructions carefully!
e.g. paint (water or solvent based paints, two-component paints, spray paints), varnish stains, printing ink.	with water or an organic solvent. Remove two-component paints immediately.
e.g. adhesives (water-based, dispersion).	with water or organic solvent
e.g. two-component adhesives, urea resin, melamine, phenolic resin.	remove immediately. Do not allow to harden!

Care Recommendations

- do not cut or chop directly on the worktop surface – always use a chopping board or worktop saver.
- always place hot pans, ovenware and irons on a trivet or protective pad to protect the surface from the intense heat which can cause damage to the worktop if placed directly on the surface. The use of abrasive cleaners and pads, corrosive or aggressive cleaning agents should be avoided as they will have a detrimental effect on the worktop surface.
- furniture polish and cleaning products containing wax must not be used.
- the use of PVC aprons may possibly affect the durability of the HPL on the post-formed edge of worktops. This could lead to premature wear in high traffic work areas such as in front of the sink and hob.
- kettles, coffee machines, fryers and any other heat or damp source should not be positioned directly over worktop joints. Constant changes in temperature could cause the joint to move and eventually fail.
- cuts and scratches will be noticeable on dark decors and gloss finishes.