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Hanex[®]
Solid Surfaces

Use & Care Guidelines

**Looking after your Hanex
Solid Surface Worktop**

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HYUNDAI

L & C

Unlike other surfacing materials, Hanex® Solid Surfaces is non-porous and features full dimensional colouring. This allows HANEX® to be easily polished, removing any surface damage such as scratches, allowing you to restore the surface to its original condition.

Simple steps to avoid damage:

- Avoid cutting directly on HANEX®, always use a cutting board.
- Never place hot pans directly on the worksurface. Even though HANEX® can withstand high temperatures, prolonged periods or extreme heat could cause permanent damage.
- Strong acids, such as those found in drain cleaners should be flushed with water immediately. Some of these items, when left on surface may cause whitening, which can be difficult to remove.

Care Kit Contents

- Bar Keepers Friend
- Bar Keepers Power Clean
- Sponge
- Microfibre Cloth
- Warranty Registration Card





EVERYDAY CLEANING

Wipe clean with a damp cloth or sponge soaked in water. For basic stains, clean with mild detergents or general all purpose cleaners.



HEAT DAMAGE

The innate feature of HANEX® gives it excellent heat resistant properties compared to other surfacing materials in the market. However, placing hot pans or heat-generating appliances directly on HANEX® may cause damages to your countertop. Avoid direct and indirect heat reaching temperatures of 80°C(170°F) or above. Always use pad or trivets with rubber feet when placing hot items on the work surface.



CHEMICAL DAMAGES

Avoid contact with strong chemicals that can cause damage to the surface such as oven cleaners, acetone, paint removers and other strong chemicals. If exposed, promptly flush with water. Remember, prolonged contact with harsh chemicals can cause serious damage to your the work surface.



REMOVING PERSISTENT STAINS

For deep scratches and/or other damages which may require an expert repair, please contact your authorized HANEX® repair agent or certified HANEX® fabricator.

If you are unsure who this is please contact info@hanex.uk or call 01329 888365

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Hanex® Solid Surfaces Transferable 10 Year Warranty

Hanwha L&C Europe GmbH expressly warrants that it will repair or replace Hanex Solid Surface, free of charge, if it fails due to any manufacturing defect during the first 10 years after initial installation. If it is determined by Hyundai L&C Europe GmbH or its authorised warranty service agent that a defect in the material is identified within the 10 year period, Hyundai L&C Europe GmbH will, at its sole option, repair or replace the defective Hanex sheets in accordance with the following warranty provisions and exclusions.

Hyundai L&C Europe GmbH (hereunder "Hyundai") warrants to the purchaser that its product Hanex® solid surfaces, when fabricated and installed by Certified Hanex® solid surfaces Fabricator/Installer, shall be free from defect. Under this Transferable 10-year warranty, Hyundai's authorised agents must be permitted sufficient time and opportunity to inspect the Product(s), evaluate and respond to any claim. All decisions regarding the existence of manufacturing defects affecting this warranty shall be made by Hyundai and shall be final and binding on all parties. The 10-Year Limited Warranty only applies to Hanex® solid surfaces, which is stored, handled, fabricated, and installed in the manner recommended by the Hanex® Solid Surfaces Fabrication Guide. Damage due to improper fabrication or installation is the responsibility of the fabricator /installer. Minor variances and differences in colour, pattern – usual in the sector or technically unavoidable – shall not be regarded as a shortcoming. Only a specific product range of Hanex is suitable for outdoor application. This warranty is expressly limited to the Hyundai L&C Europe GmbH approved range of products. Hyundai L&C's obligation is limited solely to the repair or replacement of sheets however it may at its discretion replace the portion of the installation that is affected by a product defect which will include the Hanex sheets, reasonable labour involved to remove and replace the original installation or product. Any replacement must be agreed in advance with Hyundai L&C Europe GmbH. In such cases where a repair or replacement is selected, and exact colour match cannot be guaranteed.

Hanex® Solid Surfaces Transferable 10-year Limited Warranty Does Not Cover:

1. Products and / or Materials that have not been paid in full.
2. Failure to comply with Hyundai's recommended storage, handling, fabrication and installation and care & maintenance guidelines.
3. Damage caused by accidents, abuse, and/or misuse.
4. Damage caused by natural or environmental disasters or through vandalism or war related influences. Act of Mother Nature.
5. Improper workmanship of Fabrication and/or Installation.
6. Exposure to Extreme Heat; a Trivet is always recommended for the use of your Hanex® solid surfaces.
7. Installed Hanex® solid surfaces that is removed from their original place of installation or alteration/repair performed on product by one other than Certified Hanex® solid surface Fabricator/Installer.
8. Product(s) installed in any outdoor application without the required authorisation of Hyundai L&C Europe GmbH.
9. Colour Variation from Samples.
10. Failure caused by inadequate support or structural movement.
11. Exposure to harsh or corrosive chemicals and cleaners.
12. Excessive weight placed on Hanex® solid surfaces.
13. Appearance of edges, joints, or seams due to improper fabrication/installation. Appearance of grout and/or caulk is not covered under warranty.
14. Supplemental repairs including, but not limited to, plumbing modifications, electrical, tile, cabinetry, flooring, backsplashes etc that may be necessary to repair or replace the Hanex® solid surface under this warranty.
15. Minor conditions such as scratches, stains, water spots, and burns, which may be corrected by Hanex® care & maintenance instructions/guidelines.
16. No other warranties express or implied, are made, including merchantability or fitness for a particular purpose. Except as provided herein, Hyundai is not liable for any loss of direct, incidental, or consequential damages as a result of the inability to use Hanex®.

For all warranty claims please email: warranty@hanex.uk