

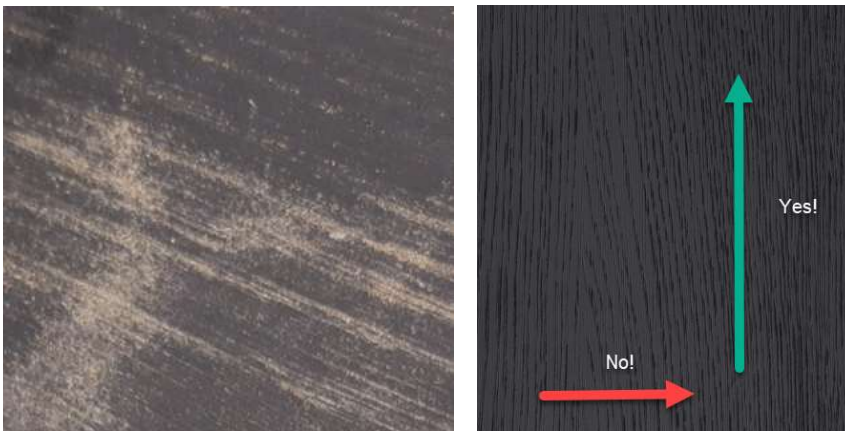
Frequently asked questions

1. Cleaning & care questions related to the processing process of the panel

1.1. How to avoid dust entering in the nerves of the surfaces, mainly for deeper surface finishes type Master Oak?

We advise to follow the step-by-step plan:

- 1) Remove large quantities of dust on the surface using an air brusher or a soft brush
- 2) Always wipe in the direction of the structure to avoid the dust entering in the nerves of the surface
- 3) Clean the surface with lukewarm water using a clean soft cloth (no need to add a cleaning product)
- 4) Don't use paper, small pieces of paper can get stuck in the nerves of the surface
- 5) Dry with a clean soft, dry towel
- 6) Repeat if necessary



1.2. How to remove 'chalkboard' marks on the surface caused by your skin?

This type of marks can appear mainly on supermat & rough surface finishes such as Master Oak. The lower the gloss level of a surface, the easier marks will be visible, mainly on dark colours (e.g. black or dark woods). The marks caused by contact with skin can easily be removed.

We advise to follow the step-by-step plan:

- 1) Clean the surface with lukewarm water using a clean soft cloth
- 2) Apply an all-purpose cleaning product mixed with water if necessary (for normal staining, only water will do the job)
- 3) Always wipe in the direction of the structure
- 4) Don't use paper, small pieces of paper can get stuck in the nerves of the surface
- 5) Dry with a clean soft, dry towel
- 6) Repeat if necessary



1.3. How to remove micro-scratches on the surface caused by panels rubbing over each other during the transportation or processing the board?

We advise, when moving the panels, to use a forklift truck or to do the job manually with 2 persons to avoid 2 panels having contact to each other.

If small micro-scratches appear due to rubbing 2 panels over each other, we advise to follow the step-by-step plan:

- 1) Clean the surface with lukewarm water using a clean soft cloth
- 2) Always wipe in the direction of the structure
- 3) Don't use paper, small pieces of paper can get stuck in the nerves of the surface
- 4) Dry with a clean soft, dry towel
- 5) Repeat if necessary



Melamine faced board (1 sided) and HPL are possible to have with a standard transport foil on the surface.

1.4. After (or during) the processing of panels with an HPL surface (e.g. when joining 2 panels), adhesive type PVAC can remain on surface. How can I avoid this or how can I remove the glue rests?

To avoid glue rests on the surface, we advise to use a tape to protect the panel during gluing. Always remove glue rests immediately before the glue is dry and cured using lukewarm water in combination with a soft cloth.

If the glue is already cured, we advise to follow the step-by-step plan:

- 1) Clean the surface with lukewarm water using a soft cloth
- 2) Apply a plastic cleaner type DN on a clean soft cloth or directly on the surface in case of a higher level of staining.
- 3) Wipe in the direction of the structure
- 4) Let the product do its work for maximum 5 minutes
- 5) Rinse well with lukewarm water to make sure all cleaning product is removed
- 6) Dry with a clean soft, dry towel to prevent striking
- 7) Repeat if necessary



2. **Cleaning & care questions related to the end-use of the material**

2.1. How to clean a melamine faced panel / HPL?

Convenient care & products are sufficient if they are used correctly and regularly. We advise to follow the step-by-step plan as explained in the cleaning instructions on www.unilinpanels.com

Step-by-step plan:

- 1) Remove large quantities of dirt with a clean soft cloth, use a clean soft brush in case of dust. Avoid the use of paper
- 2) Always rub or wipe in the direction of the structure for deep wood structures, use circular movements for allover structures (e.g. pearlescent, supermat)
- 3) Always clean the whole surface, not only the dirty spot as this may cause glossy zones/areas.
- 4) Apply an all-purpose cleaning product mixed with water on a clean soft cloth or apply a glass cleaner directly on the surface (for normal staining, only water will do the job)
- 5) Let the product do its work for maximum 5 minutes
- 6) Rinse well with lukewarm water to make sure all cleaning product is removed
- 7) Dry with a clean soft, dry towel to prevent striking
- 8) Repeat if necessary

Never use abrasive products (e.g. furniture polishes) as they may damage the gloss level of the surface or cause scratches. Always test a new cleaning product on a small spot before cleaning the whole surface.

2.2. Does Master Oak require special cleaning instructions or cleaning products?

Master Oak is a melamine faced board / HPL so in general easy to clean. No specific cleaning instructions or cleaning products are needed. Convenient care & products are sufficient if they are used correctly and regularly. Master oak has a rough and supermat surface so needs to be treated with respect. Never use abrasive products (e.g. furniture polishes) as they may damage the gloss level of the surface or cause scratches. Always test a new cleaning product on a small spot before cleaning the whole surface.

We advise to follow the step-by-step plan as explained in the cleaning instructions on www.unilinpanels.com

2.3. Can I use a care product containing ethanol or alcohol or propanol for day-to-day cleaning?

Using a product that contains ethanol or alcohol or propanol is no problem, even if cleaning happens several times a day (e.g. tabletops, counter of a restaurant or bar). The percentage of ethanol or alcohol or propanol can be up to 70% or even higher.

Ethanol or alcohol or propanol can easily remain on a melamine or HPL surface for 24 hours without affecting the surface or causing changes on the surface.

We advise not to use products containing hydrogen peroxide as this has a bleaching effect and can damage the surface.

2.4. What products to use when cleaning a melamine faced board / HPL inclusive Master Oak?

Convenient day-to-day products are sufficient, if they are used correctly and regularly. Almost all normal household and disinfecting products can be used to clean the surface. Always test a new cleaning product on a small spot before cleaning the whole surface.

Avoid abrasive and aggressive products (e.g. steel wool, abrasive sponges & sand paper), floor cleaners, washing powder, furniture cleaners, bleaches, white spirit, care product containing acids, bases or salts, high pressure cleaners and paint strippers.

Avoid detergent cleaners such as Per or Dreft as these products contain special oils added for skin protection of your hands. These oils can leave an invisible layer on the surface which is very difficult to remove.

We advise convenient day-to-day products e.g.:



2.5. How do I remove stains type foods & drinks e.g. soft drinks, tea, coffee, wine, beer, sauces, oil, ...?

Convenient care & products are sufficient if they are used correctly and regularly. We advise to follow the step-by-step plan as explained in the cleaning instructions on www.unilinpanels.com

Step-by-step plan:

1. Remove large quantities of dirt with a clean soft cloth, use a clean soft brush in case of dust. Avoid the use of paper
2. Always rub or wipe in the direction of the structure for deep wood structures, use circular movements for allover structures (e.g. pearlescent, supermat)
3. Always clean the whole surface, not only the dirty spot as this may cause glossy zones/areas.
4. Apply an all-purpose cleaning product mixed with water on a clean soft cloth or apply a glass cleaner directly on the surface (for normal staining, only water will do the job)
5. Let the product do its work for some maximum 5 minutes
6. Rinse well with lukewarm water to make sure all cleaning product is removed
7. Dry with a clean soft, dry towel to prevent striking
8. Repeat if necessary

Never use abrasive products (e.g. furniture polishes) as they may damage the gloss level of the surface or cause scratches. Always test a new cleaning product on a small spot before cleaning the whole surface.

2.6. How do I remove stains type cosmetics e.g. lipstick, foundation,...?

We advise to follow the step-by-step plan as explained in the cleaning instructions on www.unilinpanels.com

Convenient care & products are sufficient if they are used correctly and regularly.

Step-by-step plan:

1. Remove large quantities of dirt with a clean soft cloth, use a clean soft brush in case of dust. Avoid the use of paper
2. Always rub or wipe in the direction of the structure for deep wood structures, use circular movements for allover structures (e.g. pearlescent, supermat)
3. Always clean the whole surface, not only the dirty spot as this may cause glossy zones/areas.
4. Apply an all-purpose cleaning product mixed with water on a clean soft cloth or apply a glass cleaner directly on the surface (for normal staining, only water will do the job)
5. Let the product do its work for some maximum 5 minutes
6. Rinse well with lukewarm water to make sure all cleaning product is removed
7. Dry with a clean soft, dry towel to prevent striking
8. Repeat if necessary

Never use abrasive products (e.g. furniture polishes) as they may damage the gloss level of the surface or cause scratches. Always test a new cleaning product on a small spot before cleaning the whole surface.

2.7. How do I remove stains type nail-polish, alcohol marker, paint stains, ballpoint stains ...?

We advise to follow the step-by-step plan:

- 1) Remove large quantities of dirt with a clean soft cloth, use a clean soft brush in case of dust. Avoid the use of paper
- 2) Always rub or wipe in the direction of the structure for deep wood structures, use circular movements for allover structures (e.g. pearlescent, supermat)
- 3) Always clean the whole surface, not only the dirty spot as this may cause glossy zones/areas.
- 4) Apply an small quantity of acetone product mixed with water on a clean soft cloth
- 5) Let the acetone product do its work for maximum 2 minutes
- 6) Rinse well with lukewarm water to make sure all acetone product is removed
- 7) Dry with a clean soft, dry towel to prevent striking
- 8) Repeat if necessary



3. Processing questions

3.1. What are the differences between Master Oak and a standard structure in terms of processing?

Master Oak finish has a distinctive deep structure (0.55 mm measured at the deepest points) compared to flat structures such as CST or BST and when processed, dust and sawing or milling chips may accumulate in the deep structure. In addition, due to the deep structure, the back of the edge band may be slightly visible at the deepest points of the Master Oak structure.

Melamine faced panels and HPL with Master Oak finish should be handled with care and attention. There are no special tools or other processing guidelines, but attention should be paid to the correct setting of the sawing & milling machines and the selection of the most suitable saw blades and milling tools.

3.2. How do I avoid chipping after sawing?

Take into account these factors that influence the cleanliness of the cut and consequently avoid chipping:

- **Sawing with an appropriate cutting speed:** recommended cutting speed is 60 to 90 m/sec with a sawing machine speed of between 3000 and 6000 rpm and a feed speed of 10 to 30 m/sec.
- **Saw blade setting height (protrusion):** depending on the diameter of the saw blade (250 to 400 mm) and the number of saw teeth (50 to 108), the recommended setting height is 10 to 20 mm (= tooth overhang: distance between top saw tooth and board surface)
- **Use the correct type of sawing machine:** panel sizing saw or sizing saw with main saw and pre-scoring saw. Band saws or pendulum saws are not suitable.
- **Use a type of saw blade and tooth suitable for panels with a decorative surface:** saw blades with both carbide and polycrystalline diamond teeth. The saw blade must have sufficient teeth.
- **Pay attention to blade life:** the saw blade manufacturer's guidelines should be followed strictly when sharpening and replacing a saw blade.
- Avoid vibrations when sawing by exerting sufficient pressure on the panel during sawing
- Always saw the panel with the decorative, visible side upwards.

3.3. How do I avoid scratches during sawing?

Scratches during processing (e.g. sawing) can be avoided by providing good suction of the sawing or milling dust. This prevents sharp saw and/or milling flakes from remaining on the surface that can cause scratches during manipulation of the sawn panels. If any sawdust or millings remain on the surface, they must be removed before stacking the panels, for example.

Master Oak (melamine faced panels & HPL) will in the future be offered standard with a transport foil to prevent dust and dirt from accumulating in the surface structure during storage and transport of the panels.

3.4. The HPL feels more brittle than the standard HPL, is that correct?

HPL Master Oak has a distinctive deep structure (0.55 mm measured at the deepest points) so that only a few tenths of a millimetre of mass remains in certain places. When manipulating HPL Master Oak, for instance when rolling up an HPL sheet, it is best to be more careful compared to standard HPL, to avoid breaking the sheet at the deepest grooves of the Master Oak structure.

3.5. Which tooling should I use for cutting HPL/Melamine faced panels?

No special tools need to be used for sawing MF boards/HPL Master Oak. We recommend the same as for processing all our HPL and melamine faced panels (you can find these in our processing instructions on showpad):

- The saw blades should be suitable for a panel sizing saw or sizing saw
- The material with which the saw teeth are coated may be either carbide or diamond. To obtain a longer life time* of the saw blade it is best to use a saw blade with diamond teeth (*life time = duration of use of the saw blade until it is blunt and needs to be replaced or sharpened)
- The shape of the saw teeth is also important:
 - HPL is best cut with a flat trapezoidal tooth
 - Melamine faced panels are best cut with a hollow tooth or the combination of a bevelled hollow tooth/alternate top bevel tooth

3.6. How can I best edge Master Oak?

Master Oak is best edged with ABS edging. Applying the ABS edge tape is done with an edge banding machine. It is also possible to cut strips from a Master Oak HPL and use these strips to finish the edges. The cutting and milling of the strips has to be done according to our advice on cutting and milling Master Oak HPL.