

# Warranty

Nothing in this warranty is intended to limit any condition, warranty, right or remedy available pursuant to any Australian legislation (including the Trade Practices Act 1974 and the relevant State and Territory fair trading Acts) except to the extent permitted under such legislation.

CASF warrants the following:

1. CASF warrants to the owner of the original interior worktop or decorative CASF Think Solid™ solid surface product (the "Think Solid™ Product"), that should the Think Solid™ Product fail due to any manufacturing defect for a period of seven (7) years from the date of initial purchase, that CASF will, at its discretion, replace or repair the Think Solid Product.
2. This warranty does not cover products made by other suppliers.
3. This warranty does not apply to defects in the installation or fabrication of the Think Solid™ Product.
4. This warranty DOES NOT COVER damage(s) to the Think Solid™ Product caused by:
  - a. Improper or inadequate care or maintenance
  - b. Any material modification or misuse of the Think Solid™ Product, for example damage caused by failure to use chopping boards or devices to protect from excessive heat transfer.
  - c. Installation and/or operation outside the Think Solid™ Products interior environment specifications, for example, outdoor use.
  - d. Physical, chemical or mechanical abuse of the Think Solid™ Product.
  - e. Damage from exposure to excessive heat (e.g. direct heat) due to non use of protective boards/devices or damage due to heat transmission (e.g. cooktops, ovens, fry pans, deep fryers or other heat emitting appliances).
  - f. Installation or fabrication of the Think Solid™ Product.
  - g. Any other improper use of Think Solid™ Product as stated in the "Use and Care guidelines" listed in the Think Solid™ Products data sheet.
  - h. Acts of god, or other incidents/occurrences beyond the control of CASF, including without limitation, fire, theft, storms, floods.
  - i. Scratching of the Think Solid™ Product (refer to item 9 of this warranty document for further details).
5. This Think Solid™ Product warranty will cover 100% of the costs of the actual Think Solid™ Product material, however labour costs or other indirect costs associated with the repair or replacement of the Think Solid™ Product pursuant to this warranty are not included in the product warranty.
6. To receive coverage under the Think Solid™ Product seven year warranty, proof of purchase in the form of an invoice needs to be submitted with the warranty claim.
7. This warranty is NOT transferable and applies to the original owner of the Think Solid™ Product only.
8. Samples of the Think Solid™ Product which you may be provided with prior to your purchase are only representative and are not an exact replication of what will be installed in your home. Slight variations in the colour and tone of the background are to be expected with this product. This does not affect the product performance in any manner and is not a defect.
9. Your Think Solid™ Product may suffer varying degrees of wear and tear, including scratching during normal use. This is not a defect in your product and the benefit of your Think Solid™ Product is that any scratches, scuffs and other marks associated with normal wear and tear can be removed via a sanding and buffing process.
10. Any Think Solid™ Product replacement or repair must first be authorized in writing by CASF or its duly appointed representative and must only be executed by a duly authorized Think Solid™ Product Installer/Fabricator.
11. This warranty applies only for Think Solid™ Product which:
  - a. Is purchased after 1<sup>st</sup> September, 2009
  - b. Has not been moved from their original place of installation
  - c. Are maintained according to the Think Solid™ Product use and care instructions specified in the specification data sheet\*. \* This document is available via your local Think Solid™ Product supplier, or can be obtained by writing to CASF (for address please refer to paragraph 16 of this warranty document)
12. CASF does not guarantee that the colour of any material used to repair or replace a product covered by this Think Solid™ Product will be an exact colour match to the material used in the fabrication of the original benchtop. It is recommended that the purchaser retain a piece of Think Solid™ Product from their original benchtop (for example a sink cut-out or cooktop cut-out) which can be used should repairs be required in the future.
13. If CASF is unable to repair or replace a product covered by this Think Solid™ Product warranty, CASF shall, within a reasonable time after being notified of the defect refund the purchase price of the Think Solid™ Product provided that CASF, or its appointed representative, is entitled to the return of the Think Solid Product and is provided with access to the Think Solid™ Product to enable removal of the Think Solid™ Product.
14. To the extent permitted by law:
  - a. neither CASF or any of its third party suppliers makes any other warranty of any kind, whether express or implied, with respect to the Think Solid™ Product, and
  - b. except as expressly stated herein CASF and its third party suppliers specifically disclaim any implied warranties of merchantability and fitness for a particular purpose
  - c. except as provided herein CASF shall not be liable in either tort or contract for any loss, direct, consequential or incidental damages arising out of the use, or inability to use the Think Solid™ Product. Some states and territories do not allow the exclusion or limitation of incidental damages
15. This Think Solid™ Product warranty is governed by the laws applicable in Australia. The courts of Australia shall have exclusive jurisdiction over any dispute arising out of or in connection with this warranty.
16. If you have any further questions regarding this warranty please contact CASF by writing to us at:  
CASF PO Box 6524 Blacktown BC NSW 2148
17. This is the only warranty made by CASF for the Think Solid™ Product. No representative, dealer, sales person of any other party is authorized to make any warranty or promise on behalf of CASF with respect to the Think Solid™ product. No terms or conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding upon CASF unless made in writing and signed by an authorized employee of CASF.
18. This warranty gives you specific legal rights and you may also have other rights.



## Think Solid™ Care and Maintenance

Think Solid™ was created for a lifetime of easy care. Just follow the simple guidelines listed here to keep your Think Solid™ surfaces looking as fresh as the day they were installed.

## Your colour of think solid™

Although Think Solid™ is a material with unique properties, it has similar attributes to other materials when it comes to dark colours. As with most materials, dark, heavily pigmented colours of Think Solid™ are more sensitive and tend to show wear and tear more easily. Light scratching is considered normal wear and tear. Should you decide upon a dark colour, please read the tips for preventing cuts and scratches carefully.

## Think solid™ care options

When caring for Think Solid™, in most cases Simple Clean and Deep Clean will be the only methods you need to use. Always start with the easiest cleaning solution first (e.g. Simple Clean).

## Think solid™ prevention tips

As with anything, prevention is better than cure. With Think Solid™ you can take comfort in knowing that should your Think Solid™ surface be accidentally damaged, all but the most severe damage is repairable on site.

| Description                                    | Best prevention tip  |   |
|--|--|---|
| Preventing Cuts & Scratches                    | Treat your Think Solid™ surfaces as you would a fine timber. To avoid unnecessary marking, scuffing and scratching, Think Solid™ should not be used as a cutting surface.  | Always use a separate cutting board. Avoid sliding items across the surface particularly on dark colours (e.g. oven trays, cookware, etc)   |
| Preventing Excessive Heat Damage               | Although Think Solid™ resists high temperatures, hot pans and heat emitting appliances (e.g. electric frying pans) should not be placed directly on a Think Solid™ surface. Heat damage is not covered by your warranty. | Always use a heat pad or trivet (with rubber feet) for hot cookware or leave cookware to cool first. Never put hot pans, in particular cast iron pots or hot casserole dishes directly on a Think Solid™ top. Such heat can damage any surface.   |
| Preventing Other Damage                        | Be aware of what your Think Solid™ surface has been exposed to. Harsh chemicals may damage the surface (e.g. paint removers, oven cleaners, etc)   | Clean from the surface harsh chemicals with plenty of water immediately. Use non-acetone based nail polish removers to remove most types of nail polish.  |
| Preventing Excessive Heat Build-up/ Reflection | Modern appliances reach higher temperatures quicker and often hold heat longer. In addition, certain cooking methods may cause heat to reflect onto your benchtop leading to heat build-up that may damage your surface. | <p>Always use the correct size pan for the burner. Place it centrally.</p> <p>A pan that protrudes over the Think Solid™ itself will result in heat being reflected onto the Think Solid™, possibly leading to unnecessary heat damage. This is particularly important for gas cooktops containing a wok burner. Remember, a wok burner is designed for a wok, not flatbottom saucepans.</p> <p>Do not use two burners as one (e.g. for a large flat-bottomed cast iron pan) as it has the same effect.</p> <p>To reduce heat, turn the burner down instead of pulling the utensil partially off the heat source. Please follow these guidelines, as damage caused by excessive heat is not covered by your warranty.</p> |

## Simple Clean

### Day-to-day cleaning

By nature Think Solid™ is easy to clean, easy to care for and easy to live with. As a general rule, when caring for Think Solid™ always start with a Simple Clean. Avoid using abrasive scouring pads for routine cleaning.

### Managing day-to-day food spills

After food preparation and cooking simply wipe your Think Solid™ surface with a damp sponge or cloth. Thanks to the non-porosity of Think Solid™, this will hygienically clean your Think Solid™ surface.

### Most dirt & grime

Use soapy water or an ammonia-based cleanser (e.g. Spray n' Wipe) along with a damp sponge or cloth. Rinse clean.

### Water marks

Wipe your surface with a damp sponge or cloth and towel dry. Hard water leaves visible water marks on Think Solid™, just as on glassware, which is why it should be wiped dry with a soft cloth. If marks persist, try the method outlined under Deep Clean — Stubborn Stains.



## Deep Clean

### Stubborn stains

For more stubborn stains you will need to occasionally give your Think Solid™ surface a more thorough clean and refresh using a mild abrasive cleanser like Gumption®\* paste cleanser, Jif Cream cleanser or Ajax cream or powder cleanser. Firmly wipe your Think Solid™ surface with a damp sponge or cloth and a mild abrasive cleanser using a wide circular motion. Always finish by rinsing and wiping your surface with a damp cloth or sponge. The Vileda® range of cloths and non-scratch scourers are recommended by both Think Solid™ and Teflon®.

### Light marks & scuffs

Most light marks and scuffs may be removed by wiping your surface firmly with a damp sponge or cloth and a mild abrasive cleanser. However, if this technique fails to work, please contact our Customer Service Centre on 1300 366 113 to personally discuss other care alternatives.

## At your service

Should you have any questions about caring for your Think Solid™ surface, please contact our Customer Service Centre on 1300 366 113 or visit [www.thinkon.com.au](http://www.thinkon.com.au).

\* Please be aware, using abrasive cleansers on your Think Solid™ surface may change your sheen level. By routinely cleaning the entire surface consistency in sheen should return over time.