

CLEANING & CARE INSTRUCTIONS NIKPOL MASTER OAK

PRODUCT: Melamine faced board and HPL (all types)

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1. PRODUCT DESCRIPTION

Melamine faced board: melamine faced board, two-sided, coated with impregnated paper containing the design, available in different variations (moisture resistant, fire retardant, etc.) for vertical use.

HPL: high-pressure laminate in accordance with EN438-3 is composed of layers of impregnated paper compressed at high pressure and high temperature.

Melamine faced board and HPL boards are available with a wide range of designs (e.g. solid colours, wood and stone reproductions) with a specific surface finish (e.g. wood structure, pearlised structure, textile structure, etc.)

2. GENERAL

Melamine faced board and HPL are easy to clean, provided that they receive regular care.

No special cleaning agents are required, but we do recommend using **all-purpose cleaner** or **glass cleaner**. Commercially available care products are sufficient, provided that they are used correctly and regularly.

Maintenance products containing **ethanol, alcohol or propanol** can also be used to clean the surface. The use of **acetone** is also permitted, but it should always be rinsed off with lukewarm water so that the product does not take effect for more than 2 minutes.

After conducting tests on Black Master Oak Melamine and HPL samples, it was found that applying toothpaste for cleaning proved beneficial due to its strong adhesive properties, which effectively penetrate the surface grain. Following a 30-minute exposure of the toothpaste - treated surfaces to the sun, we determined the sprays and microfiber cloths on the right, to be the most effective products for achieving surface cleanliness.



3. DO NOT USE THE FOLLOWING PRODUCTS FOR CARE

- Washing-up liquid
- Abrasive, aggressive cleaning agents, such as abrasive sponges, steel wool, sand paper
- Products with hydrogen peroxide
- Floor cleaners containing linseed oil, washing powder, furniture and plastic cleaners containing silicon, bleach, petroleum-based cleaners, turpentine, solvents (e.g. cellulose thinner), scouring powder and care products containing abrasive components, white spirit
- Care products containing strong (undiluted) acids, bases and salts
- High-pressure cleaners
- Paint stripper

TIP: Always test a new cleaning product on a small spot before cleaning the whole surface.

4. INSTRUCTIONS FOR DAILY CARE

We recommend removing all greasy marks, marks and dirt as quickly as possible, ideally within 48 hours. The longer the dirt remains on the surface, the more difficult it will be to remove it afterwards (e.g. coffee and wine stains,...). The surface can be cleaned several times a day with general cleaning products such as glass cleaner or all-purpose cleaner, without affecting the surface. **Always clean the entire surface.** This will help to prevent the surface from becoming shiny in certain places over time.

The recommended step-by-step plan for cleaning the surface:

1. **Remove large amounts of dirt or dust (if present)** with a soft brush or dry cloth and make the surface as clean as possible.
2. **Use a sponge or microfibre (lint-free) cloth** to clean the surface. Mix all-purpose cleaner with water, or spray glass cleaner directly onto the surface. Please note: avoid **washing-up liquid**. This contains oil to protect the skin. The result? It may leave a film on your panels that will become visible over time.
3. **Gently rub the maintenance product into the surface** and leave it to take effect (max. 5 minutes).
Tip: If your surface has a smooth, more even (e.g. super matt) surface finish? In this case, clean using **circular movements**. If your surface has a linear or pronounced surface structure, rub **in the direction of the structure** (instead of across it), as this will prevent the dirt from getting into the structure.
4. **Rinse the surface thoroughly with lukewarm water** to remove all traces of the cleaning product.
5. **Wipe the surface dry** with a soft, dry cloth to avoid streaking. Avoid using paper, especially if the surface has deep surface structures. Small pieces of paper may get stuck in the structure of the design.

If your surface isn't completely spotless after an initial clean, repeat all 5 steps.

5. INSTRUCTIONS FOR HARD-TO-REMOVE STAINS

For certain stains such as nail polish, alcohol marker, paint stains, ballpoint pen stains, etc., the recommended step-by-step plan described above may not be sufficient to completely clean the surface.
Recommended step-by-step plan for hard-to-remove stains:

1. **Remove large amounts of dirt or dust (if present)** with a soft brush or dry cloth and make the surface as clean as possible.
2. **Use a sponge or microfibre (lint-free) cloth** to clean the surface. **Mix acetone with water** and apply this onto the surface.
3. **Gently rub the acetone mixed with water into the surface** and leave it to take effect (max. 2 minutes).
Tip: If your surface has a smooth, more even (e.g. super matt) surface finish? In this case, clean using **circular movements**. If your surface has a linear or pronounced surface structure, rub **in the direction of the structure** (instead of across it), as this will prevent the dirt from getting into the structure.
4. **Rinse the surface thoroughly with lukewarm water** to remove all traces of the acetone.
5. **Wipe the surface dry** with a soft, dry cloth to avoid streaking. Avoid using paper, especially if the surface has deep surface structures. Small pieces of paper may get stuck in the structure of the design.

If your surface isn't completely spotless after an initial clean, repeat all 5 steps.

A **magic eraser** combined with a general, non-abrasive cleaning product may be used for (very) hard-to-clean stains. Rub gently over the surface, never press too hard. We recommend cleaning the entire surface, not just the stain, so that the surface is cleaned evenly. Use the magic eraser if the recommended step-by-step plan for cleaning the surface does not have the desired result.

6. REMOVAL OF MICRO-SCRATCHES

Micro-scratches on panels with pronounced surface finishes (deep wood structures) can occur during transport or processing as a result of friction between the panels. We recommend using a forklift truck to move the panels or to do the work manually with 2 people, to prevent two panels from coming into contact with each other. Should small micro-scratches occur due to the friction of two panels, we recommend following this step-by-step plan:

1. **Clean the surface with a clean soft cloth and lukewarm water.** There is no need to add a cleaning product. Rub in the direction of the structure (instead of across it).
2. **Wipe the surface dry with a soft, dry cloth to avoid streaking.** Avoid using paper, especially if the surface has deep surface structures. Small pieces of paper may get stuck in the structure of the design.

If the micro-scratches have not yet completely disappeared, repeat these steps.

7. REMOVAL OF DUST DURING PROCESSING OF PANELS

Your panelling products may come into contact with dust when you process them. On surfaces with deep or pronounced surface structures, the dust can get into the grains of the surface finish.

We recommend following this step-by-step plan:

1. **Remove large amounts of dust** with a **soft brush** or **air brush**.
2. **Rub in the direction of the structure** (instead of across it), as this will prevent the dust from getting deeper into the structure.
3. **Clean the surface with a clean soft cloth and lukewarm water**. There is no need to add a cleaning product.
4. **Wipe the surface dry with a soft, dry cloth** to avoid streaking. Avoid using paper, especially if the surface has deep surface structures. Small pieces of paper may get stuck in the structure of the design.

If the dust has not completely disappeared after the first cleaning, repeat the step-by-step process.

8. REMOVAL OF ADHESIVE RESIDUES DURING PROCESSING OF PANELS

Your panelling products may come into contact glue during processing. Use tape to protect your surface when gluing HPL to a substrate. Glue residues are best removed immediately, before the glue has dried and hardened. Do this with lukewarm water and a soft cloth.

If the glue has already hardened, we recommend following this step-by-step plan:

1. **Use a microfibre (lint-free) cloth and some lukewarm water** to clean the surface.
2. Apply a **DN type plastic cleaner** using a soft, clean cloth or directly to the surface in the event of multiple stains. Allow the product to take effect for a maximum of 5 minutes.
Tip: If your surface has a smooth, more even (e.g. super matt) surface finish? In this case, clean using **circular movements**. If your surface has a linear or pronounced surface structure, rub **in the direction of the structure** (instead of across it), as this will prevent the dirt from getting into the structure.
3. **Rinse the surface thoroughly with lukewarm water** to remove all traces of the DN type plastic cleaner.
4. **Wipe the surface dry** with a soft, dry cloth to avoid streaking. Avoid using paper, especially if the surface has deep surface structures. Small pieces of paper may get stuck in the structure of the design.

If your surface isn't completely spotless after an initial clean, repeat all 5 steps.

9. CARE OF MATTE OR DEEP SURFACE STRUCTURES

Boards with a **very deep surface finish** can be cleaned by following the general instructions for daily care. It is important not to use paper to clean the surface (paper residue can get stuck in the structure) and to rub in the direction of the structure, and not across it, to prevent the dirt from being rubbed into the structure rather than removed from it.

Boards with a **matte or glossy (more even & smooth) surface finish** can be cleaned by following the recommended step-by-step plan. It is best to clean these types of surface finishes with a circular movement.

10. GENERAL RECOMMENDATIONS

- Never place hot objects such as saucepans directly onto the surface.
- Never use the surface as a cutting board, always use a wooden or plastic cutting board.
- If in doubt about the procedure that you need to follow to clean the surface or treat specific marks or the use of a specific care product, please contact your local Nikpol representative or dealer for expert advice.

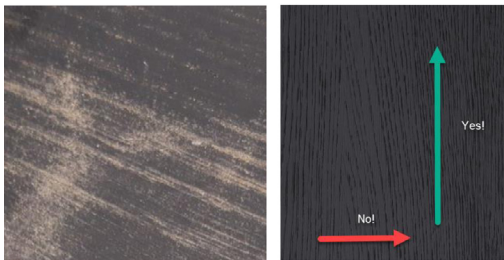
FREQUENTLY ASKED QUESTIONS

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

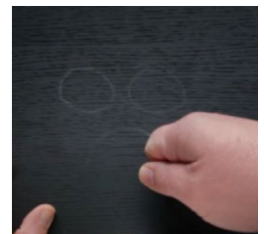


1.2. How to remove 'chalkboard' marks on the surface caused by your skin?

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.

FREQUENTLY ASKED QUESTIONS

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.nikpol.com.au

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.nikpol.com.au

FREQUENTLY ASKED QUESTIONS

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.nikpol.com.au

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.

FREQUENTLY ASKED QUESTIONS

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.nikpol.com.au

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.

FREQUENTLY ASKED QUESTIONS

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 30m/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.