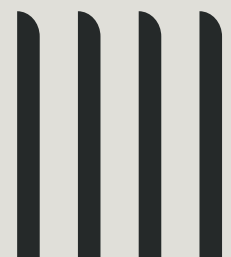




FABRICATION & INSTALLATION GUIDE





Contents

About Sentio™

Overview 4

Safety 4

Handling & Storage

Handling 5

Storage..... 5

Tools & Accessories

Routers..... 6

Router Bits..... 6

Saws & Blades 6

Clamping Systems 7

Templating & Structural Support

Templates 8

Structural support requirements 8

Overhang support..... 9

Joining

Adhesive Systems 10

Join Locations..... 10

Joining Benchtops 13

Cutting & Cutouts

Routing & machining 14

Sink & Cooktop Cutouts..... 14

Finishing & Polishing

Tools required 16

Sanding & Finishing..... 16

Installation

Transportation 18

Securing benchtops..... 18

Waterfall Ends & splashbacks 19

Repairing

Minor repairs..... 22

Other Repair Options..... 22

Warranty

Warranty guidelines 23

Care & maintenance 25

About Sentio™

Overview

Sentio™ Renewable Surface is a solid surfacing material designed for **interior use**, particularly for benchtops & splashbacks. Here are some key characteristics and guidelines;

1. Composition

- Sentio™ is composed of 1/3 polymer resin and 2/3 natural minerals (alumina trihydrate).
- It is a solid, nonporous, homogeneous material.

2. Thickness and Finish

- It is supplied as a 20mm thick material.
- Sentio™ is delivered with a prefinished, semi-gloss surface.
- Sentio™ is supplied with a protective film to minimise fabrication and installation time.

3. Visual Inspection

- A visual inspection of the sheet condition is required **before** any fabrication or installation work begins.
- This inspection is necessary to identify defects, colour matching issues, or imperfections.

4. Colour Matching

- Due to colour variation between batches in the production process, it is a requirement to ensure acceptable colour match between sheets being used.
- Fabricators should take measures to achieve a consistent and satisfactory colour appearance.

5. Interior Use Only

- Sentio™ benchtops are specified for interior use exclusively.

Safety

Ensuring a safe work environment during the fabrication and installation of Sentio™ Benchtops is paramount. Strict adherence to the following Personal Protective Equipment (PPE) guidelines, in conjunction with compliance to relevant Workplace Health and Safety (WHS) regulations in your state, will effectively mitigate the risk of accidents. Maintain a clean and uncluttered workspace to further enhance safety.

Personal Protective Equipment (PPE):

1. Eye Protection

- Wear safety glasses to safeguard your eyes during the fabrication and installation processes.

2. Foot Protection

- Utilise steel-capped safety shoes to provide comprehensive protection for your feet.

3. Ear/Noise Protection

- Wear ear protection, as the noise levels generated by equipment may surpass permissible limits.

4. Dust Protection

- When engaging in cutting or finishing operations that generate dust, wear a P2 dust mask. This measure ensures respiratory protection and helps maintain a healthy work environment.

Handling & Storage

Handling

Sentio™ Sheet Handling Guidelines:

1. Forklift Unloading (Recommended):

- Utilise a forklift with a minimum capacity of 1000 kg for safe unloading of Sentio™ sheets from the delivery vehicle.

2. Manual Handling (If Forklift Unavailable):

- In the absence of a forklift, open the pallet on the vehicle tray.
- Manually handle each Sentio™ sheet on edge, one at a time.
- Always wear heavy-duty protective gloves when handling.

3. Safety Attire:

- Due to the weight (approx. 80 kg per sheet) and sharpness of Sentio™, ensure the use of proper safety shoes and gloves during handling.

4. Handling Procedure:

- Each sheet must be handled by three people.
- Carry sheets on edge with one hand under for support and one hand over for control.

Helpful Hints:

Do Not Attempt Solo Handling:

- Avoid attempting to unload or carry a Sentio™ sheet unaided.

Avoid Horizontal or Unsupported Carrying:

- Do not carry sheets horizontally or without proper support.

Gloves Are Essential:

- Refrain from handling sheets with bare hands during unloading.

Fragile Product:

- Sentio™ is fragile, heavy, and requires careful handling.

Remember, adherence to these guidelines ensures safe handling practices, minimising the risk of accidents and damage during the unloading and transportation of Sentio™ sheets.

Storage

Store Sentio™ sheets in a perfectly level condition to prevent warping (Fig 1). Ensure a flat and stable surface for optimal product integrity.

Utilise the pallets provided with the Sentio™ sheets, ensuring they are in good condition and not missing any blocks. The integrity of the pallets contributes to the secure storage of the sheets.

Maintain a controlled environment for storage, with temperatures ranging between 15 to 23° C. Store the sheets in a dry and well-ventilated area to safeguard against moisture and ensure product longevity.

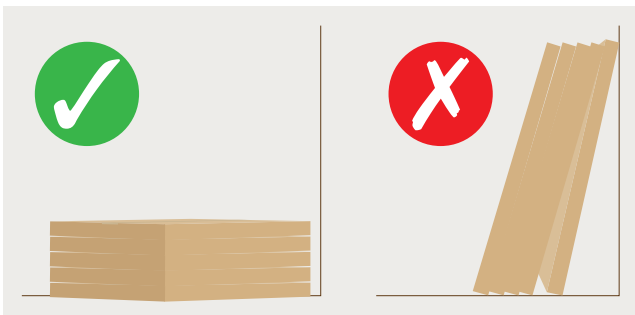


Fig 1

Tools & Accessories

Routers

For cutting, trimming, or routing sink/cooktop cutouts in a Sentio™ benchtop, handheld routers and CNC routers are the recommended tools. When seeking a profile edge detail, such as a 2mm pencil round, a laminate trimming router is ideal for this job.

When using a CNC to cut, trim or route a Sentio™ benchtop, typical feed rates for new (sharp) router bits are as noted:

- 6 – 10 lineal metres per minute at 18,000 rpm's (subject to CNC vacuum hold capacity, sharpness of tooling & “volume” of material being removed in a single machining pass)

Router bits

Tungsten carbide-tipped router bits are essential for optimal performance. In higher volume production scenarios using CNC machinery, polycrystalline diamond bits may prove more suitable.

Maintenance Tip

- Regularly inspect and maintain router bits to guarantee sharpness and cleanliness.
- Store router bits in a manner that shields them from damage, preserving their effectiveness over time.
- Regularly sharpen saw blades to maintain optimal cutting efficiency.

Saw blades

Various types of circular saws are suitable for cutting and sizing Sentio™. Among the most acceptable options are:

- Stationary saw bed with sliding tray
- Vertical panel saw
- Drop cut saw with a 45-degree angle option
- Heavy-duty portable circular saw
- Radial arm saw
- Beam saw

Irrespective of the chosen circular saw, adherence to the following standards is crucial:

1. Heavy-Duty Requirement:

- Ensure the circular saw is of heavy-duty construction for robust performance.

2. Tungsten Carbide Blades:

- Utilise triple-chip blades made of tungsten carbide exclusively for cutting Sentio™.

3. Blade Specifications:

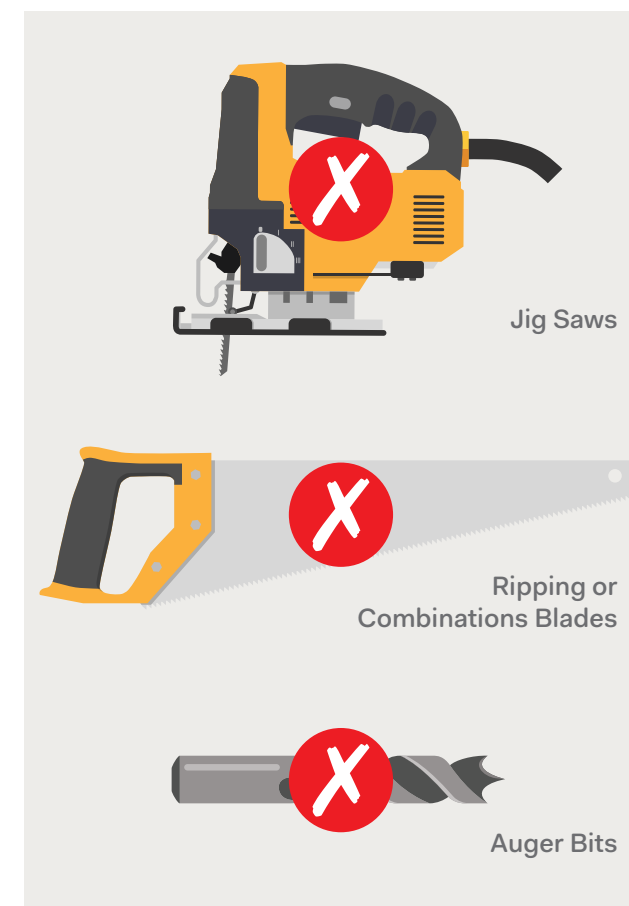
- Choose blades with a hook angle and pitch ranging from -5 to +10 degrees, specifically labeled as “for cutting hard plastics.”
- Aim for blades with 6 teeth per 25 mm diameter for precision and longevity.

4. Local Safety Standards:

- Comply with local safety standards to ensure a secure working environment.

Tools Tip

- The following tools must **NOT** be used, in any circumstances, to cut Sentio™.



Clamping Systems

Several types of clamps are suitable for use when fabricating and installing Sentio™ benchtops. The two most common clamps used for joining are G clamps (Fig 2).

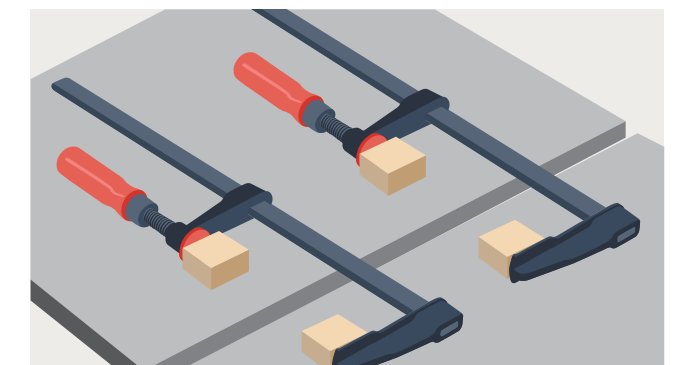


Fig 2

Suction clamps

Designed for seamlessly joining benchtops and seams, these clamps employ an ingenious combination of features. The suction cups establish a secure grip on the non-porous Sentio™ surface through a vacuum seal. Simultaneously, the screw mechanism facilitates the convergence of pressure pads, ensuring a firm and even connection. Enhanced by an adjustable height control, this system allows precise alignment, achieving a flush connection between benchtops with utmost accuracy (Fig 3).

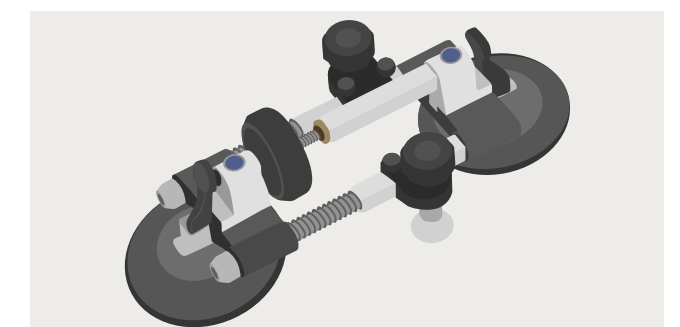


Fig 3

Templating & Structural Support

Templates

While not mandatory, the use of templates is strongly advised for Sentio™ benchtop installations due to their valuable benefits. Templates provide crucial insights, indicating whether a complete benchtop is suitable for the project or if smaller, more customised pieces are required. It is imperative that the template accurately reflects the intended shape of the benchtop to be produced.

Various e-template systems are available in the market, each with unique features and advantages. A thoughtful examination of these systems is recommended before making a purchase to ensure compatibility with your workflow. Choosing the right template system is pivotal for seamless integration into your working methodology.

Structural Support Requirements

Cabinet Support for Sentio™ Benchtop Installation

Sentio™ Benchtops are decorative, not structural and therefore require adequate structural support along the front and back of the cabinet for long term performance to be achieved. All cabinets/drawer boxes with **spans greater than 800mm wide (including corner cabinets) will require front rails to be installed vertically** (Fig 4).

In instances where dishwasher voids are present, it is imperative to install both front and rear support rails (wall cleat) to reinforce the cabinet structure effectively.

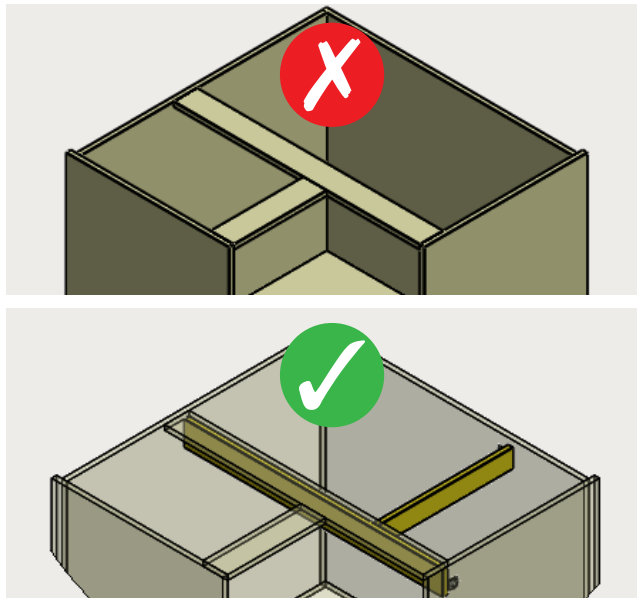


Fig 4

Overhang support

For overhangs greater than 200mm, support for the Sentio™ benchtop can be achieved using “L” shaped steel brackets as shown. These support brackets should be placed every 500mm along the length of the overhang and within 250mm at both exposed ends. (Fig 5)

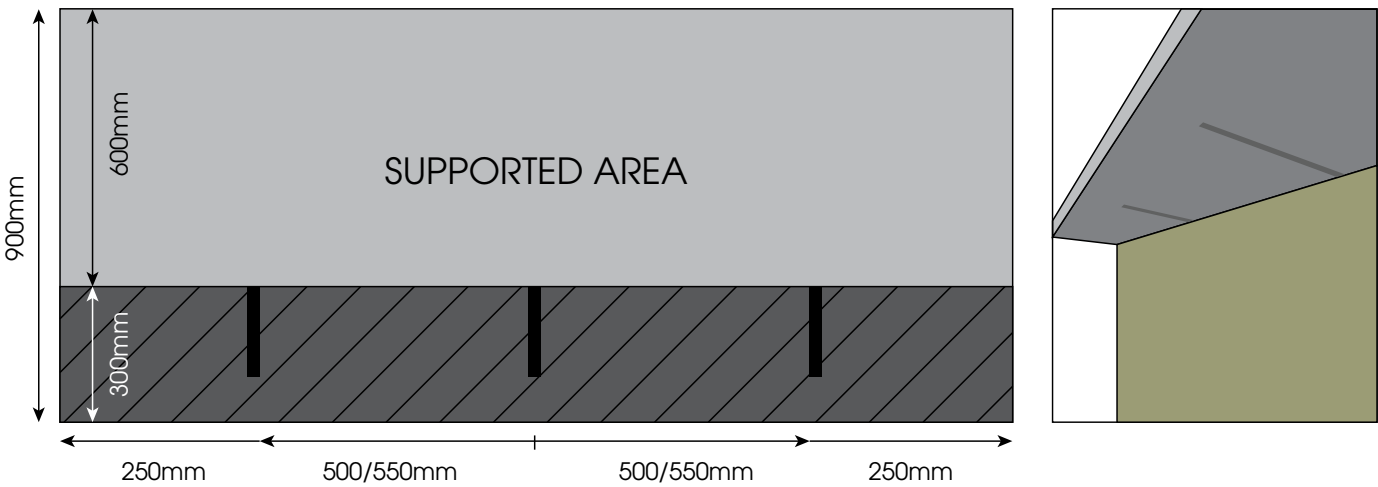


Fig 5

Professional Tip

Utilise wall cleats to provide support for overhangs, where a peninsula or island butts into a wall. This ensures stability and reinforces the structural integrity of the installation.

Joining

Adhesive Systems

For seamless "hard" seamed joins, we recommend employing a colour-matched solid surface adhesive system. These adhesives, available in various colours, offer versatility across multiple Sentio™ colours. Consult our suggested colour-matched chart for detailed guidance. It's important to note that an exact adhesive colour match cannot be guaranteed due to inherent variations.

When fixing Sentio™ to materials like MDF, HMR particle board, aluminum, or steel, opt for a flexible bond that accommodates movement, allowing for expansion and contraction. This flexible bond is also suitable for connecting two sections of a benchtop when a discreet "hard" seam is not imperative.

For scenarios requiring clamping blocks, a temporary bond such as hot melt adhesive is recommended.

Join Location

Always prepare the benchtop so the join sits on a cabinet end panel wherever possible (Fig 6). This provides added support to a join, as well as a stronger area for achieving a flush join. Where this isn't possible, an MDF strip (75 x 25mm) should be secured below the join to provide this added support (Fig 7).

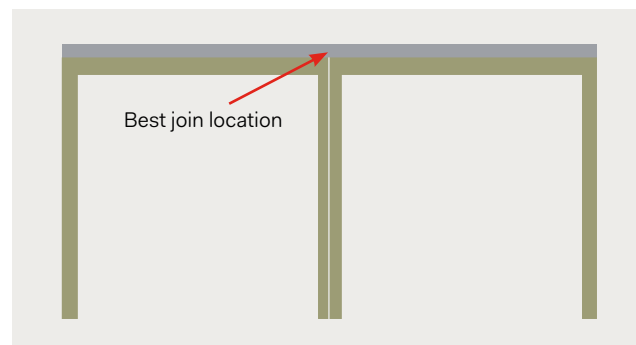


Fig 6 Strongly recommended position

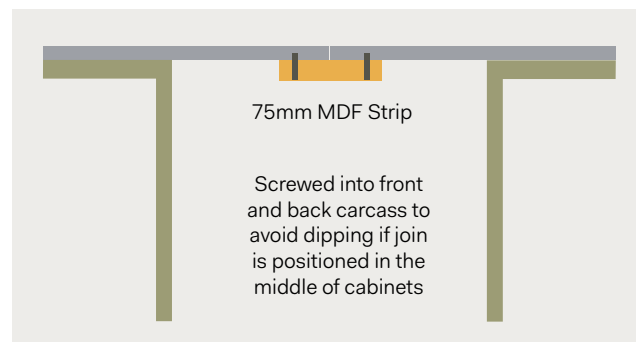


Fig 7 (not advisable) Join in middle of unit with MDF strip (if recommended position not possible)

Avoid positioning joins directly above dishwashers and through sink or cooktop cut outs. Ideally joins should be positioned a minimum of 150mm away from all cut outs and dishwasher installations (Fig 8).

When installing benchtops, allow a minimum clearance gap between rear and side edges of the benchtop and walls/cabinets for expansion, if required.

Always position joins on the end panel of a cabinet wherever possible, enabling the benchtops to be joined on the gable end and not the middle. This gives added support to the join and a stronger area for shimming up the surface to achieve a flush join. Where this isn't possible, an MDF strip (75mm x 25mm) should be secured below the join to give added support.

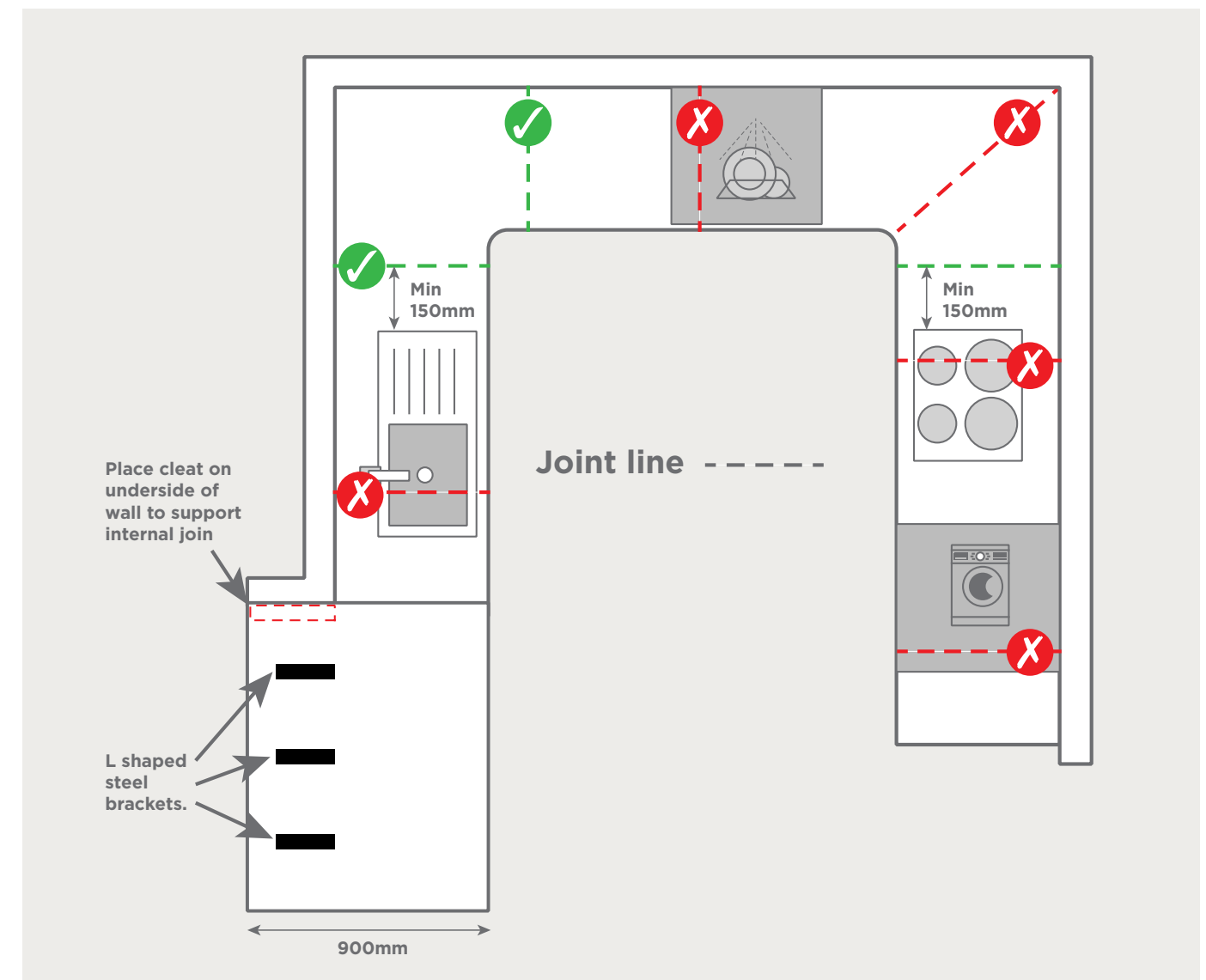


Fig 8



Joining Benchtops

Join Preparation: All joins must be prepared using a mirror cut technique to each edge of the benchtop, dry fitted to ensure they are level & fit nicely together with no visible gaps, before being “hard” seamed. This procedure is best done using a hand-held router or with a CNC machine. The use of a stable machine and sharp tools is a must to get the best results.

Cleaning & Preparing Joins: Clean the pre-prepared edges with methylated spirits and a clean white rag, prior to applying any solid surface adhesive. This step is critical to achieve a seamless, colour matched appearance and to ensure there is no dirt/contamination in the final “hard” seamed join.

Tape both sides of the join area with 2 layers of masking tape approx. 3mm from the join line.

Applying the Adhesive: Apply the Solid Surface Adhesive to fill the join, making sure the benchtops are level and there is sufficient adhesive used so that when the benchtops are brought together, a continuous bead flows out of the join.

Before the adhesive begins to cure, bridge the strips of masking tape lightly with a clean spatula or scraper to remove any excess adhesive. Ensure the masking tape is removed before the adhesive fully cures (Fig 9).

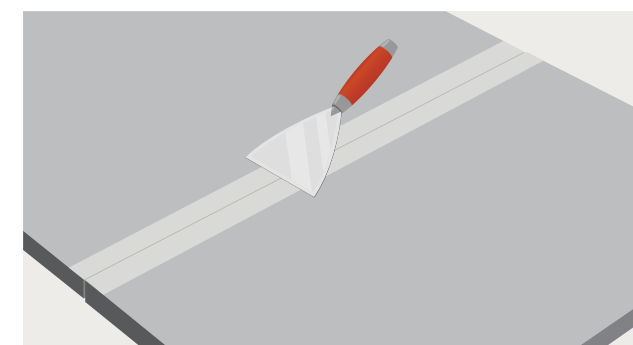
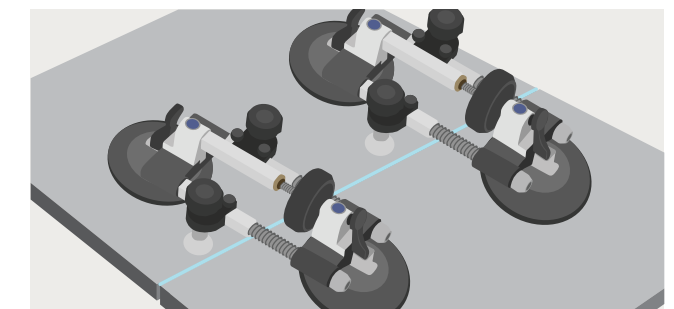
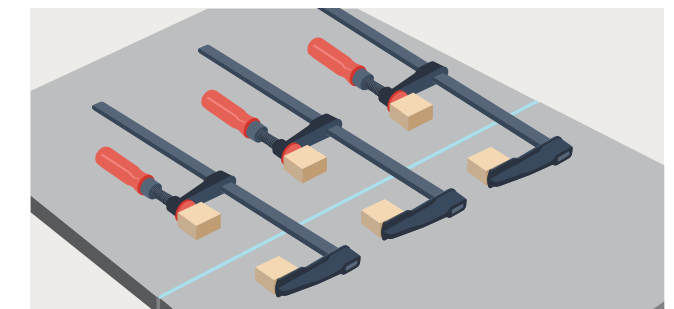


Fig 9

Choose how to clamp the 2 benchtop sections together, either with hot melt glue blocks and clamps, or with a suction clamp system as shown below.



Let the adhesive cure for at least 30 minutes (warmer conditions) and up to 45 minutes for cooler conditions.

Trimming & Finishing: Any remaining adhesive can be removed by sanding with a random orbital sander with the following order of sandpaper grades: 240, 320 grit and then finish with grey scotchbrite pad and a light mist of water.

Offset Hard Seam Joins

When joining benchtops with a 90 degree corner, an offset “hard” seamed join is required. The offset join should be 3 times the radius of the router cutter being used, eg for a 10mm cutter providing a 5mm internal radius, the offset join should be 15mm from the edge of the benchtop panel being joined (Fig 10).

All joins are best butt seamed together. They should be either perpendicular or parallel to the length of the benchtop, except when fabricating colours with a directional pattern for aesthetic appeal.

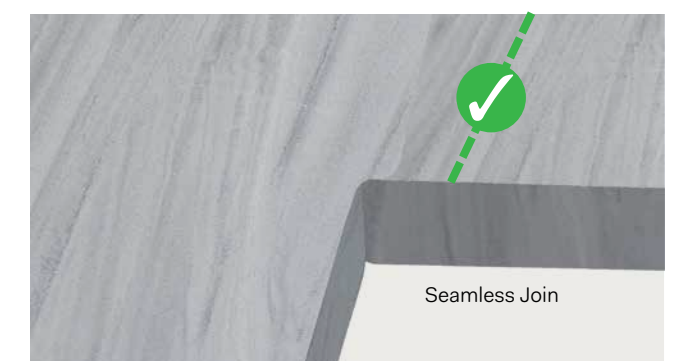


Fig 10

Cutting & Cut-outs

Routing & machining

The key to successful and profitable installation of a Sentio™ benchtop is a clear understanding of material yield. This will ensure economies of scale in material use, minimise risks of incorrect cuts occurring and therefore additional expense. A comprehensive cutting list is essential to cost-effective fabrication of Sentio™. From job templates or job drawings, calculate the best yield with seam placement and installation in mind.

For cutting Sentio™ Benchtops to size, use a router equipped with a tungsten carbide-tipped blade for accuracy. Alternatively, use a saw with fine teeth to achieve clean, efficient cuts. Prioritise safety by wearing appropriate personal protective equipment and following recommended guidelines for tool selection and usage. Regularly inspect and maintain tools for optimal performance.

Sink & Cooktop Cutouts

The use of an accurate template is one of the most essential elements to the successful completion of a cutout in Sentio™. For the completion of a sink or cooktop cutout, a template is required to suit the selected model. Complete the construction of a sink or cooktop template using standard good joinery practice, ensuring the materials used do not shrink, deflect or warp, but instead provide a true and long-lasting guide.

Alternatively, manufacturers often provide electronic template cutout files for most sinks and cooktops, compatible with CNC machinery for streamlined precision.

Sink & cooktop cutouts in Sentio™ are best done in your factory using a router. For all cooktop cutouts, ensure you add a 2mm radius to the top and bottom of the cutout. Once completed, sand the inside edge of the cooktop cutout smooth with a 150 grit sandpaper, making sure you remove all router cut marks. **Please Note:** Sink or cooktop cutouts should **NOT** be completed using a jigsaw.

During appliance installation, refrain from directly screwing into the Sentio™ benchtop. In certain scenarios, bonding additional fixing blocks beneath the benchtops or employing undermount sink clips may be necessary for secure and steadfast installation.

Applying heat tape to cooktop cut-outs

For cooktop cut-outs only, apply the 3M Aluminium Thermally Conductive Tape around the cut-out in one continual piece. This is an important step to ensure the benchtop is protected from excessive heat.

Ensure the aluminium heat tape extends up the cutout edge and over the surface of the benchtop enough to run past the outside edge of the cooktop flange (Fig 11).



Fig 11

Undermount Sinks

Please note, if you intend to undermount your sink, you will need to position and fix the sink to the underside of the benchtop prior to the benchtop being installed on to the cabinets.

The following steps will prove helpful to achieve the best results when mounting your sink.

Step 1 Ensure you use the installation instructions provided by your sink manufacturer to obtain the best results.

Step 2 Ensure you locate the exact position of where you require your sink to be cut-out.

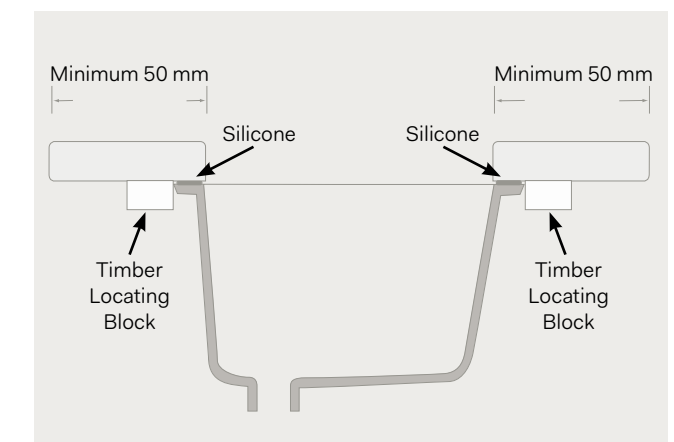
Step 3 Once the hole is cut, sand the inside edge of the cut-out smooth with a 150 grit sandpaper, making sure you remove all cutting marks. Remove sharp edges at the top and bottom of the cut-out by sanding the edges to an approx. 2mm radius. If this is not done correctly, fine cracks may appear in your benchtop over a period of time.

Step 4 Turn the benchtop over and locate where to position any additional fixing blocks.

Step 5 Remove all dust or dirt around the underside of the cut-out. Apply a bead of silicone to the underside of the sink cut-out and position the sink under the benchtop.

Step 6 Tighten the sink mounting screws to the timber subframe and any fixing blocks. Remove any excess silicone that oozes around the edge as per the manufacturer's instructions.

Step 7 Once you have installed the sink, turn the benchtop over to complete the overall benchtop installation.



Finishing & Polishing

Tools required

Sanding inevitably introduces dust into the workspace, and we approach this matter with utmost seriousness, recognising the expense, time constraints, and potential hazards associated with dust. Employing on-tool dust extraction, coupled with the use of appropriate sanding pads, facilitates the safe removal of dust during the sanding process.

Equipping yourself with the correct sanding and finishing tools is pivotal for achieving a high-quality final finish for your Sentio™ benchtops. While a random orbital sander is considered a fundamental requirement, the following additional tools can be invaluable in specific situations:

- Orbital sander
- Small hand sander
- Random orbital sander
- Stationary belt sander
- Portable belt sander
- Wide belt sander

It is crucial to pair these tools with a Dust Extractor tailored to suit each type of sander. This comprehensive approach not only ensures a pristine finish but also prioritises the health and safety of your work environment by efficiently managing dust throughout the sanding process.

Sanding & Finishing

Each Sentio™ sheet is delivered sanded and protected with a film coating. In the event that a thorough sanding of the benchtop becomes necessary, please adhere to the following guidelines:

1. Surface Preparation:

- Prior to sanding, ensure the Sentio™ surface is free from dust and dirt particles by using a damp cloth.

2. Recommended Finishes:

- While finishes may vary per customer preference, for easy daily maintenance, we recommend a semi-gloss or satin finish.

3. Sanding Procedure:

- Initiate sanding with a 120 grit paper if deep scratches are present; otherwise, commence with 180 grit sandpaper.
- Progress through 240 and 320 grit, concluding with a grey Scotchbrite for a refined finish.

4. Sanding Technique:

- Adopt the "North, South, East, West" direction for each sanding step, employing small circular motions.
- Ensure two patterns per sanding step (twice in each direction), overlapping edges without rounding them.
- Maintain sufficient overlap during the sanding process, moving through "North, South" and "East, West" rows. (Fig 12)

5. Cleaning Protocol:

- Clean the sanding disc and the surface diligently after each sanding step.

Important Tips

- Avoid applying excessive pressure during sanding.
- Maintain equal pressure and speed throughout the process.
- Utilise the correct tools for each sanding step.
- Replace worn sanding discs promptly.

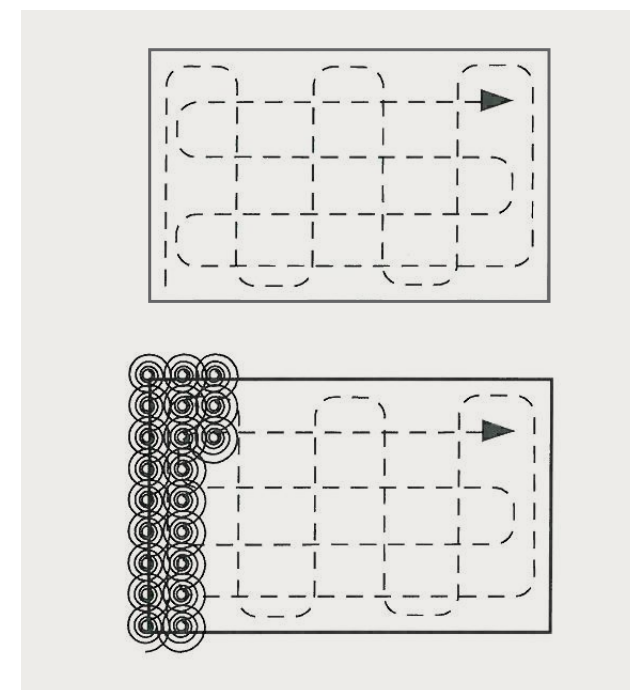


Fig 12

Installation

Transportation

Due to the weight of Sentio™ Benchtops, planning for portability and site access is essential during packing and transport. Wrap each benchtop section in bubble wrap, corrugated cardboard, or furniture blankets for added protection.

To prevent flexing of seams and corners, brace any cutouts securely. Transporting Sentio™ Benchtops on edge is recommended for enhanced stability. Avoid direct contact between benchtops, prevent sliding during transit, and shield from overheating in the sun. Promptly bring all pieces indoors after transport to ensure they do not become overheated in the sun on hot days.

These hints safeguard against damage and facilitate a smooth, secure transport process.

Securing benchtops

Preparing Base Cabinets

Prior to installing a Sentio™ benchtop, all cabinets should be level, fixed to each other and then secured to the back wall. The tops of all the cabinets must be within 3mm of a flat surface over a 3000mm run and must be flush with each other.

For all kitchen installations, corner cabinets and cabinet spans greater than 800mm, will require vertical rails to be fastened, to strengthen and properly support the Sentio™ Benchtop. Please refer to Structural Support section in this Technical Guide for more specific details relating to **spans and overhang supports**.

When securing the first benchtop, start in the corner and work outwards. Apply small amounts of silicone adhesive on the cabinet front and back rails, as well as other points where they make contact with the benchtops. Fit the first benchtop in place and check that it has been installed level. (Fig 13).

Continue this procedure to install the second/third benchtops as required.

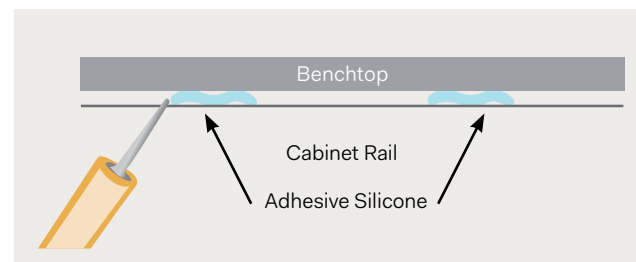


Fig 13

When a Sentio™ benchtop is installed between walls, ensure an expansion gap of 1mm per lineal metre of benchtop is allowed, eg. If a 4 metre benchtop is being installed, allow a 2mm expansion gap either side of the benchtop. This expansion gap can be filled with colour matched silicone or can be covered during the installation of the splashback.

Waterfall Ends & Splashbacks

Waterfall End Installation

When installing a waterfall end, dry fit it into position first, while packing it up from the finished floor level by 2mm. Then dry fit the benchtops to ensure both the waterfall end and benchtop fit correctly into position.

There are 2 accepted methods of hard seam joining a waterfall end;

Deep Rebate Waterfall Join (Fig 14)

1. Cut the Sentio™ benchtop to size as usual.
2. Deep rebate the 20mm edge of the benchtop that will connect to the waterfall end by approx. 12mm.
3. Cut the waterfall end panel to the correct size.
4. Polish the backside of the waterfall end panel if this side will be visible once installed.
5. Tape both sides of the join area with 2 layers of masking tape approx. 3mm from the join line.
6. Apply silicone adhesive dabs at 250-300mm intervals where the waterfall end will connect to the cabinetry. **Important Note:** Do not remove the 2mm packers at the bottom of the waterfall end until the silicone adhesive has fully cured.

7. Apply a continuous bead of solid surface adhesive to connect the benchtop and waterfall end together.
8. Once you are happy with their alignment, clamp the benchtop and waterfall end together.
9. Before the adhesive begins to cure, bridge the strips of masking tape lightly with a clean spatula or scraper to remove any excess adhesive.
10. Ensure the masking tape is removed before the adhesive fully cures.
11. Finish the join as per benchtop join instructions.

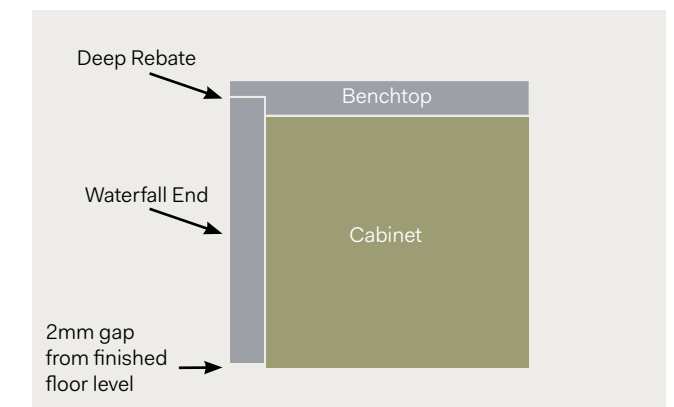


Fig 14

Mitred Waterfall Join (Fig 15)

- 1. Cut the Sentio™ benchtop to size as usual.
- 2. Mitre the leading edge of the benchtop that will connect to the waterfall using a saw blade set at a 45 degree angle.
- 3. Cut the waterfall end panel to the correct size and mitre the top edge to match the benchtop.
- 4. Polish the backside of the waterfall end panel if this side will be visible once installed.
- 5. Tape both sides of the join area with 2 layers of masking tape approx. 3mm from the join line.
- 6. Apply silicone adhesive dabs at 250-300mm intervals where the waterfall end will connect to the cabinetry. **Important Note:** Do not remove the 2mm packers at the bottom of the waterfall end until the silicone adhesive has fully cured.
- 7. Apply a continuous bead of solid surface adhesive to connect the benchtop and waterfall end together.
- 8. Once you are happy with their alignment, clamp the benchtop and waterfall end together.
- 9. Before the adhesive begins to cure, bridge the strips of masking tape lightly with a clean spatula or scraper to remove any excess adhesive.
- 10. Ensure the masking tape is removed before the adhesive fully cures.
- 11. Finish the join as per benchtop join instructions.

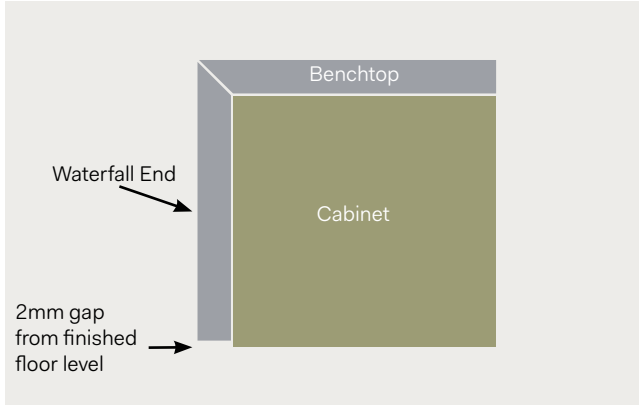
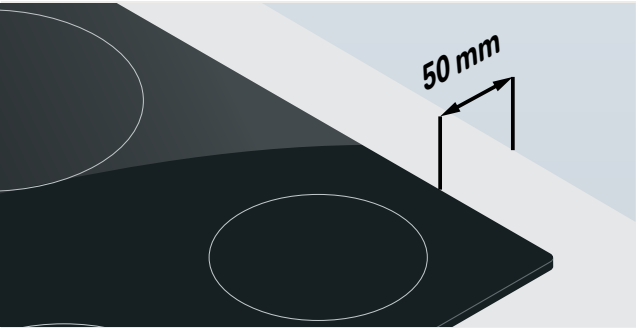


Fig 15

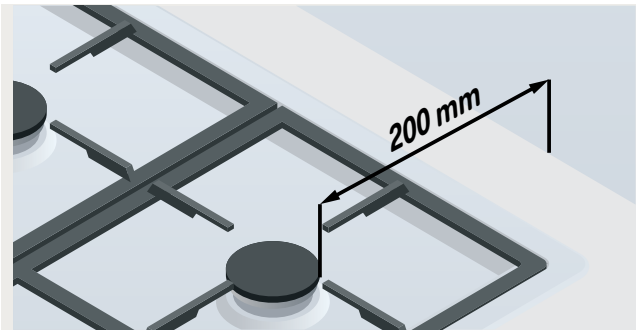
Sentio™ Splashback Installation

When installing a Sentio™ splashback, please ensure you follow the appropriate building codes and Australian Standards in regards to clearances, especially behind cooktops; eg AS5601-2004 Gas Installations. The below tolerances are guidelines that should be adopted for the different types of cooktop appliances.



Electric and Inductions Cooktops

For electric and induction cooktops, a minimum 50mm clearance from the back edge of the cooktop to a splashback is required.



Gas Cooktops

For gas cooktops, a minimum of 200mm clearance from the periphery of the gas burner to a splashback is required. This is a requirement as set out in the Australian Standard for Gas Installations, AS5601.

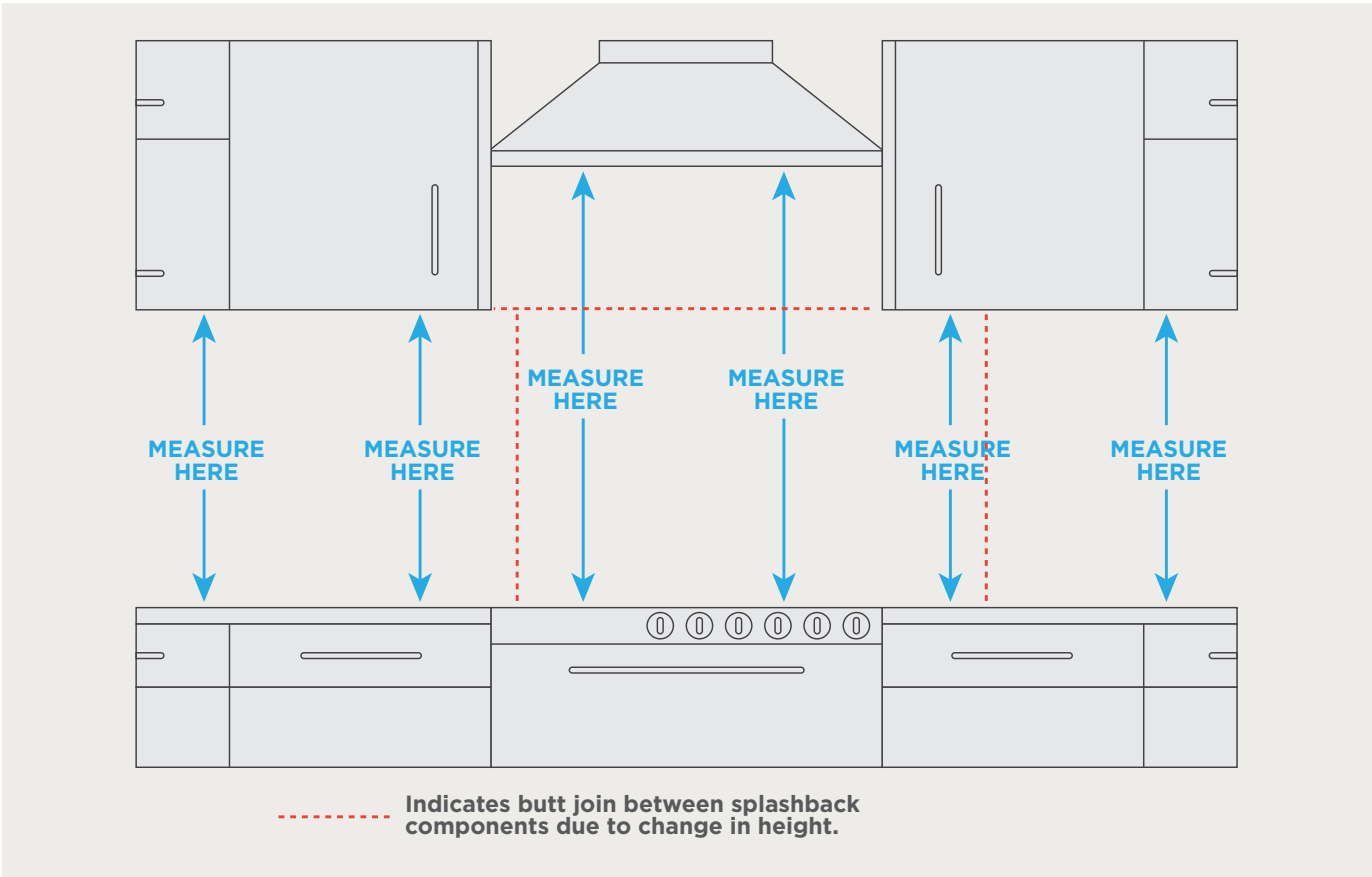
Step 1 - Measurements

After the benchtop is installed, confirm that it is level. If splashback is to be installed full height to underside of overhead cabinets, ensure the benchtop and overhead cabinets are parallel to avoid irregular silicone seal appearance. If they are not level or parallel take more than one measurement as indicated and it is recommended to use the shortest measurement.

Step 2 - Fitting

Please note Sentio™ splashbacks should not be bonded to any non-permanent obstruction on the wall that will prevent a close fit. Wall surfaces must not be bare concrete and will need to be sealed and primed with fully cured paint before bonding so as not to cause an imbalance in the splashback material. Clean existing wall surfaces with a sugar soap solution to remove any grease or grime ensuring the surfaces are fully dried before installing so as to avoid trapping any moisture behind splashback.

Place small 1 -2mm packers along bottom of splashback to provide a gap to allow for movement and subsequent effective sealing with silicone. Always use a flexible silicone adhesive to bond your splashback by applying a perimeter bead of silicone on the rear at least 50mm in from the edge along with some small circles of silicone. The circles can assist holding the splashback in place whilst the silicone cures.



Repairing

Minor repairs

Minor repairs may be necessary either in the factory or at the customer's residence, addressing issues such as:

- Deep scratches
- Scorches or burns
- General stains
- Minor impact marks

For all minor damages, utilise a light abrasive cleaner along with a Scotch-Brite® pad. In the case of more severe damage, consider light sanding for effective repair. These measures ensure a thorough and effective restoration process, maintaining the integrity and aesthetics of the Sentio™ surface.

Other Repair Suggestions

In the event damage has occurred to the Sentio™ benchtop surface due to improper use or installation issues, there are several other more advanced repair techniques that can be adopted to resolve these situations. Contact one of our CASF technical team for more information if other repair techniques are required.

Please note: A good practice is to supply a sink or cooktop cutout section for each benchtop installation, so the customer will always have a matching batch piece to use for repairs.



Warranty

Warranty guidelines

Sentio™ Benchtops come with the peace of mind of having a 10 Year warranty. Details of what is included in our warrant offer are detailed below;

10 Year 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 benchtop or decorative Sentio™ Renewable Surface Product (the "Sentio™ Renewable Surface Product"), that should the Sentio™ Renewable Surface Product fail due to any manufacturing defect for a period of ten (10) years from the date of initial purchase, that CASF will, at it's discretion, replace or repair the Sentio™ Renewable Surface 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 Sentio™ Renewable Surface Product.
4. This warranty DOES NOT COVER damage(s) to the Sentio™ Renewable Surface Product caused by:
 - a. Improper or inadequate care or maintenance
 - b. Any material modification or misuse of the Sentio™ Renewable Surface 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 Sentio™ Renewable Surface Products interior environment specifications, for example, outdoor use.
 - d. Physical, chemical or mechanical abuse of the Sentio™ Renewable Surface 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 Sentio™ Renewable Surface Product.
 - g. Any other improper use of Sentio™ Renewable Surface Product as stated in the "Care and Maintenance Guidelines" listed in the Sentio™ Renewable Surface 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 Sentio™ Renewable Surface Product (refer to item 9 of this warranty document for further details).
5. This Sentio™ Renewable Surface Product warranty will cover 100% of the costs of the actual Sentio™ Renewable Surface Product material, however labour costs or other indirect costs associated with the repair or replacement of the Sentio™ Renewable Surface Product pursuant to this warranty are not included in the product warranty.
 6. To receive coverage under the Sentio™ Renewable Surface Product 10 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 Sentio™ Renewable Surface Product only.

8. Samples of the Sentio™ Renewable Surface 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 Sentio™ Renewable Surface 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 Sentio™ Renewable Surface 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 Sentio™ Renewable Surface 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 Sentio™ Renewable Surface Product Installer/Fabricator.

11. This warranty applies only for Sentio™ Renewable Surface Product which:

a. Has not been moved from their original place of installation

b. Are maintained according to the Sentio™ Renewable Surface Care and Maintenance Guide.

This document is available via your local Sentio™ Renewable Surface 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 Sentio™ Renewable Surface 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 Sentio™ Renewable Surface 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 Sentio™ Renewable Surface Product warranty, CASF shall, within a reasonable time after being notified of the defect refund the purchase price of the Sentio™ Renewable Surface Product provided that CASF, or its appointed representative, is entitled to the return of the Sentio™ Renewable Surface Product and is provided with access to the Sentio™ Renewable Surface Product to enable removal of the Sentio™ Renewable Surface 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 Sentio™ Renewable Surface 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 Sentio™ Renewable Surface Product. Some states and territories do not allow the exclusion or limitation of incidental damages

15. This Sentio™ Renewable Surface 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 151 Main Street Blacktown NSW 2148

17. This is the only warranty made by CASF for the Sentio™ Renewable Surface 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 Sentio™ Renewable Surface 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.

Care & Maintenance

Sentio™ Care Options

When caring for Sentio™ Renewable Surface, 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 (eg Simple Clean).

Sentio™ Prevention Tips

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

Your Colour of Sentio™

Although Sentio™ Renewable Surface 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 Sentio™ are more sensitive and tend to show wear and tear more easily. Light scratching is considered normal wear and tear. If you've chosen a dark colour, please read the tips for preventing cuts and scratches carefully.

DESCRIPTION		BEST PREVENTION TIP
Preventing Cuts & Scratches	Treat your Sentio™ Renewable Surface surface as you would a fine timber. To avoid unnecessary marks Sentio™ should not be used as a cutting surface.	Always use a separate cutting board. Avoid sliding items across the surface particularly on dark colours (eg oven trays, cookware, etc)
Preventing Excessive Heat Damage	Although Sentio™ resists high temperatures, hot pans and heat emitting appliances (eg electric frying pans) should not be placed directly on a Sentio™ 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 Sentio™ solid benchtop. Such heat can damage any surface.
Preventing Other Damage	Be aware of what your Sentio™ surface has been exposed to. Harsh chemicals may damage the surface (eg paint removers, oven cleaners, etc)	Flush 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.	Always use the correct size pan for the burner. Place it centrally. A pan that protrudes over the Sentio™ itself will result in heat being reflected onto the Sentio™ solid benchtop, 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. Do not use two burners as one (eg for a large flat-bottomed cast iron pan) as it has the same effect. 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.

Simple Clean

Day-to-day cleaning

By nature Sentio™ Renewable Surface is easy to clean, easy to care for and easy to live with. As a general rule, when caring for Sentio™ Renewable Surface 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 Sentio™ surface with a damp sponge or cloth. Thanks to the non-porosity of Sentio™, this will hygienically clean your Sentio™ Renewable 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 Sentio™, 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 Sentio™ Renewable 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 Sentio™ 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 Sentio™ and Teflon®.

Light marks & scuffss

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 795 044 to personally discuss other care alternatives.





 1300 795 044

 sentio.com.au

