

HI-MACS® Acrylic Solid Surface

Launch Webinar – 24th April 2020

Questions and Answers

Could you please expand on what HI-MACS® is made from?

HI-MACS® Acrylic Solid Surface is made with a composition of Methyl Methacrylate (MMA) and Poly Methyl Methacrylate (PMMA) resin filled with Alumina-Trihydrate and other specialized formula to give it the timeless beauty and quality. Alumina-Trihydrate is a natural product derivative of Bauxite.

Where is it made?

HI-MACS® is manufactured in South Korea

How do I find out who our Laminex Rep is?

For all [Sales and Specifications enquiries](#) visit Laminex website for contact details or contact Laminex customer services team on 0800 303 606

Are all NZ colours stocked in NZ?

The New Zealand collection consists of 23 top-selling décors with 6 new-to-market decors.

The collection is available in 12mm with the exception of Alpine White which comes in 6, 12 and 20mm. 6mm is for vertical application only. All 23 decors are available and stocked by Laminex New Zealand

Sheet sizes - can you do wider than 760mm?

All HI-MACS® products range in New Zealand are only available in 760mm wide sheet sizes.

Are there other colours available in 6mm for vertical surfaces, e.g. concrete?

The New Zealand collection has Alpine White in 6mm for vertical application only.

How environmentally friendly is this product?

Countless internationally recognized certificates attest to the fact that HI-MACS® has a strong focus on ecological aspects. Without exception, all HI-MACS® products are manufactured in accordance with the ISO 14001 environmental standard.

What is the environmental impact of the HI-MACS® products, for example using in green type certification buildings?

Extensive studies – within LG Hausys' own laboratories as well as tests carried out by other renowned independent institutions – have shown that the HIMACS® material itself, as well as the cured adhesive, are completely free from formaldehyde and emissions. HI-MACS® has been awarded the Greenguard Gold Indoor Air Quality Certificate. Please refer to [sustainability certifications](#) on Laminex website for more details.

How does the Intense Ultra Black handle scratching in a residential Kitchen environment?

Intense Ultra Black shows less scratches, dust, marks and whitening compared to the standard black and greys and other dark colours offered, or in the market.

As with any gloss colours especially dark gloss colours, it is not recommended in applications where the risk of objects dragging across the surface is high.

Laminex NZ would not recommend Intense Ultra Black gloss as a kitchen benchtop.

Does the Intense Ultra Black scratch black?

Intense Ultra Black must be polished to a gloss finish to achieve a jet-black colour. A scratch will remove the gloss level and be highlighted as a charcoal colour. It is not recommended in high wear situations.

Are Ultra colours matt or shiny?

HI-MACS® solid surface is supplied unfinished. Please ensure you specify your desired finish prior to fabrication. Matte and Satin finishes are more suited to high wear applications, as high gloss finishes tend to show more signs of wear.

How do I learn to Thermoform Hi Macs?

Thermoforming details are included in HI-MACS® Fabricator manual available to all certified HI-MACS® Fabricators. For more information please contact our [Technical Team via Laminex website](#).

What's the max heat HI-MACS® can take?

It will start to bend at 130 degrees celsius but can be heated to 180 degrees celsius before compromising the surface. Eighty degrees celsius is the highest temperature when applied on a benchtop; when it is a small piece like a trivet and can expand and contract it will handle up to 110 degrees celsius.

Are there different manufacturing guidelines compared to Laminex solid surface?

HI-MACS® is an acrylic Solid Surface and the manufacturing guidelines are similar to other acrylic Solid Surface products. HI-MACS® Fabricator Manual has been designed for Certified Fabricators. Please contact our [Technical Team via Laminex website](#) for more details.

Will there be training sessions for the manufacturers?

Laminex NZ has a HI-MACS® Fabricator Manual for Certified Fabricators and training sessions can be arranged with our technical team. Please contact our [Technical Team via Laminex website](#). There are several criteria to meet before any training can be scheduled.

Is there going to be a publicly available Approved Fabricator list for HI-MACS®?

Please contact your Laminex Rep for details of your local HI-MACS® Certified Fabricator. To become a HI-MACS® Certified Fabricator please contact our [Technical Team via Laminex website](#). There are several criteria to meet before any training can be scheduled.

If we wanted to join 2 colours, is this possible?

Absolutely, any number of pieces of HI-MACS® be it any colour can be adhered together to provide a contrasted smooth surface.

Any colour variation over time if I wanted to do an extension etc?

An existing benchtop can be reconfigured and returned to its original glory at any time. Extensions to existing benches may not match precisely, consultation with a fabricator is advised.

When designing the vanity, can you form the sink continuously from the surface instead of ordering a sink that matches the selected surface?

Many of the HI-MACS® Certified Fabricators can fabricate a bespoke sink or basin design, contact our [Technical Team via Laminex website](#) for details of a suitable fabricator in your area.

How toxic is the dust from HI-MACS® when sanding?

HI-MACS® does not have Crystalline Silica as an ingredient nor is it used in any part of the manufacturing process therefore the dust is not toxic however with solid sheets of all colours, dust caused by machining may cause irritation to the skin, eyes and respiratory system. Personal Protective Equipment should always be worn during fabrication.

Do the lucent sheets require specialty lighting to be backlit?

Different types of lighting can be used to create different colours of translucence. Please test the exact type of lighting with a sample of HI-MACS® Acrylic Solid Surface to see final effect. Consult your local HI-MACS® Certified Fabricator for more details.

Can you use it on fire surround?

It could be used with a temperature-controlled gas heater which does not direct the heat onto the surface. Use the 80 degrees maximum temperature as a guide. Do not use with a wood burner.

Would this product be affected outdoors and in tropical weathers?

Materials used outside are exposed to the weather all year round. This means exposure to sun and rain, snow and ice, and different temperatures as well as strong UV rays. HI-MACS® has passed tests in a selection of colours and has proved that the quality can withstand the toughest outdoor conditions. The selection of suitable colours is shown in the [HI-MACS® brochure](#) and the [Design Guide](#). A 10-year warranty applies to all outdoor application.

What do you consider to be a mild abrasive?

Ajax cream cleanser and Jif would be considered as mild abrasive cleaners. Please refer to [HI-MACS® Care and Maintenance Guide](#) available on Laminex website

Are there any issues with etching of the surface due to acidic food or staining of the surface with things like coffee or wine?

HI-MACS® is a completely homogeneous and non-porous material, so normal, everyday cleaning only requires a damp cloth and a mild cleanser. Strong acids (such as those found in drain, toilet bowl, and oven cleaners) should be used cautiously around HI-MACS®. If any of these items come in contact with HI-MACS®, wipe them up at once. Some of these items, when left on the surface, may cause whitening, which can be difficult to remove. Tougher stains, caused by food colouring, Coffee or Wine can easily be removed using a bleaching agent (do not leave in contact with the work surface for more than five minutes). Clean the surface with a domestic all-purpose cleaner and rinse with clean water. You can also use a mild abrasive on matt finishes. Nail polish can easily be removed with nail polish remover (acetone-free) or a mild abrasive. Please refer to [HI-MACS® Care and Maintenance Guide](#) available on Laminex website

Do Eco Detergents that contain Limonene C10H16 have any negative effects on HI-MACCS®?

Limonene is citrus based and will not affect the HI-MACCS® surface.

Does Laminex supply a Care Kit with each job?

Laminex NZ will provide a HI-MACCS® Care Kit upon receipt of warranty registration from Fabricator. To register a [warranty](#) please visit Laminex website

Is there a matching HI-MACCS® adhesive list?

A list of HI-MACCS® matching adhesive colour and code is available in the [HI-MACCS® brochure](#). For more details contact [Laminex Customer Services or the Technical Team](#).

Where do I find the Design Guide on the Laminex website?

[HI-MACCS® Design Guide](#) is available under Trade & Specifier Resources - Technical Resources – HI-MACCS

Compare to your other Laminex solid surface products, what sort of price for HI-MACCS® range? Assuming the surface of design is flat.

HI-MACCS® is extremely price competitive to other Solid Surface products in the market. Please contact your local HI-MACCS® Certified Fabricator for more details.

Is it like Corian?

HI-MACCS® is an Acrylic Solid Surface much the same as a number of others including DuPont Corian, these are different from a Polyester based product. The distinguishing features of HI-MACCS® are the Ultra Thermoforming, 15-year internal warranty and 10-year exterior warranty on selected colours.

Price compared to Stone? Seems it's not suitable for kitchen due to heat and cleaning issues.

HI-MACCS® is very competitive to engineered stone when it comes to price. The sheet sizes are very different so optimisation will influence the final price. Please consult your local HI-MACCS® Certified Fabricator for more details.

It is ideal in kitchens; the heat consideration applies to most benchtop surfaces including stone. A chopping board or trivet is advised to protect the surface. There are no cleaning issues only care is required if the surface has a gloss finish. Gloss finish is not recommended.

VISIT US: laminex.co.nz

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