Wilsonart®

Surface Maintenance FAQs

Here you will find answers to common Cleaning & Disinfection questions regarding Wilsonart® products and services. Additional inquiries may be directed to **Customer Service** at smartline@wilsonart.com or (800) 433-3222.

GENERAL

What are the most popular types of chemical disinfectants used in the healthcare environmental services department?
The most popular types of chemical disinfectants are hypochlorite based disinfectants (i.e., Clorox Healthcare® Bleach Germicidal Cleaner), accelerated hydrogen peroxide-based disinfectants: (i.e., Diversey™ Oxivir® Tb), quaternary ammonium salt-based disinfectants: (i.e., Diversey™ Virex® II 256), and phenol/chlorophenol-based disinfectants: (i.e., Diversey™ Expose® II 256). Please refer to the Technical Data Sheets at www.wilsonart.com for additional cleaning and disinfection testing by product type.

Does Wilsonart test all the various formulations used to create every disinfectant brand on the market?
Wilsonart tests the sensitivity of our material surfaces to the basic chemistry used in four disinfectants (Clorox Healthcare® Bleach Germicidal Cleaner, Diversey™ Oxivir® Tb, Diversey™ Virex® II 256 and Diversey™ Expose® II 256). Note: Specific concentrations used for testing may differ from those used in various commercial disinfectants available on the market. Please refer to the Technical Data Sheets at www.wilsonart.com for additional cleaning and disinfection testing by product type.

What are the results of UV disinfection exposure on Wilsonart® materials?
Wilsonart qualifies all laminate (HPL/Chemsurf®/TFL) designs using the Xenon fade test (ISO4586-3) during the development stage. Solid Surface shows a significant resistance to fade upon exposure to UV exposure determined by the Xenon fade testing using by the Xenon fade test (no-effect observed). Wilsonart is currently working on a method to test the UV performance metrics of our other engineered surfaces used in standard healthcare facilities.

Does Wilsonart have Care and Maintenance information for its engineered surfaces?
Yes! Wilsonart has Care and Maintenance documents for most of our product categories. More information can be found at www.wilsonart.com/care-and-maintenance.

Where can I find out more information on the chemical resistance data of each product?
Chemical resistance data, if available, can be found in the Technical Data Sheet for each product. Please visit www.wilsonart.com, Technical Resources to locate the Tech Data Sheet for the product in which you are interested.

HPL

What is your chemical resistance testing data for HPL?
Wilsonart conducts ISO 4586-3 stain resistance testing, but does not publish chemical resistance testing for basic HPL grades. Note: Data for the stain resistance testing does not necessarily determine the resistance of these surfaces to the disinfection chemicals used in healthcare built environments. More information can be found at www.wilsonart.com, Technical Resources.

What is your chemical resistance testing data for Wilsonart® Chemsurf® Chemical-Resistant HPL
For Wilsonart® Chemsurf® HPL “no effect” is listed for sodium hypochlorite (bleach solution, 5%), hydrogen peroxide and quaternary ammonia compounds. “Slight effect” is listed for phenol (all concentrations). For more information and a more extensive list of chemicals used, please view the Chemsurf® Technical Data Sheet.

Are Wilsonart® surfaces repairable if damage occurs?
HPL is considered a non-repairable surface. There are some commercial products available to mask or fill defects for HPL and TFL, but they usually wear off after some general cleaning. The best option to repair a damaged HPL surface is to use Wilsonart® RE-COVER™. For approved applications and limitations refer to the RE-COVER™ Technical Data Sheet.

WILSONART® HPL WITH ANTIMICROBIAL PROTECTION

Which Wilsonart® products have Antimicrobial Protection?
All Wilsonart® HD® designs have Antimicrobial Protection built into the product. Premium and Standard designs are available with Antimicrobial Protection upon request during the ordering process.

How is Wilsonart® HPL performance enhanced?
Enhanced Antimicrobial Protection is built into Wilsonart® HPL to protect the surface against damaging microbes. Antimicrobial agents protect the surface by inhibiting the growth of stain- and odor-causing bacteria, mold, and mildew.

How does the Antimicrobial Protection work?
The Antimicrobial Protection is built into the decorative layer, like AEON™ Enhanced Performance Technology. It is not a coating. It will not wash away. The Antimicrobial Protection inhibits the growth of stain- and odor-causing bacteria, mold, and mildew. Essentially, it keeps the surface looking - and smelling - better, longer.

What is added to Wilsonart® HPL to make it have Antimicrobial Protection?
Wilsonart uses a specific type of silver ion technology, which is different from others on the market. As with other treated articles, the silver ion technology we use is registered with the EPA. The silver ion technology used does not include nano silver particles.

Does the enhanced performance capability wear off or diminish over time?
Wilsonart® Antimicrobial Protection is built in to the decorative layer with the addition of silver ions and does not deteriorate (wash away or wear off) over time.

Does the enhanced performance capability alter the design pattern in the laminate?
No. The protectant does not affect the beauty and drama of the decorative laminate pattern.

Does Wilsonart® HPL with Antimicrobial Protection include other Wilsonart patented technologies?
Yes, Wilsonart® HPL combines the most dramatic designs and textures with Antimicrobial Protection and AEON™ Enhanced Performance Technology to produce the best laminate countertops and work surfaces in the market.

Does Wilsonart® Antimicrobial Protection kill specific viruses like COVID-19 and MRSA?
Wilsonart® HPL with Antimicrobial Protection incorporates a silver ion additive, which is categorized as a "treated article" by the EPA. Because of this designation, Wilsonart is not able to make any specific health or performance claims.

What are the benefits of Wilsonart® HPL with Antimicrobial Protection?
Wilsonart® HPL with built-in Antimicrobial Protection helps to protect the surface by inhibiting the growth of stain- and odor-causing bacteria, mold, and mildew on yourcountertop or surface. Proper cleaning and disinfection practices keeps surfaces cleaner.

MARKERBOARD

What chemical disinfectants are safe to use on Wilsonart® Markerboard?
No chemical resistance testing is currently published on Wilsonart® Markerboard. ISO 4586-3 stain resistance testing is conducted, but the data is not applicable for determining the resistance of these surfaces to the disinfection chemicals used in healthcare built environments.

How do I clean Markerboard Laminate?
Markerboard Laminate can be cleaned using a dry erase marker eraser. Please clean the eraser periodically to remove dry ink residue. Should additional cleaning be required, use cleaners supplied by a dry-erase marker manufacturer.

TFL

What is your chemical resistance testing data for Wilsonart® TFL?
Wilsonart conducts stain resistance testing, but does not publish chemical resistance testing for Wilsonart® TFL panels. Note: Data for the stain resistance testing does not necessarily determine the resistance of these surfaces to the disinfection chemicals used in healthcare built environments. More information can be found at www.wilsonart.com, Technical Resources.

Are Wilsonart® surfaces repairable if damage occurs?
TFL is considered a non-repairable surface. There are some commercial products available to mask or fill defects for HPL and TFL, but they usually wear off after some general cleaning. The best option to repair a damaged laminate surface is to use RE-COVER™.

SOLID SURFACE

What is your process for removing stains on Wilsonart® Solid Surface?
Stains that remain on Wilsonart® Solid Surface can be easily removed with water and/or commercial cleaner. The removal process may require extra refinishing steps depending on the duration of contact time, frequency, and concentration of the staining agent. For more information and a more extensive list of approved cleaners, please view the Solid Surface Technical Data Sheet.

Is Wilsonart® Solid Surface repairable if damage occurs?
Solid Surface is considered completely repairable and renewable. A quality certified Solid Surface fabricator can repair or refinish heavily damaged areas back to an original condition while masking the appearance of seams that might have been required to repair the damage. Retention of color-matched materials obtained from the original job is recommended for a precise color match of the repair area.

QUARTZ

What is your chemical resistance testing data for Wilsonart® Quartz?
Currently, stain and chemical resistance testing for all quartz surfaces are restricted to the European Test Standard EN14617-10. Stain resistance is listed as “no effect” and chemical resistance is listed as C4. More information can be found at www.wilsonart.com, Technical Resources.

Is Wilsonart® Quartz repairable if damage occurs?
Quartz is considered a non-repairable surface. There are some commercial fabricators that will use commercially available fillers to mask the damage. The success of these techniques is highly dependent on the pattern, color variation and fabricator skill.