

Frequently Asked Questions

What is HI-MACS® solid surface?

HI-MACS® is an eco-friendly non-porous surface with high resistance to everyday stains and scratches with durability similar to that of natural stone. It can be fabricated in the same way as wood into a design with inconspicuous seams that inhibits the growth of bacteria and mold. Solid surface has exceptional properties that yield versatile design possibilities that do not put a limit to creativity to meet customer needs.

How does HI-MACS® solid surface compare to other solid surfaces?

HI-MACS® is an internationally recognized acrylic solid surface manufactured to the highest quality standards in our modern, eco-friendly manufacturing plant. Our processes and controls are the best in the industry and assure HI-MACS® meets or exceeds standards for hygiene properties and performance backed by our 15-Year Limited Warranty.

How long will HI-MACS® solid surface last?

HI-MACS® solid surface is built to last and is a smart investment because it's completely renewable. Protect your home's resale value by choosing HI-MACS®, which can be restored by a professional fabricator to look as good as it did the day it was installed. For every day wear and tear, HI-MACS® allows you to easily remove light scratches yourself (please see our care and use guide). For most unintentional damage issues such as chips, gouges and cracks there is no need to worry, a professional fabricator can repair the countertop to an inconspicuous state and restore its beauty.

How heat resistant is HI-MACS® solid surface?

Prolonged or extreme heat and flame can cause yellowing and damage the surface. In most cases, the damage can be repaired but it is still recommended that hot pads and trivets are used to protect the surface and prolong the lifetime. Do not place high-heat cookware, such as electric skillet, frying pans, griddles or slow cookers directly on the surface without hot pads and trivets as it will void the warranty.

How do I maintain HI-MACS® solid surface on a daily basis?

Due to its non-porous attribute, there is no wax or sealant required for any special care of the product. Applying a sealant or wax will void the warranty. Normal cleaning only requires soap and water or damp cloth with mild cleanser. Because HI-MACS® comes with a matte finish, you can use an abrasive cleaner like Ajax® or Comet®. When you do so, we recommend periodically cleaning the entire surface in a circular motion to maintain uniformity. Do avoid using strong acidic cleaners, such as those designed for drains, toilets and ovens. Some of these cleaners can cause whitening which can be difficult to remove. View our Use and Care guide for more information.

How does one properly use waxing and sealing for HI-MACS® solid surface?

HI-MACS® does not require sealants or waxes to be applied during its lifetime, thus it's considered low maintenance. Because it is non-porous, a sealer will not absorb into the material and would be ineffective. The use of sealants or waxes will void the product warranty. By following normal cleaning procedures, your countertop will always retain its luster.

What is the warranty on HI-MACS® solid surface?

HI-MACS® is backed by our 15-year fully transferable limited warranty. See warranty for more information.

Is HI-MACS® solid surface environmentally friendly?

HI-MACS® is committed to providing environmentally sensitive products that meet the demands of designers, installers and consumers. Made from high quality acrylic ingredients, HI-MACS® is GREENGUARD® and GREENGUARD® GOLD Indoor Air Quality Certified for low emissions, making it ideal for sensitive areas like kitchens, bathrooms, classrooms and laboratories. Additionally, it is certified by NSF® for food safety.