

## Durallo Splashbacks and Panels FAQ's

Product General Information	
What are Durallo Splashbacks and Panels?	Durallo Splashbacks and Panels are a new Splashback system suitable for both gas and electric cook top installations (in accordance with installation guidelines) Durallo Splashbacks and Panels <i>is</i> a durable, easy to clean and stain resistant aluminium composite product.
How thick is the product?	Durallo is 4mm thick
What colours does it come in?	Durallo comes in 9 designer colours, with more colours to be added progressively. The main colours are silver, white, grey, black and red.
Are custom colours available?	Not typically – new colours will be added at a later stage. For commercial work – custom colours may be available – but a minimum order quantity is required and lead times apply – please discuss with the General Manager.
What finish does Durallo come in?	All sheets are gloss finish with 30-40 gloss units
What types of paint systems are used?	Durallo is a coil coated product, with a paint system that is baked onto the surface of the product. It is very strong and durable.
Is the colour a solid colour or metallic?	Out 9 colours in the current range 3 are metallic finish, the other 6 are solid colours.
Will the paint finish fade or deteriorate over time?	The paint system is both UV and heat resistant, and will not fade or deteriorate over time.
Does Durallo contain any dangerous chemicals?	No – a MSDS sheet is available
What sheet sizes are available?	Durallo comes in the following sheets: 3660mm x 1575mm 3660mm x 785mm 3600mm x 1500mm (Brushed Silver colour) 3600mm x 750mm (Brushed Silver colour)
What are Durallo's "Green Credentials"	Durallo is manufactured from aluminium coils and a mineral filled core which are fully recyclable. A full Life Cycle Analysis of the whole product has been completed.
How do you cut Durallo?	Durallo can be cut with standard wood working tools providing they have suitable tungsten carbide blades for cutting aluminium. This includes CNC and hand routers, circular saws, jig saws and drill bits.
How does Durallo compare to glass and tiles?	Durallo compares well against glass and very well against tiles. Durallo has a number of distinct advantages over both glass and tiles – I. it can be folded into corners for a seamless corner (both glass and tiles cannot, requiring a grout or sealant line), and II. Durallo comes in large panels that typically allow for a totally seamless installation (whereas glass has size limits and tiles have obvious grout lines) III. Durallo is easier to clean than glass or tiles IV. Durallo is faster to install than glass or tiles
Where can I get it from?	Durallo is available through all HVG branches. The main stocking warehouse will be Turrella but all branches will carry stock as required to support their local market.

Where is Durallo manufactured?	Durallo is manufactured in Germany
How does Durallo compare to other aluminium composite panels on the market	Durallo is similar to other aluminium composite panels in the market, but has a proprietary coating system that is available in 2 finishes. Durallo can be used in interiors and exteriors, behind gas or electric cooktops, and is backed with a <b>lifetime</b> limited warranty for use as a Splashback.

Installation Questions	
Who can install Durallo?	HVG approved installers can install Durallo under our lifetime limited warranty. Other kitchen makers can do that provided they read thoroughly the Installation Guide.
How far from my cook top can it be installed?	Durallo can be installed to a minimum set back of 50mm from the edge of your gas or electric cooktop. No closer.
Is it difficult to install?	It is not difficult to install. Usually kitchen makers can do that using their standard tools at the same time when the kitchen itself is being installed.
What is the mineral board used for?	The mineral board is a heat resistant lining to protect the wall cavity and timber framing from becoming too hot. It is a requirement of the lifetime year limited warranty that it is installed. It is only required directly behind the cooktop to a minimum height of 150mm above the benchtop. It is recessed into the wall by removing the appropriate section of plasterboard or cement sheet.
How is the Durallo adhered to the wall?	Durallo is installed with double sided tape and neutral cure silicone adhesive. The double sided tape acts as a first-fix, holding the panel in place until the silicone cures.
Can any type of double sided tape be used?	HVG recommends and stocks Tesa 62936 Double-sided PE foam mounting tape and Tesa ACX Plus 7048 tape be used. An equivalent product can be used, but must meet the technical requirements of the recommended tapes.
What type of silicone can be used?	Only neutral cure silicone should be used on Durallo to ensure bonding.
Will the silicone pull away from Durallo?	Neutral cure silicone will safely hold the Durallo splashback onto the wall for the life of the product. The double sided tape is there to hold the panel stable till the silicon cures.
Can I install Durallo myself?	Yes – you can, but the installation will not be warranted.
Will Durallo warp?	No – Durallo will not warp if correctly installed.

Cleaning, Maintenance and Warranty	
How do I clean Durallo?	Durallo should be cleaned with warm soapy water and a soft micro-fibre cloth. No harsh cleaning chemicals or scouring pads are permitted to be used. Damage due to scratching as a result of poor cleaning practice is not warranted.
Is there a specific cloth I should use?	Almost any microfibre cloth available from most supermarkets is suitable for cleaning.
Can it be repaired if it is scratched?	Fine scratches can be made less obvious with appropriate cleaning. Deep scratches into the coated surface cannot be repaired.

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What is the warranty and what does it cover?	The lifetime limited warranty covers the use of Durallo as a splashback when installed according to the Installation Guide instructions by an authorised fabricator. Damage caused by scratching as a result of impact or poor cleaning is not covered.
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General Applications	
Can I use it in other areas of the house?	Yes – it is totally water proof and can be used in all wet areas. It can be used in other areas, such as wall linings, panels, furniture, display walls, inserts for doors, etc.
What about commercial projects?	Durallo is suitable for most commercial projects in all applications. It is fire certified as Group 1 material, and is absolutely fire retardant.

Fire Safety & OHS	
What is the fire safety of Durallo	Durallo is a Group 1 material as defined by the Building Code of Australia. It has been tested by AWTA for Early Fire Indices.
What are the Early Fire Indices?	The Ignitability Index is 0 – which means it doesn't catch fire The Spread of Flame Index is 0 – which means the flame doesn't spread The Heat Evolved Index is 0 – which means it doesn't generate any heat during the test (no combustion) The Smoke Evolved Index is 0-2, which means it doesn't create smoke during the test
Is it electrically safe?	Durallo is electrically conductive, so all electrical fit offs must be performed by an electrician.

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## Appendix 1 – Suitable Uses for Durallo in all Building Classes

Class of Building	Type of Dwelling	Suitable applications	Examples	Excluded applications
<b>Domestic Applications</b>				
Class 1a	i. a detached house; or ii. one or more dwellings each being a building, separated by a fire-resisting wall, including a row house, terrace house, town house or villa unit.	All applications	Kitchens, bathrooms, wall linings, inserts for doors, laundries, external panels, alfresco areas, toilets, ceiling panels	Nil
Class 1b	A boarding house, guesthouse, hostel or the like, not exceeding 300m <sup>2</sup> and in which not more than 12 persons would be resident	Most applications	As above	Wall or ceilings in fire isolated exits
<b>Commercial Applications</b>				
Class 2	Building containing 2 or more units	Most applications	As above + lifts	Wall or ceilings in fire isolated exits
Class 3	Residential building, other than class 1 or 2 which is a common place of long term or transient living for a number of persons, including: (a) a boarding house, guest house, hostel, lodging house or backpackers accommodation; or (b) a residential part of a hotel or motel; or (c) a residential part of a school; or (d) accommodation for the aged, children or people with disabilities; or (e) a residential part of a health-care building which accommodates members of staff; or (f) a residential part of a detention centre.	Most applications	Wall linings, kitchens, bathrooms and wet areas, ceiling linings + lifts	Wall or ceilings in fire isolated exits, unsprinklered public corridors
Class 4	a dwelling in a building that is Class 5, 6, 7, 8 or 9 if it is the only dwelling in the building	Most applications	Walls, wet areas, toilets	Wall or ceilings in fire isolated exits
Class 5	an office building used for professional or commercial purposes, excluding buildings of Class 6, 7, 8 or 9.	Most applications	Walls, ceilings, fittings, furniture + lifts	Wall or ceilings in fire isolated exits

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Class 6	a shop, or other building for the sale of goods by retail or the supply of services direct to the public, including (i) an eating room, café, restaurant, milk or soft-drink bar; or (ii) a dining room, bar, shop or kiosk part of a hotel or motel; or (iii) a hairdresser's or barber's shop, public laundry, or undertakers establishment; or (iv) (iv) market or sale room, showroom or service station	Most applications	Walls, toilets, furniture, kitchens, wet areas, shop fittings, point of sale, displays	Wall or ceilings in fire isolated exits
Class 7a	Car park	Not applicable		
Class 7b	For storage, or display of goods or produce for sale by wholesale	Most applications	Walls, toilets, furniture, kitchens, wet areas, shop fittings, point of sale, displays	Wall or ceilings in fire isolated exits
Class 8	a laboratory or a building in which a handicraft or process of the production, assembling, altering, repairing packing, finishing, or cleaning of goods or produce is carried out for trade, sale or gain.	Not applicable		
Class 9a	a health-care building; including those parts of the building set aside as a laboratory	Most applications	Wall linings, treatment rooms, wet area, furniture, ceilings, some shielding applications + lifts	Wall or ceilings in fire isolated exits, unsprinklered public corridors
Class 9b	an assembly building, including a trade workshop, laboratory or the like in a primary or secondary school, but excluding any other parts of the building that are of another class	Most applications	Wall linings, wet areas, ceilings	Wall or ceilings in fire isolated exits, unsprinklered public corridors
Class 9c	an aged care building	Most applications	Wall linings, treatment rooms, wet area, furniture, ceilings, some shielding applications + lifts	Wall or ceilings in fire isolated exits
Class 10	a non-habitable building or structure	Not applicable		

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