Customer Information and Resource Guide

Everything you need to know about NxtWall
from quoting to project completion.

www.nxtwall.com

Corporate Headquarters:

3425 Belle Chase Way
Lansing, MI 48911 USA
Phone: 269-488-2752
Fax: 517-993-9280
Website: www.nxtwall.com

Contacts:

Jerry Sweet, President, jsweet@nxtwall.com

NxtWall Product Information:

- **Flex Series** offers clean lines and user-focused designs, as well as endless customization and flexibility. You can change the height, materials, and finishes as needed; combine solid or glass panels, add a tackable fabric or white board. Get creative with nearly any material or design imaginable. The possibilities are endless.

- **View Series** provides elegant floor-to-ceiling glass walls capable of adjusting to the harshest existing site conditions. The sophisticated center pane glass walls and the glass doors of NxtWall's View Series invite natural light into interior spaces. Highly adaptable to changing needs, the View Series' refined minimalism and unmatched visual impact makes NxtWall an aesthetically superior choice.

Who we are…

NxtWall recognizes that "simplicity is good engineering, while complexity costs money". This principle is central to our efforts to deliver a "real" demountable wall solution that seamlessly supports future changes and understands the importance of cost, all the while adapting to the needs of the ever-changing workplace.

The NxtWall team is committed to listening to its customers around the world and delivering architectural product solutions that are always innovative, always affordable, and always your ***next*** wall.

What makes us different…

Our unique field-fit and simplified framing approach creates a demountable wall system with extreme flexibility that can accommodate any design and offers unlimited wall panel material choices.

NxtWall offers FREE design services with completion of our RFQ (Request for Quote) Forms and initial plans. We provide plan drawings, elevation drawings and 3D renderings of your project. Please note: Drawings are not provided with Budgetary Estimates.

NxtWall has one of the fastest lead times in the wall industry today with a 3-week standard lead time. If you know your project's dimensions, ceiling height, and building needs, and fill out one of our quote forms, we will have a quote for you within 3 business days. Avoid the 6-14 week lead times you'll get with the other wall system companies. NxtWall Architectural Wall Systems meet your most challenging deadlines. NxtWall's fast lead times are a major reason you should choose NxtWall for your next project.

We provide solutions…

Why NxtWall should be your next wall…because NxtWall provides customers with an affordable solution to their business environment challenges in a fast and efficient way.

We take pride in our excellent customer service. We want to make the entire "Concept to Completion" process seamless by providing our customers with this resource guide, as well as providing support not only during, but also after the install.

NxtWall offers exceptional overall value, attention to detail and one-of-a-kind service. These standards make NxtWall a leader in the architectural demountable wall industry of today!

“Our wall systems have grown in popularity not only because of the many benefits they offer, but also due to the way we consider our dealers, reps, LJNJŜTŜNJNJŜŘ installers and customers as critical members of our NxtWall Team. NxtWall supplies our team with the support and tools they need to succeed. Our goal is to manufacture the best demountable wall system on the market today. We are proud of the partnerships we have created and look forward to continuing our growth through those partnerships and our focus on outstanding customer service.”

–Jerry Sweet, President of NxtWall

Sales

How to contact sales	info@nxtwall.com or call 269-488-2752
Pre-quote sales support	info@nxtwall.com or call 269-488-2752
Quoting sales support	quote-request@nxtwall.com
Post-order Sales Support	Contact your sales person

Sales Contact Information:

Jerry Sweet	President	jsweet@nxtwall.com

Cost Considerations for Purchasing NxtWall Products

Product Cost - NxtWall's quote will be your net cost of the NxtWall product for all customers including GSA orders.

Installation Cost - The demountable wall industry standard for a rough estimate of installation costs is on average 1.2 hours per lineal foot. Things to consider when estimating or getting a quote on installation are:

- Preferred installer vs installer?
- Does the project require prevailing wage or union rate for the installers?
- Are there existing extenuating site conditions, tear-down, old-construction, etc…

NxtWall highly recommends using a NxtWall preferred installer. We will be happy to help you find a preferred installer in your area.

Furniture - Demountable walls are classified as furniture and fixtures per the IRS Tax Code and normally do not require permits (consult your local municipality). Local Building and Fire Codes will apply.

Tax Incentive for using NxtWall - the tax deduction incentive called Section 179 allows demountable walls to be depreciated over 7 years versus conventional drywall construction, which is classified as a structural component of a building and therefore, must be depreciated over 39 years. Visit our Tax calculator to review potential savings: https://www.nxtwall.com/nxtwall-tax-savings-calculator/

*****Consult with your Tax Authority for further details and qualifications*****

Concept-to-Customer Timeline

TASK	MINIMUM TIME	AVERAGE TIME
Quote	1	3
Order Process	0	?*
Acknowledgement	1	1
Prepare Project	7	20
Ship	2	3
Framing Installed	1	4
Glass Order (if applicable)	1	2
Glass Delivery	5	8
Glass Installation	1	2
Completion	**21 days/3 weeks**	**43 days/6 weeks**

*Order process for each project depends on how long it takes to get the final required project information.

How to Get a Quote

Use our online Request for Quote (RFQ) Forms:

If you know your project's dimensions, ceiling height, and building needs, please fill out one of the quote forms below. We will have a quote for you within 3 business days.

- **Flex Series RFQ Form**
https://www.nxtwall.com/wp-content/uploads/pdf/forms/FLEX-SERIES-RFQ-FORM.pdf

- **View Series RFQ Form**
https://www.nxtwall.com/wp-content/uploads/pdf/forms/VIEW-SERIES-RFQ-FORM.pdf

- **Combined (Flex and View Series) RFQ Form**
https://sales.nxtwall.com/combined-RFQ-form.pdf

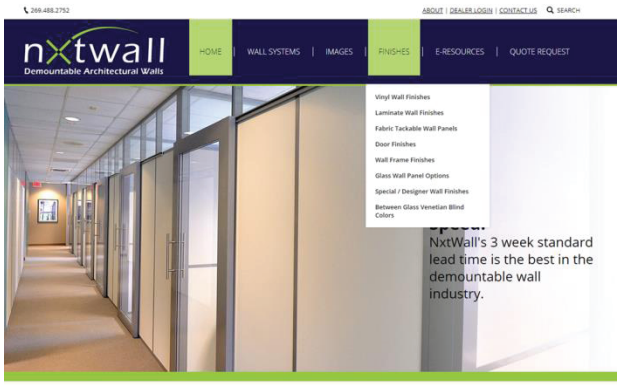
- **Budgetary Estimate RFQ Form**
https://www.formstack.com/forms/?1421855-Wm8FQEMmip

Unsure which quote form you need to complete? Use the Budgetary Estimate RFQ Form, call us at: (269) 488-2752, or email info@nxtwall.com

If you have any questions, contact sales at info@nxtwall.com or call 269-488-2752.

Finish Options

NxtWall offers endless customization.
You can change the height, material and finishes at any time. Combine solid or glass panels with tackable fabric or integrate a white board wall into your design. Get creative with nearly any material or design. Please see our finish options by going to our website at the links provided below.



ABOVE: Go to NxtWall's finishes at the main menu at www.nxtwall.com for more information.

NxtWall finish options include:

Vinyl Wall Finishes

Vinyl finishes are vinyl wrapped onto construction grade square edge gypsum. A cost effective, durable and attractive option.

https://www.nxtwall.com/vinyl-wall-finishes/

Laminate Wall Finishes

Laminate finishes are construction grade plastic panels with either a smooth color finish or a finished wood look mounted on particleboard core.

https://www.nxtwall.com/mdf-melamine-wall-finishes/

Fabric Tackable Wall Finishes

Fabric Tackable finishes offer a wide selection of designer fabrics that are mounted on a soft board backing allowing for a tackable surface. We can use any CF Stinson or Guilford of Main fabric, or COM options.

https://www.nxtwall.com/fabric-tackable-wall-panels/

Door Finishes

We offer several options for doors; we have solid core laminate doors, solid core veneer doors with a stain finish, aluminum framed glass doors, and all glass doors.

https://www.nxtwall.com/office-door-finishes/

Wall Frame Finishes

We have 2 standard color finishes for our frame: clear anodized and MS Silver. We also have black, brown, and two types of white as our extended wall frame color offering. We can get our frame in any RAL color you would like, as well as primed for painting.

https://www.nxtwall.com/wall-frame-finishes/

Glass Wall Panel Options

Glass options range from clear, frosted-tempered, laminated, or selected specialty glass. A window film can be easily applied to our glass during installation. Flex Series accepts glass thickness of 1/4" or 3/8". View Series accepts glass thickness of 3/8" or 1/2".

https://www.nxtwall.com/glass-fronts-glass-wall-panel-images/

Special/Designer Wall Finishes

We can put just about anything in our walls that we can get between ¼" and ½" on a panel. Options include 3form resins, colored glass, specialty high quality laminates, etc…

https://www.nxtwall.com/special-designer-wall-finishes/

Door Hardware Options

NxtWall offers an extensive selection of door hardware options depending on the door type you select. Please, see our door specification sheet for more information.

https://www.nxtwall.com/wp-content/uploads/e-Resources/files/NXTWALL-DOOR-HARDWARE-CUTSHEET.pdf

Electrical/Data Options

NxtWall can provide a quality, cost effective and innovative power/data distribution solution. Modular power is provided from the modules plug and play system. Our Flex wall system can also use conventional electrical and data installed by an electrician. Electrical and data can be added at monitor, desk or standard height. Wireless switches can be integrated into our wall system to work with existing or new lighting.

https://www.nxtwall.com/power-and-data-integration-into-flex-series-wall-systems/

Samples

If you are interested in receiving a sample of our finishes, please fill out the NxtWall Finish Sample Request Form online. https://www.nxtwall.com/nxtwall-finishsample-request-form/

For a glass sample, please contact your sales person directly, email: info@nxtwall.com or call

For fabric samples, visit NxtWall's fabric finishes at: https://www.nxtwall.com/fabric-tackable-wall-panels/

NxtWall Contact Information

KEY CONTACTS:	TITLE:	EMAIL:	PHONE:
Jerry Sweet Sales	President	jsweet@nxtwall.com	269-488-2752 x 202
Mitchell Sweet General Sales	General Manager	mitchell@nxtwall.com	269-488-2752 x 203
Tim Gunter Lead designer and quoting manager, customer design consultant	Lead Designer	tgunter@nxtwall.com	269-488-2752 x 204
Jerry Smith Order management, operations management, vendor management, accounting	VP of Operations	jsmith@nxtwall.com	269-488-2752 x 213
Matt Sweet Project management and customer service from order entry -to- completion of installation	Project Manager	msweet@nxtwall.com	269-488-2752 x 212
Joe Stuart Glass orders from order -to- delivery, customer service, project management	Project Mgr/Glass	joe@nxtwall.com	269-488-2752 x 205
Gregg Cullen Website management, marketing materials	Web/Marketing	gcullen@nxtwall.com	269-488-2752 x 206

Acknowledgement of Order

You should receive an email acknowledgement within 1 business day of receiving your purchase order and/or signed proposal. The acknowledgement will reference the project by name, sales order number and your purchase order number, if supplied. It will also highlight the main items of your project, such as frame color, door type with hardware, wall and glass type. All items still needed to process and ship the order will be outlined. Sample acknowledgment below. Payment options are also listed within the acknowledgement.

Example of NxtWall's "Acknowledgement of Order":

Thank you for choosing Nxtwall series architectural wall products. We appreciate your business.

Please review the information below and let us know if you have any questions. Drawing from project version purchased attached.

Project	YOUR PROJECT NAME
Sales Order Number	12345
Proposal Date	01/01/2017
Customer PO	21269
Proposal Amount	$30,000.00
Deposit Amount	$15,000 (** DEPOSIT INVOICE ATTACHED **)
Frame Finish	MS SILVER
Doors	3/8" CLEAR TEMPERED ALL GLASS – SLIDING – 1 SINGLE DOOR
	48" NON-LOCKING BAR PULL
	SOFT BRAKE CLOSER
	SLIDING DOOR HARDWARE (CARRIAGES, DOOR STOPS)
	ALUMINUM FRAMED GLASS DOORS – SWING – 1 SINGLE DOOR
	CORTLAND STANDARD LOCKSET
	NXTWALL HINGES
Glass	3/8" CLEAR TEMPERED – SINGLE PANE – CENTER MOUNT
Wallboard	VINYL WRAPPED GYPSUM – FINISH: DESIGNER WHITE
	LAMINATE ON PARTICLEBOARD (** NEED FINISH **)
	FABRIC WRAP SOFTBOARD TO BE SUPPLIED BY CUSTOMER
Other Items	WHITEBOARD, ELECTRICAL / DATA
	PRESS FIT WINDOW FILLER (** NEED SIZES **)

To process this order, Nxtwall will need the following:

_____ Expected Installation Date _____

_____ Laminate Finish _____

Options can be found at: http://www.nxtwall.com/mdf-melamine-wall-finishes/

> Grade 1 or 2

_____ Provide sizes for the Press Fit Window Fillers (Height and Depth of opening to be filled) _____

To ship this order, Nxtwall will need the following:

_____ Deposit (Terms are 50% down, Net 30 on the remainder)
Payment can be check (Mail to Nxtwall, 5200 S. Sprinkle Road, Kalamazoo, MI 49002)
Credit Card, Credit card payments will be charged a 3% convenience fee
Wire Transfer/ACH

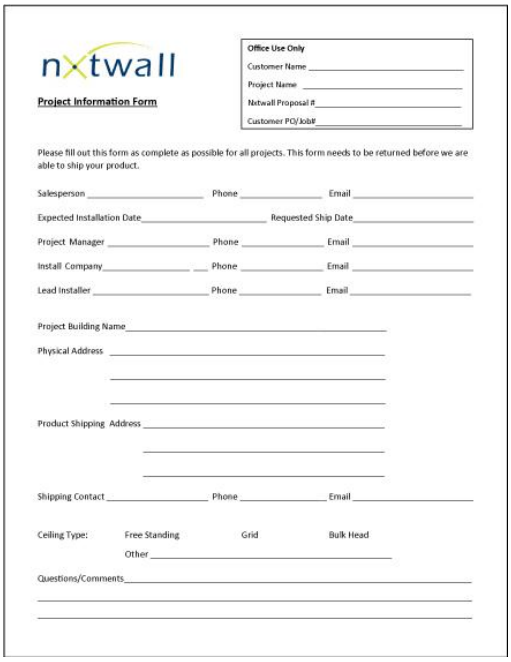
_____ Attached project information form must be completed.

Deposit

NxtWall's standard terms of sale are 50% deposit at time of the order and net 30 from the date of shipment/invoice date. A deposit is required at the beginning of order processing and is necessary before product will be released for shipping.

Project Information Form

As part of our acknowledgement, you will receive a blank Project Information Form. This form will need to be completed and returned to NxtWall before your project can ship. This Project Information Form (shown on the right) assures that NxtWall and you, the customer, understand who the vital contacts are pertaining to your project. That is why we have provided contact information for each person involved. This will allow us to achieve the necessary communication level needed for a successful project.



nxtwall

Project Information Form

Office Use Only
Customer Name
Project Name
Nxtwall Proposal #
Customer PO/Job#

Please fill out this form as complete as possible for all projects. This form needs to be returned before we are able to ship your product.

Salesperson Phone Email
Expected Installation Date Requested Ship Date
Project Manager Phone Email
Install Company Phone Email
Lead Installer Phone Email

Project Building Name
Physical Address
Product Shipping Address
Shipping Contact Phone Email

Ceiling Type: Free Standing Grid Bulk Head
Other
Questions/Comments

The form also outlines the need for accurate building and shipping addresses. This is important so that NxtWall knows exactly where our product needs to be delivered. This accurate information, supplied by you, will greatly reduce shipping issues.

https://www.nxtwall.com/wp-content/uploads/pdf/forms/Project-Information-Form.pdf

Shipping

NxtWall quotes our product to be delivered to a warehouse by an LTL carrier. If you require special shipping needs, please let your sales person and/or NxtWall's quoting department know of those needs. Special shipping requirements may cause additional shipping charges.

We will ship the project to the shipping address provided to us on our Project Information Form. If the shipping address changes before the project is shipped, we will need an updated Project Information Form to assure we are shipping to the correct address.

If you choose the option to have your product shipped directly to the project site, please note that LTL shipping is **not** a guaranteed delivery date. If you choose to request a guaranteed delivery date and NxtWall can accommodate this request (additional charges will apply), we cannot guaranteed delivery time to less than a 2 to 4 hour window.

We recommend shipping the product to a warehouse where the installers can access it and transport it to the jobsite.

Installation

Preferred Installers	The use of preferred installation technicians for all NxtWall installations is very important to ensure quality, product, and aesthetic performance, while maintaining product warranty. Call (269) 488-2752 or email info@nxtwall.com to find a preferred installer in your area.
Alternative Installers	If you choose to use an alternative installer, we may require payment in full before product is shipped.
Installation Support	A proper installation of our product is key to a successful project. Because of this, NxtWall provides comprehensive installation support before and during install. We have training and install guides available or you can schedule an installation consultation prior to installation. Once installation starts, we have installers and install trainers available for questions. We encourage all installers with questions to call (269) 488-2752 during regular business hours. Let's get it right the first time.
Installation Photos	Please plan to take at least 2 digital photos once the project is completed. These photos are important because they help us take note/become aware of any onsite field customizations that deviate from the drawings that NxtWall had supplied, thus allowing us to revise our drawing on file for the completed job. (Note: The preferred file formats for photos are .jpg .jpeg or .png files and work best when they are sent along with a completed warranty registration form as their own separate email attachments.)

Glass

How to Measure	We will provide all of our installers and customers with a comprehensive glass measuring guide. If you have questions, please contact our office during office hours, 269-488-2752, on how to measure the glass. We can provide assistance before and/or during the measuring of the glass.
How to Order	Once you have final glass measurements, please provide them to us on our glass order form and/or the drawing of the project being installed. For the order to be complete, we will also need the Glass Jobsite Information Form completed and returned with the glass order. Please see attachment for the Glass Jobsite Information Form. If you have any questions on either form, please contact our project management team. https://www.nxtwall.com/wp-content/uploads/pdf/forms/Glass-Jobsite-Information-Form.pdf
Order Confirmation	We usually have an expected delivery date of the glass within 48 hours of receiving a completed glass order form and information form. Expected delivery date will be communicated to the persons listed on the Glass Information Form.
Scheduling Delivery	Once a date is confirmed, please work with our project management team to discuss and manage any delivery issues.
Delivery Option	Please see the Glass Jobsite Information Form for delivery options. Glass can be delivered loose, crated, or racked and can be delivered to a warehouse or job site.

Project Completion

Invoicing	Invoices on any remaining balance, after deposit, are produced at time of shipment. Standard terms are NET 30 with approval of credit.
Payments	**Check** (Mail to NxtWall, опнр . ŜffŜ /KI·ăŜ ² I·èΣ [I·yăλyƎΣ aL пуфмм **Credit Card** (Credit card payments will be charged a 3% convenience fee) **Wire Transfer/ACH**
Pictures	NxtWall requires completed project photos, to ensure the as-built project state and to confirm project completion. Photos also help NxtWall differentiate projects with similar names/similar locations.
Warranty	The warranty on all NxtWall aluminum profiles and accessories is ten (10) years. (see sample warranty attachment). A Warranty Registration Form will be sent out after the job is completed and glass delivery is done. It is important to submit (2) electronic copies of photos of the finished wall project along with the completed Warranty Registration Form. The Warranty is not valid until all items are received in full. Send completed Warranty Registration Form to warranty@nxtwall.com. Upon receipt of the completed form and photos, NxtWall will send a digitally-signed copy of the warranty with an approved status and time/date stamp which will complete the validation of the warranty.
As Built Drawings	If the project changed during install because of site conditions or a last-minute change by an end user, please work with our project management team to get an updated drawing of the project. This will help us if there are later changes to the project and/or warranty claims.

Follow-up

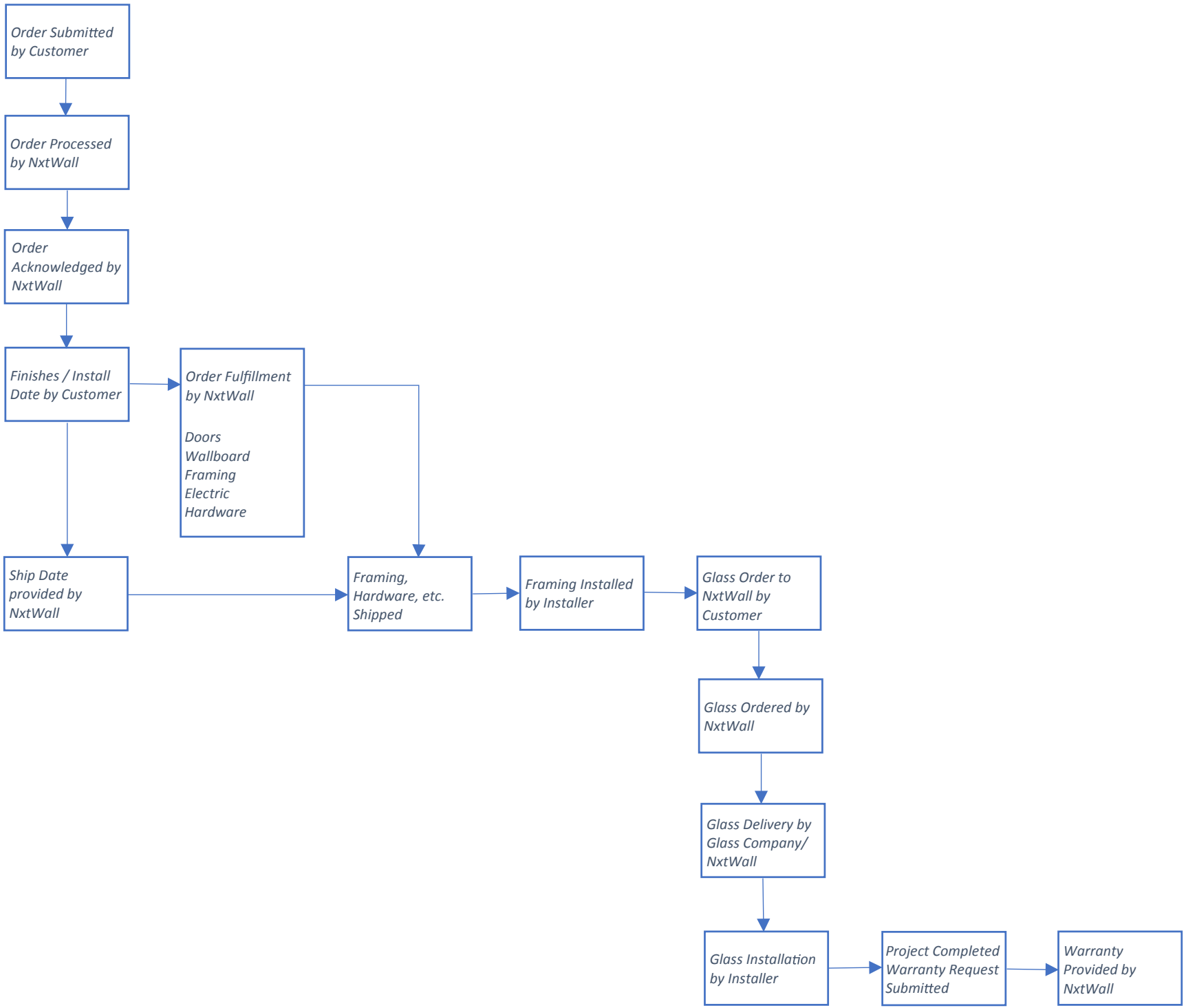
Care and Maintenance / Cleaning

https://www.nxtwall.com/wp-content/uploads/e-Resources/files/ NXTWALL_CARE-AND-MAINTENANCE.pdf

NxtWall FAQ

https://www.nxtwall.com/learn-more-about-nxtwall-wall-systems/

NxtWall Sales/Order/Installation Process Flow



Operations Timeline

TASK	DETAILS	TIME
Order Placed	Order received by NxtWall.	
Acknowledgement	NxtWall will send an email acknowledgement.	1 Bus. Day
Finishes Completed	The project will not move forward until all items from acknowledgment are addressed. **This is dependant on how long it takes to receive the final required project information.*	0 Days - ?*
Shipping Date Provided	2-5 business days after finishes and expected installation date are provided by customer.	2 - 5 Bus. Days
Product Preparation	Product is procured and packaged, as soon as possible and/or in time to meet the customers requested delivery date.	3 - 5 Weeks
Shipping	Project will be shipped to the address provided on the Project Information Form.	2 Days - 1 Week
Installation	Installation of framing will depend on your installer's availability and the size of the project.	1 Day - 1 Week
Glass Order	Glass is ordered after framing is completed, glass measurements are taken by the installer and provided to NxtWall.	1 - 2 Days
Glass Delivery	Glass depends on location, complexity, size of glass order and glass manufacturer's workload.	4 - 10 Bus. Days
Glass Installation	Glass is installed by the installer, time to install glass is determined by size of project and number of installers available.	Hours - 1 Week
Project Completion	NxtWall will contact you to get final information about the project and pictures so that we can supply you with a valid warranty certificate.	

NxtWall Resources

NxtWall Environmental Statement
https://www.nxtwall.com/wp-content/uploads/e-Resources/files/ENVIRONMENTAL-STATEMENT.pdf

Flex Product Cut Sheet
https://www.nxtwall.com/wp-content/uploads/e-Resources/files/FLEX-Productcutsheet-ecopy.pdf

View Product Cut Sheet
https://www.nxtwall.com/wp-content/uploads/e-Resources/files/VIEW-Productcutsheet-ecopy.pdf

NxtWall Brochure
https://www.nxtwall.com/wp-content/uploads/e-Resources/files/NXTWALL-ARCHITECTURAL-WALL-SYSTEMS-BROCHURE-12-PG.pdf

GSA Information
https://www.nxtwall.com/wp-content/uploads/pdf/GSA/GSA-INFORMATION_NXTWALL.pdf

Warranty - (SAMPLE)
https://www.nxtwall.com/wp-content/uploads/pdf/Warranty-Example.pdf

NxtWall Benefits Sheet
https://www.nxtwall.com/wp-content/uploads/pdf/NXTWALL-BENEFITS.pdf

Maintenance / Cleaning
https://www.nxtwall.com/wp-content/uploads/e-Resources/files/NXTWALL_CARE-AND-MAINTENANCE.pdf

Project Information Form
https://www.nxtwall.com/wp-content/uploads/pdf/forms/Project-Information-Form.pdf

Glass Jobsite Information Form
https://www.nxtwall.com/wp-content/uploads/pdf/forms/Glass-Jobsite-Information-Form.pdf

NxtWall Case Studies
https://www.nxtwall.com/case-studies/

Information Downloads
https://www.nxtwall.com/information-downloads/

Attachments

WARRANTY AND SERVICE AGREEMENT

1) NXTWALL warrants its products to be free from defects in material or under normal periodic use according to instructions for the applicable warranty period specified here under in Schedule A.

2) Where the Client wishes to make a warranty claim or service requested hereunder, the Client shall not return the goods but shall notify NXTWALL immediately in writing, stating full particulars of the claim or service request, whereupon will, at its option, replace the goods upon return of them or dispatch a qualified service technician to the Client's premises to service or repair the goods, or otherwise adjust the matter fairly and promptly. With respect to any products or parts supplied here under which are not manufactured by NXTWALL, the warranty of the manufacturer shall apply and be exclusive of all other remedies.

3) This warranty is in lieu of all other warranties express or implied, including without limitation implied warranties of merchantability and fitness for a particular purpose.

4) This warranty shall not apply to and shall have no liability in respect of:

- Defects which are attributable to misuse, negligence, alteration, improper assembly, disassembly or repair by non-NXTWALL approved installer, or use other than normal periodic use.
- Natural variations which may occur in materials such as vinyl, wood, including color fastness and matching of such materials, such variations not being defects but a normal incident to the use of such materials.
- Defects attributable to normal wear and tear not resulting in loss of functionality of the product.

Schedule A:

Except as otherwise agreed to by NXTWALL in writing, the following warranty provisions apply to all products sold pursuant to this price quotation:

- The warranty on all NXTWALL aluminum profiles and accessories is ten (10) years.
- The warranty on all NXTWALL parts that are wearable or movable is (1) year. This section includes, but is not limited to, lock sets, bar pulls, carriages, self closers/openers.
- All warranties for products manufactured by NXTWALL run from the date of shipment from the NXTWALL manufacturing facility or point of origin.
- The warranty on all products not manufactured by NXTWALL shall be for the period, and on the terms specified by the original manufacturer, and shall be exclusive of all other remedies.

SAMPLE

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Office Use Only

Customer Name _____

Project Name _____

Nxtwall Proposal #_____

Customer PO/Job#_____

Project Information Form

Please fill out this form as complete as possible for all projects. This form needs to be returned before we are able to ship your product.

Salesperson _____ Phone _____ Email _____

Expected Installation Date_____ Requested Ship Date_____

Project Manager _____ Phone _____ Email _____

Install Company_____ ___ Phone _____ Email _____

Lead Installer _____ Phone _____ Email _____

Project Building Name_____

Physical Address _____

_____

_____

Product Shipping Address _____

_____

_____

Shipping Contact _____ Phone _____ Email _____

Ceiling Type: Free Standing Grid Bulk Head

Other _____

Questions/Comments_____

_____

_____

nxtwall

Office Use Only

Glass Company _____

Scheduled Delivery Date _____

Work Order # _____

Glass Jobsite Information Form

Please fill out this form for all glass deliveries. It is required to order the glass correctly and have it deliver in the most efficient manner to the correct location.

Customer: _____

Project Name: _____

Customer Contact Name and Phone# _____

Delivery Contact Name and Phone# _____

Complete Delivery Address _____

_____

_____

Please Deliver the Glass	Loose	Crated/Boxed	Racked
There is offloading equipment on site		Yes	No
There are delivery height restriction on site		Yes	No

Special Instructions Regarding Offloading _____

_____

The glass dimensions were provided using Nxtwall's Glass Measuring Guide	Yes	No
The glass dimensions are exact, order as provided	Yes	No
The glass dimensions are not exact, I will call Nxtwall to discuss	Yes	No

Additions Comments/Question/Instructions _____

_____

_____

_____

Care and Maintenance

Decorative surfaces may be cleaned with a damp cloth, warm water and mild detergents.

Do not use abrasive cleansers powders, scouring pads, steel wool, sandpaper, etc., they will scratch or damage the surface and are not recommended. Household cleaners such as Fantastik™, 409™, and other like products may be used on stubborn stains. Always test any new cleaner in an inconspicuous spot to ensure no degradation of the surface will occur. Acid or alkaline-based cleaners, compounds, etc., will mar, etch, corrode, and permanently discolor the decorative surface of laminate. **Do not** allow any of the following chemicals to **remain** in prolonged contact with the decorative surface:

- Bleach (except for disinfecting)
- Greater than 10% solutions of, hydrochloric, sulfuric, or nitric acid
- Caustic solutions containing lye (drain cleaners commonly use lye)
- Sodium bisulfate
- Potassium permanganate
- Juice from staining berries
- Violet (gentian)
- Bluing
- Fabric dye
- Alcohol containing iodine
- Hydrogen peroxide solutions

Repair and Finishing

NxtWall™ can be finished with urethane-based topcoats for higher gloss and shine. Finishing steps must be in accordance with the manufacturer's application instructions and performed when the laminate is in its final bonded position. Cracking, crazing, or complete de-lamination of the topcoat will occur if applied to the laminate sheet prior to bonding or forming. Repair of scratches and gouges can be done through the use of high-quality furniture repair kits. Follow repair kit instructions. Avoid repair kits that use an iron in direct contact with the laminate surface as this may increase the gloss level of the finish in that area. Please note that this method will not provide a complete repair if damage is extensive. In such cases, see your local NxtWall™ distributor or nxtwall.com for a replacement panel or trim piece.

Technical Questions

For technical assistance with any of the following technical specifications, please contact us Mon-Thurs, 8am – 5pm, or Fri 8am-4pm EST at 269-488-2752 or by email at info@nxtwall.com.