

Here you will find answers to common questions specific to the hospitality community regarding Wilsonart[®] products and services. Additional inquiries may be directed to Customer Service at smartline@wilsonart.com or (800) 433-3222.

QUARTZ | SOLID SURFACE FAQs

What should I do if one of our Quartz prefabricated guestroom vanities becomes damaged in transit?

Not to worry, we have local inventory throughout the United States prepared to resolve freight damage or fabrication issues that may occur in transit. Contact your local Wilsonart Representative or Wilsonart Customer Service for assistance.

Can I order Quartz Select material for a model room?

Yes! For small quantity requests, please work through your local Wilsonart Representative.

Is Wilsonart[®] Quartz and Solid Surface available globally?

Yes and no. Our [Quartz product](#) is currently only distributed in North America. However, we do have the ability to ship single fabricated projects to other countries on a case-by-case basis. Our [Solid Surface](#) is available globally and is quoted based on freight, tariffs, and cost to serve each geographic market. Please contact your local Wilsonart Representative or email us at Hospitality@Wilsonart.com to discuss your specific needs.

Does Wilsonart have a blank top Solid Surface or Quartz program?

Yes. We currently offer a blank top Solid Surface program with plans to launch a Quartz program in 2nd quarter, 2017. Please contact your local Wilsonart Representative or Customer Service at 800-433-3222 to discuss your specific needs.

Can Wilsonart cut Solid Surfacing at the hotel site?

Yes! However, on-site fabrication and installation would need to be performed by a certified Wilsonart Fabricator/Installer. For a list of certified fabricators in your area, please contact your local Wilsonart Representative or Customer Service at 800-433-3222.

Is it possible to develop a custom color for Solid Surface?

Yes! Sometimes you need just the right color to make your design complete and Wilsonart can make that happen. Keep in mind, custom colors will have a higher cost and extended lead times. Time also needs to be factored in for proofing in order to ensure complete satisfaction with the color prior to actual production. Please contact your local Wilsonart Representative or Customer Service at 800-433-3222 to discuss your specific needs.

Can your Solid Surface product be used for signage?

Yes! Our Solid Surface materials are often used for interior signage. In fact, several of our designs are translucent and may be backlit to produce an illuminated effect. We do recommend our materials for interior use only.

LAMINATE FAQs

Can I order just 2 sheets of Wilsonart® TFL for a model room?

Please contact your local Wilsonart Representative or email Hospitality@Wilsonart.com and we will be glad to discuss your specific needs.

Are Wilsonart's laminate finishes usable for writing surfaces in a guest room?

Yes! However, many of our deep texture surfaces work best if a notepad or similar writing device is placed between the laminate surface and the writing surface.

Does Wilsonart® Compact Laminate (SPC) meet fire codes for ceiling panels in a guest room?

Yes! Our standard grade [Compact Laminate](#) achieves Class B rating from 1/8" up to 1". We also offer [Fire-Rated Laminate](#) that achieves Class A rating in thicknesses from 3/4" to 1".

How durable is High Pressure Laminate (HPL) for guest room doors?

[Wilsonart® HPL](#) has long been a preferred surface for guest room doors due to its combination of great looks and high performance features. HPL is high impact, scratch- and scuff-resistant making it superior to traditional veneer and painted wood doors.

How can I value engineer my guest room casework and maintain a high quality appearance?

[Wilsonart® Coordinated Surfaces](#) is the best value engineered solution with an easy-to-specify combination of HPL, TFL and Edgeband that is completely coordinated into the industry's best-matched collection. Select your design and finish from the Wilsonart commercial designs and ask for Wilsonart TFL by name when you place your order.

Can I order a custom pattern with the same performance features as HPL without the minimums or costs involved in producing a signature piece?

Yes! Our [Virtual Design Library \(VDL\)](#) or [WilsonartXYou \(WxY\)](#) solutions are perfect for your custom needs and they provide all the performance advantages of our HPL.

Are Wilsonart® HPL designs & finishes available globally?

Yes and no. [Wilsonart® HPL designs](#) can be accessed globally as our locations share the same design offering and can service accounts by sourcing paper from other units. As for finishes, most global locations have their own market-specific finishes so our ability to match finishes globally is limited. Please contact your local Wilsonart Representative or email us at Hospitality@Wilsonart.com to discuss your specific needs.

What are my options for fabricating TFL globally?

TFL globally-matched finishes are not offered at this time.

How can Wilsonart help me make sure that what is manufactured in the U.S. matches what is manufactured in Asia?

Matching material from the U.S. and Asia can pose a challenge due to differences in production methods and finish availability. Wilsonart and customers can proactively source sample material from the various global units to ensure the closest match possible. Please contact your local Wilsonart Representative or email us at Hospitality@Wilsonart.com to discuss your specific needs.