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SECTION 1
INTRODUCTION & OVERVIEW
History, Product, Sales, Partnership

I. HISTORY

Rainier Plywood has been in business since 1946. Located in Tacoma, it is a family owned company that started out manufacturing plywood, and has manufactured the Richlite panels since 1959.

II. PRODUCTS

Richlite is made of layers of paper and phenolic resin. It is heated and compressed to become a solid sheet material.

- A. Industrial: A structural grade for machine tooling in marine and aircraft industries. CNC router beds & point-to-point vacuum pods are common applications.
- B. Commercial Kitchens: RS1000 (Baguette) through Reed Products for commercial kitchen cutting and prep surfaces.
- C. Marine Industry: Whalelite for structural marine purposes.
- D. Skatelite: The internationally top selling product for skateboard parks. Not quality controlled for color like Richlite Architectural panels and sold only for ramp applications through ramp fabricators.
- E. Richlite: Finish grade material for counter top, mill work and architectural use. FSC Certified line includes all colors listed below, R50 and R100 are recycled content material.

III. RICHLITE SURFACE

A. Colors

Chocolate Glacier, Browns Point, Yellow Island, Blue Canyon, Green Mountain, Redstone, Black Diamond, R50, and R100.

1. Striations: Richlite has a "mottled" appearance, which patterns in a striated effect lengthwise. This is less apparent, but present on dark colors. Including the Black Diamond. These qualities are due to the natural variation in the paper used to make the material.
2. Seams: The seams will look similar to wood and veneers. Seams should be displayed where they make design sense. Consider the impact of the striations when determining seam placement.

B. Patina & Aging

1. Over time and with use Richlite will develop a seasoned appearance that is characteristic of the material. There will be more luster or burnishing in areas of heavier use. Overall it will appear softer and deeper in color and pattern.
2. Aging is a process that begins immediately and may, like cherry and mahogany, may take a number of years to complete. It is similar to the manner in which natural wood products oxidize and age over time. The speed of aging will be affected by amount of natural light the product is exposed to. Typically the process is noticeable after one to three months.
3. The effect of aging in Richlite Surface is primarily a result of the resin component, which begins

as pale amber and deepens to a rich shade of sienna.

4. The color of Richlite is the result of the combination of the paper color used and the color of the resin. Therefore, the result of aging is that Richlite colors darken, become more dramatic, rich, and warm. In general color change is minimal in dark color range & more pronounced in lighter colors. The process of making the product does not allow absolute control over the color of the final product. Slight variations between sheets will become closer over time as they age.
 - a. R100 & Baguette: Since the paper color is neutral, the color you see is purely that of the resin. It first appears a pale, amber color and over many years darkens to sienna, very similar to an old fir floor.
 - b. R50 & Browns Point: First appears as a medium brown, and ages into a warmer, honey-brown.
 - c. Green Mountain: First appears cool green-blue and develops into a warm, olive green.
 - d. Blue Canyon: First appears as a dark cobalt blue and darkens more toward navy, eventually becoming almost black.
 - e. Redstone: First appears as a deep wine red, than darkens slightly and becomes slightly warmer.
 - f. Black Diamond: No change.
 - g. Yellow Island: Similar to baguette but lighter and more yellow in color (not recommended on locations subject to standing water as water marks may be visible).
 - h. Chocolate Glacier: Darkens to rich brown-black

C. Finish

1. Richlite looks very natural, is non-porous, and has a matte finish. The surface of the manufacturer provided samples is a 150 grit random orbital finish buffed with a medium (maroon) scotchbrite pad. Richlite does not maintain a polished or highly sanded (more than 150 grit) finish as recommended by the manufacturer. We have found this finish is the best balance for initial look and feel and eventual wear and patina.
2. Richlite Enhancer is the most maintenance-free sealant, which enhances the finish and color.
3. Rejuvenator/Polish: Howard Naturals polish is an easy to apply rejuvenator/polish that can be used by the end user on a regular basis.

D. Surface and thickness

Richlite is a pressed product and is not cast or extruded. Due to this process, there are slight variations in the thickness of the panels. Please see attached tolerance sheet for dimensional specifications. The surface texture is a result of the pressing process and has a "mill finish" that is similar to a matte laminate or melamine. The mill finish is not protected in shipping with a film and may get light scratches in the handling process. As a testament to Richlite's durability, we have seen panels that were improperly handled in shipping turn into beautiful finished product. This mill finish should be sanded as specified by fabrication instructions to both remove any light scratches from handling the material and to have a consistent final installed product.

E. Durability

Richlite is an incredibly durable product but it does scratch. The scratches will eventually become part of the patina and are typically superficial. Due to its high impact resistance, gouges or cracks are uncommon. Because of the way it is manufactured with stacked sheets of paper, the edge can be prone to chipping if not eased or radiused appropriately. It stands up well to anything acidic but alkaline products may pull the color from the product after prolonged exposure.

F. Environmental Impact

1. LEED credits are applicable to Richlite depending on the location of your project and the specific requirements and goals of the project. Contact your distributor for more the most current information on this aspect.
2. Richlite is considered a green product. Certifications include FSC, Greenguard Children & Schools and Rainforest Alliance Certified. Richlite is a member of the USGBC.
3. As of 2009, Richlite has implemented WE technology in the manufacturing process. This has lowered our emission footprint dramatically. See WE technology presentation for more details.
4. Richlite is continually working on ways to make the product and the manufacturing process as environmentally sensitive as possible.

G. Care & Maintenance

1. Regular Maintenance
 - a. End users should always be given the attached C + M sheets below
 - b. Affected by alkaline: soap, papayas, beets, and liver.
 - c. No Comet or bleach based products.
 - d. Murphy's Oil Soap is recommended, Simple Green works well for difficult spots.
 - e. Plain yogurt will pull stains from lighter colored material.
 - f. No abrasives. This includes scrubbing powders and all types of scouring pads, even nylon ones.
2. Professional Refurbishing: As desired, contact dealer or fabricator. Three options defined below and detailed instructions provided in C + M sheets.
 - a. A basic reseal: Soap + water. Reapply Richlite Enhancer
 - b. Scotchbrite + reseal: Soap + water. Scotchbrite with random orbital sander, soap + water, reapply Richlite Enhancer
 - c. Full finishing process: Sand, scotchbrite, re-apply Richlite Enhancer.

IV. SALES

Richlite is in the same price range as stone and solid surface.

- A. Richlite Surface is completely different from all other counter materials. The solid surface industry has educated consumers to expect a seamless installation, built-up edge, and connected back splash (among other details), which are natural properties/attributes of that material. Richlite does not fit into such a concept. Richlite dealers are encouraged to focus on educating clients and consumers on the

unique attributes of Richlite surface. Please feel free to contact your regional rep for any assistance you may want in the way of promoting Richlite sales.

- 1 Good potential candidates for Richlite include people who are considering soapstone, limestone, concrete based products, or wood; those who want a natural look; those who appreciate the beauty of something that shows the worn patina of use.
- 2 Consider recommending a different product for those who: want an even solid color, seamless installation, or polished finish; expect their counter to stay in perfect new condition regardless of how they treat it; are not prepared to follow the care & maintenance instructions or provide the needed upkeep for the finish.

B. Comparison of Richlite to Other Surfaces

1. Stone and Quartz Products

- a. Richlite will stand up to heat (350 degrees) without cracking.
- b. Richlite is stronger than stone; it requires no underlayment to support it even on long cantilever spans 24" unsupported at 1 ¼".
- c. Richlite is warm to the touch.
- d. Richlite has a soft appearance.
- e. Richlite has a slight "yield" so that crystal will not break when a glass is set down with authority, as would happen with a stone counter.
- f. If cutting on it, Richlite will not damage knives (not recommended as it will scratch the surface).
- g. Routed drain boards can be easily cut into Richlite surface.
- h. The thickness is through the entire Richlite slab, not just at the edge. This distinction is very apparent when using an under mounted sink, as the edge thickness shows at the sink cut-out.

2. Solid Surface

- a. Richlite will not melt with heat exposure; it requires no special care for areas adjacent to heat elements such as dishwashers and ranges.
- b. Richlite is strong enough that seams can be placed exactly in the corners, and corners can be 90 degrees.
- c. Richlite can span and cantilever to a much greater distance than other materials.
- d. Richlite has a natural honed look, not a plastic appearance such as is common in solid surface.
- e. Richlite has an appealing natural variation and tone, not an even pattern such as is typical of solid surfaces.
- f. The thickness is through the entire Richlite slab, not just at the edge. This distinction is very apparent when using an under mounted sink, as the edge thickness shows at the sink cut-out.
- g. Much stronger & less prone to cracking in the shop & field.

V. PARTNERSHIP

A. Richlite Participation

1. Marketing. Richlite markets this product to the architectural and construction industry through advertising, a specifier sample box and literature, and distributor support materials including display, sample, and literature programs.
2. Website. The website is a resource for architects and specifiers to access information on a regular basis to get the latest information on our products and specifications. Fabricators and Dealers are listed as a source for purchasing Richlite for both retail and wholesale - commercial applications. Our qualified and trained network is exclusive and the product is not sold in sheet form to the general public.
3. Public Relations. Richlite has a dedicated PR firm that gets regular press in both print and digital media throughout the architectural, kitchen and bath and construction industries.
4. Product knowledge/sales assistance. Contact your distributor for details or any requests.
5. Warranty (offered only through certified fabricators)
6. Initial fabrication training, with continued technical support through your distributor.
7. Richlite strictly adheres to its distribution plan and sells only through its defined distributor network.

B. Dealer or Fabricator Participation

1. Represent Richlite according to Richlite's image profile.
2. Participate in distributor managed display, sample, literature program
3. Fabricate according to standards set by Richlite and provide product follow up support to customers.
4. Understand the distribution plan and respect all participants.

SECTION 2
DISTRIBUTION MODEL: Participant Profile

I. RETAIL DEALER

- A. Dealer that buys Richlite from a Direct Fabricator in a fabricated, finished, and installed form.
- B. Sells to residential or commercial contractors or consumers.
- C. Maintains a showroom with regular business hours and
- D. Employs a DESIGN staff in such showroom and
- E. Dedicates at least 6 square feet of installed Richlite countertop, and
- F. Represents Richlite as per the product profile provided by Richlite in this guide and all marketing material.
- G. Does not sell un-fabricated sheets or provide pricing or bids on large scale commercial specifications.

II. DEALER/FABRICATOR

- A. Dealer that buys Richlite sheet material from Rainier Richlite through an authorized distributor.
- B. Maintains a fabrication facility where the fabrication is done according to the standards set in Richlite's Technical Fabrication Manual.
- C. Sells to residential or commercial contractors or consumers ONLY in a fabricated, finished, and installed form.
- D. Maintains a showroom with regular business hours.
- E. Employs a DESIGN staff in the showroom.
- F. Dedicates at least 6 square feet of installed Richlite countertop.
- G. Represents Richlite as per the product profile provided by Richlite.

III. WHOLESALE FABRICATOR

- A. Fabricator that buys Richlite in sheet form from Rainier Richlite through an authorized distributor.
- B. Sells to retail dealers for residential projects, or to contractors for large commercial projects.
- C. Sells Richlite ONLY in a fabricated, finished, and installed condition.
- D. Maintains an appropriate fabrication workshop where the fabrication is done according to the standards set in Richlite's Technical Fabrication Manual.
- E. Does not have showroom or sell to retail customers.

IV. DISTRIBUTOR

- A. Company that buys Richlite in sheet form from Rainier Richlite.
- B. Sells to a QUALIFIED customer base, assuming the responsibility of ensuring their compliance to the fabrication and representation standards set by Richlite. (successful completion of certification course required)
- C. Host and instruct certification workshops, (for which they charge a fee to attend) or travel to give courses.
- D. Provides additional fabrication technical support as needed.
- E. Maintains an appropriate warehouse from which to distribute Richlite material.

SECTION 3
HANDLING & DELIVERY

I. DELIVERY OPTIONS

1. Shipped from Distributor's warehouse or drop-shipped from Tacoma factory.
 - a. Richlite is crated in plywood and banded on a pallet.
 - b. Consider weight, a forklift may be required at the receiving location.
 - c. Consider accessibility to site or shop.
2. Will-call at Distributor's location.
3. Please contact your distributor for additional freight and shipping policies.
4. All orders, including drop ship, are placed exclusively through distributors.

II. INSPECTION

Every effort has been made to provide high quality material, free of defects. However, you, the fabricator, must conduct a final (precutting) inspection to continue the quality control process prior to fabrication.

A. INSPECT IMMEDIATELY upon receipt or at time of will-call.

B. IF MATERIAL IS DEEMED DEFECTIVE: Two options exist

1. Place templates to avoid flaws.
2. Order replacement material and initiate request for credit.
 - a. Do NOT notify the factory. Notify your Richlite Distributor by sending an e-mail message which includes:
 - i. Photos of the material in question,
 - ii. A copy of the invoice for this material,
 - iii. A written description of the defect;
 - iv. Any other pertinent information.
 - b. Your distributor will respond with the following:
 - i. Authorization for return of the material, and instructions on how to return it.
 - ii. Approve a credit memo; this will include the original cost, plus freight for the replacement material, and freight for the returned material, if applicable.
 - c. The credit memo will be issued upon confirmation that:
 - i. The material deemed defective was received at the appropriate point of its origin.
 - ii. A copy of the freight bill for return of such material, if applicable, was received as well.
 - iii. Richlite does not supply credits for fabrication or material handling costs.

IV. STORAGE & HANDLING

- A. Carry vertically if possible. Richlite weighs 8.13 lbs at 1.25" of thickness. A 60"x144"x1.25" sheet weighs 488 lbs.
- B. Store between 40-80 degrees Fahrenheit.
- C. Do not over stack. (how much is overstack?)
- D. Store flat.
- E. Stone forklift edge clamp can be used.
- F. Anver vacuum lift VPF-57-DC is very useful for material handling.

SECTION 4
PLANNING

I. LAYOUT

- A. Seam Placement: The seams will show and should be incorporated into the design layout. For both structural and aesthetic reasons, seams should be placed at natural positions such as corners or midpoints. Structurally, the seams may be placed exactly at a 90 degree (perpendicular) corner. Seams may also be placed over a dishwasher if necessary. Make sure your client understands where the seams will be placed and how the grain direction will run.

- B. Grain Direction: Richlite has a "Mottled" appearance, which patterns in a striated effect lengthwise. This feature is most apparent in the lighter tones, but can be seen even in the black. Consider the effect of grain direction when planning cuts; a CROSSWISE grain direction can seem awkward.

II. DESIGN

- A. Edges: Any edge treatment or design can be applied to Richlite. All common profiles available to fabricators in both wood and stone tooling can be applied to Richlite countertop edges.

- B. Thickness: The minimum recommended thickness for horizontal use is $\frac{3}{4}$ ". $\frac{1}{2}$ " can be used only with the proper engineering and fastening to insure material stability. Material thickness less than $\frac{3}{4}$ " is typically suitable for vertical use only, such as in back splashes or wainscoting.

- C. Cantilevers and Spans: Richlite is extremely strong, and due to the engineering of the product, can be cantilevered in many applications. Generally, $\frac{3}{4}$ " will remain stable with a 12" overhang, 1" with an 18" overhang, 1 $\frac{1}{2}$ " up to 24". See property calculations for exact information on strength when designing to maximize span or cantilever. Richlite only provides general guidelines and specific applications and designs are the responsibility of the architect and structural engineer.

SECTION 5

TOOLING

I. EQUIPMENT

A. Saw Blades:

1. Leitz 10" melamine 80T, negative hook, serial number WK 860-2 / 15001215.
2. Amana 12"x72T, negative 6 degree hook, #512-721-30.
3. FS tool 7.25 x .115 x 5/8 x 40T, triple chip negative hook, #LH743.
4. For curves: Jigsaw Blade—DeWalt DW 3750-5 or 6TPI (a cobalt steel blade).

B. Routers: 3 ¼ Horsepower minimum.

1. Variable speed.
2. A straight bit—solid carbide.
3. An assortment of various profiles.
4. OF 2000 Festool #574268

C. Clamps: traditional mechanical screw type and vacuum clamps.

D. Drill

1. Pilot holes for pan head sheet metal screws:

#8: 9/64" – 5/32"

#10: 11/64"-3/16"

#12: 7/32"-1/4"

2. For larger holes use bi-metal hole saw or carbide-tipped hole saw. Can be used but tend to wear out quickly due to heat buildup. Routing is preferable to hole saws for thick material and large holes.
3. For small holes use titanium or cobalt bits.

E. Biscuit Cutter: DW 3751-5 minimum power- 6.5 amps.

F. Saws

1. Circular saw.
2. Sliding table saw
3. TS 75 Festool #561188

G. Sanders

1. Random Orbit Sander 5": ETS 125 EQ Festool #571610, Makita, dewalt palm sanders.
2. Belt Sanders are not recommended! Heat retention will burn richlite edge surface.

H. Stone Tooling

1. All stone diamond tooling can be used with richlite.
2. Water is acceptable for fabrication but do not let sit or soak for extended periods of time.
3. Sanders are required as specified.

I. Solid Surface Tooling

1. Most solid surface tooling can be used with richlite.
2. Sanders required as specified. Solid surface mesh sanders are too aggressive for richlite finishing.

J. Vacuum: CT 22 Festool #583366

II. SUPPLIES

- A. 150 Grit Sanding Discs
- B. Red Scotch Brite Pads (Scuff and Buff Disc, Item # P04-7447, Specialtytools.com. 800-669-5519)
- C. Two-part epoxies
 - 1. Industrial Epoxy formulated for Thermoset Resin or Phenolic Resin.
 - 2. 5 Minute General Purpose Epoxy
 - 3. Loctite E-120HP, Hysol.
 - 4. JB Weld: 3M Scotch - weld epoxy DP-125.
 - 5. System Three T-88 for anything structural.
- D. Sikaflex- 1 part urethane.
- E. Edge connectors
 - 1. ¾" Richlite splines
 - 2. K20 Lamello Joint Fastener (Hafele part number 267.91.020, or Item # 156100: Amazon.com.)
 - 3. Mechanical joint fasteners (Knape & Vogt "Tite Joint Fastener", "Dog Bones").
 - ** Do not use standard #20 biscuits. Lack of water in epoxy does not expand biscuit.
- F. Enhancer / Sealers
 - 1. Richlite Enhancer. Commercial Grade finish.
 - 2. Bioshield Herbal Oil #2.
 - 3. AFM Naturals, AFM OILS: AFM40116
 - 4. Howard Naturals Rejuvenator. (www.howardnaturals.com)
 - 5. Fire rated additive. Please contact your distributor for the latest information on this product.

SECTION 6
FABRICATION
The Basics: SHOP WORK

I. SELECTING THE “A” SIDE

- A. Evaluate both sides of the sheet to determine which is the more desirable side to use as there is no “A” or “B” side to Richlite.
- B. Small voids and bumps do occur on occasion in the surface of the panels. Those that cannot be avoided require careful attention when sanding; please see Special Situations section.

II. CUTTING: The factory edge is a rough-cut.

- A. Trace the template on to the Richlite product and execute a rough cut-out of the countertop. It is ideal to have the rough cut be as close to actual as possible while leaving enough material to finish with a router or sander. Since the material is so dense, the more material you have to shave off with a router, the more chatter will be created, resulting in an unsmooth edge.
 - 1. Due to the weight of the material, stationary cutting with a circular saw, panel saw or cnc router is advised as first choice option over table saws.
 - 2. Sliding table saw between 3,450 rpms and 4,000 rpms
 - 3. An even rate of speed will prevent burn marks (they can be routed off but are difficult to sand off)
- B. When cutting for seams go over with felder saw or router with a straight edge (running at 15000-16000).

III. PREPARATION FOR SEAMS

- A. Appearance: Seams should be level and flat, and very tight: a hairline mark that can be seen, but not noticeably felt on the surface.
- B. Structural: Seams should run the entire depth of a counter to be structurally sound.
- C. Types of Seams
 - 1. Biscuits: Do not use traditional wood biscuits as they will not expand and provide a mechanical advantage. Place Lamello K20 biscuits approximately every 6" starting with the first biscuit 3" from the side. It is important to do a dry fit because if it is not a tight fit during the dry fit, it certainly will not be a tight fit when epoxy is used. Cut the slot in the center of the material, indexing from the top as Richlite may have slight thickness variation. The biscuits are engineered with a directional “tooth” that is difficult to remove in the direction opposite the tooth. To remove the biscuit after dry

fit, grab the tip or point end of the biscuit and pull in an arc away from the opposite end.

2. Splines: An excellent choice for strength. Cut so that when installed in the slot, the grain (paper layers) in the spline follows the same direction as the grain in the sheet.
3. Tight Joint Fastener or “Dog Bones”: Use in non-structural situations only. Ideal for field installations by out-of-house installers or subcontractors.
4. Epoxy Only: Make sure that the joint gluing surfaces are roughed-up, 60 grit or less, for better glue adhesion. Do not over-tighten clamps to keep enough glue in the seam.
5. Mechanical fasteners are acceptable for situations where there is access to install them.
6. Epoxy only seams with use of vacuum clamp fixtures are acceptable.

D. Indexing: Because Richlite is pressed and is not cast or extruded, the thickness may vary from sheet to sheet or even within the same sheet. The surface on either side of a seam must be indexed from the top and the +/- difference and then sanded out on the underside. The aggressive sanding sometimes needed will expose several layers of paper, causing white lines to appear, which look like contour lines on a map. The FSC Richlite product does not show these lines as much as the previous product, but it is visible and must be considered in dealing with two surfaces out of alignment and not in the same plane.

E. Dry-fit all seams prior to applying any glue.

IV. EDGE DETAIL

A. Sanding the Edge

1. Routing recommended as saw marks can be very difficult to remove with palm sander.
2. Be careful not to burn the edge with prolonged heat and pressure.

B. Rout the edge detail or hand file roundover as per client specification. Use a sharp carbide bit and an even rate of speed to prevent burning.

C. Multiple passes may be required for removing large amounts of material.

D. Sand the edge detail with a random orbital sander or hand sanding.

V. SURFACE FINISHING

A. Sanding Process:

1. It is not recommended to sand on jobsite due to high amounts of dust generated when sanding Richlite.
2. Using a random orbital sander with 150 grit sandpaper, go over the surface area lightly and evenly. There is no need to apply pressure—just enough to keep the sander on the surface.

Remember, Richlite is made with cellulose fibers (layers of paper). If you sand too aggressively in one area for too long, you will create something to the effect of a "topography" map by burning through a layer of paper. This is less of an issue with the FSC colors. Use special care to sand lightly around uneven surface areas.

3. Sanding technique:
 - a. Sand the length of the sheet first.
 - b. Turn 90 degrees and sand perpendicular to that.
 - c. Follow with red Scotch Brite – in 12" circular motion to even linear sanding pattern.
4. Clean with soap and water.

B. Enhancer

1. Directions for applying Richlite Enhancer:
 - a. Prepare surface with random orbital sander and Red Scotchbrite (# 7447)
 - b. Use circular motion and only enough to even out the raw surface. Do not polish.
 - c. Clean prepared surface with water and dry completely
 - d. For field applications, mask adjacent edges or walls to protect from enhancer.
 - e. Apply enhancer liberally across entire surface, including edges.
 - f. Work quickly to avoid streaks caused by areas where enhancer has dried.
 - g. Warm or circulating air speeds drying time. Avoid these conditions or move quickly to next step.
 - h. Follow with clean dry rags, wiping in a large circular motion to remove excess enhancer and buff to even matte finish.
 - i. When rag becomes saturated, use fresh rags to avoid streaks.
 - j. If streaks are visible, let dry and use red scotchbrite again to attain an even surface then re-apply enhancer. Enhancer does not "burn" in to previous coats.
 - k. Apply two coats with twenty minutes between coats
 - l. Can be re-coated without sanding between coats
 - m. Richlite Enhancer is applied on the Richlite specifier samples.

Section 7
Fabrication
Specialty

I. ROUTING DRAINBOARDS

Do not rout any area deeper than what would leave $\frac{3}{4}$ " minimum thickness. Drain boards usually require at least $1\frac{1}{4}$ " thick material for this reason.

II. UNDERMOUNT SINKS

Richlite works well with undermount sinks. The best option is to use a pan head sheet metal screw to install the clips provided with the sink. Be sure to use the specifications provided in our fabrication guidelines and do a test sample to insure strength from the appropriate pilot hole drilling. Plastic expanding inserts and brass screws that come with sinks for attaching the clips tend to not work very well in Richlite. Another option that works well are the solid surface threaded mounting bases. It is very important to use the correct glue for this application. See guide above for material suggestions.

III. MACHINING

The properties of Richlite are consistent through the entire thickness, so it is perfectly appropriate as a machined product; machining does not affect the structural integrity of the material. Be aware that the end grain is usually darker and of a finer texture than the surface, and lines between layers may be exposed by contoured cuts into the surface.

IV. CNC MACHINING

CNC machining is a very good way to fabricate curved parts and cut undermount sink cutouts. Feed rates with CNC routers and machining centers varies depending on the tool. Please consult your machine tool sales person for more information regarding the specific application of cutting cellulose sheet phenolic resin panels. Please see CNC addendum for more information.

SECTION 8

CNC - RICHLITE CUTTING

Richlite® is one of the densest products that your CNC will ever cut. It is very important to have a specific router bit for cutting it to protect the machine and the router bit and for the safety of the operator.

Feed and speed: For material $\frac{3}{4}$ " and thicker use this process - Rotation speed 16,000 RPM, working speed 4400mm per minute, and lowering speed 8000mm per minute. Use a $\frac{1}{2}$ " compression 2 flute bit with cutter length $\frac{1}{4}$ " longer than material thickness. Recommended bit to use is a Series 3100 2 flute compression spiral $\frac{1}{2}$ " diameter, 2" cutter length, and part #3162 from Vortex (800-355-7708). For material $\frac{1}{2}$ " and thinner use this process – Rotation speed 18,000 RPM, working speed 5000mm, and lowering speed 2000mm. Recommended bit to use is a $\frac{3}{8}$ " diameter straight flute part #4037 from Vortex.

Drilling: Rotation 4000 RPM, lowering speed for 5mm bit is 1500mm per minute, slower for larger bits. To route Richlite® you must make sure you cut it in steps of $\frac{1}{4}$ " to $\frac{3}{8}$ " at a time. Cut the piece $\frac{1}{64}$ " bigger than it needs to be using the stepping process, then come back and cut $\frac{1}{64}$ " off with no step to clean and polish the edge. This will save a huge amount of time sanding!

Do not cut more than $\frac{1}{4}$ " material without the stepping process.

Do not come straight down at the starting point with router bit; this is to keep from burning the material. If you start at a spot which you can not see, it is okay to come straight down into the material on the starting point. If starting on an edge that you are going to see, use a 45° head in and out. If the piece is smaller than the machine can hold down safely, use onion skinning technique. Leave $\frac{1}{16}$ " short from the table so you can route the piece off with a bearing router.

When cutting out a small hole (like a faucet hole) with router, use a pocketing program so you don't have material flying around the shop.

Use same process to cut out sink cut outs. Because the material is slightly inconsistent in thickness, edge profiles are best put on later on back with router.

SECTION 9
INSTALLATION

I. CHECK THE FIT IF POSSIBLE BY LAYING THE COUNTER IN PLACE

II. INSTALL ANY UNDERMOUNT SINKS (See Specialties section for tips on sinks.)

III. COMPLETE THE SEAMS

- A. For shop finished tops, blue tape both sides of the seam to protect the finish and for ease of cleanup. Apply the epoxy to the biscuits, make sure you put a minimal amount on the upper part of the seam to reduce the overflow of epoxy.
- B. Clean excess epoxy with lacquer cleaner, thinner, or acetone.
- C. Use long bar clamps or vacuum clamps to pull the seam together.
- D. If you have a captured installation, raise the seam section to insert the biscuits, then gently press the counter down and drive wedges at each wall below the splash line to drive the seam tight.
- E. Check the reveal consistency at the front edge.
- F. Fastening: Silicone or screws can be used. Drill a pilot hole, as specified in fabrication guide, that is slightly smaller than the screw thread. Richlite is so dense that without a proper pilot hole, it is nearly impossible to screw into. The pilot hole should be just a little longer than the actual screw. You may not be able to penetrate the hole further after your screw reaches the end of the pilot hole, and there is a possibility of damaging the product.
- G. Drill holes for fittings.
- H. Apply Richlite Enhancer

SECTION 10
AVOIDING POSSIBLE ISSUES

I. OVERSANDING

Looks like contour rings on a map. It is most problematic in darker colors and much less so with FSC product.

A. Areas to be cautious:

1. Seams.
2. Uneven surface areas (bumps or divots).

B. The Richlite sealer will help even it out, but it will never disappear.

II. SANDING TOO AGGRESSIVELY

Develops extremely mottled pattern; especially noticeable on Slate Black.

A. Use only a random orbital sander on the finish surface—no added pressure.

III. ADDRESSING UNEVEN THICKNESS

Tolerance is 40/1000 per inch.

A. Index from the top and belt sand difference along the bottom front edge.

B. Dry-fit all seams.

IV. FIELD VERSUS SHOP WORK

A. Richlite can be a dusty fabrication process and fabricating and finishing in the field is not recommended. Both creating dust and using the Richlite enhancer in a home creates air quality issues that can be a problem with end-users. Sealing in the shop will require the use of blue tape on seams to ensure that overflow of adhesive does not compromise surface finish.

V. REPAIR:

A. Use router dust mixed with epoxy in thick paste form to do small spot repairs. Depth of repair may need to be made deeper for repair to take.

B. Use melamine or laminate patch for very small spot repairs.

C. General long term maintenance

1. Apply Howard Natural Wood Cleaner & Polish.
2. Clean with mild soap & water then reapply enhancer.
3. Scotchbrite surface, clean with mild soap and water then reapply enhancer.
4. Sand, scotchbrite surface, clean with mild soap and water then reapply enhancer.

VI. CUSTOMER CARE + MAINTENANCE INFORMATION:

A. See section 11

B. Copy of Section 11 “Customer Care + Maintenance Information” must be provided to end user to ensure proper product care.



Richlite Company
 624 E. 15th Street
 Tacoma, WA 98421
 info@richlite.com

Properties of Richlite, Natural Fiber Composite

Electrical Properties

Dielectric Strength (Volts/mil).....	150
Dielectric Constant.....	9.24
Disipation Facto.....	0.29

Thermal Properties

Coeff. Of Thermal Expansion In X Dir (min/in.∞F).....	5.2
Coeff of Thermal Expansion In Y Dir (min/in.∞F).....	12.8
Coeff of Thermal Expansion In Z Dir (min/in.∞F).....	45.9/73.5"
Thermal Conductivity (Cal cm/cm2 sec ∞C).....	0.00051

Tensile Strength

X Direction(psi).....	19,200
Y Direction (psi).....	13,100

Compressive Strength

X Direction (psi).....	18,400
Strain @ Failure.....	7.09%
Y Direction (psi).....	15,900
Strain @ Failure.....	7.15%
Z Direction (psi).....	30,000
Strain @ Failure.....	*20%

Flexural Strength (Face In Tension)

X Direction (psi).....	22,000
Y Direction (psi).....	17,300

Flexural Strength (Edge In Tension)

X Direction (psi).....	20,400
Y Direction (psi).....	16,100

Izod Impact (Face Impact)

X Direction (ft. lb. Per Inch of width).....	2.48
Y Direction (ft. lb. Per Inch of width).....	1.46

Izod Impact (Edge Impact)

X Direction (ft. lb. Per Inch of width).....	0.68
Y Direction (ft. lb. Per Inch of width).....	0.62

Abrasion Resistance – Taber Abraser (CS-17) (1/4x"x4"x4")

Weight Loss per 1000 revs.....	0.0112%
Wear per 1000 revs (Inches).....	0.00011
Coefficient of Friction (Unpolished).....	0.2

Burning Rate.....Very Slow

Aging.....Improves Mechanical and Electrical Properties

Sunlight.....Darkens Surface

Clarity.....Opaque

Weak Acids.....None to slight depending on Acid

Strong Acids.....None to slight for reducing and organic

Decomposed by oxidizing acids

Weak Alkali.....Slight to marked depending on alkalinity

Strong Alkali.....Decomposes

Organic Solvents.....None

Metal Inserts.....Inert

"The two values for C.O.L.T.E. represent coefficients below and above glass transition temperature (130∞F) respectively.

Press Mic Tolerance Range

Fraction	-4%	Decimal	+4%
1/16	0.06	0.062	0.06
1/8	0.12	0.125	0.13
3/16	0.18	0.184	0.19
19/80	0.23	0.238	0.25
1/4	0.24	0.250	0.26
5/16	0.30	0.312	0.32
3/8	0.36	0.375	0.39
19/40	0.46	0.475	0.49
1/2	0.48	0.500	0.52
5/8	0.60	0.625	0.65
3/4	0.72	0.750	0.78
7/8	0.84	0.875	0.91
1	0.96	1.000	1.04
1 1/4	1.20	1.250	1.30
1 1/2	1.44	1.500	1.56
1 3/4	1.68	1.750	1.82
2	1.92	2.000	2.08
2 1/4	2.16	2.250	2.34
2 1/2	2.40	2.500	2.60
3	2.88	3.000	3.12
3 1/4	3.12	3.250	3.38

Richlite® Surface material

20 Year Limited Warranty for Interior Commercial Use



Richlite Company
624 E. 15th St.
Tacoma, WA 98421
888 383 5533
www.richlite.com

Richlite Company warrants to the owner of the original installation that its Richlite® Surface material will be free from material defects for 20 years. This warranty applies only to the original owner and is not transferable.

The obligation of Richlite Company and its distributors is limited, at their option, to repair or replace material found to be defective and excludes shipping charges and costs of removal and reinstallation. This is a product only warranty, not a fabrication and/or installation warranty.

Richlite Company makes no express or implied warranty, including the fitness for a particular purpose even if that purpose is known to Richlite Company. It excludes implied warranty of merchantability. Richlite Company shall assume no risk or liability for results obtained by the use of products covered by this warranty, whether used singly or in combination with other materials. This warranty does not cover any damage to Richlite® surfaces caused by improperly installed, used or maintained appliances which are either built into Richlite® or placed or stored on Richlite® surfaces.

Laws and building safety codes governing the design, engineering and construction of installations vary widely. Richlite Company assumes no responsibility or obligations with respect to the selection of product for the installation or the design, engineering and construction of the installation. Architects, engineers, and designers alike need to review technical specifications of Richlite® surfaces to determine if Richlite® surfaces suit the intended purpose.

This warranty does not cover any conditions or damages resulting from accidents, alterations, misuse, abuse, acts of God, excessive humidity, excessive heat and temperature, fading, patina, or discoloration over time. Richlite® surfaces are a paper-composite material and will patina over time. "Patina" is a natural occurrence in the product and Richlite Company makes no express or implied warranty covering the extent of the patina in the Richlite® surface. This warranty also does not cover any condition or damage resulting from removal of the product or reinstallation in the same or different application.

This warranty does not apply to conditions caused by normal wear and tear upon the product.

To obtain warranty service, contact the dealer from whom you purchased the product. Your dealer will work with their regional distributor and Richlite Company to promptly repair or replace any defective pieces. Warranty claims must be accompanied by proof of purchase, as well as details regarding the nature of the problem, location of the product, etc.

This warranty is exclusive and in lieu of all other obligations, liabilities or warranties. **In no event shall Richlite Company or its distributors be liable or responsible for incidental or consequential damages or for any other direct or indirect damage, loss, cost, expense or fee.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Richlite® Surface material

Lifetime Limited Warranty for Interior Residential Use



Richlite Company
624 E. 15th St.
Tacoma, WA 98421
888 383 5533
www.richlite.com

Richlite Company warrants to the owner of the original installation that its Richlite® Surface material will be free from material defects for a lifetime. This warranty applies only to the original owner and is not transferable.

The obligation of Richlite Company and its distributors is limited, at their option, to repair or replace material found to be defective and excludes shipping charges and costs of removal and reinstallation. This is a product only warranty, not a fabrication and/or installation warranty.

Richlite Company makes no express or implied warranty, including the fitness for a particular purpose even if that purpose is known to Richlite Company. It excludes implied warranty of merchantability. Richlite Company shall assume no risk or liability for results obtained by the use of products covered by this warranty, whether used singly or in combination with other materials. This warranty does not cover any damage to Richlite® surfaces caused by improperly installed, used or maintained appliances which are either built into Richlite® or placed or stored on Richlite® surfaces.

Laws and building safety codes governing the design, engineering and construction of installations vary widely. Richlite Company assumes no responsibility or obligations with respect to the selection of product for the installation or the design, engineering and construction of the installation. Architects, engineers, and designers alike need to review technical specifications of Richlite® surfaces to determine if Richlite® surfaces suit the intended purpose.

This warranty does not cover any conditions or damages resulting from accidents, alterations, misuse, abuse, acts of God, excessive humidity, excessive heat and temperature, fading, patina, or discoloration over time. Richlite® surfaces are a paper-composite material and will patina over time. "Patina" is a natural occurrence in the product and Richlite Company makes no express or implied warranty covering the extent of the patina in the Richlite® surface. This warranty also does not cover any condition or damage resulting from removal of the product or reinstallation in the same or different application.

This warranty does not apply to conditions caused by normal wear and tear upon the product.

To obtain warranty service, contact the dealer from whom you purchased the product. Your dealer will work with their regional distributor and Richlite Company to promptly repair or replace any defective pieces. Warranty claims must be accompanied by proof of purchase, as well as details regarding the nature of the problem, location of the product, etc.

This warranty is exclusive and in lieu of all other obligations, liabilities or warranties. **In no event shall Richlite Company or its distributors be liable or responsible for incidental or consequential damages or for any other direct or indirect damage, loss, cost, expense or fee.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Richlite® Surface material

10 Year Limited Warranty for Exterior Residential and Commercial Use



Richlite Company
624 E. 15th St.
Tacoma, WA 98421
888 383 5533
www.richlite.com

Richlite Company warrants to the owner of the original installation that its Richlite® Surface material will be free from material defects for 10 years. This warranty applies only to the original owner and is not transferable.

The obligation of Richlite Company and its distributors is limited, at their option, to repair or replace material found to be defective and excludes shipping charges and costs of removal and reinstallation. This is a product only warranty, not a fabrication and/or installation warranty.

Richlite Company makes no express or implied warranty, including the fitness for a particular purpose even if that purpose is known to Richlite Company. It excludes implied warranty of merchantability. Richlite Company shall assume no risk or liability for results obtained by the use of products covered by this warranty, whether used singly or in combination with other materials. This warranty does not cover any damage to Richlite® surfaces caused by improperly installed, used or maintained appliances which are either built into Richlite® or placed or stored on Richlite® surfaces.

Laws and building safety codes governing the design, engineering and construction of installations vary widely. Richlite Company assumes no responsibility or obligations with respect to the selection of product for the installation or the design, engineering and construction of the installation. Architects, engineers, and designers alike need to review technical specifications of Richlite® surfaces to determine if Richlite® surfaces suit the intended purpose.

This warranty does not cover any conditions or damages resulting from accidents, alterations, misuse, abuse, acts of God, excessive humidity, excessive heat and temperature, fading, patina, or discoloration over time. Richlite® surfaces are a paper-composite material and will patina over time. "Patina" is a natural occurrence in the product and Richlite Company makes no express or implied warranty covering the extent of the patina in the Richlite® surface. This warranty also does not cover any condition or damage resulting from removal of the product or reinstallation in the same or different application.

This warranty does not apply to conditions caused by normal wear and tear upon the product.

To obtain warranty service, contact the dealer from whom you purchased the product. Your dealer will work with their regional distributor and Richlite Company to promptly repair or replace any defective pieces. Warranty claims must be accompanied by proof of purchase, as well as details regarding the nature of the problem, location of the product, etc.

This warranty is exclusive and in lieu of all other obligations, liabilities or warranties. **In no event shall Richlite Company or its distributors be liable or responsible for incidental or consequential damages or for any other direct or indirect damage, loss, cost, expense or fee.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

SECTION 11
CUSTOMER CARE + MAINTENANCE INFORMATION



RICHLITE SURFACES CARE & MAINTENANCE

Routine Cleaning and Upkeep

Richlite surface is a durable, attractive material designed to stay beautiful for the lifetime of your kitchen, bath or office space. A simple wipe up with a damp sponge on a regular basis will maintain its beauty. Alkaline soap such as regular dish soap will gradually dull the surface, this usually occurs around the sink area. Howards's Naturals Wood Cleaner and Polish will lightly renew the luster if used on a regular basis. Richlite recommends that fabricators finish the surface with Richlite Enhancer to provide a rich, polished finish that requires minimum care.

Removing Stains

Generally speaking, Richlite resists stains quite well. As with most any material, there is a potential for some staining. With stubborn stains, try a nonabrasive household cleaner.

Repairing Scratches and Burn Marks

Richlite is extremely dense and durable. The material resists scratches and burns but, like most surfaces, can potentially be damaged by cutting directly on the surface or setting a hot frying pan on the surface. Richlite recommends the use of cutting boards, hot pads and trivets to protect the surface from potential damage.

Before clients decide to refinish their countertop, please have them seek the advice of the dealer or fabricator who installed the counter. In most cases, it is preferable if the installer refinishes the surface for your client. Light scratch marks and burn marks can be refinished using a Scotch-Brite® pad (#7447/Red Color). It is important to note, the refinished area will noticeably lighten compared to the surrounding surface area. Richlite surfaces

are made of paper which, like wood, patinas – or darkens – over time, especially in the lighter colors such as Baguette. The area will eventually patina and match the remainder of the counter surrounding it. In order to avoid affecting one spot, lightly refinish the entire section of the counter.

General Precautions

Richlite countertops are stain resistant to nearly all kitchen related substances with the exception of some raw meat juice (such as liver), high-alkaline fruit or vegetables (such as papaya and red beet), and high-alkaline soaps (such as automatic dishwasher powder and oven cleaners) when left in contact for a prolonged time.

The lighter colors in the Richlite color range will show stains more than the darker colors. Additionally, grout (which is a high alkaline product) will lighten darker-colored Richlite counters and darken the lighter tones. Cover the surface with a protective sheet when installing tile around countertop areas. Avoid using bleach products or abrasive powdered cleaners. It is good to avoid using the abrasive side of sponges as this may also scratch the surface of a Richlite countertop.

* Scotch-Brite is a registered trademark of 3M Company.

Howards Naturals can be purchased at many paint stores nationally. It is also available at:

www.howardnaturals.com/wood_cleaner_and_polish.asp

RICHLITE SEALER
APPLICATION DIRECTIONS

I. DIRECTIONS FOR APPLYING RICHLITE ENHANCER:

1. Prepare surface with random orbital sander and Red Scotchbrite (#7447).
2. Use circular motion and only enough to even out the raw surface. Do not polish.
3. Clean prepared surface with water and dry completely.
4. For field application, mask adjacent edges or walls to protect from enhancer.
5. Apply enhancer liberally across entire surface, including edges.
6. Work quickly to avoid streaks caused by areas where enhancer has dried.
7. Warm or circulating air speeds drying time. Avoid these conditions or move quickly to next steps.
8. Follow with clean dry rags, wiping in large circular motion to remove excess enhancer and buff to an even matte finish.
9. When rag becomes saturated, use a fresh rag to avoid streaks.
10. If streaks are visible, let dry and use red scotchbrite again to attain an even surface then re-apply sealer. Enhancer does not "burn" in to previous coats.
11. Apply two coats with twenty minutes between quotes.
12. Can be re-coated without sanding between coats.
13. Richlite specifier samples are sealed with Richlite enhancer.

II. GENERAL CARE AND MAINTENANCE

1. Do not use abrasive cleaners or scotchbrite side of sponges to clean.
2. Warm water and mild soap is recommended for daily cleaning.
3. Murphy's Oil soap can be applied full strength for regular maintenance.
4. Howard Naturals Wood Cleaner & Polish can also be used for regular maintenance.
5. General wear in small areas can get spot refreshed with Richlite sealer. Apply in very small amounts to a clean rag and wipe into the worn area. Follow immediately with a dry clean rag to buff sealer into adjacent surfaces.
6. For larger scratches and gouges please contact your Richlite fabricator or dealer for repairs.

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Dear Richlite Certified Fabricator,

Thank you for your support of Richlite. We appreciate it very much and we all look forward to a healthy and productive 2010! There are several changes with the Richlite program that we believe will make it easier and more financially attractive to quote Richlite jobs and also improve our customer service for both you and your customers.

As I hope you all know by now, Bettencourt Green Building Supplies has changed our name to Eco Supply. That is only a name change and we launched our new website www.ecosupplycenter.com. Our primary warehouse is located in Richmond Virginia and here is our address:

Eco Supply
1310 Roseneath Road
Richmond, Virginia
23230
804-355-3547
800-883-7005

We have new offices in Manhattan and here is the address (this new location is for architectural spec reps and we will NOT be receiving mail or storing material here):

Eco Supply
641 Avenue of the Americas, 8th Floor
New York, NY 10011
718-218-6737
800-883-7005

WE HAVE MOVED OUT OF 75 FREEMAN STREET IN GREENPOINT BROOKLYN INTO MANHATTAN EFFECTIVE THE END OF 2009. PLEASE DO NOT SEND ANY MAIL THERE OR SHOW UP THERE FOR MATERIAL.

We have sales offices in Philadelphia and Boston if you need support in those areas as well.

Key Roles

Orders can be sent to orders@ecosupplycenter.com Orders can also be faxed to 866-848-0392. Please call our main numbers at 718-218-6737, 804-355-3547, or 800-883-7005 for general inquiries, estimates, technical questions, shipping questions. Anthony Brozna at anthony@ecosupplycenter.com runs our internal sales and customer support.

Fabrication, dealer support, dealer training, sales support, or technical questions should be directed to Bart Bettencourt at bart@ecosupplycenter.com or 718-233-1365

For sample requests, please go to our website at www.ecosupplycenter.com to the sample area. If you have any questions you can email samples@ecosupplycenter.com or call Tony Brozna at 804-414-1882

Marketing, press, and trade show inquiries should be sent to Greg Lohr at greg@ecosupplycenter.com or 804-414-1884

Financial and accounts payable questions should be directed to Brooks Perlin at brooks@ecosupplycenter.com or 718-233-1343

Large projects/Opportunities that require special attention should be emailed to orders@ecosupplycenter.com or call our main numbers at 718-218-6737, 804-355-3547, or 800-883-7005. Please include as much information as possible so we can help make sure the project is awarded and completed successfully.

Inventory

We will have an online document available so that you can check stock and you will receive an email with an invitation to that document. Here is the address:

<http://spreadsheets.google.com/ccc?key=0AvteK5BAMGDVdGJUNHBUSWtCMTZpc1BFVFFZa3hYNGc&hl=en>

As you know by now, Black Diamond is the most popular color so we have the most inventory of that in the various thicknesses between ¼” and 1.25” thick. We typically stock 60” x 144” sizes most heavily and will have more limited quantities of the other sizes. We have added certain sizes to help with your yield and therefore lower the overall cost of Richlite jobs.

The colors are stocked also in the 60” x 144” size and 1” thickness most heavily. The rest of the inventory of colors will vary by thickness and size.

If we have material in stock in Virginia, lead time is usually ship time +1 day for packing. Most locations from entire east coast are 2 days from us by common carrier freight carriers, but best probably to allow a week. If for some reason we don't have something in stock we can generally get it for you with a 3-4 week lead time. Please review our price sheet for more information.

Freight

For each order, please email or call us for a freight quote. Freight is not included and will depend on quantities and where the material is shipping. For a single sheet of 1” x 60” x 144” Richlite, it is very roughly around \$250 to most locations (this includes the pallet fee). This is just to give you a framework for budgeting purposes as you are quoting jobs but this is not an actual freight quote.

To ensure that freight arrives safely, we ship all material strapped to an appropriately sized pallet with cover sheets and protective corners. As we custom-build the pallets, we charge \$100 for 120” and 144” pallets. Freight from Tacoma will be much more expensive, so it will save you money to use material in stock whenever possible.

We ship common carrier to most locations and have had a very good experience with most of our carriers. Your freight should arrive looking much like the picture below. If your materials arrive badly damaged, you have the right to refuse the freight. **That said, Richlite is a very durable material, and we find that many fabricators can work around small scratches and all but the worst damage.**



How our pallets should look when they arrive
APPROPRIATELY-SIZED PALLET
STEEL STRAPS
COVER SHEET
CARDBOARD CORNERS

If you have questions about damaged freight, please call us ASAP, while the carrier is still at your location.

Return Policy

There is a 25% restocking fee. We will issue a credit memo once we receive returned material into our warehouse in good condition. Credit maybe left available for future orders, applied against other open invoices or will be returned via check. Unfortunately, we are unable to issue credit for materials that are not in resalable condition. If return material is damaged in transit, we will refuse the freight and customer will be responsible for paying for material and filing any freight claims. Shipped material must be packed appropriately so that it arrives in resalable condition: Strapped to appropriately-sized pallet with metal straps, cover sheet, and cardboard corners. Please call or email if you have any questions on how to pack. See these photographs as an example of how to pack:



RIGHT PACKING
PALLET
STEEL STRAPS
COVER SHEET
CARDBOARD CORNERS



WRONG
NO PALLET
NO STRAPS
NO COVER SHEET
NO CRADBOARD CORNERS
Damaged in transit beyond usability

Samples

Samples can be ordered through our website at www.ecosupplycenter.com If you have any questions related to samples Tony can be reached at samples@ecosupplycenter.com or 804-414-1882

Price Sheets

2010 price sheets are available and will be effective February 1, 2010.

Displays

When you first set up your Richlite display, please email orders@ecosupplycenter.com to give us a sense of the size display top you would like to use in your showroom. We will send you a quote for the material. The material would be paid for upfront and then when you send a photo of the display we will credit you 40% off of the price of your display against your next order or orders. In addition we will be offering you a point of purchase display (which is normally \$125) and 5 sample boxes (which are normally \$10/box).

Payments

Material is to be paid for before being picked up, delivered, or shipped. We accept MC, Visa, and Amex. If you prefer to pay by check, all checks must be mailed to the following address:

Make Checks payable to Eco Supply

FCC Financing Subs V fbo Bettencourt Green Building Supplies
P.O. Box 30280
New York, NY 10087-0280

If you have a rush order and need to **overnight** a check, please send to this address (please note the above address is a PO box which will not accept overnight mail):

JP Morgan Chase
4 Chase Metrotech Center, 7th Floor East
Brooklyn NY 11245
re: Lockbox 30280
FCC Financing Subs V, LLC fbo Bettencourt Green Building Supplies LLC 753725951

If for some reason payment is not received within 10 days of your invoice there will be a 1.5% per month finance charge applied to the balance. Finance charges will be applied on the 10th day past due and then on the 1st of every month until payment is made.

Thank you again for all of your support and we really look forward to working with you in 2010!

The Eco Supply Team