

Part A Process Guidelines

Technical and Fabrication Services

2501 Wilsonart Drive
P.O. Box 6110
Temple, TX 76503-6110

The PART A / PART B PROCESS is a customer complaint and claims process developed to support Wilsonart and Independent Distributor locations with all Wilsonart product issues and concerns. The process was established internally, and can, and should ONLY be activated and/or processed by Wilsonart employees.

This process and service is one-of-a-kind in our industry today, and provides the Wilsonart customer the opportunity to have questionable materials evaluated and tested by the Technical Service Group and Materials Testing & Quality Lab. Side by side comparison evaluation and testing can also be conducted on Wilsonart products and other products in the industry as well. Material and/or samples, photos, and information will be evaluated for specification tolerances, performance and quality associated with customer issues and/or concerns. This process is initiated by Wilsonart Representatives only, by filling out the [Part A form](#).

The Part A Form has been designed to be easier and friendlier to the Wilsonart Representative. If applicable, samples should be shipped to the address shown on page 2.

The Table on page 3 provides a guideline for the minimum sample size required to perform the respective test. In cases where multiple tests are required, each test should be allotted its own sample area. Samples for multiple tests do not need to be cut into separate sections, as long as sufficient material is available to perform all of the requested tests. For questions concerning necessary tests for a given issue, please contact Technical Services at 800-433-3222, or contact your assigned Technical Representative.

Part A / Part B Customer Complaint Process:

1. Complete the Part A form. Clicking the Submit button will transmit it electronically. Click on "Send me a copy of my responses" to obtain a copy of your submission.
2. If samples are submitted, please print Part A (web form) and tag to material/samples of product in question to be shipped directly to the address below.
3. All samples/material must have a Part A form completed and attached in order to process. Samples or material received in Temple without a Part A submitted or attached will be discarded or deemed invalid.
4. Photos and documentation can be attached to the Part A form during the initial submission of Part A. If samples or material are not available, photos and information must be provided in order to make a final determination.
5. Photos must be of quality and provide a scale of reference by utilizing one of the following: Wilsonart Rejects Standard card, a coin, a paperclip, a pencil, etc. This will assist in providing a final determination.
6. The Part B determination will be provided back to the Wilsonart representative within 21 calendar days, unless additional testing and evaluation is required.

7. If sampling or material has not been received by the Technical Service department within 21 calendar days, the Part A will be deemed invalid and will require a new Part A submission by the Wilsonart representative to initiate the processing of the claim. (Be sure to check box on form if samples or materials are available and will be shipped.) Once samples have been evaluated and tested, Part B determination will be completed and forwarded to submitting representative(s).
8. This process is effective immediately.

Ship material and samples to:

Wilsonart
Technical & Fabrication Group (*and name of Technical Representative*)
505 South General Bruce Drive
Temple, Texas 76503
254-207-6000

For assistance with completing the Part A form, or any other questions or comments, please contact your Technical Representative assigned to your area listed below.

TECHNICAL & FABRICATION REPRESENTATIVES

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LIST OF POSTFORMING ISO 4586 TESTS

Revised - 4/28/17

		Dimensions	Dimensions	Quantity	Minimum size for testing
ISO 4586 (10) DETERMINATION OF FLATNESS	DETERMINATION OF FLATNESS METHOD 10	AS PROVIDED	AS PROVIDED	1	
ISO 4586 (11) RESISTANCE TO SURFACE WEAR	RESISTANCE TO SURFACE WEAR	100 MM SQUARE	4" X 4"	3	1= 12" x 12"
ISO 4586 (13) IMMERSION IN BOILING WATER	RESISTANCE TO IMMERSION IN BOILING WATER	50 MM	2" X 2"	3	1= 10" x 10"
ISO 4586 (13) PERCENT INCREASE IN THICKNESS/ SWELL	PERCENT INCREASE IN THICKNESS	50 MM	2" X 2"	3	
ISO 4586 (15) RESISTANCE TO WATER VAPOR	RESISTANCE TO WATER VAPOR	200 MM	8" X 8"	1	
ISO 4586 (18) 180°C RESISTANCE TO DRY HEAT	ISO 4586 (18) METHOD B RESISTANCE TO DRY HEAT AT 180° C	230 MM SQUARE	8" X 8"	1	
ISO 4586 (20) DIMENSIONAL STABILITY ELEVATED TEMP	ISO 4586 DIMENSIONAL STABILITY ELEVATED TEMPERATURE METHOD 20	120 MM SQUARE	4.75" X 4.75"	6	16" x 16"
ISO 4586 (22) DIMENSIONAL STABILITY AMBIENT TEMP	ISO 4586 METHOD 22 DIMENSIONAL STABILITY AT AMBIENT TEMPERATURE	120 MM SQUARE	4.75" X 4.75"	3	
ISO 4586 (24) IMPACT BY SMALL DIAMETER BALL	RESISTANCE TO IMPACT BY SMALL DIAMETER BALL	230 MM SQUARE	12" X 12"	1	
ISO 4586 (25) IMPACT BY LARGE DIAMETER BALL	RESISTANCE TO IMPACT BY LARGE DIAMETER BALL	230 MM SQUARE	12" X 12"	1	
ISO 4586 (29) SCRATCH RESISTANCE	ISO 4586 (29) RESISTANCE TO SCRATCH	100 MM SQUARE	4" X 4"	1	
ISO 4586 (31) RESISTANCE TO STAINING	RESISTANCE TO STAINING METHOD B	100 MM X 400 MM	4" X 16"	1	
ISO 4586 (33) - METHOD A (ECE) LIGHTFASTNESS	ISO 4586 (33) METHOD A FOR LIGHTFASTNESS /FADE	2 5/8" X 5 1/2"	2 5/8" X 5 1/2"	3	12" x 12"
ISO 4586 (33) - METHOD A - LIGHTFASTNESS	ISO 4586 (33) METHOD A FOR LIGHTFASTNESS /FADE	2-5/8" X 5-1/2"	2-5/8" X 5-1/2"	1	
ISO 4586 (33) ECE-LIGHTFASTNESS	EDGE CENTER EDGE FADES WITH AVERAGE	2-5/8" X 5-1/2"	2-5/8" X 5-1/2"	3	
ISO 4586 (33) LIGHTFASTNESS (FADE)	XENON ARC LIGHTFASTNESS FADE	2 5/8" X 5 1/2"	2-5/8"cd X 5-1/2"MD	1	
ISO 4586 (37) RADIANT HEAT RESISTANCE	RESISTANCE TO RADIANT HEAT METHOD B - HEAT BAR	BONDED 50 MM (CD) X 200 MM (MD)	BONDED 2"CD X 8"MD	1	
ISO 4586 (39) FORMABILITY	ISO 4586 METHOD B FOR FORMABILITY	50MM X 200MM (4- MD & 4- CD)	2" X 8" (4-MD & 4-CD)	8	2 =12"x12" 1-FOR MD 1-FOR CD
ISO 4586 (41) RESISTANCE TO BLISTERING	RESISTANCE TO BLISTERING METHOD B	50MM X 200 MM	2" CD X 8" MD	1	
ISO 4586 (42) RESISTANCE TO WET HEAT (100°C)	RESISTANCE TO WET HEAT (100°C) / HOT WATER	200 MM X 200 MM	8" X 8"	1	
ISO 4586 (43-A HI GLOSS) MICROSCRATCH / SCUFF	ISO 4586 DETERMINATION OF MICROSCRATCH RESISTANCE (A-HIGH GLOSS)	150 MM X 150 MM	6" X 6"	3	1= 15"x 15"
ISO 4586 (43-B -NON HI GLOSS) MICROSCRATCH / SCUFF	ISO 4586 DETERMINATION OF MICROSCRATCH RESISTANCE (B- NON HIGH GLOSS)	150MM X 150MM	6" X 6"	3	
ISO 4586 (5) DETERMINATION OF THICKNESS	DETERMINATION OF THICKNESS	LAMINATE UNDER TEST	LAMINATE UNDER TEST	1	

Wilsonart Internal Testing

PLUGS	PLUG TESTING		2.75"CD x 12"MD	1	1-12" x 12" BONDED
LOAD AND COVERAGE w/ ATTACHED SUBSTRATE	DETERMINATION OF ADHESIVE COVERAGE		4" x 4"	6	1=13" x 13"
CONTACT BLISTER	DIRECT HEAT ON LAMINATE		8" CD x 12" MD	1	
MACHINEABILITY / CHIPPING EVALUATION	DETERMINATION OF CHIPPING AND MACHINEABILITY		12" x12"	1	
GLOSS	DETERMINATION OF SURFACE GLOSS		6" x 6"	1	
ASTM D952 INTERNAL BOND STRENGTH	INTERNAL BOND STRENGTH USING METAL BLOCKS		2" x 2"	5	12" x 12"
EXTENDED BENDS	EXTENDED BENDS FACE & BACK		7.5"MD X 5"CD	20	3= 30" X 18"

For additional information about Sustainability and Certifications please visit: [Wilsonart Corporate Sustainability](#)
Rev. Date: 02/2025

To access the Part A Form from your Smartphone or Tablet:

- 1. Copy and paste this link into an email to yourself:
<https://app.smartsheet.com/b/form?EQBCT=607d0e8f5fea4dcf9a9a2f95ca578395>
- 2. Open the email from your Smartphone or Tablet and follow the instructions below.

