

ĒOS^{CU}

cupron enhanced eos surfaces

PREVENTIVE  BIOCIDAL™
S U R F A C E S

Fabrication Manual

Updated 10.1.18



STOP: EOS^{CU} Preventive|Biocidal Surfaces™ (Antimicrobial Cupron Enhanced EOS Surfaces™) must be installed by experienced and professional solid surface fabricators who have completed the formal EOS^{CU} fabrication training and certification process. If you have not completed this process and EOS Surfaces does not have your certificate on file, you must do so prior to installing this product. If you have questions, contact EOS Surfaces directly at **EOSTeam@eos-surfaces.com** or call 757.624.3671 to request a training.

This manual summarizes the procedures and quality standards that must be met when fabricating and installing EOS^{CU} (Antimicrobial Cupron Enhanced EOS Surfaces™) in order to ensure biocidal efficacy and performance of the product in accordance with the intended use of the product and the product warranty provided.

Any fabrication procedure or technique not contained within the EOS^{CU} fabrication manual will not be recognized by EOS Surfaces as an approved method of fabrication unless the fabricator has reached out to and engaged in discussions with the manufacturer, EOS Surfaces, LLC. Any such deviations from these techniques must be approved in writing by an EOS^{CU} Team Member.

CONTACT INFORMATION:

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A Different Kind of Surface

EOS^{CU} is a unique surfacing material. When fabricated properly, **EOS^{CU} kills 99.9% of Gram negative and Gram positive bacteria** within two hours of exposure and will continue to self-sanitize even after recontamination.

EOS Preventive|Biocidal SurfacesTM is the world's first synthetic, hard surface **EPA Registered for Public Health Claims**. EOS^{CU} has ground-breaking technology infused throughout the entire matrix, making the power and effectiveness of the copper indefinite. **It is not a film, a coating, or a liquid chemical application**; it cannot be worn off or become less effective over time.

Because the technology is embedded throughout the entire sheet, EOS^{CU} can be fabricated (cut, drilled, etc.) and modified/shaped as needed for a range of applications. EOS^{CU} has all the inherent benefits of a solid surface such as integral bowls and backsplashes and virtually seamless applications, all with the added biocidal benefits of copper.

EOS^{CU} is the **only** answer where bacteria are present **and** form and function matter.

A Different Kind of Certification

As a certified EOS^{CU} fabricator, you are also a valuable member of the EOS^{CU} team. Together we represent a core mission of EOS Surfaces, to become a standard of care in the healthcare industry, and strive for consistent, responsible communication of the various EOS^{CU} attributes and the resulting benefits of product installation.

Also as a certified EOS^{CU} fabricator, you are responsible for proper **stewardship practices** and **adherence to the EPA guidelines** for product marketing and formal record keeping of install locations and lot number tracking.

EOS Surfaces has created a full-time, dedicated team for assistance with the installation, marketing, stewardship, and education of EOS^{CU}. For more information regarding the product, **please visit eoscu.com or contact the team directly at EOScuTeam@eos-surfaces.com.**



This symbol indicates where fabrication instructions describe steps that have a direct impact on the efficacy of this product.

EOS^{CU} Preventive|Biocidal Surfaces™*What is a Preventive|Biocidal Surface?*

A Preventive|Biocidal Surface™ is a unique surface that actively kills bacteria* within two hours of exposure, even after repeated contamination. It also has a preventive quality inherent in its ability to stop and inhibit the growth of harmful bacteria. Unlike other cleaning methods, which are one-time, isolated processes occurring once a day, after a spill, or at patient discharge (terminal cleaning), EOS^{CU} works around the clock, constantly reducing the bioburden of the surface in the patient environment.

PREVENTIVE  **BIOCIDAL**[™]
S U R F A C E S

Immediately after other processes, recontamination begins and harmful bacteria can accumulate once again on standard surfaces. In contrast, EOS^{CU} self-sanitizes at least 12 times a day. While bacteria is living and growing on other surfaces, EOS^{CU} Preventive|Biocidal Surfaces™ are actively killing 99.9% of bacteria* within two hours of exposure, even after recontamination. Imagine what that means from the patients' perspective. The decision to include EOS^{CU} Preventive|Biocidal Surfaces among a team's infection control efforts communicates a commitment to infection prevention as well as patient and employee well-being and health.

With the rise of hospital acquired infections (HAIs) and antibiotic-resistant microbes, new infection control methods are needed. EOS^{CU} is the first synthetic, hard surface that's EPA-registered for public health claims. It kills 99.9% of Gram negative and Gram positive bacteria* within two hours of exposure, even after recontamination. Infused with the biocidal power of copper to kill bacteria, EOS^{CU} is a Preventive|Biocidal Surface™ that protects people by continuously reducing the bioburden.

PREVENTIVE
 **BIOCIDAL**[™]
S U R F A C E S

EPA Registered EOS^{CU}*Antimicrobial Cupron Enhanced EOS Surface*

Independent third-party laboratory testing has shown that when cleaned properly this surface:

- **Continuously** reduces bacterial* contamination, achieving 99.9% reduction **within two hours** of exposure.
- **Kills** greater than **99.9%** Gram negative and Gram positive bacteria* within two hours of exposure.
- **Kills** greater than **99.9%** of bacteria* within two hours of exposure and continues to kill 99% of bacteria* **even after** repeated contamination
- Inhibits the buildup and growth of bacteria* within two hours of exposure between cleaning and sanitizing steps.

**Testing demonstrates effective antibacterial activity against Staphylococcus aureus, Enterobacter aerogenes, Methicillin-Resistant Staphylococcus aureus, Escherichia coli, and Pseudomonas aeruginosa.*

DISCLAIMER: The use of Antimicrobial Cupron Enhanced EOS Surface is a supplement to and not a substitute for standard infection control practices; users must continue to follow all current infection control practices, including those practices related to cleaning and disinfection of environmental surfaces. The Antimicrobial Cupron Enhanced EOS Surface has been shown to reduce microbial contamination but it does not necessarily prevent cross contamination.

This product must not be waxed, polished, painted, lacquered, varnished, or otherwise coated.

**EPA Registration
Number:
84542-7**

**EPA Establishment
Number:
89674-VA-001**

WARRANTY STATEMENT

The Directions for Use of this product must be followed carefully. It is impossible to eliminate all risks inherently associated with the use of this product. Ineffectiveness or other unintended consequences may result because of such factors as manner of use or application or presence of other materials or other influencing factors in the use of this product which are beyond the control of Cupron, EOS, or seller. To the extent consistent with applicable law, all such risks shall be assumed by the buyer and user, and buyer and user agree to hold Cupron, EOS, and seller harmless for any claims relating to such factors.

Cupron and EOS warrant through the fabricator to the owners of installed Cupron Enhanced EOS Surfaces products for a period of ten (10) years from the date of installation

that the Cupron Enhanced EOS Surfaces material will be free from manufacturing defects and that the products will perform to a public health standard as indicated in the EPA Registration and that the product conforms to the chemical description on the label and is reasonably fit for the purposes stated in the Directions of Use, subject to the inherent risks referred to above, when used in accordance with directions. This warranty does not extend to the use of the product contrary to label instructions and buyer and user assume the risk of any such use.

TO THE EXTENT CONSISTENT WITH APPLICABLE LAW, CUPRON AND EOS MAKE NO WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE NOR ANY OTHER EXPRESS OR IMPLIED WARRANTY EXCEPT AS STATED ABOVE.

General Safety

Safety is a critical concern for any shop and key to a successful business. The following safety rules should be incorporated into your safety program to help prevent an accident. Safety training, knowledge, proper product use, and safe environment are the responsibility of the facility owner and the shop employees.

CAUTION: Always follow product, equipment and/or tool manufacturers' recommendations and instructions carefully.

- Read directions carefully before fabricating/installing Cupron Enhanced EOS Surface™.
- Read and follow instruction manuals before operating the different tools used for the project.
- Keep all guards in place and in working order.
- Ensure all tools are properly grounded. Never remove the third prong from a plug.
- Keep work area clean, uncluttered and well lit.
- Don't use electric power tools in a damp or wet work area.
- Keep visitors at a safe distance from the work area.
- Use the right tools. Don't force a tool or attachment to do a job it was not designed to perform.
- Always use safety glasses or approved eye protection and/or face shield, ear/noise protectors and safety shoes. (FIG. 6A & 6B)
- Wear the proper apparel, no loose clothing or jewelry.
- Secure all work with the proper clamp or vise to a stable work surface.
- Don't overreach. Keep proper footing and balance at all times.
- Maintain tools in top condition. Disconnect tools before servicing and when changing accessories such as blades, bits, cutters, etc.
- Keep and use denatured alcohol, adhesives and materials in a safe, ventilated place.
- When possible, dust collection should be used when cutting, routing and sanding.

Personal Protection Equipment (PPE)

When cutting, routing, and finishing EOS^{CU}, the following items are recommended for your personal protection:

1. Full coverage, non-loose clothing including long pants, long sleeves, or coveralls.
2. Protective eyewear
3. Rubber or commercial work gloves
4. Dust mask with an N95 rating or higher (FIG. 6C)



Figure 6A



Figure 6B



Figure 6C

Seam Adhesives

- Recommended for inconspicuous seams:
EOS^{CU} Beige: Consult EOS^{CU} Team for Latest Match
EOS^{CU} Grey: Consult EOS^{CU} Team for Latest Match
Team will provide latest during initial certification course as well.
- Seam adhesives are for professional use only. Always follow the manufacturer's recommendations and instructions carefully. (FIG. 7A)
- **Warning:** Seam kits typically contain the following hazardous ingredients: Methyl Methacrylate, Benzoyl Peroxide, and Dibutyl Pathlate. Avoid prolonged breathing of vapors. Use only in a well ventilated area. Keep out of reach of children. Eye protection is always recommended. Motors and other equipment used in the fabrication and installation process must be UL labeled explosion proof.
- Others approved but not matched for inconspicuous seams:

Corian	Avonite
Samsung	LG
Glue Warehouse	Integra

NOTE: Copper-infused adhesives are NOT required when sheets are properly seamed according to the requirements in this manual.

Fabrication

- Do not use lacquer thinner, acetone or other solvents on Cupron-Enhanced EOS Surfaces material.
- Colored or printed towels can leave a residue which will contaminate the seam material and cause a weak or stained bond line.
- All edges should be sanded smooth and free of sharp corners and kerf marks which result in stress points.
- Never seam factory edges or sawcut edges.

Finishing

- **It is critical to adhere to all finishing requirements in order to maintain the efficacy of EOS^{CU}.**
- 360 grit satin finish is the required minimum and the maximum level of grit allowable for use in the final finishing step of EOS^{CU}.
- Wet 360 sanding process is the only approved process for finishing EOS^{CU}.
- **EOS^{CU} must NOT be waxed, painted, lacquered, varnished, or otherwise coated.** Doing so will compromise the efficacy of the product, void the warranty, and endanger the end user.



Figure 7A





Every effort has been made to supply high quality materials, free of defects. However, you the fabricator, must conduct a final (pre-cut) inspection for color match within each lot, manufacturing defects or damage to sheets in order to continue the quality control process prior to fabrication. Report any findings immediately to EOScuTeam@eos-surfaces.com. **Material that is cut or fabricated will not be considered for replacement or credit.**

Receiving

- Material will arrive on custom pallets designed to provide maximum protection while in transit.
- This includes 18-22 sheets per pallet with a protective wrap and corner supports added to protect from edge breakage.
- Remove corner protectors upon arrival and for inspection. These corner protectors do not need to be returned to their original position, as they are intended for transit

Inspection

- Obvious carrier damage – take photos before removing from truck and do not sign delivery receipt (DR)
- Inspect for material defects upon receipt. All defects must be reported within five (5) days of delivery and must include photos and description of damage/variance.
- Hidden damages/concerns on sheets embedded in middle of pallet stack should be reported immediately upon discovery. Include photos where applicable.

Handling

- Long forks are recommended for moving pallets; 6 foot minimum required
- Carry individual sheets vertically on long edge to avoid flexing
- Sheets weigh approximately 100 lbs each and should be carried by a minimum of 2 people due to this weight and sheet length

CAUTION: Edges of EOS^{CU} may be sharp; heavy-duty gloves are recommended when carrying material.

Storage

- EOS^{CU} sheets can be stored on their original shipping pallets on a flat surface.
- EOS^{CU} can be stored on heavy duty racks with spans no wider than 16" on center.
- EOS^{CU} must be stored in a dry area and must not get wet while in storage
- The key objective in storing EOS^{CU} is to protect the sheet from, warping, discoloration, or breakage.

CAUTION: EOS^{CU} MUST be stored indoors, no exceptions.

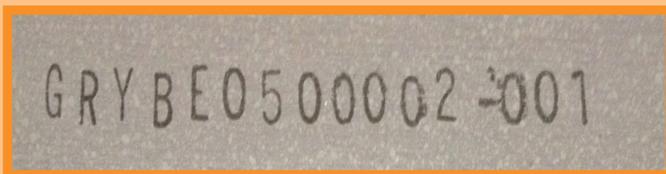


Sheet Selection Process

EOS^{CU} sheets are color matched to the best of our ability by lot numbers only. Because the biocidal technology infused in EOS^{CU} is natural, the pigmentation varies slightly with each order EOS receives.

- **EOS Surfaces LLC DOES NOT GUARANTEE COLOR MATCH BETWEEN LOTS.**
- The composition of EOS^{CU} produces slight color variations between and sometimes within batches due to the complex blending of materials and the use of a natural ingredient that varies in its own color presentation from batch to batch.
- Follow the recommended guidelines below for best results: **Always conduct a trial, dry fit color match before seaming.**
- Use sheets from the same lot whenever possible to achieve closest match.

HOW TO READ AN EOS^{CU} LOT NUMBER



Sample Lot Number GRYBE0500002-001

GRY	Color (in this case, GREY)
BE050	Date Mfg
00	Place Holder
02	Run
001	Product/Item

Product lot numbers are stamped on every sheet. Lot numbers must be included on the Warranty Registration Form and a copy submitted to both the Distributor and to EOS for the warranty to be accepted. The **Warranty Registration Form** can be found at the back of this manual as well as on the online partner portal. Contact your distributor for a copy of the downloadable form if necessary.

EOS Surfaces requires this information to validate the EOS^{CU} 10-year warranty.



There are many brands of woodworking and specialized solid surface fabrication tools on the market, so the following recommendations for blades, bits, and abrasives are general but not manufacturer specific. **If you are unsure about a particular product, please contact the EOS^{CU} Team before using a particular tool.**

TOOLS ALLOWED in EOS^{CU} FABRICATION



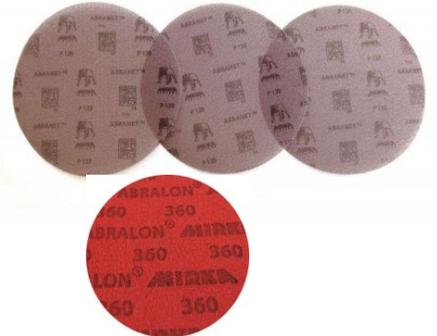
Saw Blades

Carbide tipped with a minimum of **10 teeth per inch, triple chip, with a hook angle of -5°- +10°**



Router Bits

Carbide tipped with a minimum shaft of **3/8"**



Abrasives

Micro-finishing film will give the most uniform finish. EOS requires **Mirka abrasive system** for use with EOS^{CU}. (See [Finishing Section, p. 21](#))

TOOLS NOT ALLOWED in EOS^{CU} FABRICATION



Saber/Jigsaws: The action of these saws will cause microscopic fractures in the sheet that can cause future failures.



Belt Sanders: Belt sanders can overheat the sheet and possibly affect the efficacy by sealing in the technology. If belt sanders are used on the seam they can overheat the seam adhesive causing failure.



Auger Bits: Auger bits produce an upward pulling pressure that will cause the material to crack.



Hack Saws: The hook angle on jig saws along with the compound action and pressure required of these saws will cause the material to crack or possibly break.



Combination circular saw blades: The design of these blades will cause chipping and blow-out if used for cutting EOS^{CU}. The impact of these blades will also cause microscopic cracks that will extend from the cut and may cause future failures in the material.

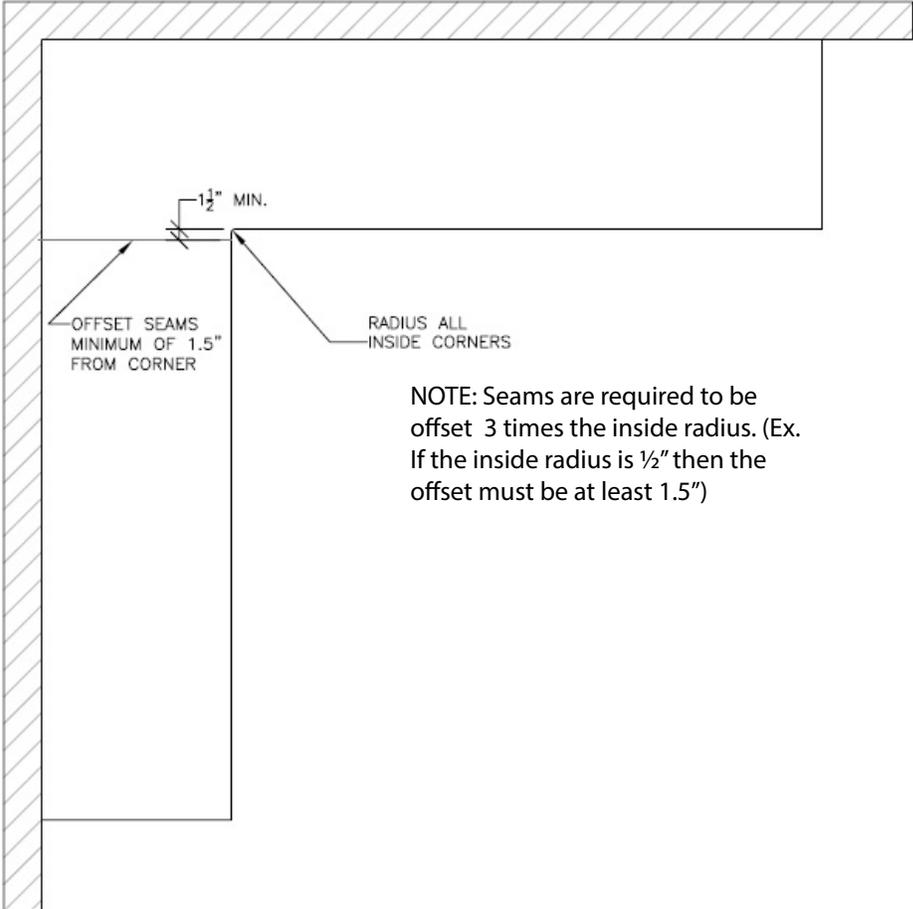


Figure 11A

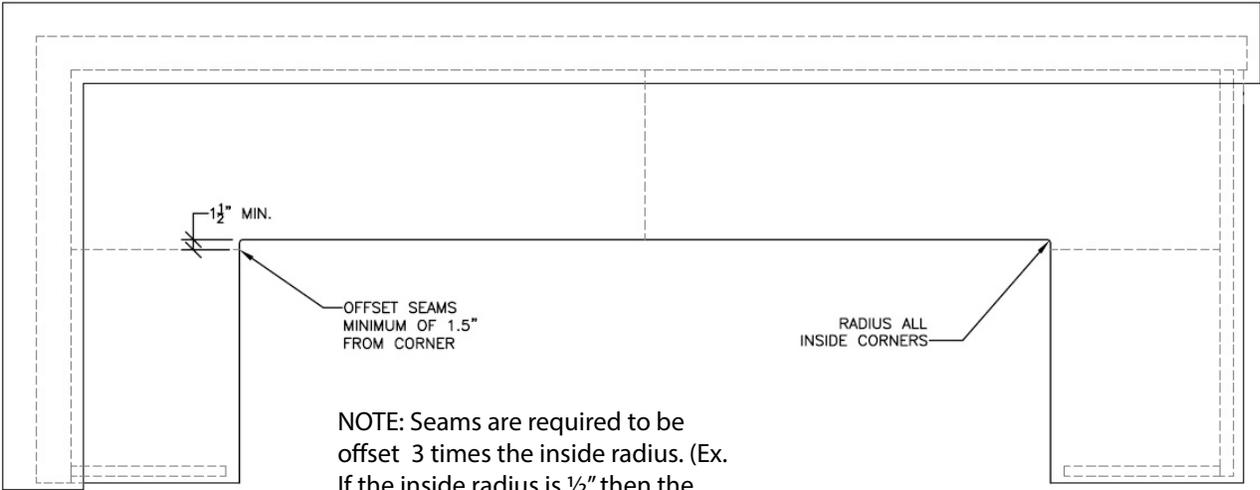


Figure 11B

NOTE: Seams are required to be offset 3 times the inside radius. (Ex. If the inside radius is 1/2" then the offset must be at least 1.5")

NOTE: Seams are required to be offset 3 times the inside radius. (Ex. If the inside radius is 1/2" then the offset must be at least 1.5")

- Machine both edges to be seamed. (FIG. 12A)
- Seams should fit tightly when dry fitted.
- Place a release material (such as clear packing tape) under the seam to prevent contamination of deck seam.
- Thoroughly clean areas to be seamed with denatured alcohol using clean white shop rag.
- Position sheets to be seamed 3/16" (4.8mm) to 1/4" (6.4mm) apart.
- Prepare clamping materials. (FIG12B)

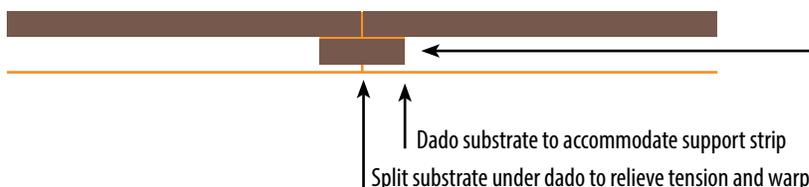
CAUTION: The use of vacuum or suction clamps is the preferred method for EOS^{CU}. Excessive force of other clamps may cause damage to the surface.

- Prepare seam kit. Purge cartridge & tip to ensure proper mixture of adhesive.
- Fill the seam to 1/2 full. Damming the ends will make this easier.
- Slide the sheets together. Make sure there is adhesive squeeze out along entire seam.
- Clamp the seam together using recommended vacuum clamps.

DO NOT OVERTIGHTEN clamps. Over tightening will cause starved, weak seams.

- Remove adhesive squeeze out with router, surface leveler, or random orbital sander. (FIG. 12C) Do not scrape, chisel or use belt sander on seam.
- All seams must be reinforced with a 2" (101.6mm) wide, 45° beveled seam support adhered to the back of the panel. (FIG. 12D). Substrate must then be added over the seam support.

Reinforcement strip must be sanded smooth.
Reinforcement strip must cover length of seam.
Overlap seam support 1" (50.8mm) on each side.
Ensure complete adhesive coverage.



- Sand the finished seam to job specifications. (See Finishing Section, page 21)



Figure 12A



Figure 12B



Figure 12C

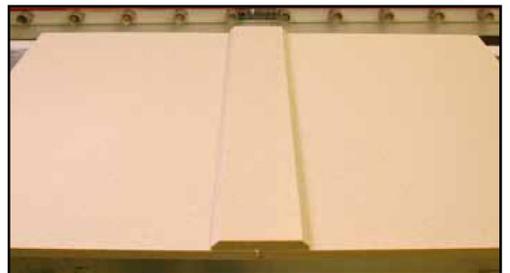


Figure 12D

Seam support strip

- Sand backside of areas to be seamed.
- Dry fit edge strips and fasten hot melt blocks. (FIG. 13A)

CAUTION: Use extreme caution when removing the hot melt blocks. Excessive force can damage the EOS^{CU} surface. EOS recommends the use of vacuum or suction clamps in lieu of hot melt blocks.

- Clean surfaces to be seamed thoroughly with denatured alcohol and clean white shop rag.
- Purge cartridge and tip to ensure proper mixture of adhesive.
- Apply adhesive and clamp at 2" - 3" (50.8 - 76.2mm) intervals. (FIG. 13B)
- Make sure there is adequate glue squeeze out along entire seam. *Check carefully for voids.*

CAUTION: Glue squeeze results in excess adhesive on the surface. Be sure to remove all excess from the EOS^{CU} to prevent any impact on the efficacy of the product. All excess must be removed completely.



- Do not sandwich other materials (wood, metal, laminate, etc.) between EOS^{CU} edges.
- Flush trim drop edge. (FIG. 13C)
- Rout edge profile.



Figure 13A



Figure 13B



Figure 13C

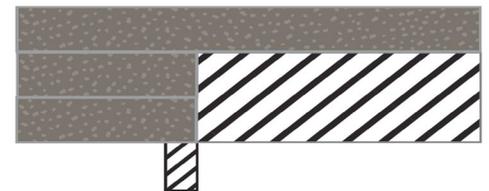


Figure 13D: Double Stacked - Preferred method for EOS^{CU}. Alternatives on next page.

All Edges

- Clean surfaces to be glued thoroughly with denatured alcohol and clean, white shop rag.
- Purge cartridge and tip for proper adhesive mixture.
- Apply adhesive and clamp at 2" - 3" (50.8 - 76.2mm) intervals.
- Make sure there is adequate glue squeeze out along entire seam. Check carefully for voids.

Vertical Edge Fabrication

- Inspect the edge of the EOS^{CU} sheet for chip distribution or variation.
- Do not ever seam factory or saw cut edges.
- Dry fit edge strips.

Alternative Method: Miter Fold Drop Edge.

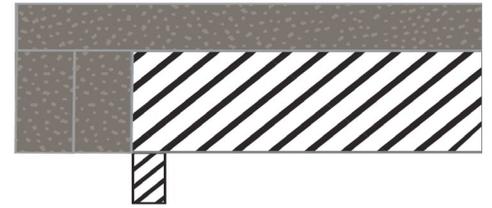


Figure 14A: Vertical Stack

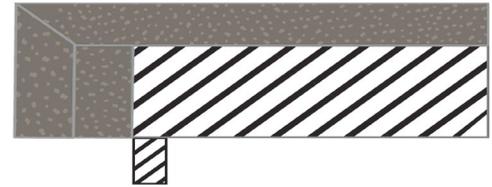


Figure 14B: Miter Fold Drop Edge

Inside Corners

- Inside corners are subject to higher stress and therefore, require special reinforcement.
- One of the following reinforcement procedures must be used.
 1. Corner block method: minimum 3" (76.2mm) x 3" (76.2mm) block. (FIG. 15A)
 2. Vertical strips method: Corner block. (FIG. 15B)
 3. Interlocking corner block method.
- The finished inside corner must be routed to a minimum 1/2" (13mm) radius. *A larger radius is better.*



Figure 15A

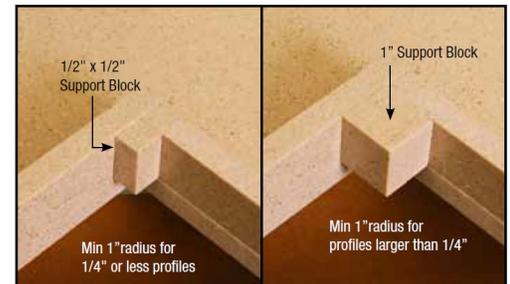


Figure 15B

Outside Corners

- This method may be used up to 9" radius, requiring 1–3 strips placed on the angle. (FIG. 15C)

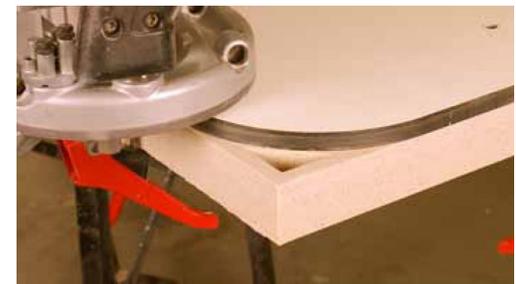


Figure 15C

Minimum radius requirements

- The minimum inside radius on ALL inside corners is a minimum of 1/2"
- The minimum inside radius on ALL cut-outs including drop-in sinks is 1/4"

Minimum seam offset

- Seams are required to be offset 3 times the inside radius. (Ex. If the inside radius is 1/2" then the offset must be at least 1.5")

Minimum spacing and support for heat sources.

- Heat sources must be supported within 3" but no closer than 1" from the edge of the cutout.
- A minimum of a 1/8" space must be allowed between the EOS^{CU} and the heat source or drop-in to allow expansion and contraction.

Sink Installation Preparation

- Inspect sink for imperfections and verify color.
- Identify location
- Position sink using center-line dimensions. (FIG. 16A)
- Place wooden blocks with hot melt glue to position sink securely during glue up. (FIG. 16B)
- Rout hole in countertop directly under sink drain hole. Note: Make sure hole is large enough for pipe clamp.
- Thoroughly clean areas to be seamed with denatured alcohol using a clean white shop rag. (continued next page)



Figure 16A



Figure 16B

(continued)

- Apply ample amount of seam adhesive to sink rim. (FIG. 17A)
- Clamp with pipe clamp through the drain hole. (FIG. 17B)

Note: Use wooden spacers under clamp at sink flange and drain hole to prevent damage.

Note: Use clamp board (larger than the sink) under countertop to distribute clamping pressure.

- Check for seam kit squeeze out around entire sink area.
- Remove pipe clamps after seam adhesive hardens.
- Rout sink opening(s) using:
 - Bowl flush trim bit (FIG. 17C)
 - Bowl profile bit (FIG. 17D)
- Sand inside of sink for proper finish (See Finishing Section, page 21).

Note: Solid Surface Sinks must be sanded to provide consistent finish. Failure to finish sinks often leads to customer dissatisfaction.

- Only use approved solid surface adhesive as indicated in this manual
- Finish bowl and top according to the the instructions given in the finishing section (p. 21)

Installation Preparation Continued



Figure 17A

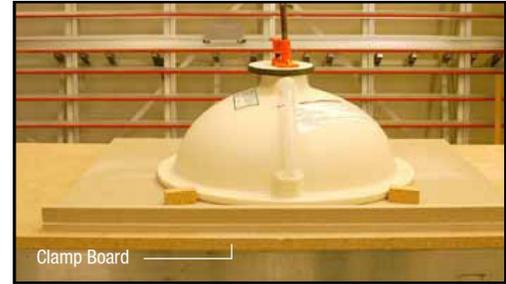


Figure 17B



Figure 17C



Figure 17D

- These procedures are for cutouts that do not involve heat generating/producing appliances or items.
- Cutouts must be performed with a router only.
- 12" x 12" or larger cutouts must be left on job site for color match repair material.
- Secure cutouts to inside of base cabinet.
- Inside corners of all cutouts must be radiused to a minimum of 1/4."
- Use 1/2" (9.5mm) or larger diameter bits.
- Round over top and bottom edges of cutouts a minimum 1/16" (1.5mm) radius.
- Remove any roughness, nicks and/or router "chatter" with 180-grit or finer sandpaper.
- Allow at least 1/8" (3mm) clearance space on all sides for drop-in sinks.
- Allow at least 1/16" (1.5mm) clearance space on all sides for outlets.
- Supports required within 3" (76mm), but no closer than 1" (25mm) from the edge of the cutout.

- Use 100% silicone to adhere backsplash to countertop and wall. **Do NOT use silicone as caulking or on any exposed surface of EOS^{CU}.**
- For exposed surfaces, such as edges of loose splash and tops of all splash, use color-matched latex **Duo-Sil by Siroflex**:
 - **American Walnut #2223 for EOS^{CU} Beige**
 - **Royal Grey #2504 for EOS^{CU} Grey**
- Apply continuous bead to bottom of backsplash (FIG. 19A).
- Dots of hot melt adhesive can be used to adhere backsplash to the wall while silicone cures.
- **CAUTION:** No silicone or adhesive should be exposed to the surface of the EOS^{CU}, as it can affect the efficacy of the product. All excess silicone must be removed completely.
- On full height backsplash, apply all EOS^{CU} Hard Surface fabrication guidelines. (FIG. 19B)
 - 1/4" (6.4mm) radiused inside corners
 - Space for expansion
 - Offset seams
 - Cutouts must be made with a router
 - Attach backsplash with silicone. Do not hard seam to countertop.

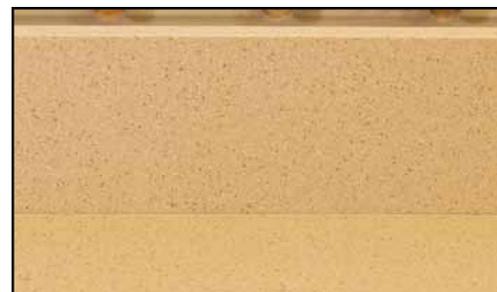


Figure 19A

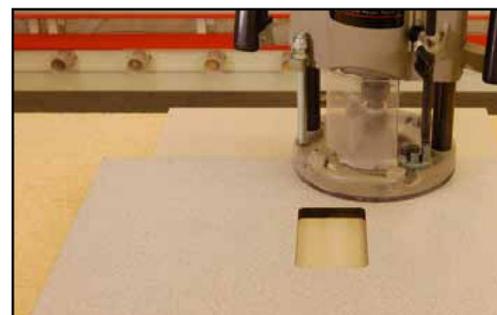


Figure 19B

- Cut EOS^{CU} Hard Surface backsplash to desired height. (FIG.20A)
- Allow 7/16" (11.3mm) for cove strip. (FIG.20A)
- Cut a 7/8" (22.23mm) strip for coving. (FIG.20A)
- Bevel 7/8" (22.23mm) cove strip on a 45° angle. This will reduce router chatter.
- Cut 7/8" (22.23mm) x 1/16" (1.6mm) rebate into the EOS^{CU} Hard Surface deck to accept cove strip (FIG.20A)
- Clean with denatured alcohol and clean white cloth.
- Adhere cove strip and backsplash to countertop with color matched seam adhesive. 100% coverage is required.
- Backsplash squaring block (FIG.20B)
- Ensure cove strip is tight against front edge of rebate and clamp with spring clamps and bar clamps.
- Squeeze out is required the entire length of all seams.
- After adhesive has cured completely, rout cove strip. (FIG.20C)
- Sand to appropriate EOS^{CU} finish. (See Finishing Section, p. 21)

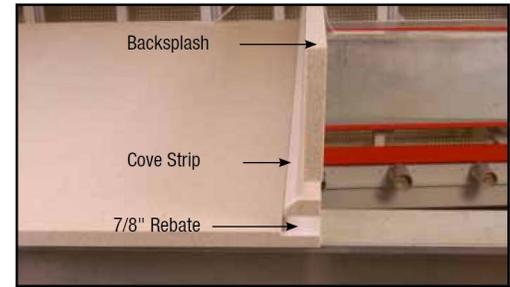


Figure 20A

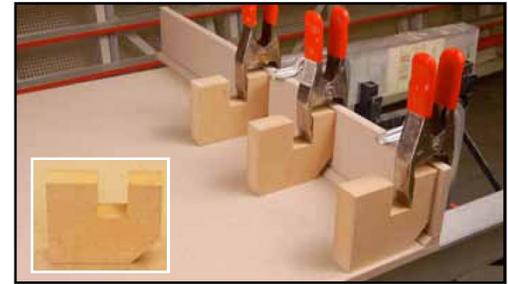


Figure 20B



Figure 20C

Thermoforming

Under pre-approved circumstances, EOS^{CU} can be heated and thermoformed. However, the requirements for each circumstance may vary slightly. **The fabricator must contact the EOS^{CU} Team at EOScuTeam@eos-surfaces.com prior to attempting to thermoform the product.**

Failure to do so will invalidate the warranty.

Wall Cladding

Following discussion with EOS^{CU} Team and pre-approved circumstances, EOS^{CU} can be used for wall cladding. However, the requirements for each circumstance may vary slightly and the experience of the manufacturer can help ensure the success of the project. **The fabricator must contact the EOS^{CU} Team at EOScuTeam@eos-surfaces.com prior to attempting to use the product for wall cladding.**

Failure to do so will invalidate the warranty.

Repairs

Due to the unique make up of EOS^{CU} and the advanced technology of the product, **the surface of EOS^{CU} may never be filled.** Filling holes or covering the surface as a part of repairing the surface will affect the efficacy of EOS^{CU}. **The fabricator must contact the EOS^{CU} Team at EOScuTeam@eos-surfaces.com prior to attempting to repair the product.** Failure to do so will invalidate the warranty.



Disposal

If there is allowable space on the premises, waste material can be stored outside and palletized and prepared for shipment back to EOS Surfaces.

EOS^{CU} can also be disposed of in the same manner in which you dispose of other fabrication byproducts and waste, including recycling.



Finishing

EOS Surfaces requires a uniform, final finish on EOS^{CU}.

Steps for Finishing

- Thoroughly clean with water or denatured alcohol **after each sanding step**.
- Use a 100-150 grit (162-100 micron) abrasive paper for initial sanding step to remove all scratches and excess adhesive.
- Thoroughly clean residual dust from EOS^{CU} material with air and denatured alcohol or clean water. Be sure no residual sanding grit is left on the face of the material prior to moving to the next step.
- Use a 180-240 grit (82-60 micron) abrasive paper to remove scratch pattern left from prior step.
- Thoroughly clean residual dust from EOS^{CU} material with air and denatured alcohol or clean water. Be sure no residual sanding grit is left on the face of the material prior to moving to the next step.
- Use a 320 grit (40 micron) pad to remove scratch pattern from prior sanding step.
- Thoroughly clean residual dust from EOS^{CU} material with air and denatured alcohol or clean water. Be sure no residual sanding grit is left on the face of the material prior to moving to the next step.
- Use Mirka Abralon 360 grit as the final finishing step. The Abralon pad **MUST** be wet and remain wet during the entire final step. Rinse the Abralon pad thoroughly to remove any loading of the EOS^{CU} dust (the water will run clear when it is “clean”).



NOTE: The 360 Mirka Abralon finishing step is the required minimum and the maximum level of grit allowable for use in the final finishing step of EOS^{CU}. This is the required stopping point for EOS^{CU} to ensure the efficacy and proper aesthetic of the product.



It is advised to visit the jobsite to ascertain all details to make the installation of EOS^{CU} as efficient as possible. Note the following during the jobsite inspection:

- Closest access to project entrance
- Parking for trucks, delivery vehicles.
- Is the parking paved or dirt?
- Will carts be able to be used?
- Is there a service elevator? What is the size? Will you have access?

Current wall condition

- Will wall protection be needed to carry in tops?
- Is there existing damage to walls that need to be noted and reported?

Electrical and plumbing positioning

- Will a plumbing or electrical contractor need to be onsite to move items for your install?

Window, door, and ceiling heights

- Will the tops fit thru doors, windows or under current ceiling heights?

Floor conditions

- Will floors need added protection during the install?
- Is there existing damage to the floors that need to be noted and reported?

Security

- Will you need special credentials or alarm codes to access the site?

Structures that the tops will be installed on

- Are cabinet tops flat and true to within 1/8" in a 120" length?
- Is there proper support on the walls without cabinets to support the tops?

Ventilation

- Is there proper ventilation to use adhesives, sanders, solvents onsite?

Power/water

- Will you have working power and/or water onsite to complete your install?

Other trades

- Will there be other trades or workers onsite that will affect the install?

EOS^{CU} Support Requirements

NOTE: Cupron Enhanced EOS Surfaces require a full substrate.

Acceptable Substrate Material for EOS^{CU}

- ¾" Moisture Resistant Plywood
- ¾" Moisture Resistant MDF



Material NOT Acceptable for EOS^{CU}

- Particle board
- Wafer Board



EOS^{CU} Overhangs

- Maximum allowable overhang without support is 6". After 6", an L-Bracket or Corbel is required. (See image top of page 24 as reference.)
- Maximum "Pony wall" overhang is equivalent to the width of the 'Pony Wall.' (Ex. Pony Wall is 4.5" wide, the allowable overhang in each direction is 4.5" up to a maximum of 12", anything exceeding 12" requires support.)

NOTE: EOS^{CU} must be properly supported at install. Any installs that fall outside of the specifications above must be submitted to the EOS^{CU} technical team for review and recommendation.



EOS^{CU} Span Requirements

- Installs on standard 24" depth, solid frame cabinets will not require any additional support.
- Installs without cabinets, such as wall hung work tops, work stations, or large islands will require additional support. (FIG 24A)

"Wall Mount" work tops must have the following:

1. Wall cleats attached to studs running the full length of the top.
2. L-Brackets or Corbels a minimum of 16" on center for tops up to 24" depth. Brackets must extend out to a minimum of 75% of the depth of the top. These brackets must be installed every 16" in width so that unsupported top does not exceed 16" at any given point.
3. Tops exceeding 24" up to 36" depth must have L-brackets or Corbels a minimum of 12" on Center. Brackets must extend out to a minimum of 75% of the depth of the top. (Figure 24B)
4. Tops exceeding 24" wide must have L-brackets or Corbels a minimum of every 16" on center.
5. Brackets must extend out to a minimum of 75% of the depth of the top. (Figure 24B)

Large Island/Work Station Support Requirements:

- Large islands and large work stations with only perimeter support will require additional center support.
- Box supports larger than 36"x36" will require center support, the following guideline should be used
- No area within the island shall exceed 36"x36". (Figure 24C)

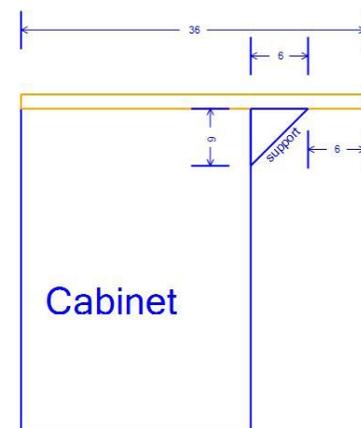


Figure 25A

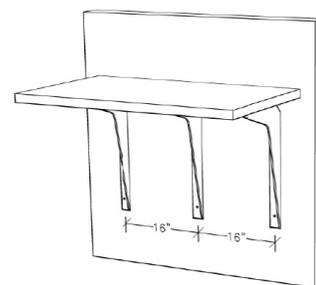


Figure 25B

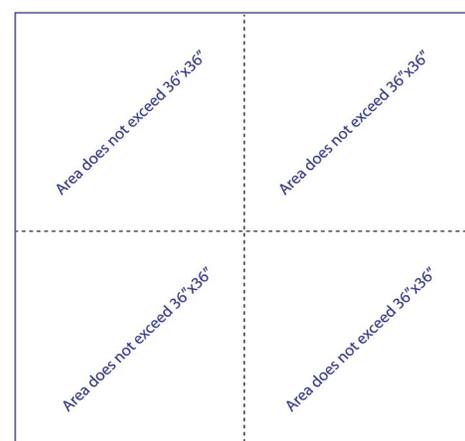


Figure 25C

Securing the Countertop

- Use only 100% pure silicone to secure countertop to frame. *No construction mastic.*
- Use dime sized dabs every 18" (457.2mm) to 24" (609.6mm).
 - Secure all outside corners
 - Do not run continuous beads
 - Do not place silicone in the inside corners
- No mechanical fasteners should be used to fasten the countertop.
- Never screw, staple or nail into EOS^{CU} surfaces.
- Secure the EOS^{CU} top to the casework with Figure-Eight clips, screwing from underneath the casework up into the substrate of the top. (FIG 25A) **NEVER screw into the EOS^{CU} surface itself.** (These clips are also known as S Clips or Tabletop Fastener. They can be obtained from larger hardware and wood specialty stores.) The use of a forstner bit is key, as this will create the shallow recess as seen below. (FIG 25B & 25C)

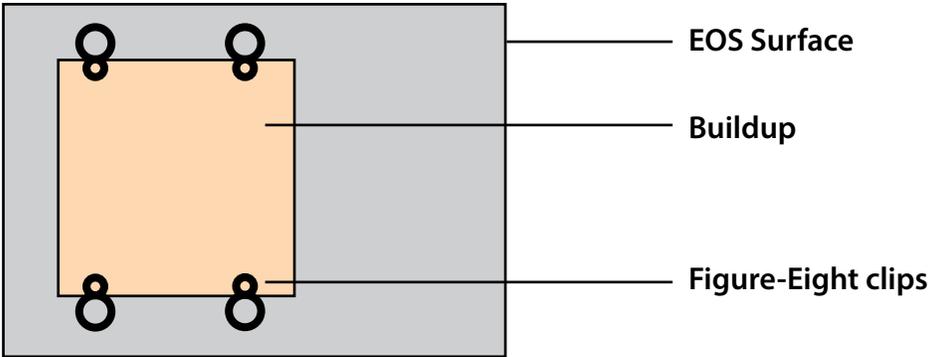


Figure 26A

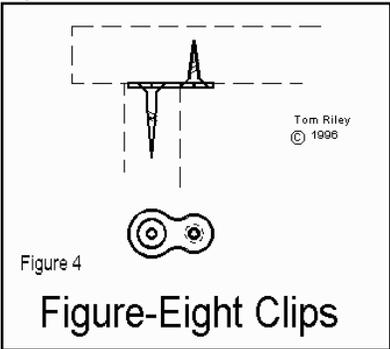


Figure 26B



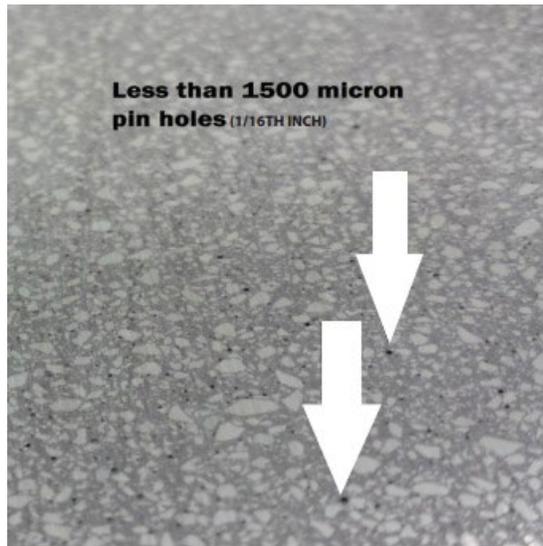
Figure 25C

Fitting the Countertop

- Provide minimum 1/8" (3.2mm gap at all walls for every 12 feet of countertop.)
- Scribe to wall as necessary.

Upon very close inspection of EOS^{CU}, you may find tiny holes that penetrate into the surface of both sheets and samples. These holes are called “pin holes.” The holes occur during the manufacturing process of the sheets and are not considered to be defects unless the holes exceed the tolerances of 1500 micron (1/16”).

The pinholes, regardless of size, do not affect the antimicrobial efficacy of Cupron Enhanced EOS Surfaces.



If holes larger than 1500 microns are found in the material, contact EOS Surfaces technical team immediately and before proceeding with fabrication.

Do not attempt to fill the pin holes with adhesive, as this will compromise the technology in the sheet and the efficacy of the product.



Holes will generally become virtually inconspicuous once final 360 finish is complete.

EOS^{CU} and CONTACT TRACING™

A distinctive attribute of EOS^{CU} is its unique ability to trace human contact with the surface over time. **Cupron Enhanced EOS Surfaces actively communicate the location of contact by users through a slight but noticeable darkening in the color of the product.** (FIG 33A) Similar to “fingerprints,” these subtle changes effectively reveal the areas of greatest touch and can be seen with the human eye. While the color is altered in areas of higher traffic, it is a temporary change. The surface returns to its original look with a targeted but standard cleaning.

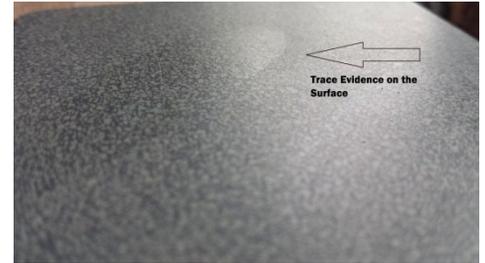


Figure 34A

In environments where bacteria are present and the primary goal is to eliminate that bacteria and reduce the bioburden in an effort to reduce HAIs, knowing where people have come into contact with the surface is invaluable information. EOS^{CU} further informs nursing and environmental services staff. No other surface on the market has the potential to self-sanitize, killing 99.9% of bacteria* within two hours of contact, while also communicating to its users when and where it should be cleaned. Targeted and timely cleaning is a resulting benefit of the Contact Tracing™ provided by EOS^{CU} and an additional step in the hospital’s efforts to reduce HAIs and provide the best healing environment for its patients.

REMOVING CONTACT TRACING™ FROM EOS^{CU}

The final finish required on Cupron Enhanced EOS Surfaces is a “matte” finish. The matte finish creates tiny microscopic scratches that expose microbes to the copper technology infused throughout EOS^{CU} and also allows for Contact Tracing™. As previously stated, the surface can easily be returned to its original finish by following the cleaning procedure below. If you have any questions, please contact EOS Surfaces at EOScuTeam@eos-surfaces.com and our Manager of EOS^{CU} Technical Services will assist you.

- Use an EOS Abralon Pad (360-Grit). **These can be purchased from EOS Surfaces.**
- These pads are specifically designed as a very fine abrasive that lasts for many uses and will work with minimal effort to renew the original matte finish to your Cupron Enhanced EOS Surface.
- Use your daily standard, alcohol-based cleaner and lightly mist the surface.
- Using minimal pressure, clean the surface, rotating the pad in a circular motion to remove the EOS^{CU} Contact Tracing™.
- Also, for areas that have minor, visible scratches, apply slightly more pressure to the pad but be careful not to push too hard. Only slightly more pressure is needed – anything excessive can cause over-abrasion and may leave an uneven finish on the surface.
- As you move the pad over the wet surface, the liquid will begin to change color slightly. Once the liquid is no longer clear, the process is complete.
- Once you have completed the circular motion over the affected areas, simply wipe them clean with a damp cloth, removing excess liquid.

With standard, daily cleaning and applying the pads to areas of highest contact, you will maintain a newly installed matte finish on your Cupron Enhanced EOS Surfaces.



It is a violation of Federal law to use this product in a manner inconsistent with its labeling.

Proper Care and Maintenance of EOS^{CU}

The use of Antimicrobial Cupron Enhanced Hard Surfaces does not replace standard infection control procedures and good hygienic practices. Antimicrobial Cupron Enhanced Hard Surfaces must be cleaned and sanitized according to standard practice.

Health care facilities must maintain the product in accordance with infection control guidelines; users must continue to follow all current infection control practices, including those practices related to disinfection of environmental surfaces.

Antimicrobial Cupron Enhanced EOS Surfaces may be subject to recontamination and the level of active bacteria at any particular time will depend on the frequency and timing of recontamination and cleanliness of the surface (among other factors). In order for the antimicrobial Cupron Enhanced EOS Surface to have proper antimicrobial effect, the product must be cleaned and maintained according to the directions included on this label.

Routine cleaning to remove dirt and filth is necessary for good sanitation and to assure the effective antibacterial performance of the Antimicrobial Cupron Enhanced EOS Surface. Cleaning agents typically used for traditional touching surfaces are permissible; the appropriate cleaning agent depends on the type of soiling and the measure of sanitization required.

Normal tarnishing or wear of the Antimicrobial Cupron Enhanced EOS Surface will not impair the antibacterial effectiveness of the product.

This product must not be used on any direct food contact or food packaging uses.

This product must not be waxed, painted, lacquered, varnished, or otherwise coated.



FOR DETAILED INSTRUCTIONS ON CARE AND MAINTENANCE AND A LIST OF APPROVED CLEANERS, PLEASE SEE THE EOS^{CU} CARE AND MAINTENANCE GUIDE, AVAILABLE ONLINE.

EPA Stewardship

- EOS Surfaces will prepare and implement an Antimicrobial Cupron Enhanced EOS Surface Stewardship Plan (“the Plan”) designed to support the responsible use of the Antimicrobial Cupron Enhanced EOS Surface by its partners and training for users.
- Also as a part of EPA Stewardship requirements, EOS Surfaces and its partners will monitor both ourselves and others in the appropriate marketing of antimicrobial claims and use of the language applied to all public marketing materials and efforts.

Condition 1 of Stewardship Includes:

- Outreach to the infection control community by EOS Surfaces, including;
- Development of a Stewardship Website (www.eos-cu.com)
- Establishment of a Cupron Enhanced EOS Surfaces Working Group

Condition 2 of Stewardship Includes:

- For at least the first 24 months after registration or until the Agency terminates this condition, whichever is later, Cupron and EOS will submit to the EPA all sample advertising materials prior to release to the public.
- Advertising materials will be representative of advertisements intended for use in the marketplace.

As certified fabricators of EOS^{CU}, you are now also a part of the EOS Surfaces team and responsible for meeting the requirements of the EPA Stewardship program. Most importantly, this includes the responsible communication of the product and its attributes.



EPA-Required Labels

- Every sheet that leaves the manufacturing plant at EOS Surfaces will have the sticker in **Figure 36A** adhered to the backside. This sticker must remain in tact and on the sheet until the sheet is cut for installation.

EPA Labeling Requirements

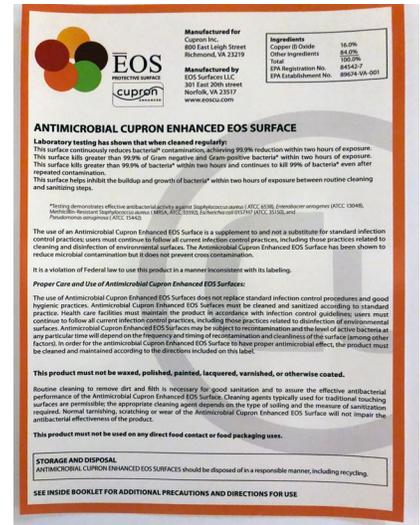


Figure 37A

EPA-Required Plaque (Hangtag)

- Each installed product must have the tag in **Figure 36B** adhered to its surface.
- This tag is required to be adhered to every finished product, regardless of the number of installations per room at any facility.
- Example: If a patient room includes multiple EOS^{CU} horizontal tops, a vanity in the restroom, a sink counter in the room, an over bed table, and bed rails, each item must have a tag adhered.



Figure 37B

EPA-Required Pamphlet

- The pamphlet in **Figure 36C** must be left on site at each installation site.
- The Fabricator Checklist provides all the necessary steps for leaving the appropriate documentation on site and for properly educating the staff on site at the installation.
- Each fabricator must complete and sign the Fabricator Checklist for every job.



Figure 37C

EPA Reporting Requirements

- The US EPA requires tracking of sales into each state by pounds. As a result, **we require specific reporting be submitted first to your distributor and then quarterly to EOS Surfaces.**
- **Distributors must provide quarterly reports to EOS containing total number of sheets sold by state.** We will convert the number of sheets sold to the states to pounds sold.
- Forms will be provided to your distributor on the Partner Portal at **www.eos-cu.com**.
- It is also a requirement that we **track each Lot #** all the way from initial manufacture to the final installation site.
- Fabricators must **submit final install checklist and warranty registrations to the distributor and to EOS Surfaces.** Forms will be available to the fabricator through their distributor and manufacturer.
- The EOS^{CU} **Fabricator Checklist** includes the warranty registration form and walks the fabricator through each required step of the necessary installation processes.
- The Fabricator Checklist can be found at the end of this document as well as on the Partner Portal at www.eos-cu.com. Call your distributor for a digital copy.

ANTIMICROBIAL CUPRON ENHANCED EOS SURFACES™ 10-YEAR WARRANTY

EOS warrants through the fabricator to the owners of installed Cupron Enhanced EOS Surfaces™ products for a period of ten (10) years from the date of installation that the Cupron Enhanced EOS Surfaces™ material will be free from manufacturing defects and that the products will perform to a public health standard as indicated in the EPA Registration and that the product conforms to the chemical description on the label and is reasonably fit for the purposes stated in the Directions of Use, subject to the inherent risks referred to above, when used in accordance with directions. This warranty does not extend to the use of the product contrary to label instructions and buyer and user assume the risk of any such use.

The Directions for Use of this product must be followed carefully. It is impossible to eliminate all risks inherently associated with the use of this product. Ineffectiveness or other unintended consequences may result because of such factors as manner of use or application or presence of other materials or other influencing factors in the use of this product which are beyond the control of Cupron, EOS, or seller. To the extent consistent with applicable law, all such risks shall be assumed by the buyer and user, and buyer and user agree to hold Cupron, EOS, and seller harmless for any claims relating to such factors.

TO THE EXTENT CONSISTENT WITH APPLICABLE LAW, CUPRON AND EOS MAKE NO WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE NOR ANY OTHER EXPRESS OR IMPLIED WARRANTY EXCEPT AS STATED ABOVE.

What this Limited Warranty Covers

EOS' obligation under the 10 -year warranty covers only the provision of replacement material for the failed product.

This limited warranty covers Cupron Enhanced EOS Surfaces™ that have been permanently installed in your facility.

This limited warranty covers products that have been maintained according to the Cupron Enhanced EOS care and maintenance guide provided free of charge at the time of installation, or upon request, by the Cupron Enhanced EOS installer or by EOS.

What this Limited Warranty DOES NOT Cover

This limited warranty does not cover thermal shock, chemical abuse or defects by fabrication, misuse or improper fabrication.

This limited warranty does not cover any additional or supplemental repairs or modifications, such as tile or wall surface modifications, that may be necessary to repair or replace the Cupron Enhanced EOS product covered under this limited warranty; such other repairs and modifications shall be the responsibility of the customer.

This limited warranty does not cover fabrication.

This limited warranty does not cover products that have not been paid for in full.

What this Limited Warranty DOES NOT Cover (continued)

This limited warranty does not cover uses for products exposed to outside weather and climate conditions, abnormal use or conditions, or abuse in any way. "Abnormal use or conditions" includes, but is not limited to, damage from mishandling or misuse, damage from excessive heat or uneven exposure to weather conditions, exposure to ultraviolet light, physical or chemical abuse, and damage from improper care and maintenance.

EOS is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural and engineering design, structural movement, acts of vandalism or accidents.

This limited warranty does not cover color variances.

Warranty Registration

To register for this limited warranty, complete the form at the end of this document. Send the original and complete Fabricator Checklist and Warranty Registration to EOS Surfaes, LLC. Send a copy to the Distributor and retain a copy on file with fabricator.

To Obtain Service Under This Warranty

To obtain the best service under this limited warranty, contact the source from whom you purchased EOS. For more information about this warranty, please contact EOS directly by writing or calling:

EOS Surfaces

301 East 20th Street

Norfolk, VA 23517

Attn: Warranty Department

P: 800.719.3671

In order to obtain service under this limited warranty, you must permit your Cupron Enhanced EOS Authorized Installer or EOS Authorized Agent to inspect your Cupron Enhanced EOS product at your facility. Also, you must reasonably cooperate with your installer and EOS' Agents in the efforts to service this limited warranty.

Except as provided in this limited warranty, EOS shall not be liable in either tort or contract for any loss of direct, consequential, or incidental damages arising out of the use or inability to use this product in commercial applications covered by this warranty. Some states do not allow the exclusion or limitation of incidental damages so the above limitation or exclusion may not apply to you. EOS makes no other warranty, representation or guarantee, expressed or implied, with respect to its products, except as expressly stated herein. Some states do not allow limitation in how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state or, in Canada, from province to province.

WARRANTY REGISTRATION CARD

Installation Site:			
Contact Name:			
Email:			
Address:		City:	
State:	Zip:	Phone:	

Fabricator's Company :			
Fabricator's Name:		Signature:	
Email:			
Address:		City:	
State:	Zip:	Phone:	

Lot #'s Installed

#:		Location:	

FABRICATOR ACKNOWLEDGEMENT

I represent and acknowledge that I am a certified Antimicrobial Cupron Enhanced EOS Surfaces™ (EOS^{CU}) fabricator/installer and I have received, read and understand the Antimicrobial Cupron Enhanced EOS Surfaces™ Fabrication Manual. I acknowledge it is my responsibility to contact my EOS^{CU} Distributor for fabrication/installation training for any new employees that will be tasked with fabricating and installing EOS^{CU}.

I must notify my Distributor of any customer complaints within ten (10) days of receipt of notice from the customer.

I understand that my Antimicrobial Cupron Enhanced EOS Surfaces™ fabricator certification is dependent upon ongoing purchases of EOS^{CU} products.

Inactivity for one year will require recertification (at the option of the Manufacturer or the Distributor).

The Fabrication/Installation techniques as outlined in this manual and checklist have been explained. I thoroughly understand them and agree to be responsible for and cover all costs of any issues arising out of my acts or omissions or failure to follow the procedures and techniques required by EOS Surfaces, LLC.

In consideration of the terms granted to the undersigned in its agreement to purchase Antimicrobial Cupron Enhanced EOS Surfaces™ branded products from the designated distributor, and as a condition to that agreement, the undersigned agrees to the following terms. The undersigned acknowledges receipt of the EPA Stewardship Program and related requirements from the distributor related to the sale, handling and installation of Antimicrobial Cupron Enhanced EOS Surfaces™ branded products. If the undersigned fails to comply with or breaches such requirements, in addition to any obligations that may be owed to the distributor, the undersigned agrees to indemnify, defend and hold harmless EOS Surfaces, L.L.C., and its employees, directors, agents, successors and assigns from and against all claims, damages, expenses and other liabilities of whatsoever kind or nature caused by or resulting from such failure or breach. These terms shall be enforceable by EOS Surfaces, L.L.C. without the requirement of its execution below or otherwise.

These terms may not be modified, canceled or discharged except by written instrument executed by EOS Surfaces, L.L.C.

Fabricator Signature: _____

Printed Name: _____ **Date:** _____

Distributor Signature: _____

Printed Name: _____ **Date:** _____

EOS Approval Signature: _____ **Date:** _____

Fabricator Checklist for Installations

- I, _____, of _____, acknowledge that I completed an Antimicrobial Cupron Enhanced EOS Surfaces™ (EOS^{CU}) fabricator/installer training on _____.
- I certify that I have followed all distributor and manufacturer instructions to ensure proper installation of EOS^{CU}.
- I certify that I followed the manufacturer guidelines for Personal Protection Equipment (PPE) while installing EOS^{CU}.
- I certify that I have additionally followed all of the manufacturer’s specific instructions and guidelines on underlayment requirements, seaming and seam plates, and finish specifications.
- I certify that I have provided the proper EPA required pamphlet to remain on file at _____ and I have adhered the EPA required installation tags to the proper location on each finished product installed.
- I certify that I have educated the proper individuals and end user on the care and maintenance of EOS^{CU}, informing them of the following:
 - The use of the Antimicrobial Cupron Enhanced EOS Surface is a supplement to and not a substitute for standard infection control practices; users must continue to follow all current infection control practices, including those practices related to cleaning and disinfection of environmental surfaces.
 - The Antimicrobial Cupron Enhanced EOS Surface has been shown to reduce microbial contamination but it does not necessarily prevent cross contamination.
 - This product must NOT be waxed, polished, painted, lacquered, varnished, or otherwise coated.
 - Normal tarnishing, scratching, or wear of EOS^{CU} will NOT impair the antibacterial effectiveness of the product.
- I have retained a minimum of a 4"x4" piece of color matched material for each Lot Number installed and left it onsite with _____ at _____ for use by warranty agent for future repairs or by EOS Surfaces for batch testing on that installation with lot number of each piece written on each.

Fabricator Signature: _____

Printed Name: _____ **Date:** _____



Summary of What is Different About EOS^{CU}

- You MUST BE certified to purchase, fabricate, and install EOS^{CU}. No exceptions.
- EOS^{CU} is registered by the EPA for Public Health Claims
- The product kills greater than 99.9% of Gram negative and Gram positive bacteria within two hours of exposure.
- EOS^{CU} sheets are 3/8" x 120" x 30"
- EOS^{CU} requires FULL substrate
- Only marine-grade plywood and moisture resistant MDF are allowed
- Full dust control must be used during finishing.
- The highest allowable finish on EOS^{CU} is a 360-grit final finish - nothing below or above 360 is allowed.
- A wet sanding process is the only sanding process allowed on the final step.
- EOS^{CU} can NEVER be polished, waxed, painted, varnished, or otherwise sealed This voids the EOS^{CU} warranty.
- All EPA required tags must be adhered to each installed piece
- All EPA required pamphlets must be left behind onsite
- All EOS^{CU} product lot numbers and project locations must be recorded on the installation checklist
- Instructions on cleaning MUST be provided to the end user before securing signatures onsite
- EOS^{CU} contact tracing is a unique attribute that must be discussed with the end user
- Working with EOS^{CU} gives you a chance to make a real difference in the lives of patients and their families.

Customer Satisfaction

Customer satisfaction is achieved by using a common sense approach. Treat your customer fairly. Word of mouth is the best and least expensive form of advertising. Quality assurance in fabrication and installation is of the utmost importance. The fabricator's reputation hangs in the balance.

The following are mandatory:

- Fabricator Certification
- Fabricator Acknowledgement
- Fabricator Checklist
- EPA-Required Labeling
- EPA-Required Reporting
- Warranty Registration
- Care and Maintenance information must be provided to end user. Information can be provided by your distributor and/or by EOS Surfaces
- Additional information is available on the website, www.eos-cu.com

Contact Information

EOS^{CU} Team at EOS Surfaces, LLC
301 East 20th Street
Norfolk, VA 23517

P: 757.624.3671 **F:** 757.624.3672
E: EOScuTeam@eos-surfaces.com
W: www.eos-cu.com