

Frequently Asked Questions

General

Do you work through distributors?
No, we ship manufacturer-direct.

How do I get pricing for my project?
We have a fully-staffed estimating department available to do takeoffs on your large commercial projects. Our estimators will determine the total square footage of the project, calculate the number of sheets, and recommend the optimal sheet sizes for the project, thereby, limiting sheet waste/cost.

Does InPro offer any ready-to-be-installed products? We offer custom-made vanity tops up to 73" long, in a select color palette, shipped within 7 days. Also available are tub and shower wall panels, shower bases, and window sills.

Will my vanity top bowl have an overflow tube? Yes, overflow tubes are standard on all our vanity top sinks.

What is the difference between Type 1 and Type 2 edges? Type 1 edges have the ability to drop down, covering the front face of the cabinet rail. This is also known as a drop-edge. Type 2 edges sit flush on top of the cabinet with a nominal 1-1/4 overhang.

What if my shipment arrives damaged? Sign the bill of lading stating, "Shipment is damaged", refuse the shipment, and call InPro at 800.222.5556.

What if my shipment did not look damaged at the time of delivery but once removed from the packaging, shows signs of damage? Within 10 days of delivery, thoroughly inspect the product for damage. If damage is found, take digital photos, complete a Field Complaint Form (available from InPro), and submit all items to InPro via email or regular mail.

What if my order is missing material/product? Thoroughly check the packaging and verify the shipment is short items. Contact InPro with the details.

Where can I find a showroom displaying Decorative Surface products? The knowledgeable staff at InPro is happy to provide a location for you to visit.

Prism Solid Surface

How is Prism Solid Surface sold?
InPro uses a 'team-selling' model with friendly outside sales representatives calling on architects, general contractors, facilities and designers in your market area. Inside sales reps support their efforts by developing proposals and conducting follow-up calls, answering questions, and general product knowledge. Product managers support the team with technical expertise, and new product development to meet our customer's needs.

Where is Prism manufactured? At our manufacturing facility in New Berlin, Wisconsin, USA.

How many colors, and what size sheets do you offer? We offer custom sized sheets up to 48" wide and 144" long in 1/4", 1/2" and 3/4" thickness in all 70 colors.

Can I have a custom color match?
Yes, we can custom match most other manufacturers colors to a reasonable degree, some limitations do apply. There is \$200 charge and a 12 sheet minimum.

Is Prism hygienic? Prism is non-porous, and does not promote the growth of mold, mildew, or micro-organisms.

Is Prism safe for food preparation areas? Prism is NSF-51* rated and approved for use in areas with direct food preparation, so with proper cleanliness, salmonella, e-coli, and streptococcus can be eliminated.

*National Sanitation Foundation.

Can Prism be used for wall cladding/vertical applications? Yes, Prism is available in a 1/4" thick, non-porous, sheet up to 48" wide and 144" long.

You can have a seamless appearance if you use our joint adhesive to glue the sheets together.

How is the wall cladding adhered to the wall? 100% silicone and hot melt glue. We offer complete installation instructions for all our products.

Is Prism chemical resistant? Prism is an acrylic modified polyester surface specially formulated to offer superior chemical resistance. Chemicals, like Eugenol (an acetate) won't degrade it like an acrylic solid surface. Prism also performs better against solvents like nail polish remover, acetone, and thinners.

Is Prism fire-rated? All Prism sheets are Class 1A fire rated, and burn marks from cigarettes or lighters are easily washed away.

Is Prism repairable? Prism is completely repairable and renewable. Color is solid all the way through. It looks like stone, but works like wood, so scratches and damage can be sanded or completely repaired. Chips and cracks can be corrected and left looking brand new.

Does Prism stain? Prism is non-porous surface so blemishes stay on top and are easily washed away. Even permanent-marker is easily washed away with abrasive cleansers.

Does Prism come in a high-gloss finish? Prism can be polished to a high-gloss sheen with a highly reflective luster. This finish is reserved for vertical applications, or low-traffic areas.

What is Prism made of? A specially formulated blend of ATH - Alumina trihydrate, an acrylic modified polyester resin, and pigment for coloring.

*Alumina Tri-hydrate is the main ingredient in Prism.

Can Prism offer unique inlays?
Prism is uniquely qualified to offer contrasting inlay colors that can frame the perimeter of a countertop so sight-impaired individuals can identify the edges more easily.

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Can I engrave into Prism? Prism offers the ability to laser engrave or color inlay almost any logo or emblem. The surface remains smooth, hygienic and easy to clean.

Will Prism rot or deteriorate? Prism will not de-laminate, rot or deteriorate due to moisture or heat.

Is Prism a 'green' product? Yes, Prism is considered green in many categories and receives LEED credits in many categories. Contact your sales representative for details.

Do your wall panels offer a tile-look? Prism can have tile designs routed into its surface and even be back-filled with a complementary color to maintain a smooth, hygienic, easy to clean surface.

Do you offer any ADA compliant products? Yes, we can custom-make Prism ADA receptors with a non-slip surface in any size up to 25 sq. ft., and an ADA lav (sink) that is oval shaped and only 4-1/2" deep.

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