



Corian.

CHARGING SURFACE

DUPONT™ CORIAN® CHARGING SURFACE

Frequently Asked Questions

HOW DOES WIRELESS CHARGING WORK?

Wireless power, also known as inductive coupling, uses narrow magnetic fields that are a natural part of how electrical current moves through wires. It starts by creating a magnetic field around a hidden electrical coil. The receiving device has a hidden coil that can receive the magnetic energy created, thereby transferring power wirelessly.

WHAT DO I NEED TO CHARGE MY DEVICE USING CORIAN® CHARGING SURFACE?

Some devices already include built-in support for wireless charging. If your device does not have this capability, you can enable your device by plugging a Powermat® wireless charging ring into its charging port or by using a case specifically designed for wireless charging. Cases and adapters are readily available on online stores such as Amazon.com or other electronic retailers.

DOES DUPONT OFFER AN ADAPTER FOR MY EXISTING DEVICES?

DuPont offers a Powermat® Wireless Charging Ring which acts as an adapter. It comes in several different variations depending on the type of device you have. The Ring is plugged into your device's charging port and acts as a receiver of the magnetic energy created by the technology embedded in the DuPont™ Corian® solid surface or Zodiaq® quartz surface. Customers can visit our website at www.corian.com/powerup to learn the latest news on compatibility or purchase more rings.

IS WIRELESS CHARGING FASTER THAN WIRED CHARGING?

Wireless charging receivers will charge your phone at approximately the same rate as wired charging.

CAN YOU CHARGE OTHER DEVICES BESIDES SMARTPHONES?

Yes, DuPont™ Corian® Charging Surface uses technology that is scalable and versatile. It can be used to charge a range of devices depending upon the specific makeup of the wireless charging spots. Most wireless charging spots are initially configured to support smartphones and other devices, such as small tablets. Larger tablets may charge, but at a much slower rate.

CAN A LAPTOP BE CHARGED?

No. A laptop requires higher energy to charge so it either may fail to charge at all or will charge at a much slower rate. However, Corian® Charging Surface has scalable technology and has the ability to upgrade to laptop compatibility when this technology becomes available.

WHAT ACCESSORIES ARE REQUIRED TO USE WIRELESS CHARGING?

Until more smartphones come with built-in wireless charging capability, you will need a Wireless Charging case, a Powermat® Wireless Charging Ring or an external adaptor. A package of Powermat® Wireless Charging Rings will come with the Individual Wireless Charging unit. Wireless charging accessories are available at online retailers, at AT&T stores and in major electronics stores. Visit www.corian.com/powerup to learn more or buy additional Rings.

HOW CLOSE DOES MY DEVICE NEED TO BE TO THE CHARGING SPOT TO CHARGE WIRELESSLY?

The device must be directly on top of the charging spot. This ensures that the transmitter in the charging spot and the receiver in the device can transmit power.

CAN I USE MY PHONE WHILE IT'S CHARGING?

Yes, provided it is within range of the charging spot.

HOW MANY DEVICES CAN BE CHARGED AT ONCE?

One device can be charged per charging spot.

IS CORIAN® CHARGING SURFACE COMPATIBLE WITH THE PMA OR QI VERSION OF WIRELESS CHARGING?

We offer multiple versions of charging solutions within the Corian® Charging Surface product family. Our Individual Wireless Charging unit has dual-compatibility, meaning it is compatible with both PMA and Qi standards. The Powermat® wireless charging rings support PMA standards. The Powermat® unit is PMA compatible.

IS CORIAN® CHARGING SURFACE AVAILABLE FOR RESIDENTIAL OR COMMERCIAL APPLICATIONS?

Both. For all applications, we offer the Individual Wireless Charging unit. This is a single charging unit that, once installed, is a plug-and-play system that works instantly for those who are ready to power up. With the ability to install one or a series of units for multiple users, the Individual unit creates a seamless solution for most settings.

For large commercial customers, the Powermat® Platform is a cloud-based technology that offers the enhancement of full online connectivity for backend management. This option allows venues to offer a useful amenity and harness insightful data through a connected network. A dashboard shows unit utilization and customer length of stay. Remote diagnostic services and customer engagement tactics offer real-time capabilities. Installation of Powermat® units requires third party support, technological integration, and a monthly network connection service fee. Contact a DuPont™ representative to learn more about this unit.

SAFETY AND SECURITY

DO THE CHARGING SPOTS HAVE ACCESS TO MY PERSONAL INFORMATION ON MY PHONE WHEN I USE WIRELESS CHARGING?

No, the Individual unit does not access phones. When using the Powermat® technology in a business venue, you must have the Powermat® app. The app will prompt you to accept the terms and conditions of Powermat® regarding privacy.

SHOULD CUSTOMERS BE CONCERNED ABOUT THE SAFETY OF WIRELESS CHARGING?

No. Wireless charging is safe and DuPont and our partners are committed to supporting the highest safety and standards, such as including UL (product safety) and CE (conformance European).

CAN YOU POTENTIALLY BE SHOCKED BY THE WIRELESS CHARGING SPOT?

No. The Charging Spot transfers energy, not electricity. The transfer of electricity is done by means of magnetic induction. There is no electrical current flowing between the transmitter and the receiver.

IS IT POSSIBLE FOR WIRELESS CHARGING TO DAMAGE A CUSTOMER’S DEVICE?

No. Wireless charging is a “smart” technology that delivers power only to the extent needed and then stops charging when the device has reached maximum battery capacity.

CAN DEVICES SUCH AS PHONES OVERHEAT OR OVERCHARGE USING WIRELESS CHARGING?

No.

WILL USING WIRELESS CHARGING DECREASE THE EFFICIENCY OF MY BATTERY OVER TIME?

No. In fact, use of wireless charging helps protect the efficiency of your battery because it identifies the precise amount of energy needed to charge the battery and delivers only that amount of energy before stopping.

INTEGRATION INTO SURFACES

HOW IS CORIAN® CHARGING SURFACE TECHNOLOGY INTEGRATED INTO CORIAN® OR ZODIAQ®?

An authorized Corian® or Zodiaq® fabricator/installer has the needed expertise to install the Individual Wireless Charging unit underneath the surface. This requires the fabricator/installer to mill out an area on the underside of the surface to enable the induction process to occur. [Find a retailer.](#)

I ALREADY HAVE A CORIAN® OR ZODIAQ® SURFACE. CAN THE CORIAN® CHARGING SURFACE BE RETROFITTED INTO MY EXISTING TOP?

For residential and commercial installations, the Individual Wireless Charging unit needs to be installed at the time of the initial fabrication of the top. For commercial installations with Powermat® capability, we also offer the Powermat® unit. A sub-surface Powermat® unit needs to be installed at the time of initial fabrication of the top. A surface-mounted Powermat® unit can be installed on an existing countertop

CAN CORIAN® CHARGING SURFACE BE ADDED TO OTHER SURFACE MATERIALS?

The Individual Wireless Charging unit technology has been designed and tested for use in Corian® and Zodiaq® installations.

IS THERE A WARRANTY ON CORIAN® CHARGING SURFACE?

The Individual Wireless Charging Unit is covered under a 1-year product only replacement warranty. The surface is covered by the Corian® or Zodiaq® warranty when this technology is properly installed by authorized fabricator/installer. [Please visit our warranty page.](#)

WHO DO I CALL IF THERE IS A PROBLEM WITH MY CHARGING SURFACE?

Please contact our corporate call center at 1-800-4CORIAN