



Product Care & Maintenance



The materials we use in our products are of superior quality and comply with Australian Standards (where applicable) and Water Efficiency Labelling and Standards (WELS).

Treated with care and regularly maintained your product will stand the test of time.

In order to maintain the integrity and appearance of the product we offer the following recommendations to assist with the maintenance.

This is based on recommendations and should not be regarded as amounting to legal warranty or liability on our part.

Toilet Suites and Basins

Vitreous china

- >Use a mild household detergent or warm soapy water and clean with soft cloth for everyday maintenance.
- >Do not use water additives such as cleaning and or deodorizing additives in cisterns

Toilet Seats

- >Use a mild household detergent or warm soapy water and clean with soft cloth for everyday maintenance.
- >Use of abrasive or corrosive cleaners will remove the surface gloss of the product.
- >At regular intervals the tightening of the seat hinge bolts may be necessary as loosening may occur due to use.

Poly marble/Plastics

- >Use a mild household detergent or warm soapy water and clean with soft cloth for everyday maintenance
- >Use of abrasive or corrosive cleaners will remove the surface gloss and may cause discoloration of the product.
 - >> Scratches
Avoid contact with sharp, hard objects that may damage the surface of the product. Should scratches occur, fine marks may be removed using a cutting compound followed by a buff and clean with soft cloth.
 - >> Discoloration
Iodine, Mercurchrome solutions, boot polish, hair dye, bleaches, acetone and the like will/may discolour the surface. Avoid usage in and around your products.
 - >> Burns
Use of curling tongs, hair straighteners, lighted cigarettes and hot objects, may cause discoloration or marking. Use a silicone mat to protect the surface.

Solid Surface Product

- >Use of mild household detergent or warm soapy water and clean with soft cloth for everyday maintenance.
- >Harsh chemicals may stain the surface of the product and should not be used.
- >Essential oils should be added to water not directly onto the product surface.
- >>Removing stains
If a stain appears always start with the everyday maintenance directions first.
If the stain is persisting, use a damp soft cloth with a mild abrasive cream or paste cleaner such as Jif or Gumption, using a light, wide, circular motion to remove the stain.

Periodical use of the blue scourer, include with your product, will assist with any stains. Wetting the scourer and using light, wide, circular motions will help to maintain the lustre of the product.

Rinse the surface thoroughly with warm water.

Tapware, Outlets, Shower outlets and Accessories

- >Use a mild household detergent or warm soapy water and clean with soft cloth for everyday maintenance
- >Never use harsh chemicals or abrasive cleaners as these will scratch the surface
- >Use a dry soft cloth or damp soft cloth to maintain the appearance of dry use products
- >Do not use disinfectant to clean stainless steel parts or components
- >Do not use chemical or bleaches etc to clean Chrome/other finishes as this will cause pitting and stress corrosion cracking

>Do not use undue pressure in the cleaning process

>Finishes other than Chrome should be gently cleaned with care using a soft cloth or soft cloth with warm soapy water

>>Tapware aerator cleaning

The cleaning of the aerator insert is recommended every 6 months.

Frequency will depend on the water quality and water debris in your area.

>>Shower outlet cleaning

Should the shower rose outlets become clogged you can gently flick the silicone teats to assist with dislodging particles Frequency will depend on the water quality and water debris in your area.

Stainless steel sinks and Laundry tubs

>Use a mild household detergent or warm soapy water and clean with soft cloth followed by fresh water rinse is usually adequate to maintain a clean sink

>You may need to use a nylon scouring pad and a mild abrasive cream or paste such as Jif or Gumption to remove heavier soiling or staining.

>Apply force by hand in straight motions moving in the direction of the grain. Rinse any residue thoroughly.

>Due to the nature of Stainless steel material, it can be easily scratched with normal use. It is difficult to maintain the mirror finish and scratch free surface without using it.

>Stainless steel is rust resistant rather than scratch resistant.

>The surface scratches which appear on stainless steel sinks rarely have any appreciable depth and will become less noticeable with age.

>A stainless-steel sink will develop a patina over time with use, and will look better a year later than when first used, as the scratches even out.

>The material used is a high-quality chrome nickel steel which is metallurgically incapable of rusting or corroding in normal household conditions.

>Never use harsh chemicals, disinfectants or cleaning products containing chlorides and halides (eg: Bromide, Iodine, Fluorine)

>Do not use hydrochloric acid for cleaning as this leads to pitting and stress corrosion cracking

>Do not leave metal items in prolonged contact on wet stainless steel as it may react and create the appearance of surface rust. Use a nylon scouring pad and a mild abrasive cream or paste such as Jif or Gumption to remove any appearance of rust spots.

Acrylic Baths

- >Use a mild household detergent or warm soapy water and clean with soft cloth followed by fresh water rinse to maintain the bath surface
- >Do not use harsh chemicals, powders, pastes, thinners, window cleaning sprays or dry cleaning liquids to clean the bath surface
- >Use an acrylic cleaner to remove stubborn marks
- >When using coloured essential oils, bath crystals/bath bombs, firstly test that the colour won't stain your bath
- >Always add oils into a bath full of water. Never pour directly into an empty bath
- >Avoid contact with sharp/abrasive objects and do not drop heavy items into the bath
- >Never leave a candle burning unattended on the bath surface

Vanity/Storage/Mirror Cabinets

- >Your vanity cabinet should be wiped with a mild, non-acidic, non-abrasive detergent and soft cloth Ensure you have wiped off any residue from the surface and towel dry immediately.
- >Always clean spills and water immediately off cabinet surface.
- >Materials used in the cabinet are water resistant not water proof.
- >Water damage is not covered under warranty.

Mirrors

- >For best results clean mirrors using a 30% methylated spirits to 70% water ratio.
- >DO NOT use Windex or similar chemical cleaning products.
- >Avoid water getting on the back and sides which may damage the silver backing. Use a soft cloth to wipe away.
- >If installed in a coastal area, wiping around the edge of mirror to avoid salt build up is required on a monthly basis.

Shower Screens

Glass

- >Regularly clean your shower screen to maintain a scum free surface.
- >Use a mild household detergent and clean with wet soft cloth. Rinse thoroughly with fresh water.
- >If necessary you can use a 30% methylated spirits to 70% water ratio to remove soap scum.
- >Avoid using soap product in the shower area to avoid soap scum build up.
- >Thoroughly rinse down the shower area with clean water at the end of each use.
- >Use a squeegee to dry the area off and assist with a clean streak free surface.

Hardware/Seals

- >Use a mild household detergent or warm water and clean with soft cloth for everyday maintenance.
- >Never use harsh chemicals or abrasive cleaners as these will scratch the surface
- >Use a dry soft cloth or warm soapy water with soft cloth to maintain the appearance of dry use products.
- >Do not use disinfectant to clean stainless steel parts or components
- >Do not use chemical or bleaches etc to clean chrome/plastic finishes as this will cause pitting and stress corrosion cracking
- >Do not use undue pressure in the cleaning process

>Finishes other than Chrome should be gently cleaned with care using a soft cloth or soft cloth with warm soapy water

Stone- Quartz and Marble

- >Ensure you seal your stone with an appropriate sealer before use.
- >Use mild household detergent or warm water and a soft cloth to clean your stone.
- >Protect the surface from sharp objects that may cause scratches.
- >Use a silicone mat to protect the surface from tongs, hair straighteners and hot objects

Granite Sink Care & Cleaning Instructions

>Everyday Cleaning:

Wash your sink using warm water, a soft cloth or non-abrasive woven nylon pad, and a nonabrasive liquid cleaner or detergent. This can be done as often as the sink is used.

>Metallic Abrasions or Heavy Stains:

Wipe the sink using a soft cloth or non-abrasive woven nylon pad and a liquid scouring product. Apply the liquid scouring product sparingly and rub lightly. Repeat as necessary until sink is clean.

>Hard Water, Calcium and Lime Deposits:

Wipe with a non-abrasive woven nylon pad and white vinegar. Rinse after 20 minutes.

We recommend after rinsing your Granite sink to wipe it dry with a microfiber cloth.

To remove stubborn stains we recommend using a mixture of Vinegar and Warm water scrubbed with a non-abrasive scrubbing pad.

Please avoid using steel wool pads and any bleach.

Do Not Use:

Abrasive cleansers, abrasive scrub pads, or alkali cleaners such as ammonia.



Note: This brochure is to be used as a guide only.