

### **Introduction to care & cleaning**

Congratulations on purchasing one of our high-quality, hand-made bathrooms products.

Our products are delivered from us in perfect condition having been polished, finished, and inspected thoroughly. It is important that the care we put in is continued once it reaches your bathroom.

Our product guarantee strictly covers only the mechanical functions of the product, we cannot guarantee products where the customer has failed to care for the products finish and lustre. If you require any advice outside of the guidelines laid out below please don't hesitate to contact us.

Some of our finishes are classed as 'living finish' meaning that it will evolve over time, ageing gracefully and developing unique patinas through exposure to, handling, cleaning and climate. These are highlighted below by an asterisk (\*).

### **General Care & Cleaning**

Use a neutral liquid soap with warm water applied by a soft cloth for regular cleaning. Rinse completely with water and dry by buffing with a soft cloth.

Never use any abrasive cleaners or materials such as a scouring pad to clean these surfaces.

Where we recommend waxing to be used we recommend the use of a high quality clear carnauba paste wax twice a year to extend the life of a living finish. Please follow the wax supplier's instructions before applying. Apply carefully and buff with a soft cloth.

Decorative chrome cleaners can be used at your own risk. We recommend that you follow the instructions supplied by the cleaner manufacturer and that you practice by applying a spot test on an inconspicuous area first. Any damage caused by the use of proprietary cleaning materials/chemicals is not covered by our warranty.

### **Polished & Brushed Chrome**

Chrome is the hardest and most durable finish on our products and can be kept looking bright with regular cleaning. Finish will NOT change over time. Clean with soapy water & soft cloth as required. DO NOT USE ANYTHING ABRASIVE OR CLEANER CONTAINING BLEACH.

#### **\*Polished & Brushed Nickel**

Nickel, whilst fairly durable, is an "active finish" and will develop a natural patina over time according to the surrounding environment.

Nickel can be kept bright with a gentle application of silver polish, then carefully buffed with a soft, clean cloth. DO NOT USE ANYTHING ABRASIVE OR CLEANER CONTAINING BLEACH.

#### **\*Polished & Brushed Gold**

Gold is a very soft metal and as such this finish is the most susceptible to wear over time and must be cleaned and protected carefully. Although electro-plated, the colour may change over time.

Use a neutral liquid soap with warm water applied by a soft cloth for regular cleaning, followed by a gentle buffing with a soft dry cloth. DO NOT USE ANYTHING ABRASIVE OR METAL POLISH OR CLEANER CONTAINING BLEACH.

#### **\*Unlaquered Brass**

This Brass finish will age naturally and patina over time. Parts which are not being regularly covered, e.g. by towels, can patina at a different rate dependant on the environment. The finish can be kept bright with brass metal polish, applied and removed using soft cloths. DO NOT USE ANYTHING ABRASIVE

#### **\*Brushed Brass**

Given the nature of this finish, being unprotected and exposed to external elements. These finishes may need refreshing due to water splashes, finger marks etc. This can be achieved by using a dry medium-low grit Scotch-Brite pad lightly rubbed in the direction of the brush marks. This will remove any superficial marks from the finish, and restore to its original condition. DO NOT USE METAL POLISH.

#### **\*Bronze (including Antique Bronzes)**

These finishes have been created to give a patina that would naturally take months or years to achieve. This Finish WILL change over time, and the Bronze may become lighter in areas where they are handled more. Please use a DRY soft cloth to remove dust DO NOT RUB HARD. Wax can be applied twice per year to help protect the finish. Do not use any cleaning agents as you risk removing the finish. DO NOT USE ANYTHING ABRASIVE.