



# NATURAL STONE & MARBLE BASINS

## CLEANING & MAINTENANCE GUIDE

## IMPORTANT INFORMATION

Inspect all items before installation. If damage has occurred or there are clear defects visible, do not proceed with the installation. Installing the product indicates acceptance of its condition. As such, any damage or defect claims will be voided upon installation. We recommend that you retain all packaging until the installation has been completed.

## SPECIAL CONSIDERATION

Marble and natural stone basins are crafted from materials formed by nature, meticulously shaped to bring out their captivating beauty. These materials have been admired for centuries for their timeless appeal and sophistication. However, it's important to note that these materials require specific maintenance to preserve their beauty and luster. When choosing natural stone such as marble, granite, or sandstone, it's essential to consider their maintenance requirements to ensure they remain suitable.

Each piece of natural marble, granite, or sandstone is uniquely created by nature, making each basin a unique piece with its own character. Variations in texture, colour, grain, veining, and occasional natural fissures contribute to the charm and individuality of these products. It's important to understand that these characteristics are not flaws but are part of the natural beauty of the stone.

Natural fractures, which are commonly found in these materials, are not defects and may be filled with resin to create a smoother surface, without affecting the quality of the stone. All natural products exhibit variations in colour, tone, texture, grain, veining, shading, and spotting, highlighting their natural origin and artisanal craftsmanship.

## REGULAR CLEANING

We recommend regular cleaning with a soft cloth dampened with warm soapy water. The detergent used should be light neutral detergent (PH7). Follow with a dry microfiber cloth to remove any moisture to avoid watermarks.

Do not allow surface deposits to build up on stone surface, this will make cleaning harder. To avoid typical build up of soap scum and toothpaste, your basin should be rinsed after every use. Do not use abrasive scouring sponges, steel wool or steel brushes as they will degrade the surface. It is recommended to clean frequently if the basin is in regular use.

Some household detergents and cleaning products contain harsh chemicals and abrasives that can damage the sealant and dull the surface. Even if the product is marketed as natural and organic, they may still contain compounds that can damage the sealant and stone surface.

Once the sealant has been compromised the surface will no longer be protected against permanent staining and marks. Damages caused by improper care will not be covered under manufacturers warranty.

Cleaners used on your natural stone basins should be specially formulated to be used on natural stone. For recommendations on specialist natural stone cleaning products, please contact our support team.

## MAINTENANCE

As with all natural stone products, the surface of your natural basins should be regularly sealed with a premium natural stone sealer. Marble and other stone basins, have a naturally porous surface, meaning that some liquids and the elements found in products can seep into the surface and cause discoloration if the surface is not sealed or the seal has been worn or damaged.

We recommend sealing your natural stone basins once per year depending on usage.

If you experience any spills in your natural stone basin, we recommend wiping them up immediately to prevent settling and any possible staining. The sealant applied to the basin will create a temporary barrier to slow down the absorption of any stains, however it is best to clean up spills immediately.

For recommendations on premium natural stone sealants, please contact our support team.

## CONSIDERATIONS & TIPS

### *The finish of the stone effects porosity.*

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Stones are inherently porous materials. Surfaces that are honed, acid-etched, flame-textured, or bush-hammered are more porous compared to polished surfaces. This porosity makes stones vulnerable to staining from certain substances and allows them to absorb moisture.

- » Wipe up any spills immediately.
- » Do not allow surface deposits to build up on stone surface, e.g. minerals, soap, salts, dust.
- » Thoroughly rinse and dry the stone surface after washing or after heavy use.
- » Hand polish to reduce porosity.

### *Natural stone cannot be completely rendered impervious to all marking and staining*

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All marble and natural stone surfaces are treated with a water repellent sealant before dispatch, this means that a treatment has penetrated the surface of the material in order to help repel liquids and stains. Sealants are designed to protect the surface, however they will not guarantee prevention of stains.

To better protect the surface we recommend polishing to reduce porosity of the surface.

- » Protect your stone surface with professional stone sealer regularly. It is advisable to do it at least once a year.
- » Carefully follow sealant manufacturer instructions for best results.
- » Clean up spills immediately to avoid staining.
- » Marble could be hand polished by a polishing pad, which could be found at local DIY stores.

### *Acids and alkalis can degrade the glossy polish layer of stone surfaces.*

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It is important to avoid the use of acids and alkalis in and around your natural stone basin.

Examples of acids are vinegar, citric and hydrochloric acid found in common cleaners.

Some example of alkalis are baking soda, ammonia and sodium hydroxide, they are commonly found in household cleaning products.

Some beauty products may also contain acids and alkalis.

- » Avoid contact with: Acidic tub & tile cleaners, acidic toilet bowl cleaners, ammonia, powered abrasive cleaners, soft paste cleaners, vinegar, alcohol, window cleaners, abrasive cleaning pads, lemon and citric cleaners.
- » Clean stone regularly by using a soft cloth or sponge with a solution of non-abrasive light neutral detergent (PH7) and warm water. Rinse then dry with a soft cloth.
- » Do not let beauty products and their residues settle or build up in the basin after use.