

WASHBASINS

Washbasin Care and Maintenance Information

Thank you for choosing our Hard by Design Concrete product. All of our products are handmade using a custom engineered proprietary concrete mix that we have developed ourselves. All of our products have been finished and sealed with our standard sealant (indoor/outdoor) or prime sealant(indoor).

As with every natural product, concrete will react to its environment. Products are not under warranty against staining. Cleaning regularly will protect your concrete product.

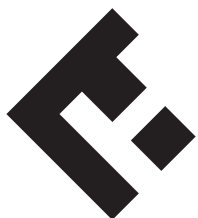
WASHBASIN CARE/MAINTENANCE AND CLEANING

- We recommend using a mild solution of a non-abrasive cleaner. We would recommend Method All-Purpose Natural Surface Cleaner. Spray this solution across the surface and wipe down with a sponge or towel.
- The use of most natural cleaners (often citrus based) is not recommended for cleaning our concrete products, as typically these cleaners are highly acidic and can damage the natural materials used in creating our products.

- The use of aggressive cleaning agents or any other chemicals that are reactive to the concrete will wear down the sealant and permanently stain and damage the concrete surfaces, therefore should not be used.

REGULAR MAINTENANCE

- To fully care and maintain your Hard by Design concrete product you should wax it periodically. Waxing provides additional protection and is a simple and quick process. We recommend using Trewax Clear Paste Wax. This product can be purchased online or with us at Hard by Design.
- Use the included sponge or a soft, clean cotton cloth when waxing the surfaces of your concrete product. First you should dampen with clean water and wring out completely. Apply in circular motions a thin layer of wax in small manageable sections, we recommend areas no larger than 1m².
- With the same circular motion, remove excess wax using a new clean cloth. Buffing works the wax into the concrete. Move to the next section overlapping the last section slightly to create an even finish.
- A thick layer of wax does not add extra protection or speed up the waxing process therefore should not be applied or left on the surface at any time.
- Do not apply wax to in direct sunlight or in extreme heat.



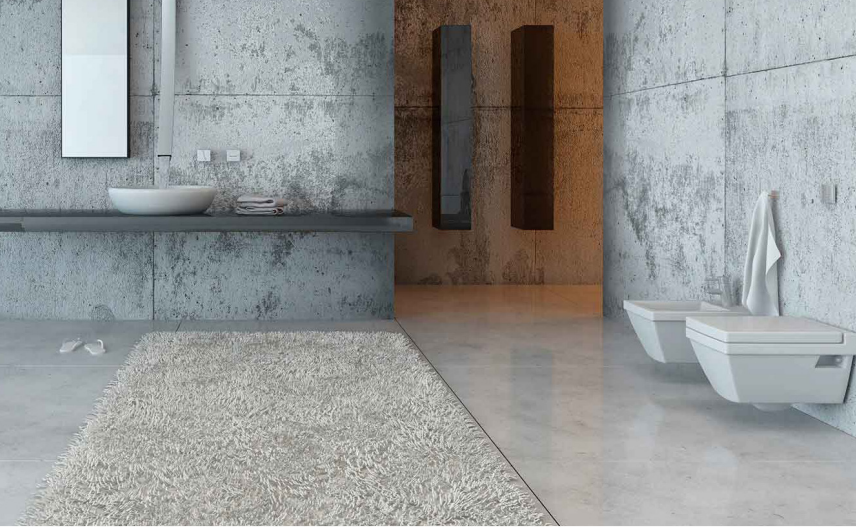
**HARD BY
DESIGN**
Purveyors of Fine Concrete

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Washbasin Care and Maintenance Information cont...

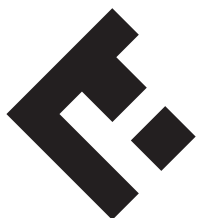
LIMITED WARRANTY

- The standard sealant used by Hard by Design for both interior and exterior products can be expected to develop a patina over time and are not warranted under staining.
- This warranty acknowledges that Hard by Design will repair or replace, at our discretion, any product that fails to meet these conditions.
- Hard by Design will give technical advice and support throughout the lifetime of our products.
- Our warranty does not guarantee against damage created through negligence, abuse, unapproved repairs or failure of substrates.
- This warranty does not cover the repair or replacement of surrounding materials should damage occur during repair or replacement of pieces under warranty.
- This applies only to products that have been handled, installed, and maintained in accordance with the guidelines recommended by Hard by Design.
- As with all natural and handmade materials. Slight variations in both colour and finish is possible and not considered a defect.

- All our products are warranted against structural cracking. Hairline cracks can form but are not considered a defect.

REFINISHING

- Hard by Design provides a refinishing service for its customers.
- Your surfaces should provide you with years of enjoyment under normal use.
- If after several years of wear, you wish to have your concrete product created by us refinished, then please contact our office to make arrangements.
- We recommend the refinishing of our products every 2-5 years, depending on the amount of use.
- Pricing for this is based on the size of each project being refinished as well as the products location.



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