

# CUSTOMER CARE INFORMATION

## Lavatory Care and Cleaning

### GLOSSY Finish:

The Glossy surface is a tough clear layer of stain-resistant resin, that is polished using high-speed buffers. For regular cleaning, use a cloth or sponge with your favorite non-abrasive household cleaner.

Most cleaners will work very well with your Onyx shower. The two most important aspects of cleaning are the hardness of the water and the frequency of cleaning. We recommend applying a protective / polishing product like Gel-Gloss after each cleaning. These products will continually make cleaning the shower easier because of the protective polish they leave on the Onyx.

Once again, avoid using abrasive household cleaners - if a cleaning product feels "gritty," please do not use it.

### For MATTE Finish:

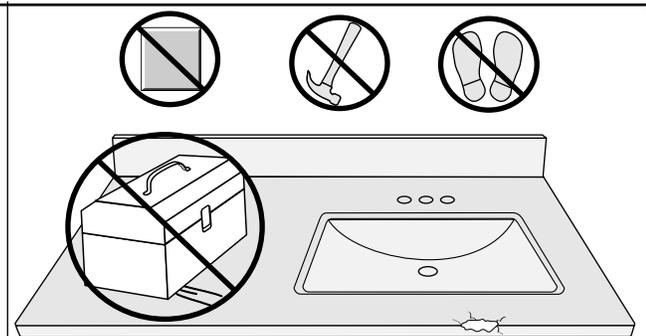
The surface of your lavatory is lightly abraded to achieve a uniform matte finish and then sealed with our Matte Surface Sealer. For regular cleaning, use a cloth or sponge with your favorite non-abrasive household cleaner.

## Helpful Suggestions & Solutions

### Preventing Scratches and Chips

Most chips and scratches occur when construction or remodeling is in process. Avoid setting tool boxes on the lavatory and standing on the lavatory. Also, be careful not to drop tools and other construction materials on the lavatory.

When possible, leave the protective plastic film on the lavatory and even place a drop cloth or cardboard on it when there will be major work done in the area.



### Preventing Heat Damage

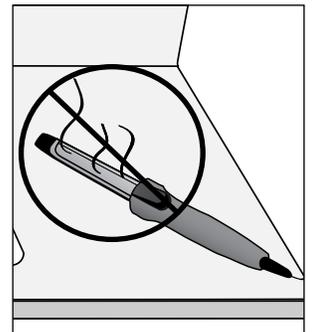
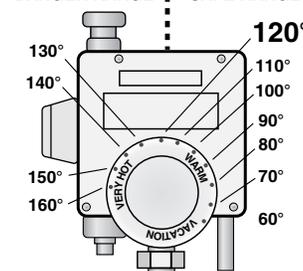
Hot water heater temperatures should always be set to the recommended "safe temperature" to avoid burns (and save money on utility bills).

Cracked bowls are rare, but excessive water temperature can cause cracking in the bowls over time due to expansion "shock". Check your water temperature and to be sure it is at 120 degrees.

Also, hot curling irons and candles can discolor the lavatory if left on for long periods of time. Please use a trivet for these items.

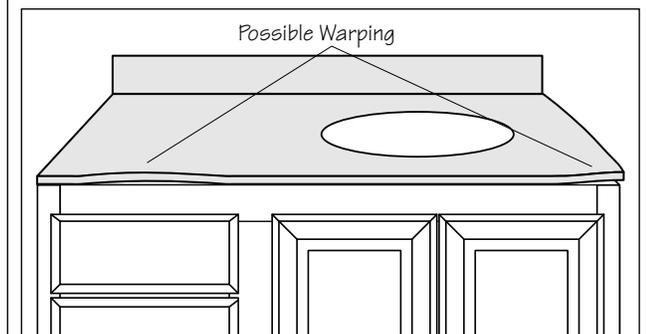
### Water Heater Settings

DANGER RANGE | SAFE RANGE



### What to do if the Lavatory is not straight

The same molecular structure that makes our products resistant to breakage also makes them able to bend over a period of time if not supported properly. Sagging or warping problems generally occur when a lavatory is allowed to sit with no support, or when the cabinet or other structure it is installed on is improperly designed so that long sections of the lavatory (over 10") extend with no support. If the lavatory is not straight, it can be made straight in a few minutes by properly supporting it and applying weight to flatten it. To speed the straightening process, apply a small amount of heat with a hair dryer or heat gun.



### Preventing Trapped / Longstanding Water.

If left for long periods of time, wet soap bars or any decorative items which can trap water under them can cause water penetration. If this happens, simply move the item to allow that area to "dry out". Move and clean under these type of items routinely.

Avoid leaving Wet items for long periods of time

