

CUSTOMER CARE INFORMATION

Lavatory Finishes and Cleaning

GLOSS Finish:

The Glossy surface is a tough clear layer of stain-resistant resin, that is polished using high-speed buffers.

MATTE Finish:

The surface of your lavatory is lightly abraded to achieve a uniform matte finish and then sealed with our Matte Surface Sealer.

Cleaning: For regular cleaning, use a cloth or sponge with your favorite non-abrasive household cleaner. Avoid using abrasive household cleaners - if a cleaning product feels "gritty", please do not use it. We recommend Eliminate® to remove minerals and scum, and Repel® to clean and create a barrier that prevents minerals from building up. Eliminate® and Repel® can be purchased through your local Onyx dealers. These products will continually make cleaning easier because of the protective polish they leave on the Onyx.

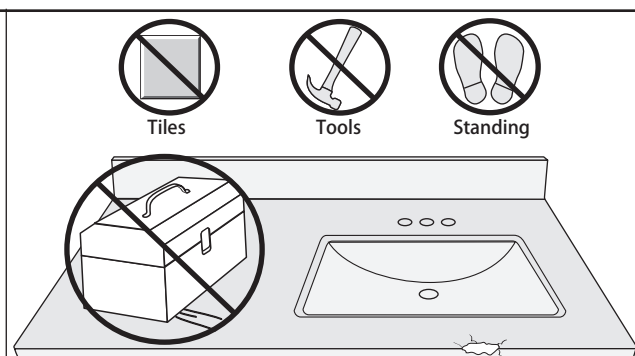


Helpful Suggestions & Solutions

Preventing Scratches and Chips

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

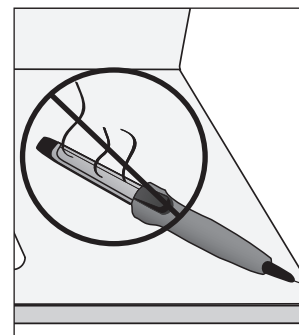
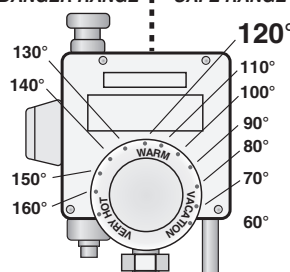


Preventing Heat Damage

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 extreme water temperature can cause cracking in the bowls over time due to expansion "shock". Check your water temperature and make sure it is at 120°F. 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

