

BARE

CONCRETE BASINS

BASIN CARE

We are sure that you will enjoy your new concrete basin for years to come.

Light duties for the first 7 days to allow sealer to cure. After 7 days the basins are safe to use and after 28 days are scratch resistant.

Do not place any objects in the basin for the first 7 days.

Wipe as you go, using a damp soft cloth (microfiber cloths are ideal).

If you encounter stubborn stains, use a mild non-abrasive cleanser.

Avoid exposure to products with high ph levels such as specialised cleaners. If exposure occurs rinse immediately with water to neutralize effect and then follow usual cleansing procedure.

Do not leave moist or wet products directly on concrete for a prolonged period.

WARRANTY

Basins are warranted for a period of five years from the original date of purchase. We warrant that the product will not have any manufacturing defects provided the product has been installed and cared for correctly

Note: *Hotel and public spaces warranty is 2 years only.*

Robertson NZ Ltd is not responsible for labour or installation charges, removal of existing product or any other expenses associated with a defective product. Robertson NZ Ltd sole responsibility is replacement or repair of a defective product.

Installer must use a washer on the top and bottom side of the waste. Overtightening waste could eventuate in the basin cracking.

Exclusions to warranty include;

The warranty does not cover edge chipping, surface damage caused by wear and tear, cracking or discolouration due to the product being subjected to high heat or damage caused by improper use.

The warranty does not cover abuse including mishandling or misuse, cracking around voids and cut-outs, damage from physical or chemical abuse and damage from improper care and maintenance including but not limited to, damage, caused by cleaning with abrasive substances.

This warranty does not cover scratches or stains or any chemical damage.

This warranty does not cover any failures to benchtops or cabinetry due to inadequate support or unlevel cabinetry for the installation.

This warranty does not cover the altering of any factory-applied finish.

This warranty does not cover additional modifications such as plumbing, electrical, tiles, cabinets flooring etc. that may be necessary to repair or replace the product under this warranty.

This warranty does not cover chipping or pinholes occurring during fabrication or through ongoing use.

This warranty does not cover seam appearance or seam performance.

This warranty does not cover hairline cracking around cut-outs during or after installation.

This warranty applies only to installations that are permanently installed in residences and that have not been moved from original installations.

This warranty does not cover routine maintenance and minor conditions such as stains, acid etching, revealing of pinholes and water spots that are a function of proper care and maintenance and which may be correct by following techniques specified in caring for basins above.

Concrete basins are poured in moulds, therefore when they are removed from the mould, they may have some pinholes along with other voids and discolorations. These are not considered manufacturing defects, rather a part of the natural appearance of the concrete product. With stone products, areas around voids and cut-outs are a weak point and are susceptible to cracks, these are not manufacturing defects and due to the reinforcing used these cracks are not structural rather aesthetic.

Discolouration and natural pitting is excluded from warranty.

