

Product Care

Product Care Guide

All of our finishes are produced by hand, resulting in our unique products. However owners should be mindful of the delicate nature of our finishes and that careful attention is required both in regular cleaning and diligence of use to ensure the product is maintained.

Unless indicated otherwise all of our finishes are “fixed” and are sealed to ensure, with correct cleaning, that they will maintain this consistent finish throughout their lifespan. Occasionally however we will offer a “live” finish which is unsealed and will see the product darken and tarnish with time and according to use. We take great care to highlight to customers when a finish is “live” and in these cases buyers should be aware that these characteristics are a part of the product and in no way can be considered a fault. Likewise some of our finishes incorporate a level of hand polishing designed to pull away or add colour into corners and joints of the product. These are part of the intended character of the finish and cannot be considered a defect

Cleaning

Soap and water are all that are required to maintain our products—the secret is to clean regularly and to wipe down the products after use.

To help maintain a high quality finish use warm water and a soft damp cloth. Do not use cleaners that contain abrasives, harsh chemicals, alcohol or solvents. Scouring pads should not be used and green sponges should be avoided as they often contain microscopic mineral particles that can scratch a finished surface.

To avoid stains and limescale build up users should seek to wipe the product dry after use. However if stains do appear they can be removed with a 50/50 solution of white vinegar and warm water, or undiluted washing up liquid, provided that you subsequently rinse the area with large amounts of water to remove the cleaning solution.

To preserve the lustre of shiny finishes, occasionally apply a high quality, non-abrasive wax (such as car bodywork polish) to the surface before buffing away thoroughly to a sheen.

Maintenance

On most of our products you will find a plastic aerator mounted in the spout outlet designed to inject air into the water stream and regulate flow. In time these aerators will collect limescale and to avoid a build-up of this owners should adopt a regular routine of cleaning the aerator. Cleaning can be achieved by first removing the aerator. This can be done by either gently unscrewing the end cap on the spout, or, when no end cap is present, by using the plastic key provided with the product to turn and release the aerator. Once released place the aerator in a small vessel, cover in white vinegar and soak overnight before removing, rubbing off any residue with a soft cloth, washing off with clean water and replacing into the spout. Where a rubber seal is present care should be taken to refit this in the same location as originally positioned before removal to ensure correct operation of the product.

All of our showerheads are fitted with rub-clean silicone nozzles. These are designed to capture limescale and prevent it from building up on the surface of the head and showerhead internals. In time you will find these nozzles appear to block as a result of this process. To clear them run the shower and whilst running reach up and apply a gentle rubbing action to the nozzle. This will break the limescale build up allowing it to be washed away. Users might find that agitating the nozzle results in a thin stream of water, or that the stream fires out at an angle. In these cases not all the limescale has been removed and further agitation or even plucking with a finger nail will allow the remaining blockage to be released.

The cartridges of our thermostatic mixing systems are protected by filters housed in their concealed bodies. Should shower performance be compromised users should employ a qualified professional installer to remove the face plate of the mixer, isolate the feeds and extract these filters for cleaning using the same method as described for our aerators.