



CARE AND CLEANING

CARE OF FINISHES

Crosswater London products are of the finest quality and craftsmanship. We engage a rigorous and detailed quality control process to ensure that all products meet exacting standards. Like any item of high quality, no matter how durable, care should be taken when cleaning and maintaining finishes. With regular maintenance, the finish of your product will last for many years.

GENERAL CLEANING GUIDELINES

- Rinse away any traces of soap and gently dry with a clean soft cloth after each use. Rinse completely with water and dry any overspray. This will maintain the finish and avoid water spotting.
- To remove mineral deposits, use a 50/50 solution of white vinegar and water. Do not allow the solution to soak on the product.
- Simichrome Polish® contains a protective film which is helpful in preventing water spot buildup. Follow instructions to ensure optimum results.
- Never use an abrasive material such as a brush or scouring pad to clean the surface. The use of abrasive cleaners, cleansers or disinfectants will alter the surface finish and void the warranty.
- Do not allow certain materials such as toothpaste, cologne, shaving cream, nail polish remover, vinegar, wine, drain and glass cleaners to remain on the surface. Prolonged contact will alter surface finishes and void the warranty.

FINISHES OVERVIEW

- **Polished Chrome** is a highly durable and stable finish with a slightly cool tone. Applied to the solid brass body, the finish

is comprised of chrome plating over a layer of nickel and copper. This finish does not tarnish. Follow general cleaning guidelines.

- **Polished Nickel Electroplate** is a rich, sophisticated finish with a warm tone that deepens over time, lending a subtle elegance to traditional designs. If desired, its original luster is easily restored. Follow general cleaning guidelines.
- **Polished Nickel PVD** is a highly polished finish with a warm tone that will not tarnish. A heavy coating of nickel is applied, then hand polished to an elegant, sophisticated finish. Follow general cleaning guidelines.
- **Satin Nickel** is a hand-brushed PVD finish which will not tarnish. A heavy coating of nickel is applied then hand brushed to achieve a subtle, sophisticated texture. Follow general cleaning guidelines.
- **Brushed Nickel** is an electroplated finish with an understated, sophisticated texture. Similar to satin nickel, the finish is hand relieved to achieve a subtle, slightly matte finish. Follow general cleaning guidelines. A semi-annual application of Flitz® wax is helpful to maintain the finish. Apply by patting on and patting off. Do not rub or buff.
- **Stainless** is a finish designed to simulate stainless steel. Matte in appearance with a slightly warm tone, stainless is a PVD finish. Follow general cleaning guidelines.
- **Brushed Brass** is a PVD finish which is machine brushed for an even texture. Follow general cleaning guidelines.
- **Matte Black (MPRO)** is an immersion-plated finish. The brass is polished to a smooth surface then a hard-wearing, durable coating with a matte appearance is applied.
- **Matte Black (Taos)** is a powder-coated finish. The colored powder coating is cured under very high heat to allow it to flow and form a very durable, high-quality 'skin'.

-
- **Brushed Black Chrome** is an electroplated finish. Chrome is chemically darkened then hand brushed. Follow general cleaning guidelines. A semi-annual application of Flitz® wax is helpful to maintain the finish. Apply by patting on and patting off. Do not rub or buff.
 - **Unlacquered Brass** is a 'living' or 'organic' finish that will naturally tarnish or age after exposure to its environment. It will take on a patina that will vary with exposure to sun, touch and oxygen. Areas that are touched regularly will remain shiny, those left untouched will darken. Because of the artisanal nature of this finish, no two products are alike. It is especially important to dry the finish surface after each use as water spotting will cause an uneven patina. Rinse away any traces of soap and gently dry with a clean soft cloth after each use. A brass polishing agent applied with a soft cloth will remove the patina and restore the brass to its original shine.
 - **Bronze** is a chemically darkened surface with copper undertones achieved through powder coating. Follow general cleaning guidelines. A semi-annual application of Flitz® wax is helpful to maintain the finish. Apply by patting on and patting off. Do not rub or buff.

FINISH TECHNOLOGY

- **PVD (Physical Vapor Deposition)** - PVD coating processes deposit a layer of high density material that's only a few microns thick. Once applied, the coating is nearly impossible to remove, and won't wear off on its own. PVD finishes are state of the art.
- **Powder Coat** - Dry metallic powder is applied electrostatically and cured in an oven at a very high temperature to set the coating. This method forms an extremely tough finish. Powder-coated surfaces do not have a protective coating. If not properly cared for, the surface can become scratched or chipped. It is extremely important that abrasives and chemicals do not come into contact with the finish.
- **Electroplate** - This finishing process employs electrical current to coat the faucet with metal. This allows the finish to be resistant to corrosion and wear, and contributes to the product's overall durability.
- **Immersion Plate** - Immersion plating, also known as chemical or auto-catalytic plating, is a non-electro plating method that involves several simultaneous reactions in an aqueous solution which occur without the use of external

electrical power. This process creates a high-quality and very durable finish.

FINISHES WARRANTY

Crosswater London offers a limited lifetime warranty on all finishes except living finishes and drains which are excluded from the warranty. Due to the nature of drain usage, there is no finish warranty on any drain product (including basin and bathtub drains). Full warranty information can be found [here](#).

OUTDOOR USE

- A simple routine of regular care will keep your vitreous china and fireclay products clean and fresh.
- Rinse away any traces of soap and gently dry with a clean soft cloth after each use. A mild detergent, warm water and a soft cloth will remove normal dirt and soap accumulations from surfaces. Soft abrasive cleaners may be used on vitreous china and fireclay. Never use abrasive cleaners without water. Do not use caustic cleaners or disinfectants as they can alter the surface finish and void the warranty.
- Use toilet bowl cleaners on the inside of the bowl only. Remove any splashes of cleaner solution from plastic or plated surfaces immediately. Do not use in-tank cleaners as they can seriously damage the fittings in the tank. This damage could cause leakage and result in property damage. Crosswater London shall not be responsible or liable for any damage that occurs as a result of the use of in-tank cleaners.
- Do not allow certain materials such as toothpaste, cologne, shaving cream, nail polish remover, vinegar, wine, drain and glass cleaners to remain on the surface. Prolonged contact can alter surface finishes and void the warranty.

CARE OF VITREOUS CHINA AND FIRECLAY

- A simple routine of regular care will keep your vitreous china and fireclay products clean and fresh.
 - Rinse away any traces of soap and gently dry with a clean soft cloth after each use. A mild detergent, warm water and a soft cloth will remove normal dirt and soap accumulations from surfaces. Soft abrasive cleaners may be used on vitreous china and fireclay. Never use abrasive cleaners without water. Do not use caustic cleaners or disinfectants as they can alter the surface finish and void the warranty.
 - Use toilet bowl cleaners on the inside of the bowl only. Remove any splashes of cleaner solution from plastic or
-

plated surfaces immediately. Do not use in-tank cleaners as they can seriously damage the fittings in the tank. This damage could cause leakage and result in property damage. Crosswater London shall not be responsible or liable for any damage that occurs as a result of the use of in-tank cleaners.

- Do not allow certain materials such as toothpaste, cologne, shaving cream, nail polish remover, vinegar, wine, drain and glass cleaners to remain on the surface. Prolonged contact can alter surface finishes and void the warranty.

CARE OF TOILET SEATS

Use a soft, damp cloth and a mild soap such as dishwashing liquid to clean the seat. Rinse the seat and dry with a soft towel. Do not use abrasive cleaners as they will scratch and dull the surface. Do not allow cosmetics or abrasive chemicals to come in contact with the toilet seat.

CARE OF MIRRORS

- The mirror edges are treated with a specially formulated sealant designed to protect the mirror edges from contaminants and discoloring. Failure to follow cleaning guidelines can/will remove the benefits of the sealant.
- The safest cleaner for a mirror is a soft, clean cloth and warm water. If using a glass or mirror cleaner, be sure it does not contain ammonia or vinegar.
- Never spray any cleaner directly on to a mirror. Spray the cleaner on to a soft cloth and then wipe the mirror.
- Care should always be taken to avoid getting the edges and backing of the mirror wet. Should they get wet, dry immediately.

CARE OF CLEARSTONE AND DUROCOAT

- Clean the bath regularly with non-abrasive soap and warm water. Fully rinse after cleaning. While Clearstone and Durocoat are both highly stain resistant, it is recommended that bath water containing additives such as oils or salts is always drained and rinsed immediately after use.
- Please note that hair dyes and color cosmetics (eg. mascara, lipstick, face powder) may leave a slight discoloration if not removed immediately.
- If any strong chemicals come into contact with the bathtub, remove and rinse immediately.
- Water temperature should not exceed 49°C/120°F.

- For a fine scratch or a slight mark, use a 1500 grade sandpaper. Gently sand the area with water. For best results, limit sanding to the smallest possible area around the scratch. Re-polish the surface afterwards using a neutral polishing compound or toothpaste. It may be possible to polish very fine scratches away without using abrasive papers: scrub gently with a soft brush or plastic pad (not metal scouring pad) and a mildly abrasive cream cleaner. Afterwards scrub the whole area with plenty of clean water and re-polish as before.
- If the scratch or mark is too deep and cannot be repaired using the above method, it is possible to purchase a repair kit (Clearstone US-CRK, Durocoat US-DRK). In order to remove the scratches, follow the instructions included with the kit.

CARE OF BALTHAZAR BATHTUBS

- Follow the cleaning guidelines for Clearstone for the interior of the bathtub.
- To care for the metal exterior, use a mild detergent, warm water and a soft cloth to remove normal dirt and soap accumulations from the surface. Do not use caustic cleaners or disinfectants as they can alter the surface finish and void the warranty.
 - **Polished Stainless exterior** – Follow care for metal exterior. If desired, a stainless steel cleaner such as Flitz® can be used.
 - **Polished Nickel exterior** – The nickel is a highly polished PVD finish with a warm tone that will not tarnish. Follow care for metal exterior.
 - **Gold exterior** – A PVD finish that is highly polished and will not tarnish. Follow care for metal exterior.
 - **White and Black exterior** – Stainless steel base that is powder-coated. Follow care for metal exterior.

CARE OF BATH FURNITURE

- Rinse away any traces of soap and gently dry with a clean, soft cloth after each use. A mild detergent, warm water and a soft cloth will remove normal dirt and soap accumulations from surfaces. Test any cleaner in a discreet location first to ensure there is no adverse reaction.
 - Do not use abrasive cleaners or cleaning products containing bleach as this will permanently damage the surface of the furniture and void the warranty. Use only a well-wrung chamois leather or microfiber cloth to clean
-

furniture carcasses. Real wood veneer carcasses (American Walnut) should be wiped down after use. Avoid leaving water on the carcass for long periods.

- Do not expose wood furniture to sunlight, drying heat sources or dampness.
- Touch-up repair kits are available for the White Gloss (US-WGREPAIR) and Storm Grey Matte (US-SGREPAIR) finishes.