

## PRODUCT CARE AND MAINTENANCE GUIDE

Heirloom has taken great care and pride in designing and manufacturing our products since 1982. Our products have been produced by choosing the finest materials and crafted by comparable workmanship.

This guide will assist you to keep the product looking like new for years to come. We've included useful information, handy tips and hints for cleaning and tightening components. Warranty and other information can be found in our Warranty document. Please note information provided should be read in conjunction with manufacturers instructions supplied with the product.

Provided the Heirloom product care and maintenance guidelines are followed our design-lead on-trend designs enable our products to stand the test of time and give the consumer year on year peace of mind.

### Care and Maintenance

- Refer to maintenance and care instructions enclosed with product.
- Chrome surfaces: Chrome is a hardwearing surface suitable for normal use but should be cleaned periodically with warm soapy water (do not use harsh or ammoniated cleaners) and dried after cleaning.
- Powder Coated and PVD Surfaces: These surfaces are generally hardwearing and suitable for normal use but should be cleaned periodically with warm soapy water (do not use harsh or ammoniated cleaners) and dried after cleaning.
- Stainless Steel: is a hardwearing surface suitable for normal use but should be cleaned periodically with warm soapy water (do not use harsh or ammoniated cleaners) and dried after cleaning.
- Do not use any additives in toilet cisterns as this may adversely affect working parts and seals and void warranty.

### Basins

#### Vitreous China

- Clean the vitreous china regularly to stop a build up of dirt and scale. (using warm soapy water, cream or liquid cleaner).
- Ensure that dripping taps are fixed promptly – this will prevent stains and limescale build up.
- Occasional use of mild bathroom limescale removers is acceptable. Use in accordance with manufacturers instructions, rinsing off immediately with plenty of water.
- Never put strong cleaners or bleach in overnight.



### Toilets

- The seat and seat cover should be cleaned using warm soapy water.
- Do not use aggressive or abrasive cleaners as this may scratch the surface of the seat.
- The hinges should be cleaned using soap, or mild detergent. After cleaning, the hinges should be rinsed with clean water and dried.
- Never use bleach, concentrated cleaners or acids on the hinges as this will cause discolouring and pitting.
- Do not use bleach in the toilet bowl with the cover closed, because this may cause discolouration of the seat and hinges. Never put strong cleaners or bleach in overnight.
- Take care not to splash the hinges or seats when using bleach in the toilet bowl.
- Do not use bleach products or bowl cleaning aids in the cistern – this can damage the internal fittings.
- Never mix different cleaners in the pan as they can react and give off poisonous gas.

### Showers

- Clean with warm soapy water using a soft cloth. Do not use steel wool or pads.
- Do not use any cleaning agents containing acids (including citrus), polish abrasives, or harsh cleaners. Regular and routine cleaning will reduce the need for heavy cleaning and polishing.
- Once cleaned, rinse again with clear water or with a wet cloth. Dry off any residual moisture with a soft cotton cloth.
- The use of steam cleaners is not recommended since the extreme high temperature of steam can compromise the integrity of the surface coating.

### Tapware and Mixers

- Clean with warm soapy water using a soft cloth. Do not use steel wool or pads.
- Do not use any cleaning agents containing acids (including citrus), polish abrasives, or harsh cleaners. Regular and routine cleaning will reduce the need for heavy cleaning and polishing.
- Once cleaned, rinse again with clear water or with a wet cloth. Dry off any residual moisture with a soft cotton cloth.
- The use of steam cleaners is not recommended. The extreme high temperature of steam can compromise the integrity of the surface coating.

### The use of chemical cleaners

- Clean Heirloom products, only with non-aggressive cleaning products and wash off any residue. If your product has a care guide as part of the instructions of use it is most important to follow those instructions. If you are unsure that your household cleaner is appropriate, please contact the Heirloom Customer Service Team for advice.
- The use of any cleaning products that are not in the Heirloom Customer Care Guide or approved by Heirloom could void your products warranty.



### Towel Warmers

- To maintain towel warmers and keep their good looks follow these simple instructions.
- Before cleaning turn off the power supply at isolation switch.
- Clean regularly by wiping the surface with a damp soft cloth. Stubborn marks can be removed by spraying a glass cleaning product onto a cloth, or by using a car metal polish. Once finished wipe down the warmer with a damp cloth and then dry the surface with a soft cloth.
- Failure to clean your towel warmer regularly can result in a build up of deposits on the rungs, especially on the undersides and sides.
- Do not use any cleaning agents containing acids (including citrus), polish abrasives, or harsh cleaners. Regular and routine cleaning will reduce the need for heavy cleaning and polishing.
- The use of steam cleaners is not recommended since the extreme high temperature of steam can compromise the integrity of the surface coating.

### Accessories

- To maintain towel warmers and keep their good looks follow these simple instructions.
- Clean with warm soapy water using a soft cloth. Do not use steel wool or pads.
- Do not use any cleaning agents containing acids (including citrus), polish abrasives, or harsh cleaners. Regular and routine cleaning will reduce the need for heavy cleaning and polishing.
- Once cleaned wipe with a damp cloth. Dry with a soft cotton cloth.
- The use of steam cleaners is not recommended since the extreme high temperature of steam can compromise the integrity of the surface coating.
- Do not spray cleaning agents directly on the accessories. Spray on to a cloth as spray liquid may enter the openings/holes and cause damage.
- When cleaning acrylic surfaces always use non abrasive cleaners then rinse off with water. (Cleaners with peroxide and ammonia can be very harmful to acrylics).

