

Thank you for selecting Concreteworks for your concrete surface. All pieces are handmade of a custom engineered concrete mix that we have developed. Pieces sealed with our prime sealer are meant for interior use only. Our prime

sealer provides a workable stain resistant surface that will last throughout the years. To ensure the lasting beauty of your concrete surface we recommend reviewing and practicing the following care and maintenance instructions.

## CLEANING

We recommend using a non-abrasive cleaner such as Method All-Purpose Natural Surface cleaner. Spray the cleaner across the surface and wipe down with a sponge or towel. We do not recommend use of most natural cleansers (which are often citrus based), as the cleaning agent is typically highly acidic and can damage natural materials. Also do not use heavy abrasive, bleach-based or ammoniated cleansers. Use of such cleansers will wear down the sealer.

## REGULAR MAINTENANCE

For added protection and polishing, we recommend using Trewax Clear Paste Wax — that can be purchased online and at many hardware stores including ACE Hardware — on a monthly basis for areas of high use. When waxing the surfaces use the included sponge or a soft, clean cotton cloth. Dampen the applicator with clean water and wring out completely. With the sponge or cloth, apply a thin layer of wax in circular motions and in small manageable sections, preferably no larger than 3 ft by 3 ft. Once applied remove the excess wax immediately with a new/different dry cloth in the same circular motion. Buffing works the wax into the natural material. Move to the next section overlapping the last application slightly. You should be able to see where the wax has been applied but a thick layer of wax should not be applied or left on the surface at any time. Adding thicker layers does not add more protection or speed up the waxing process.

## INCIDENT PREVENTION

Concreteworks surfaces are resilient, however unintentional damage can occur and is easily avoidable. In order to avoid the formation of visible scratches, do not place or drag sharp or coarse objects on the surface. Avoid any contact with acidic materials on the surface such as citrus or olive oil as they can be harsh to the sealant. Do not place extremely hot pans, dishes, or cups directly onto your countertop as this can cause sealer discoloration. Be mindful of accidentally hitting the edges as this can cause small chips to occur. Chips are repairable, contact Concreteworks for further information. Using felt pads is recommended for the bottom of surfaces of all objects to remain on the countertop indefinitely. This is especially important with items that contain moisture or natural stone materials such as unglazed ceramics or pots. Unglazed ceramics compete for residual moisture in the surface and can cause discoloration. Expect the normal wear and use of your surfaces to contribute to their unique patina and character.

## LIMITED WARRANTY

Concreteworks products sealed with our prime sealer will be extremely hard wearing against stains and hold up to the rigors of residential and commercial use. With proper care and maintenance, Concreteworks surfaces are warranted against staining for 1 year.

This warranty acknowledges that Concreteworks will repair or replace, at our discretion, any piece that fails to meet these conditions. Concreteworks will give technical advice and support throughout the lifetime of our products. Our warranty does not guarantee against damage incurred through negligence, abuse, unapproved repairs or failure of substrates. This warranty does not cover the repair or replacement of surrounding materials should damage occur during repair or replacement of pieces under warranty. This applies only to products that have been handled, installed, and maintained in accordance with the guidelines recommended by Concreteworks.

As with all natural, handmade materials slight variation in the finish and color is possible and not considered a defect. All of our products are warranted against structural cracking. Hairline cracks can form and are not to be considered a defect.

## REFINISHING

Concreteworks provides a refinishing service for its customers. Your surfaces should provide you with years of enjoyment under normal use. If after several years of wear you wish to have your concrete piece refinished please contact our office to make arrangements. We recommend refinishing every 2–5 years depending on the amount of use. Pricing is based on the size of the project and project location.

## GET IN TOUCH

If you have questions regarding the care and maintenance of your Concreteworks pieces please contact us. We are committed to the enjoyment of your concrete surfaces.