

1810 Warranty And Care

Warranty

The 1810 Company products feature the highest degree of technology, quality and design. As a result, we are proud to offer the following warranty.

Sinks

The 1810 Company warrants its sinks to be free of manufacturing defects in material and workmanship under normal residential usage for 75 years.

Taps

All taps installed in a private residence carry a 5 year warranty on all mechanical parts to be free of manufacturing defects in material and workmanship under normal usage. All finishes carry a 5 year warranty.

General

In the event of a warranty claim, the owner will be required to provide proof of purchase, a sales receipt. This warranty covers all components which make the product operational. The 1810 Company, at its option, may repair or replace the product or components necessary to restore the product to good working condition. The 1810 Company reserves the right to inspect the installation prior to the actual replacement of the product or component part.

This warranty does not cover misuse or abuse, accidental damages, scuffs or scratches, improper installation, abnormal usage, negligence or damage caused by improper maintenance or cleaning. Normal wear of parts is excluded from the warranty. Damage caused by impurities or acts beyond our control are not covered. Any product or part which has been repaired or altered in any manner outside of The 1810 Company's factory, unless previously authorised in writing by The 1810 Company, will void warranty. Any replacement excludes transportation and any labour re-installation costs.

Caring for Stainless Steel Sinks and Taps

General care of The 1810 Company stainless steel sink and tap

Sinks

Discolouration and most marks on stainless steel are caused by water-borne deposits clinging to its surface. They are always the result of an outside source rather than coming from the steel itself. Such stains are often seen as a “rainbow-effect” and can be avoided completely by removing wet cleaning aids (cloths, containers etc.) from the sink after use so as to avoid watermarking and rust stains.

One of the best ways to care for the sink is to clean it with a product called ‘Quean Clean’ (available from www.queanclean.co.uk) which can be used as required. It will also remove grease and limescale. It is helpful to dry the sink thoroughly after cleaning.

Avoid

1. The use of plastic bowls for washing up, as these cause heavy localised scratching
2. Leaving salt, vinegar, citric fruit juices, mustard or pickles on the surface for any length of time as they can cause corrosion;
3. Abrasive cleaners such as bleach, scourers or wire woolpads.

Taps

Care needs to be taken not to damage the tap finish – cleaning should be gentle with a rinsed soft mild soapy cloth only. If limescale is a problem around the nozzle then gentle use of a small brush with some lemon juice will help alleviate the problem –taking care to rinse away any remaining lemon juice from the tap.

Scratching

The surface scratches which appear on stainless steel sinks rarely have any appreciable depth and will become less noticeable with age. A stainless steel sink will develop a patina with time and will look better a year after installation than during the first few months of use due to the fact that the scratching will have evened out. All sinks manufactured in stainless steel perform in exactly the same way in this respect be they manufactured by The 1810 Company or a competitor. We recommend the use of ‘Quean Clean’ which when used regularly will assist in maintaining your sink.

We would point out that the use of a plastic washing up bowl will over time cause the development of regular abrasion marks over the sink’s surface. Inox Cream – for use on stainless steel to be used after ‘Quean Clean’. To use the Inox Cream, apply with a damp cloth (like a J-Cloth) using circular motions,

allow to dry (to a white powder), then buff off with kitchen roll. The Inox Cream forms a waterproof layer on your sink, which helps the water drain off easier.

Rust Spots

The 1810 Company are extremely stringent in the quality and standards required from the steel suppliers. The material used is high quality stainless steel which is metallurgically incapable of rusting or corroding in normal household conditions.

It can, however, harbour ferrous particles from the water supply and these often occur with newer installations when the pipework is disturbed, or from 'wire' scouring pads or utensils. These filings get deposited and cling to the sink surface and unless removed will rust.

In this instance we would recommend that the sink is cleaned thoroughly using 'Quean Clean'. This should be sprinkled onto the sink and scrubbed into a paste with a stiff nylon nailbrush (NB simply using a nylon washing up brush is not sufficient as the product needs to be worked into the 'valleys' of the texture of the sink), which should be left on the sink for at least thirty minutes before thoroughly rinsing off.

We would point out that unless the particles are completely removed they will return. It is therefore very important that after cleaning the sink, it is dried thoroughly.

This process needs to continue at least daily for a period of 7 to 10 days until the problem disappears. The problem is sometimes particularly obstinate to remove and it may take several attempts to restore the sink to its pristine condition.

Caring for Ceramic Sinks

Cleaning

Your new 1810 company Ceramic Sink is a high quality product, and has an impervious surface that is resistant to most household cleaning products and chemicals. Our products are carefully tested to be sure they perform to the highest standards. Please use a damp clean cloth for general cleaning.

Should you need to remove grease, soap and water marks, a proprietary bathroom cleaner should be used. Please be sure that the products are non abrasive, as they will dull the gloss surface of the product if used. Using a diluted bleach solution twice weekly applied with a sponge or soft cloth, then rinsed thoroughly with lots of water, will maintain the surface shine and keep your sink hygienically clean.

(NB: Care should always be taken when using bleach, please read manufacturers instructions for use).

Tougher limescale deposits can usually be removed using household vinegar or similar vinegar solutions.

Care should be taken when using substances containing fluoride. Always ensure that any deposits are removed immediately before they can cause damage to the sinks surface. Any stubborn marks on the surface can be removed by liquid or cream bathroom cleaner, but marks such as those caused by iron or aluminium saucepans or similar objects can be removed using specialist cleaning products such as 'Astonish Oven and Cookware Cleaner' which is available from most supermarkets or online at 'www.astonishcleaners.com'.

Care

Your new sink has a glazed ceramic surface, which although very strong, can be damaged by sharp metallic objects such as cutlery. Special care must be taken not to drop metal objects onto the surface of your sink.

Caring for Sinks

Daily cleaning may be done with any non-abrasive cleaner. After every use, rinse and wipe the sink dry with a clean, soft cloth to eliminate any water spots or soap film build-ups.

Removing stains and minor scuff marks:

Normal Stains – for stains, please use a mild abrasive cleanser, along with a soft scouring pad. Stubborn Stains – A solution of 50% bleach, 50% water should only be used for tough, stubborn stains. Let the solution sit in the bottom of the sink for one hour; then scrub. Rinse well.

Lustre: Mineral oil applied with a damp cloth can be used to restore the lustre.

Miscellaneous: To remove Calcium Deposits (a white ring around the bottom of your sink) use a lime scale cleaner.

To remove adhesive labels: use Acetone (nail polish remover).

What not to use:

1. Do not use any abrasive cleaning agents or scrub pads, such as Steel wool
2. Straight bleach
3. Commercial alkalis, such as ammonia and/or caustic solutions
4. Drain blocking chemicals that involve filling the sink with water

Note: Always test any stain removers in a small, non-visible location