

Please find the care and cleaning guide and warranty below. **Please keep this information with your receipt.**

Care and Cleaning Guide

To maintain the original appearance of the sink, a regular cleaning routine should be carried out. The best form of maintenance is frequent regular cleaning.

Note: Surface scratching will appear more frequently as the sink is used, as no material is scratch resistant. The scratch marks will not be as noticeable on linen or dull finishes and overtime the scratches on stainless steel sinks will blend into the existing grain lines. Scratching will be most noticeable on the drainer area of the sink where most objects are likely to be placed.

- ❑ After each use, wipe the sink with a soft, slightly wet soapy cloth and rinse with warm water. This should remove most substances encountered within the kitchen environment. For daily cleaning, use harmless detergents such as Palmolive dishwashing liquid.
- ❑ If required, wipe down the sink after cleaning with a microfiber cloth, soft cloth or towel to avoid water deposits sitting on the sink or water marks.
- ❑ After use, always remove wet cleaning-aids (such as cloths, pads, containers or brushes) from the surfaces to avoid the formation of water marks/stains.
- ❑ Do not allow liquid soap or other household cleaners to dry on the surface of the sink. Most brands contain chemical additives which will affect the original luster of the sink.
- ❑ For more tenacious deposits including oil, grease and waterborne deposits on stainless steel sinks use a multipurpose cleaner (such as Jif or Polaris) and apply with a soft damp cloth. This should be followed by rinsing with fresh water as above. Note: Jif and Polaris are abrasives and should not be used too aggressively or too regularly.
- ❑ Harsh abrasives, steel wool pads and scouring materials should not be used for cleaning the sinks, as they will leave scratch marks in the surface and damage the appearance of the sink. Likewise do not use wire brushes, scrapers or contaminated scouring pads.
- ❑ If the sink has a directional polished grain, any cleaning with abrasives on stainless steel should be carried out along this grain and not across it.
- ❑ If you use rubber mats or dishpans in your sink remove these after use and do not leave in the sink to avoid surface rust or pitting from appearing.
- ❑ Do not put hot items straight on to the sink e.g. hot pot from the stove top. Let the hot item cool before placing on the sink.
- ❑ Do not change the water temperatures dramatically between hot and cold e.g. using cold water and then using boiling water.
- ❑ Silver dip cleaners should not come into contact with the sink. If this type of cleaner comes into contact with the sink, it sink should be thoroughly cleaned and rinsed with clean water.
- ❑ Do not let foodstuffs remain in contact with the sink for a long period or dry on the sink. This includes tea bags, concentrated salt and vinegar mixtures, highly acidic foods such as tomatoes, pickles, lemon, etc. It is always good practice to wash down the sink surfaces after food preparation.
- ❑ Strong acids such as sulfuric and hydrochloric are very corrosive and should not come into contact with the sink.
- ❑ The quality of your water can affect your sink appearances. If your water has a high iron content a brown surface can form on the sink giving the appearance of rust. In areas with high concentration of minerals or over-softened water a white film may develop on the surface of the sink. To combat these, we suggest the sink should be towel dried after each use and cleaned thoroughly once a week.
- ❑ Plastic kitchenware (buckets, colander, plastic tupperware, etc.) can sometimes scratch the surface of the stainless steel sink from sharp edges or minute particles that adhere to the bottom of the plastic kitchenware.

Corrosion

The two most common types of corrosion that may be encountered, particularly on stainless steel sinks, are rust marks and pitting of the surface.

1: Rust Marks. When this type of staining occurs, it is unlikely that the marks are caused by the rusting of the stainless steel itself (the material used is a high quality 18/10 chrome nickel steel which is metallurgical incapable of rusting or corroding in normal household conditions. Similar marks can be found with both porcelain and composite sinks). The rust marks are more likely to be the result of small particles of "ordinary steel" which have become attached to the surface which have subsequently rusted in the damp environment of the sink.

The most common source of such particles is from "wire wool" scouring pads, or wire wool used by the plumber during the installation of the sink. Contamination may also occur from carbon steel utensils and old cast iron water supply pipes. These brown marks are only superficial stains, which will not harm the sink; they should be removed using a soft damp cloth and a multi purpose cream cleanser (such as Jif).

Occasionally, it may be necessary to resort to a proprietary stainless steel cleanser to return the surface of the sink to its original condition. To avoid reoccurrence of any "rust-staining" it is essential that the source of the contamination is eliminated. In cases where contact cannot be avoided, it is even more important that the sink is given a thorough cleaning treatment after use.

2: Pitting. Another form of corrosion, which occasionally occurs in stainless steel sink bowls, is pitting of the surface. In extreme cases this may lead to perforation of the metal. The reason for this corrosive attack can usually be attributed to certain household products, for example: Bleaches (most common domestic bleaches/sterilizing solutions contain chlorine in the form of sodium hypochlorite). They should always be used to the strengths prescribed by the manufacturer and should be thoroughly rinsed off with clean water immediately after use. Any cleaning agents containing hypochlorites are unsuitable for long term contact with stainless steel and even when used in the highly diluted form, they can give pitting under certain conditions.

For this reason it is not advisable to use a stainless steel sink for soaking fabrics in these solutions, especially over long periods of time (e.g. overnight).

Valoré Sink Warranty

Stainless Steel Sinks - 25 Years

Valoré warrants stainless steel sinks shall be free from manufacturing defects in material and workmanship for 25 years from the date of purchase.

Sink Accessories, Wastes and Plugs - 2 Years

Valoré warrants accessories shall be free from manufacturing defects in material and workmanship for 2 years from the date of purchase. The care and cleaning guide for chopping boards on the FAQ website page should be followed to avoid cracking or warping.

Valoré General Warranty

The warranty does not cover normal wear and tear, abuse or incorrect installation. The warranty is non transferable. Should the customer have a problem with their Valoré sink, they should contact their supplier and provide the sink model code, date of purchase, purchase receipt, date of installation and description of the problem.

The care and cleaning guide on the FAQ Valoré website page should be followed to avoid any potential damage to the sinks or accessories.

Valoré Ltd liability is to repair or replace the Valoré product at Valoré cost by product replacement or a refund of Valoré original invoice price. Valoré will endeavour to its best ability supply products free of manufacturing and/or workmanship defects. Valoré shall not be liable for installation costs, plumbing costs, non-Valoré product costs, of incorrectly supplied products, change of product specifications, factory product defaults or freight damage. It is the responsibility of the installer to check the correct product has been received, it is free of factory faults, freight damage and the specifications are as requested prior to installation.