

## PRODUCT CARE

### **PERFORMANCE FABRIC**

All spills should be treated promptly for best results and ease of removal. Most spills can be cleaned by gently blotting the spill with a clean, dry, absorbent cloth. The use of a clean, dry, absorbent cloth alone may not completely remove the spill. For further treatment, use a water-based soap mixture that combines 1 tablespoon of liquid detergent with 16 ounces of lukewarm water. Dampen the cleaning cloth in the mixture and gently blot the soiled area. Avoid rubbing affected area aggressively. Rinse the area with a clean, damp cloth to ensure that all the soap residue has been removed.

### **LEATHER**

Protect from direct sunlight to prevent drying out and fading. For best possible results, wipe clean with leather cleaner and condition the surface 2-3 times a year with a leather conditioner.

### **FAUX LEATHER**

Wipe clean with a damp cloth and a mild non-abrasive dish detergent. Wipe dry with a clean cloth. Download our Polyurethane Guide for more information.

### **WOOD AND WOOD VENEER**

Dust frequently with a clean, damp, lint-free cloth. Frequent dusting will remove abrasive buildup which can damage a finish over time if needed use an appropriate wood furniture cleaner in the direction of the wood grain followed by a dry lint-free cloth.

Avoid exposing your furniture to strong sunlight, heat outlets, open windows or dampness, prolonged exposure to direct sunlight can fade the finish of your furniture while extreme temperature and humidity changes can cause cracking or splitting.

Do not place hot cups, pots or serving dishes directly onto wooden surfaces. Do not expose your furniture to any liquids and never allow water to sit on your table. Alcohol, nail polish and perfume are also dangerous because they can dissolve the furniture finish on contact and may require professional repairs. Small marks and scratches may be touched up or covered with a marker or touch up stick.

### **STAINLESS STEEL, CHROME, ACRYLIC AND HIGH GLOSS**

Wipe dry with a clean dry cloth. If necessary, wipe clean with a damp soft cloth and a mild non-abrasive dish detergent.

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## MARBLE

Marble is a natural material and as such it will have certain characteristics. All marble will contain "fissures." Fissures are described as cracks, breaks or fractures in the rock and are part of the natural make up of all mineral bearing material, just as the variations in colour. Fissures do not follow a straight line and can often be felt to the touch. Fissures will show up in various areas of the marble whereas a crack will likely only be in one place and will have a straight and well-defined consistent path.

## CONCRETE

SUNPAN concrete products are comprised of natural materials such as: granite stone powder, Portland cement, a nylon mesh and water. Much like any natural material such as wood or stone, concrete is a porous material. We have sealed your concrete with a wax sealer that will provide active protection against staining. To ensure the lasting beauty of your concrete surfaces we recommend reviewing and practicing the following care and maintenance instructions.

Clean your product using a mild soap (such as dish soap) and water. Do not use heavy abrasive, bleach-based, or ammoniated cleansers. Use of such cleansers will wear down the wax protection and result in less stain resistance. 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. We recommend using a mild, non-abrasive, non-ammoniated soap for daily cleaning. Stone soap may also be used for ongoing maintenance and conditioning.

Re-wax periodically. Waxing your product regularly is a quick and easy process that will provide additional protection against staining. Wax once within 2 months of installation of your product and every 3 to 6 months thereafter, depending on use and location. If the product is placed outside, wax it well before winter. Cover and raise off the ground during cold seasons. We recommended any commercially available stone floor wax on paraffin base.

Regular food preparation will not stain the concrete as the acrylic sealer serves as an active barrier. Spills should be wiped up as soon as possible. While the waxing performs well against stains from oils and acidic materials, prolonged exposure may cause penetration of the sealer and possible discoloration.

Expect occasional rings to appear from unknown liquids. Oils can penetrate the surface if forced in from the weight of a glass or jar. Wiping up oil spills can minimize staining. Please note that bath oils should not be used as they will cause staining from being left in contact with the surface of the concrete for too long. The first stain is always the worst.

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Expect the wear of your product to contribute to its uniqueness. Using felt or rubber feet pads is recommended for the bottom surfaces of all objects left to remain on the surface of your product indefinitely, especially unglazed ceramics such as terracotta pots. Unglazed ceramics compete for residual moisture in the concrete and may cause discoloration.

Do not place hot objects on the surface as they may cause discoloration. Using a trivet is recommended. At any point, refrain from putting blue painter's tape or other adhesives directly on the product.

Will concrete crack? Although not considered a defect, non-structural hairline cracks are possible and may result from shrinkage as the concrete fully cures.

Is concrete structurally reinforced? Using our own proprietary casting process, each piece is custom reinforced with nylon mesh resulting in a product with extremely high strength at only a fraction of the weight of typical concrete.

Natural variation in color, texture, and porosity may occur and are considered inherent and valued qualities of the material. Non-structural hairline cracks are possible and shall not be considered a manufacturing defect. SUNPAN, at its sole option, shall repair or replace a product if it fails solely due to a manufacturing defect during the first year after installation. This does not include reasonable labor charges to repair or reinstall the product and only applies to products that have been handled, fabricated, installed, and maintained in the manner recommended by SUNPAN.

For additional questions, please contact us at [info@sunpan.com](mailto:info@sunpan.com).