



Product Care Guide

Keep your products looking their best by following our care instructions.



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Treatments and Product Care Caution

TREATMENT DESCRIPTIONS

Physical Vapour Deposition (PVD)

A technique in which a solid material is placed in a vaporised vacuum environment and then deposited onto substrates as a pure material or alloy composition coating. The coating builds up and bonds to the surface, providing an extremely pure and high-performance coating.

- Brushed nickel (PVD)
- Brushed brass (PVD)
- Brushed gunmetal (PVD)
- Brushed copper (PVD)
- Matte Black (PVD)

Advanced Electroplating Application (AEA)

When a product is coated with a layer of chromium, nickel, or coloured alternative using the process of electrolysis. This aids the product's overall longevity, including its resistance to corrosion and general wear and tear.

- Chrome (AEA)
- Matte black (AEA)

PrimeShield Lacquer Technology (PSLT)

This process sees a dry powder applied to a surface electrostatically and cured under elevated temperatures. Because these coatings are highly resistant to corrosion, there is less concern for rust and other cleaning-related damage.

- White (PSLT)

CARE CAUTION — APPLICABLE FOR ALL ABI PRODUCTS

- Do not use chemicals or abrasive cleaners. This includes:
 - Bleach and bleaching agents
 - Ammonium and ammonium agents
 - Highly acidic cleaners
 - Alcohol and mineral-based solvents
- Limit exposure to high levels of salt.
- If your product comes into contact with any of these chemicals, rinse immediately with warm soapy water.
- Avoid scourers and rough brushes for cleaning.
- Avoid contact with sharp objects which could chip or scratch the surface.
- Do not put heat directly on surface.

Stainless Steel and Solid Brass Tapware, Showers and Accessories

PRODUCTS

Tapware, Showerware, Accessories, Stainless Steel Sinks, Wastes, Shower Channels, Glass and Door Hardware

MATERIALS

Stainless Steel

We use stainless steel grade 304 for our indoor range and stainless steel grade 316 for our outdoor range. They are both extremely versatile types of stainless steel. It is the chromium found in stainless steel that gives it its oxidation, corrosion, and durability, resistance, making it one of the more hard-wearing metals to choose from. Stainless steel grade 316 has further corrosion resistance to seawater and de-icing salts, making it more suitable for outdoor environments.

Solid Brass

We use solid brass for the majority of our residential tapware range. DR brass is characterised by its exceptional resistance to dezincification and corrosion.

ABS (ACRYLONITRILE BUTADIENE STYRENE)

ABS is injection moulded and is derived from acrylonitrile, butadiene, and styrene. It is known for its impact resistance and toughness. ABS is coloured using the same colour treatments as our solid brass range.

SIGNATURE FINISHES

Brushed nickel (PVD), brushed brass (PVD), brushed gunmetal (PVD), brushed copper (PVD), matte black (PVD), chrome (AEA), matte black (AEA), white (PSLT), stainless steel,

CLEANING AND MAINTENANCE

- Use natural cleaning products only and no abrasive cleaning cloths.
- Weekly cleaning with warm soapy water and a microfibre cloth is recommended.
- Dry after each use to reduce watermarking and surface rust.
- When cleaning, wipe in the direction of the brushed grain to maintain the brushed appearance.
- For renovations and new builds, flush pipes before first use.
- To best maintain the finish, do not let water pool.
- If you live in a hard-water area with limescale build-up, weekly cleaning using a mild limescale remover such as Viakal is recommended.

RAW ORGANIC FINISHES

Tumbled Aged Brass

CLEANING AND MAINTENANCE

- To clean aged brass without affecting the tarnish, use mild dish soap and warm water and gently scrub with a soft cloth or sponge. Rinse the brass and dry it thoroughly with a microfibre cloth to prevent water spots.
- If you live in a coastal location, we recommend weekly cleaning to slow down visible mineralisation.
- For a deeper clean, use a 50:50 mix of white vinegar and water and gently scrub with a soft cloth or sponge. Rinse the brass immediately and dry it thoroughly with a microfibre cloth to prevent water spots. If necessary, use a soft-bristled brush to clean more difficult areas.
- You can use a quality brass cleaner like Brasso and a clean, soft cloth to keep tumbled aged brass shiny and return it to a brighter condition without compromising its integrity.

Porcelain Basins and Toilets

DESCRIPTION

A ceramic construction created by heating materials to establish a durable product.

CLEANING AND MAINTENANCE

- Clean regularly using a natural cleaning solution with warm water.
- Use cleaning products that have been recommended for porcelain.
- Clean spills immediately to avoid staining.

CAUTION

- Do not use chemicals or abrasive cleaners. This includes:
 - Bleach and bleaching agents
 - Ammonium and ammonium agents
 - Highly acidic cleaners
 - Alcohol and mineral-based solvents
- Limit exposure to high levels of salt.
- If your product comes into contact with any of these chemicals, rinse immediately with warm soapy water.
- Avoid scourers and rough brushes for cleaning.
- Avoid contact with sharp objects which could chip or scratch the surface.
- Do not put heat directly on surface.

Solid Surface Basins, Baths, and Vanity Tops

FINISHES

Matte white, gloss white, coloured range

DESCRIPTION

Solid surface (acrylic resin + aluminium hydroxide + pigment) is a man-made composite stone and is known for its strength and resistant properties.

COMPOSITE STONE (VANITY TOPS) — 100% ACRYLIC

Our composite stone is a man-made stone that is lightweight and durable and comes in a variety of colourways, all with a satin/matte finish.

CLEANING AND MAINTENANCE

- Clean any marks or stains as soon as they occur.
- Clean with warm soapy water and a microfibre cloth to remove most markings or a cream based cleanser.
- Solid surface is easy to maintain using natural cleaning products.
- For matte white solid surface products, fine grade sandpaper can be used to remove stains or markings in some instances.
- Magic sponge with water.

CAUTION

- Do not use chemicals or abrasive cleaners. This includes:
 - Bleach and bleaching agents
 - Ammonium and ammonium agents
 - Highly acidic cleaners
 - Alcohol and mineral-based solvents
- Limit exposure to high levels of salt.
- If your product comes into contact with any of these chemicals, rinse immediately with warm soapy water.
- Avoid scourers and rough brushes for cleaning.
- Avoid contact with sharp objects which could chip or scratch the surface.
- Do not put heat directly on surface.

Acrylic Baths

FINISHES

Matte white

DESCRIPTION

Acrylic is a lightweight material made of vacuum-formed sheets of acrylic and is often reinforced with fibreglass for added durability. It is known for its quality thermal insulation and anti-scratch properties.

CLEANING AND MAINTENANCE

- Clean any marks or stains as soon as they occur.
- Clean with warm soapy water and a microfibre cloth to remove most markings or a cream based cleanser.
- Magic sponge with water.

CAUTION

- Do not use chemicals or abrasive cleaners. This includes:
 - Bleach and bleaching agents
 - Ammonium and ammonium agents
 - Highly acidic cleaners
 - Alcohol and mineral-based solvents
- Limit exposure to high levels of salt.
- If your product comes into contact with any of these chemicals, rinse immediately with warm soapy water.
- Avoid scourers and rough brushes for cleaning.
- Avoid contact with sharp objects which could chip or scratch the surface.
- Do not put heat directly on surface.

Concrete Basins

FINISHES

Matte white, almond and dark grey

DESCRIPTION

Our concrete is crafted from genuine concrete, with a colour pigment dispersed throughout the mixture. The concrete surface is permeated with water and stain-resistant nano-sealing technology to further ensure durability.

CLEANING, WAXING, AND MAINTENANCE

- Clean any marks or stains as soon as they occur.
- Wipe with warm soapy water and a microfibre cloth to remove most markings or a cream based cleanser.
- Use a brush to clean the rougher external texture.
- Ensure a clean dry surface before applying wax, using a microfibre cloth.
- Add a thin layer to the inside of the bowl.
- Allow five minutes for the wax to settle.
- Wipe the basin again with the unused side of the cloth to remove excess wax.

CAUTION

- Do not use chemicals or abrasive cleaners. This includes:
 - Bleach and bleaching agents
 - Ammonium and ammonium agents
 - Highly acidic cleaners
 - Alcohol and mineral-based solvents
- Limit exposure to high levels of salt.
- If your product comes into contact with any of these chemicals, rinse immediately with warm soapy water.
- Avoid scourers and rough brushes for cleaning.
- Avoid contact with sharp objects which could chip or scratch the surface.
- Do not put heat directly on surface.

Granite Basins

DESCRIPTION

Our Vienna and Vera sinks are made of composite granite and have a beautiful matte white finish. They are built to be durable and aesthetically pleasing.

CLEANING AND MAINTENANCE

- Clean with a microfibre towel or sponge. Use a mild liquid detergent mixed with water and rinse with fresh water afterwards.
- Seal with a natural stone sealer.

CAUTION

- Do not use chemicals or abrasive cleaners. This includes:
 - Drain cleaners
 - Cleaners containing chlorine
 - Sodium hydroxide or other solvents
 - Abrasive cleaners
- If your product comes into contact with any of these chemicals, rinse immediately with warm soapy water.
- Avoid scourers and rough brushes for cleaning.
- Avoid contact with sharp objects.
- Do not put heat directly onto the surface.

Fireclay Sinks

DESCRIPTION

Our fireclay ceramic is created by heating clay at extremely high temperatures to establish a durable product that is resistant to chips, cracks, and stains.

CLEANING AND MAINTENANCE

- Clean regularly using a natural cleaning solution with warm water and a cloth.
- Wipe surfaces with a clean microfibre cloth.

CAUTION

- Do not use chemicals or abrasive cleaners. This includes:
 - Bleach and bleaching agents
 - Ammonium and ammonium agents
 - Highly acidic cleaners
 - Alcohol and mineral-based solvents
- Limit exposure to high levels of salt.
- If your product comes into contact with any of these chemicals, rinse immediately with warm soapy water.
- Avoid scourers and rough brushes for cleaning.
- Avoid contact with sharp objects which could chip or scratch the surface.
- Do not put heat directly on surface.

Stone Basins and Hardware

DESCRIPTION

Our stone products are cut from solid stone slabs. Due to the natural stone construction, there will always be some variations with these products. Each stone product is unique with its own individual character.

CLEANING AND MAINTENANCE

- Stone basins and hardware are sealed. We recommend a thorough clean after 3-years and reseal the product with Aqua mixer sealers choice gold penetrating sealer.
- Regularly clean with a natural detergent or stone soap.
- Thoroughly rinse with clean/clear water and then dry the surface with a soft cloth.

CAUTION

- Do not use chemicals or abrasive cleaners. This includes:
 - Bleach and bleaching agents
 - Ammonium and ammonium agents
 - Highly acidic cleaners
 - Alcohol and mineral-based solvents
- Limit exposure to high levels of salt.
- If your product comes into contact with any of these chemicals, rinse immediately with warm soapy water.
- Avoid scourers and rough brushes for cleaning.
- Avoid contact with sharp objects which could chip or scratch the surface.
- Do not put heat directly on surface.

2PAC and Laminate Vanities

FINISHES

Matte white (2PAC), shaker (2PAC), pure oak (laminate), and white ash oak (laminate)

DESCRIPTION

- 2PAC (vanities) – a hardened paint finish used for cabinetry.
- Laminate (vanities and tops) – a thin layer of material that is bonded to the surface of cabinetry.

CLEANING AND MAINTENANCE

- Clean regularly with damp microfibre cloth and a natural cleaner.
- Towel dry the surface regularly after use or when cleaning.

CAUTION

- Do not use chemicals or abrasive cleaners. This includes:
 - Bleach and bleaching agents
 - Ammonium and ammonium agents
 - Highly acidic cleaners
 - Alcohol and mineral-based solvents
- Limit exposure to high levels of salt.
- If your product comes into contact with any of these chemicals, rinse immediately with warm soapy water.
- Avoid scourers and rough brushes for cleaning.
- Avoid contact with sharp objects which could chip or scratch the surface.
- Do not put heat directly on surface.



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