

Care & Maintenance

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PRODUCT DESCRIPTION

Arc washbasins are manufactured from CLEAN-TEC solid surface, which offers excellent resistance to heat and staining, along with antimicrobial properties. This makes Arc a popular choice for challenging environments. While highly durable, the material is not heat-, stain-, or scratchproof. Routine care and maintenance will help keep the Arc washbasin looking its best.

Arc has been designed to allow straightforward inspection, servicing, and maintenance. The unit is securely wallmounted to provide maximum safety and stability, while remaining discreet in appearance. It can be easily released using a magnetic drill bit and, once unlocked, slides out smoothly on integrated rails, allowing access without the need for full removal.

DAILY CLEANING

Cleaning with soapy water [1 x drop of dish soap with 34oz warm water] or ammonia-based cleansers will remove most dirt and stains. Stubborn stains can be removed with a multi-surface cleaner, ammonia-based cleansers or non-abrasive cleansers. Always following the manufacturer's instructions and apply the cleaning solution using a microfiber cloth to help protect the surface.

To remove stains use a wipe (e.g. Clorox) to clean the affected area. Hand sanitiser or isopropyl alcohol can be used to clean most ink or pen stains.

Large or stubborn stains:

- Mix 2tsp [10ml] of bleach with 34oz of water
- Wipe the surface using a microfiber cloth dampened with the solution
- Follow with a wipe-down using warm water and a clean microfiber cloth
- Dry the area with a paper towel or clean and dry microfiber cloth

General stains:

- Use a wipe (e.g. Clorox) to clean the affected area.

Ink or pen stains:

- Apply 1tsp [5ml] of hand sanitiser or isopropyl alcohol to the ink mark.
- Gently rub with a microfiber cloth, then wipe away with a tissue
- If needed, follow up with soapy water or chlorine bleach solution clean (depending on the stains size)

PREVENT HEAT DAMAGE

CLEAN-TEC solid surface is naturally heat resistant, but they are not indestructible. To protect your surface and investment, it is important to minimise direct heat exposure so that high temperatures do not damage the surface.

Minor marks may be buffed out by Pineapple Contracts personnel (note: this may incur additional cost). To prevent heat damage, avoid placing hot items (e.g hair straighteners) directly on the surface. Prolonged or extreme heat can cause discolouring and the thermal stress may cause cracking.

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TO REMOVE MINOR SCRATCHES

Minor surface damage can be repaired on-site, helping to extend product lifespan while maintaining its original appearance.

- Gently rub entire surface with a green Scotch-Brite™ pad in a circular motion.
- Follow by scrubbing with a white Scotch-Brite™ pad and a non-abrasive cleanser.
- Use a countertop cleaner designed for solid surfaces to restore gloss.

To prevent deep scratches, we strongly recommend always using a cutting board or other protective surface when using knives or sharp objects on Arc washbasins during any maintenance. This helps reduce the risk of damage. If deep scratches do occur, off-site repairs may be required, and we recommend contacting Pineapple Contracts for assistance.

MONTHLY DEEP CLEAN

Deep cleaning is recommended best practice once a month to maintain hygiene and prevent odour build up.

- Mix 2tsps [10ml] of chlorine bleach with 340oz of water
- Soak a microfiber cloth in the solution and wipe down the entire sink, leaving the surface wet
- Let the solution sit for 10-15 minutes
- Wipe the sink dry with a clean dry non-abrasive cloth
- Wash the sink with warm soapy water using a kitchen sponge
- Finish by drying the sink with a clean, dry cloth

IMPORTANT - WHAT TO AVOID

- When pouring boiling hot water down the sink, get into the practice of running cold water at the same time to minimise the potential of thermal shock.
- Do not allow harsh chemicals (e.g. strong acids, strong bases, paint thinners, mineral spirits) to sit on any surfaces.
- Never cut directly onto the CLEAN-TEC surface. Always use a cutting board or other protective device when using a knife or sharp object. This will prevent the potential of deep scratches to occur.
- Avoid spilling acetone-based nail polish remover on bathroom counter tops, if such chemicals come into contact with the surface, immediately clean with soapy water and a cloth.

For repair information or if you have any questions or concerns with regards to installation or set-up please contact your Pineapple representative on **1-800-496-9324** or **inquires@pineapplecontracts.com**.