



HOWDENS

JOINERY CO.

1. Stainless Steel Material type

All our Stainless Steel sinks are manufactured from High Quality 18/10 Stainless Steel (18% Nickel and 10% Chromium) which conforms to BS EN10088-2:1995, which stands for (Technical delivery conditions for sheet/plate and strip for general purposes)

2. Causes and Resolutions of Complaints for Stainless Steel Sinks.

2.1 Cause: Oil, Grease and Fingerprints

Resolution: These are generally removed with washing up liquid and hot water but a solvent may be required (e.g. White Spirit). Care must be taken to use proper safety precautions if using solvents.

2.2 Cause: Tea Stains

Resolution: Stains from tea (tannin) can be removed by immersion in a hot solution of sodium bicarbonate (washing soda) and water. Alternatively the solution can be applied with a soft cloth or sponge.

2.3 Cause: Rust on Surface of sinks

Sinks manufactured with 18/10 Austenitic Stainless Steel (which is Non Ferritic) can not go rusty. In simple terms means that the Iron content of the material is bound in such a manner that the **Iron is not available for oxidation**, i.e. conversion to Iron Oxide or "Rusting". As such any brown deposit (generally expected to be Iron Oxide) must have come from a secondary source.

These secondary sources can either come down to Ferritic particle in the water supply or from iron scourers, e.g. (Brillo pads) embedding and leaving small Ferritic particles on the textured surface of the material.

Stainless Steel is a smooth material, but under a microscope steel is very rough which can easily pick up contamination from external sources.

These rust spots, brown stains are small particles sticking to the surface then turn brown and gives the appearance that the sink is rusting, when it is actually small particles of "original steel" from external sources which are rusting.

Our experience has shown us that 90% of the time rusting takes place when sinks are being installed in new properties, where there have been new water pipes being installed resulting in external water contamination being very high. These rust marks will disappear once the full installation of all external water pipes have been completed and flushed through.

Resolution: Removing the rusted particles from the surface of the sink can eliminate these surface rust marks and provide a clean and permanent finish, rust free.

Normal mild cleaning agents can be used, such as "jif" or astonish together with a soft cloth.

You should ensure that you follow the grain of the steel in order to minimise the incidence of scratching the surface.

We also recommend using "T-Cut" as it's been proved to be extremely effective for cleaning purposes. In extremely bad cases of staining, we would suggest using a proprietary Stainless Steel restoring solution.

A "scotbrite" pad can be used in the event that your soft cloth does not remove these marks. Please note that this pad will tend to scratch the surface of your sink and should be used sparingly

2.4 Cause: Hard water Spots and Lime Scale and White Stains

Resolution: The Sink should be kept free of any standing water, which may build up mineral deposits. The quality of your water can affect your sink appearance and the water quality will vary from household to household.

Normal mild cleaning agents can be used, such as "JIF", together with a soft cloth or the use of a weak solution of vinegar (3 parts hot water to one part vinegar), Rinsing and towel drying the surface after each use will also minimise any water spotting or particles keying on the surface. You should ensure that you follow the grain of the steel in order to minimise the incidence of scratching of the surface.

We also recommend using "T-Cut" as it's been proved to be extremely effective for cleaning purposes. In extremely bad cases of staining, we would suggest using a proprietary Stainless Steel restoring solution.

2.5 Cause: Heat Tinting (unlikely to occur during normal usage)

Resolution: If discolouration from heat tinting does occur, the use of a proprietary stainless steel polish and a nylon scouring pad (e.g. "Scot brite") will be required. Be aware that slight abrasion of the surface may occur from scouring action. (Please note that we strongly recommend against the use of silver dip type cleaners as these will badly dull the surface).

NOTE – finish off by rinsing your sink thoroughly with clean water to remove any residue then dry it with a soft cloth to prevent water spotting.

2.6 Take Care to Avoid

- Using a plastic washing up bowl. Particles of grit or glass could become embedded in the base of the plastic bowl and these will scratch the sink.
- **Cleaning Agents containing bleach** should **NOT** be left in contact with stainless steel as discolouration or pitting of the steel will occur. Examples of this type of cleaning agent include many of the “new trigger –dispense” products, most domestic dishwasher liquids and some multi-purpose cream cleaners. If bleach is necessary, it should be diluted to strength specified by the manufacturer and never left in contact with the surface for longer than 30 minutes. After use, the sink should be rinsed thoroughly with clean water.
- **Harsh abrasions and scouring materials** should **NOT** be used for cleaning stainless steel as they will leave scratch marks in the surface which damage the appearance of the sink. Likewise, do not use wire brushes, scrapers or contaminated scouring pads.
- Avoid leaving wet cleaning aids on the sink (such as cloths, pads, containers). These cause water marks.

IMPORTANT NOTE: *Silver dip type cleaners must be avoided at all costs as they contain strong acids which will cause discolouration and pitting.*