

Cleaning and Care Guide

For Stainless Steel, Enviro-Glaze Powder Coating, Corterra,
Plastic/ Polyethylene, Resin & Laminate/Melamine Surfaces



Whitehall Manufacturing[®]
Manufacturer of Healthcare and Rehabilitation Products since 1946

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STAINLESS STEEL

Warning

- ☞ *DO NOT mix different cleaning solutions.*
- ☞ *ALWAYS read cleaning products label for proper use and admonishments.*

Normal Cleaning:

Clean weekly or more often as needed (especially high polish or mirror finished surfaces). For best results, always rinse well with clean water and wipe dry with clean soft cloth.

Recommended Cleaning Materials:

- Sponge - natural or artificial
- Nylon or other soft bristle brush
- Micro-fiber Cloth

Recommended Cleaning Solutions:

- Hand dishwashing liquid / soft water solution
- Mild soap / soft water solution
- CRES Clean™ - cleaner / polish
- 3M® Stainless Steel Cleaner - cleaner / polish
- White vinegar / soft water solution (for brightening, removing hard water deposits)
- Club soda

To Remove Stubborn Spots or to Treat a Scratch:

Use a synthetic, abrasive general purpose pad such as Scotch-Brite® is recommended. Apply the stainless steel cleaner/polish to the synthetic abrasive pad and CAREFULLY rub out spot with cleaner/polish. **Be sure to rub in the direction of the grain.** DO NOT allow steel wool to come in contact with the stainless steel. Steel particles can become embedded into the stainless steel surface and create rust.

Special Note:

- ☞ *After cleaning for serious problems, let dry and expose to air for at least 24 hours to allow "healing" (restoring of the chromium oxide layer) of stainless steel surfaces.*

HIGH POLISH STAINLESS STEEL

Note:

- ☞ *High polish stainless steel surfaces should NEVER come in contact with any abrasive brush, cloth or cleaning agent.*

To Remove Smudges and Fingerprints:

Wipe surfaces with a quality Stainless Steel cleaner/polish. Apply using a soft, non-abrasive cloth. Always follow cleaner/polish product instructions and admonishments.

To Remove Dirt and Debris:

Wash surfaces with a mild liquid soap using a soft cloth. Rinse surfaces thoroughly with clean water followed by wiping dry with a soft non-abasive cloth and stainless steel cleaner/polish.

To Remove Rust Stains:

Wipe surfaces with CRES Clean™ or equivalent cleaner or recommended solutions listed above. Apply using a soft non-abrasive sponge. Rinse surfaces thoroughly with clean water followed by wiping dry with a soft non-abasive cloth and stainless steel cleaner/polish.

For Tough Problems:

- CRES Clean™ - cleaner / polish
- 3M Stainless Steel Cleaner - cleaner / polish
- #7 chrome polish

Things to Avoid:

- All purpose cleaners containing abrasive particles such as Comet®, Ajax® or Bon Ami®
- Harsh chemicals (strong acidic or alkaline materials such as hydrochloric acid, sodium hydroxide, etc.)
- Any abrasive substance (dirt/mud, ceramic item etc)
- Chlorinated cleansers, sanitizers or bleach of any kind
- Avoid leaving any object made of steel or metal to remain in contact with stainless steel surface (hair pins, paper clips aerosol cans etc.).
- Scotch-Brite® type pads on high polished surfaces
- Seawater or excessively hard water
- Salt or salty foods allowed to dry on surface
- Leaving scratches in metal surface (debris may collect in these preventing surface from "healing")
- Water left to evaporate causes mineral deposits resulting in hard water stains

Note:

- ☞ *For best results, always rinse well with clean water and wipe dry with a clean soft cloth.*



ENVIRO-GLAZE/ POWDER COATING

Warning

- ☞ *DO NOT mix different cleaning solutions.*
- ☞ *ALWAYS read cleaning products label for proper use and admonishments.*

Recommended Cleaning Materials:

- Sponge - natural or artificial
- Nylon or other soft-bristle brush
- Microfiber Cloth

Recommended Cleaning Solutions:

- Hand dishwashing liquid / soft water solution
- Mild soap / soft water solution
- Soft-Scrub®
- Comet Soft Cleanser®
- Clorox®
- Scrubbing Bubbles® Gel

Normal Cleaning:

For everyday cleaning, use a sponge or cotton cloth soaked in mild soap and wipe-down surface. In industrial or marine locations, close attention should be paid to regular care due to harsher atmosphere.

To remove dirt and debris:

Fixture should be periodically washed with a diluted solution of a mild non-abrasive detergent (e.g. Dawn®) in cold or ambient temperature water using a soft non-abrasive cloth or chamois.

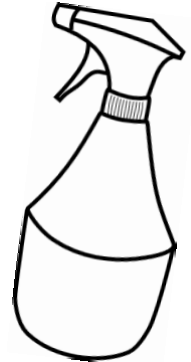
Toilet Fixtures with Enviro-Glaze Powder Coating:

Never use a plumber's snake to clear severe clogs. The use of the tool will damage the finish, scratch the paint and cause corrosion voiding the warranty. Fixture must be dismantled from the structure sewer connection (floor/wall) and the snake used from the connection into the sewer. Any clog in the fixture trap can be accessed from the outlet of the trap after dismantling.



Solutions to Avoid:

- Kaboom®
- Lysol® Gel
- Lysol® Cling
- The Works
- Petrol products
- Acetates
- Abrasive powders
- Scouring pads
- Toilet cleaners
- Ceramic tile cleaners
- Cleaners containing more than 1% ammonia
- Cleaners containing acids or lye
- Cleaners containing enzymes



Things to Avoid:

- Excessively hot solutions
- Cleaning with a metal brush can scratch or mar the finish which can cause corrosion voiding the warranty
- Using any solvent based solution or abrasive type cleaners
- Applying excessive force during the cleaning process



CORTERRA SOLID SURFACE

Warning

- ☞ *DO NOT mix different cleaning solutions.*
- ☞ *ALWAYS read cleaning products label for proper use and admonishments.*

Recommended Cleaning Materials:

- Sponge - natural or artificial
- Nylon or other soft-bristle brush
- Microfiber Cloth

Cleaning Tips:

- Regular maintenance involves wiping the surface down with a soapy sponge and wiping dry with a clean cloth.
- Stains caused by beverage or chemical spill can be removed by soaking a cloth in a mixture of soap and water. Then wipe agent over the affected area until clean.
- Soapy water or any ammonia-based cleaners will remove most dirt and stains.
- For stubborn stains, try soaking affected area with mild household cleaner, such as Windex® or Lysol®, for approximately 10 minutes. Then rinse it with water and wipe with a Scotch Brite pad.
- To remove persistent stains, use a Scotch-Brite® pad and an abrasive cleaner or a solution of household bleach and water (1 part water to 1 part bleach), do not let bleach soak in for more than two (2) minutes.
- To remove dry or hardened particles such as gum or food by scraping, use a putty knife or a blade. Be careful with blade or the putty knife because it can scratch the surface.
- To make surface shine like “new” again, rub a polishing agent or even regular toothpaste. Using a polishing brush evenly polishes the surface.



Things to Avoid:

- Avoid exposing surface to strong chemicals such as paint remover, oven cleaners, etc. If contact occurs, quickly flush the surface with water.
- DO NOT allow bleach to remain in contact with the surface for more than two (2) minutes.
- Solid surface is not intended to support heavy items. Examples: standing on, ladders or such.
- Solid surface is not intended for outdoor use

Damaged Surface:

- Scratches, minor chips, burn marks and graffiti can be repaired with a fine grit abrasive cleanser, such as Scotch-Brite® pad or fine grit sandpaper.
- For more serious physical damage, Whitehall Solid Surface Repair Kit is available. Contact the factory for details.



TRANSLUCENT SOLID SURFACE - RESIN

Please carefully inspect your entire Resin deck prior to installation. Contact Whitehall immediately if you find any damages or defects. Failure to do so may jeopardize any warranty or reimbursement for damages. To insure your satisfaction, follow the handling and care instructions.

RECOMMENDED CLEANING MATERIALS

- Sponge - natural or artificial
- Nylon or other soft-bristle brush
- Microfiber Cloth

Warning

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Cleaning and Polishing:

- Resin is a very strong material and its beauty and flair will last indefinitely if handled and maintained properly. Your resin deck can be best maintained by periodic cleaning with a 100% cotton rag and lots of warm, mild soapy water followed by a good warm water rinse. Blot dry with a clean 100% cotton cloth.
- Resin may require treatment with an oil base product such as orange/lemon oil, or stainless steel cleaner to maintain its luster. **DO NOT** use product with a wax base such as Pledge®. Using a clean, soft 100% cotton cloth, apply the oil to the entire surface. Wipe off excess and buff with a micro fiber cloth.
- Avoid the use of dry or gritty cloth that can irregularly scratch the resin surface. Always dust with a damp 100% cotton non-abrasive or micro fiber cloth.
- Avoid allowing the resin to come in contact with heavy cleaning solvents or agents. Never use kitchen scouring compounds, alcohol, gasoline, lighter fluid, chlorine bleach, lacquer thinner, window cleaner or waxes.
- Use caution and do not set hot curling irons, blow dryers, clothing irons, or candles on the resin deck.
- Never apply clear or masking tape to the resin surface for extended periods of time. The adhesive will leave a non-soluble residue that will require polishing to remove.

Removing Scratches:

(see special instructions for Stealth Fog Resin below*)

Because Whitehall resin is a renewable surface, follow these 2 simple steps to remove scratches and refinish the resin to its original luster.

- 1 Using a random orbital sander and 1,000 grit sandpaper, spray the resin top with water and move the sander in a circular motion (as if waxing a car). Be sure to keep the resin countertop wet while sanding. Once the countertop is sanded to a uniform finish, clean off the residue with mild soapy water, rinse well with warm water and dry with a clean cloth.
- 2 Using a 100% cotton or micro fiber applicator and cream polishing compound (non-abrasive), apply polishing cream in a circular pattern (as if waxing a car) over the entire resin deck. Allow the polishing cream to dry to a haze and wipe clean with a 100% cotton cloth or micro fiber cloth. Repeat if necessary.

*Stealth Fog (clear smoke) Resin - RDC02 High Polished Resin Deck Instructions:

Included with you resin deck, Whitehall provides a 3-step Novus polishing kit. Please read and follow the polishing instructions clearly before using this product. Use the steps in the proper order.

Thermal Properties:

*Resin is susceptible to warping, cracking, chipping and scratching. If the deck is going to be in storage before installation, it is imperative that temperatures in the storage area be taken into consideration. In colder climates, resin tends to become brittle and can easily chip. In hotter climates (over 90 degrees Fahrenheit), it becomes soft and more susceptible to warping. Never leave the deck outside in direct sunlight, please store it inside on the job site from the moment of delivery and use care to not expose it to an open flame. **Fire rating test results available at Whitehall.***





MELAMINE LAMINATE

Warning

- ☞ *DO NOT mix different cleaning solutions.*
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Recommended Cleaning Materials:

- Sponge - natural or artificial
- Nylon or other soft-bristle brush
- Microfiber Cloth

Recommended Cleaning Solutions:

- Windex®
- Glass Plus®
- Lestoil®
- Grease Relief®
- Dow Bathroom Cleaner w/ Scrubbing Bubbles
- Lysol® Brand Disinfectant Basin/ Tub/ Tile/ Cleaner
- Dawn®
- Fantastik®
- Favor®
- Pledge®
- Mr. Clean®
- Top Job®
- Formula 49®
- Clorox®
- Isopropyl Alcohol (Isopropanol)

Cleaning Tips:

- Always thoroughly dust using a mini vac, feather duster or damp washcloth before applying cleaning solution.
- For smears and streaks, use a mild glass cleaner and a non-abrasive cotton cloth.
- For everyday cleaning, use a damp cloth or sponge soaked in mild soap or detergent.
- For difficult stains, use a mild household cleaner/detergent and a soft bristled brush, scrub as necessary. Do not scrub to mar (damage, scratch) the surface finish.
- If stains persist, use a paste of baking soda with water and apply with a soft bristled brush. Light scrubbing for 10 to 20 strokes should remove most stains. Excessive scrubbing or exerting too much force could damage the decorative surface.
- Stubborn stains that resist any of the above cleaning methods may require the use of undiluted household bleach or nail polish remover (acetone). Apply and rub the bleach or nail polish remover to the stain using a cotton ball. Let it stand no longer than two (2) minutes. Rinse thoroughly with warm water and wipe dry.
- Once or twice a month, make sure to thoroughly dust your fixture with a lightly dampened cloth.
- Lysol® works best for grease stains.

Solutions to Avoid:

- Acidic or abrasive cleaners
- Drain cleaners containing lye
- Hair, Textile and food dyes
- Rust Removers
- Steel Wool and other abrasive pads
- Toilet Bowl Cleaners

Things to Avoid:

- Prolong exposure to bleach will cause discoloration.
- Acidic or abrasive cleaner can damage surfaces
- Hair, textile and food dyes can cause permanent stains
- Rust removers contain harsh chemicals
- Steel wool and other abrasive pads will damage the surface
- Toilet bowl cleaners contain harsh chemicals that can cause permanent damage
- Sharp objects can damage the surface
- Extreme heat can cause cracking or blistering
- Applying excessive force can damage surface



PLASTIC PANELS/ POLYETHYLENE

Warning

- ☞ *DO NOT mix different cleaning solutions.*
- ☞ *ALWAYS read cleaning products label for proper use and admonishments.*

Recommended Cleaning Materials:

- Sponge - natural or artificial
- Nylon or other soft-bristle brush
- Microfiber Cloth

Recommended Cleaning Solutions:

- Goof Off®
- Mr. Clean® Magic Eraser
- GOJO Orange Pumice Hand Cleaner
- Simple Green
- Soft Scrub®
- Armor-All™

Cleaning Tips:

- For everyday dirt and stains, use Soft Scrub® and a nylon scrubby or stiff nylon brush. Scrub lightly, excessive force can mar the finish.
- To clean petroleum stains, such as grease oil, use a citrus cleaner, alcohol or mineral spirits.
- For severe cases, spray petroleum-based stains with WD40®. Then use toluene or acetone and white nylon scrub pad (colored pads release staining dyes when combined with acetone).
- Persistent stains will usually go away if you soak the area with household bleach for two (2) to five (5) minutes. Then flush with water.
- If mark or stain won't come out, you may lightly sand the area. Be careful and only work on the stained area because sanding will remove the matte finish.
- Furniture polish or products such as Armor-All™ can add an attractive lust to the finish and hide small mars on the surface.
- Bleach can be applied and allowed to soak to lift stains.

Things to Avoid:

- Prolonged exposure to oil based products can cause stains.
- Using MEK, turpentine or naphtha solvent cleaning solutions
- Applying excessive force can damage the surface



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MANUFACTURER'S WARRANTY

Whitehall Manufacturing Company warrants that its products are free from defects in material or workmanship under normal use and service for a period of one year from date of shipment. Whitehall's liability under this warranty shall be discharged solely by replacement or repair of defective material, provided Whitehall is notified in writing within one year from date of shipment, F.O.B. Industry, California.

This warranty does not cover installation or labor charges, and does not apply to materials which have been damaged by other causes such as mishandling or improper care or abnormal use. The repair or replacement of the defective materials shall constitute the sole remedy of the Buyer and the sole remedy of Whitehall under this warranty. Whitehall shall not be liable under any circumstances for incidental, consequential or direct charges caused by defects in the materials, or any delay in the repair or replacement thereof. This warranty is in lieu of all other warranties expressed or implied. Product maintenance instructions are issued with each fixture, and disregard or non-compliance with these instructions will constitute an abnormal use condition and void the warranty. Stainless steel must be protected on jobsites during construction and must be properly maintained after the water has been introduced into the fixture, or Whitehall's limited warranty is void. If you have any questions or require technical assistance, please call 800-743-8219.

NOTICE TO KEEP ORIGINAL PACKAGING- Regarding warranty claims: customer must retain original packaging for one year upon receipt of product. If packaging is discarded, it is the customer's responsibility to provide adequate packaging. Any shipping claims that are a direct result of customer-provided packaging materials will be handled by the shipper.