DUNE
UNIQUE MATTERS

TECHNICAL GUIDE

Washbasin installation guide

Recommendations for installing, cleaning and maintaining decorative washbasins.

01 Washbasin installation

DUNE washbasins are decorative pieces: they must be fitted with care and, in most cases, only with the waste valve.

General

The only fixing needed to secure the washbasin to its base is the waste valve itself.

> DO NOT OVERTIGHTEN
> Excessive tension when screwing in the waste valve may cause the washbasin to crack.

Glass

No adhesive or silicone must be used to fix glass washbasins to the base. The adhesive's natural shrinkage may break the basin's rear protective coating, which would affect the finish of the visible face. DUNE will not accept claims for stains around the waste if adhesives have been used to fix the washbasin to its base.

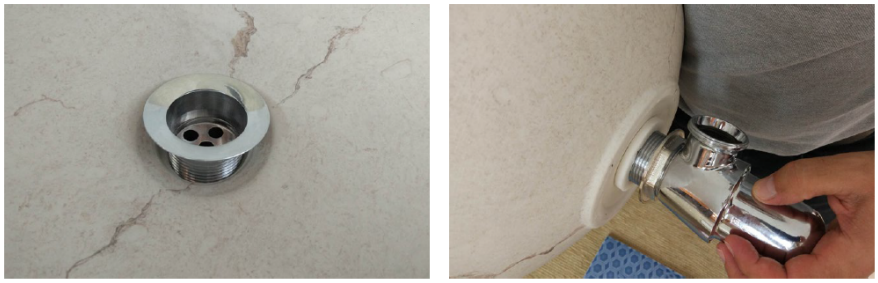


Glass washbasins must not be fixed with silicone or adhesive.

Always handle glass washbasins on a level surface and avoid knocks and scratches: if the rear protective coating breaks, the finish of the visible face is spoilt. DUNE will not accept claims for finish defects caused by incorrect handling.

Stone

Stone models may show variations in shade, as they are made from a natural material whose veins vary in colour. This is an inherent feature of the material and makes each washbasin unique. DUNE will not accept claims for shade differences in stone washbasins.



Stone washbasin: natural veining and fitting of the waste valve.

Cement

Because they are very rigid, cement washbasins may crack if handled roughly, knocked, or if the waste valve is overtightened. Handle these pieces with care.

02 Cleaning the washbasin

Gentle, regular cleaning is the best way to preserve the finish.

For daily cleaning, use water, neutral soap and a soft cloth. Dry the washbasin after use to prevent limescale marks.

Cleaning by material

Ceramic	Clean regularly with suitable products and rinse with water. Do not use abrasive products, as they would scratch the surface.
Hand-painted ceramic	Clean gently and often with warm water and neutral liquid detergent applied with a microfibre cloth or soft sponge. This removes soap or toothpaste residue without damaging the paint. Rinse well and dry with a clean cloth to prevent limescale marks. If limescale marks appear, soak a sponge in paraffin, remove the excess with kitchen paper and apply gently to the surface.
Stone	Always use neutral pH products. Acidic or alkaline products may alter the colour of the washbasin.
Metal	Clean with soap and water or neutral pH products. Do not use abrasive products, as they would scratch the surface. Acidic or alkaline products may alter the colour.
PVD (gold or silver finish)	Clean with soap and water or neutral pH products. Do not use abrasive products. Acidic or alkaline products may alter the colour.
Cement	Do not pour very hot liquids into the washbasin, as cracks could appear.
Resin	This is a delicate material: clean it with non-abrasive products and non-scratch sponges. Avoid acids and strong oxidising agents, which may damage or alter the material. For stubborn stains, follow the usual procedure with a soft sponge (never a scourer). You can also apply a white polishing compound in circular movements to restore the shine without damaging the resin.

HAND-PAINTED CERAMIC · IMPORTANT

Always avoid abrasive products and materials: do not use stiff scourers, acidic cleaners or harsh chemicals, as they may scratch or damage the hand-applied paint.

HOT LIQUIDS · CERAMIC AND CEMENT

Frequently pouring very hot liquids creates stresses in the material, which may be released as cracks. DUNE recommends not pouring hot liquids into the washbasin, or doing so gradually.

03 Maintenance and protection of stone washbasins

Natural stone needs protecting before installation and simple but regular maintenance.

Prior protection

Natural stone washbasins must be protected before installation to prevent staining. DUNE recommends FILA products:

- **Filafob:** protects while preserving the natural colour of the stone.
- **Filastone Plus:** protects and enhances the colour of the stone.

How often the piece needs re-protecting depends on the type of stone, use and finish.

WATER DROP TEST

Place a drop of water on the stone and wait 15 minutes. If the area darkens, the stone is not properly protected and another coat of protector must be applied.

Maintenance

Caring for stone is simple, but it is a necessary step. As a rule, the best cleaning product for natural stone is water. To prevent build-up of limescale, minerals or other chemicals, rinse the stone with clean water and dry it with a soft cloth.

Through use, the surface of a washbasin is one of the most stressed areas. Even if cleaned often, continuous contact with other substances and hard water can leave rings and stains.

For routine maintenance and cleaning, **FILACLEANER** is recommended: a concentrated neutral detergent that cleans without attacking the stone. In all cases avoid harsh chemicals such as bleach, acid-based degreasers, ammonia or limescale removers.

If a stain appears

First identify its source in order to choose the right cleaner. DUNE recommends:

Product	When to use it
FILAPS87	Degreasing detergent, stain remover and stripper. Cleans and degreases; ideal for stone. Removes organic stains.
FILA SR95	Colour stain remover. Can be used even on very delicate materials, such as high-gloss polished marble, fully preserving their shine. Effective against coloured organic stains.

Product	When to use it
FILAMARBLE RESTORER	Marble restoration kit: three metal pads of different grit, a white polishing sponge, a shine restorer and a nourishing cream. Ideal for restoring small areas of marble, travertine and limestone etched by acidic substances or weathering. Also removes dullness caused by wear.

AFTER ANY CLEANING

If you clean with any of these products, dry the piece thoroughly and re-protect the whole surface.

04 EXOTIC countertop

Pre-treated acacia wood that needs simple care to keep it healthy and beautiful.

Avoid abrasive products when cleaning it. As an organic material, daily use and normal wear may slightly change its appearance over time.

Do not let water sit on the wood for long: stains or damage could appear.

STUBBORN STAINS

To remove a stubborn stain, sand the surface and restore its satin look with teak oil. It moisturises the wood without adding layers that clog the pores through which it breathes.

DUNE

UNIQUE MATTERS

HEAD OFFICE

Partida Rachina, 12130 - Sant Joan de Moró (Castellón) - España

CONTACT

+34 964 657 400

dune@duneceramics.com

www.duneceramics.com