

HIDE & QUAD products are made from very high 316L marine-grade stainless steel for strength & durability.



IMPORTANT

NO ACID / CHEMICAL WASH CONTACT
BY CONTRACTOR OR HOMEOWNER - EVER

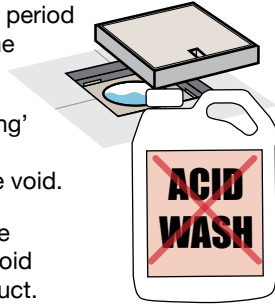
Never allow acid or chemicals to contact the stainless steel.

All acid and chemical washes will cause discolouration and rusting of the stainless steel.

Acid type, concentration, and contact period will vary the level of deterioration of the stainless steel.

Remove rust marks as per 'Tea Staining' instructions - Your product may have surface damaged, the warranty will be void.

Always make this information available to installers and the homeowner to avoid mistreatment of a stainless steel product.



Stainless Steel does not naturally rust.

Acid contact will cause surface damage and rusting will occur.

This photo shows acid contact.



This photo shows where acid has collected under the lid.

This photo is another example of acid contact causing rusting.

Use Green Acid Replacement

It is recommended you always use a Green Acid Replacement which will not affect the stainless steel, better for your stone and tiles and the environment.

Here is an example of a green acid replacement product:



Removing 'Tea Staining'

Tea Staining is natural and can be scrubbed off.

HIDE components are made of 316L marine-grade stainless steel. Although this is a very high-grade external product, it is normal for visible surface "browning" to occur (known as 'Tea-staining').

It should not be confused with rust; it is a cosmetic discolouration on the stainless steel surface.

Carefully remove 'Tea-staining' as soon as it's noticed with a nylon scouring pad.



Photo showing 'Tea Staining' on Stainless Steel.

All you need is a nylon scourer, soapy water, and a little elbow grease to clean the surface.

10-Year warranty

Acid or chemical contact and failure to maintain HIDE & QUAD Stainless Steel components will void the warranty.

Read Care and Maintenance

Every Kit comes with Care & Maintenance Information.

Here is a **VALUABLE CONSUMER LINK** to Product Installation and Care and Maintenance guidelines.

Please read and understand these guides.

This consumer link will open a very comprehensive resource to Homeowner Care and Maintenance. Use this information for distribution and after-sale service.

Instructions in every Kit



Every kit has important **Contractor Installation Instructions** and **Homeowner Care and Maintenance** information.

- 1) We all must read and understand these instructions.
- 2) The installer must pass the Care and Maintenance information onto the Homeowner.

Below are links to these documents: