

# A Message From DPHA

## Because You Deserve It

You don't have to go on vacation to enjoy the benefits of a spa-like experience. The professional showroom features products and expertise that allow you to create a haven within your home to wash away the stresses of the day, relax and pamper yourself prior to spending a memorable night on the town and make a unique design statement that reflects your personal style.

Beauty, design sophistication and superior performance distinguish products found in professional showrooms from those sold elsewhere. The professional showroom is differentiated by the most extensive selection of unique and high-performing products combined with an experienced and knowledgeable staff that can provide the counsel necessary to select and maintain fixtures that meet your needs, preferences, application requirements and budgets.

## Creating Value for You and Your Home

The difference between a professional showroom and a business that simply exists to sell product is clearly evident by the questions that a sales associate asks. Showroom professionals create value by asking the right questions to understand your goals. This process allows the showroom professional to take a holistic view and focus on technical aspects of a project so that customers and clients can concentrate on style and appearance. Showroom professionals help you to realize your dreams and visions by directing you to components that compliment the design and décor of the home and your lifestyle.

The Decorative Plumbing & Hardware Association (DPHA) developed this message to identify primary considerations to discuss with showroom professionals when selecting decorative hardware and plumbing products and to care for them once they become part of your home.

## Care and Maintenance Considerations

Care and maintenance issues to consider when making decorative plumbing and hardware purchases are:

- Amount of time and effort to maintain different products
- Primary users – adults, children, seniors
- Location of products and their ease of use
- Geographic location and the influence of weather and atmospheric conditions
- Persons in the home with primary responsibility for cleaning and maintaining products

Addressing these considerations with a showroom professional helps to assure that you remain satisfied with the products selected for years to come.

## Finishes for Door and Cabinet Hardware and Metallic Fixtures

The degree and amount of maintenance required can depend on the type of finish selected for metallic components. Finish is the surface that we see and touch. It affects the aesthetics, durability and utility of all decorative hardware and plumbing items. Each category of finish involves different processes resulting in varying visual effects and durability. Certain finishes may be more suited to different uses

depending on their location (light, water, chemicals and atmosphere can affect finishes) and use (some finishes are more resistant to mechanical damage or abrasion). Each finish has a unique visual character that can compliment the design of the decorative plumbing and hardware item and thus serve to complete a project. It is the responsibility of showroom professionals to explain the performance characteristics of various finishes, their care and maintenance requirements and why certain types may be more suited to your lifestyle, environmental condition and application requirements.

## Questions, Problems and Guidance

Your showroom professional is a source of invaluable information to help you care and maintain your decorative plumbing and hardware purchases. In addition to the unique lines, vast spectrums of innovative products and superior knowledge and expertise, professional showrooms have direct lines of communication to manufacturers. If issues arise involving the care and maintenance of your products or warranties, showroom professionals have the ability to access manufacturers' customer service and technical service departments to obtain the most accurate guidance and help prevent actions that could void warranties or damage your purchases. This access is another value-added service that only a professional showroom offers.

Cleaning & Caring for Door and Cabinet Hardware & Metallic Plumbing Finishes	
Finish	Guidance
Coated Finishes	<ul style="list-style-type: none"><li>• Clean with mild non-abrasive liquid detergent and water</li><li>• Avoid contact with uncured paint, thinners, acids, solvents and chemicals</li><li>• Maintain by applying a non-abrasive polymer-based wax to protect the coating.</li><li>• Apply monthly to exterior hardware. Apply two times a month in coastal areas.</li><li>• If scratched or finish deteriorates, have the hardware professionally refinished.</li></ul>
PVD Finishes	<ul style="list-style-type: none"><li>• Clean with mild, non-abrasive liquid detergent and water.</li><li>• Avoid contact with uncured paint, thinners, acids, solvents, glue, stain and chemicals.</li></ul>
Coated Oil Rubbed Bronze	<ul style="list-style-type: none"><li>• Clean with mild non-abrasive liquid detergent and water.</li><li>• Avoid contact with uncured paint, thinners, acids, solvents, glue, stain and chemicals.</li><li>• Maintain by applying a non-abrasive polymer-based wax to protect the coating.</li></ul>
Uncoated Oil Rubbed Bronze	<ul style="list-style-type: none"><li>• After installation, treat the hardware with a generous coating of furniture wax.</li></ul>
Bronze and Silicon Bronze	<ul style="list-style-type: none"><li>• Clean with a mild liquid detergent and water.</li><li>• Never use ammonia-based cleaning products, harsh chemicals, bleach or abrasive cleaners</li><li>• To restore patina, <i>gently</i> rub with a Scotch Brite or similar pad and then apply a generous coating of high-quality furniture wax.</li></ul>
Chrome Finishes	<ul style="list-style-type: none"><li>• Clean with a mild liquid detergent.</li><li>• Never use abrasive or chemical-based cleaners.</li></ul>
Vintage or Weathered Finishes	<ul style="list-style-type: none"><li>• Keep dry. Use a soft cloth to wipe off moisture.</li><li>• Apply a light coating of high quality furniture wax.</li></ul>
Gold Finishes	<ul style="list-style-type: none"><li>• Gold is soft and can scratch easily. To help prevent scratching regularly clean with warm water and dry fixtures with a chamois.</li></ul>



## Cleaning & Caring for Door Hardware

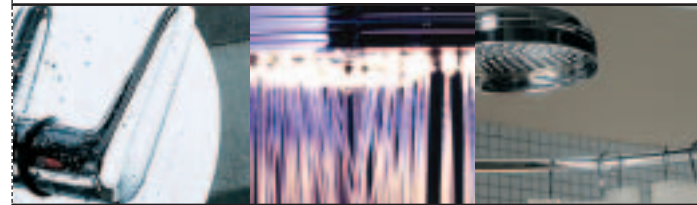
Product	Guidance
Exterior Locks	<ul style="list-style-type: none"> <li>Spray springs and moving parts of the lock with white lithium grease every six months or more frequently if they do not operate smoothly.</li> <li>Spray the keyway of the cylinder lightly with graphite at the first sign of sticking. Use a drop cloth to avoid stains from drips. A little goes a long way.</li> <li>Lubricate exterior locks by opening the door, pushing in the protruding latch and spraying lightly with graphite.</li> </ul>
Interior Latches and Locks	<ul style="list-style-type: none"> <li>Lightly spray springs and moving parts of the latch or lock with white lithium grease every six months or more frequently if they don't operate smoothly.</li> <li>Lubricate interior locks by opening the door, pushing in the protruding latch and spraying lightly with graphite.</li> </ul>
Hinges	<ul style="list-style-type: none"> <li>Push the hinge pin up to the first knuckle. <b>DO NOT</b> completely remove it. Coat with a light spray of lithium grease annually or more frequently if the hinge squeeks.</li> </ul>

## Cleaning & Caring for Plumbing Fixtures

Products	Guidance
Ceramic and Vitreous China	<ul style="list-style-type: none"> <li>Clean with mild liquid non-abrasive detergent.</li> <li>Avoid abrasive or harsh chemical cleaners or abrasive pads.</li> <li>Avoid using <i>Soft Scrub</i> type cleaners regularly.</li> </ul>
Ceramic Weather Glazes	<ul style="list-style-type: none"> <li>They change over time. Cracking is a part of the natural changing process.</li> <li>Clean with a mild liquid non-abrasive detergent.</li> <li>Never use abrasive pads, chlorine or harsh chemicals.</li> </ul>
Fire Clay	<ul style="list-style-type: none"> <li>Clean with non-abrasive cleaners.</li> <li>Remove stubborn stains with a mild abrasive such as <i>Soft Scrub</i>.</li> <li>Never use abrasive pads, chlorine or harsh chemicals.</li> </ul>
Granite Polymers, Silicate Quartz Polymers	<ul style="list-style-type: none"> <li>Rinse and wipe with a clean soft cloth after each use to eliminate water spots, stains and soap film.</li> <li>Use a 50-50 solution of water and bleach to remove stubborn stains.</li> <li>Do not use straight bleach, ammonia, caustic soda solutions, abrasive cleaning agents, steel wool or scouring pads.</li> <li>Purchase sink grid to avoid potential scratches.</li> </ul>
Porcelain Enamel	<ul style="list-style-type: none"> <li>Clean with mild non-abrasive cleaners.</li> <li>Purchase a sink grid to avoid potential scratches.</li> <li>Do not use abrasive cleaners, scouring pads, chlorine bleach or harsh chemicals to clean.</li> </ul>
Acrylic	<ul style="list-style-type: none"> <li>Clean with a mild, diluted dishwashing liquid.</li> <li>Do not use abrasive cleaners, scouring pads, chlorine bleach or harsh chemicals to clean.</li> </ul>
Terrazzo	<ul style="list-style-type: none"> <li>Clean stains immediately. Remove grease with solvents such as carbon tetrachloride.</li> <li>Treat stain with household ammonia, hydrogen peroxide or lemon juices.</li> </ul>
Cast Iron	<ul style="list-style-type: none"> <li>Periodically clean with a mild abrasive cleaner such as <i>Soft Scrub</i>. Remove stubborn stains with a soft nylon scrubber. Do not use steel wool, metal brushes scrapers or abrasive sponge pads.</li> </ul>

## Cleaning & Caring for Plumbing Fixtures

Products	Guidance
Satin Stainless Steel	<ul style="list-style-type: none"> <li>Wipe after each use with a soft cloth.</li> <li>Do not use abrasive cleaners, scouring pads or steel wool.</li> <li>Letting cleaning agents sit in the sink for long periods of time could stain the sink.</li> <li>Purchase a sink grid to protect the bottom.</li> <li>Minor scratches can be removed using a Scotch Brite Pad with a deep cleaning agent (Bon Ami or Zud)</li> </ul>
Polished Stainless Steel	<ul style="list-style-type: none"> <li>Clean with a mild detergent and soft cloth/sponge.</li> <li>Do not use abrasive scouring pads (Scotch Brite) or steel wool, chlorine bleach, harsh chemicals or abrasive cleaners.</li> </ul>
Copper Sinks and Tubs	<ul style="list-style-type: none"> <li>Use soap and water to clean sinks with factory baked on coatings. Do not use copper polish. Uncoated sinks can be polished or left to patina.</li> </ul>
Glass Basins	<ul style="list-style-type: none"> <li>Do not pour scalding water in basin.</li> <li>Clean with ammonia-free glass cleaner.</li> </ul>
Soap Dispensers	<ul style="list-style-type: none"> <li>Soak dispenser in hot water to loosen old soap.</li> </ul>
Toilet Seats	<ul style="list-style-type: none"> <li>Do not use abrasive cleaners, detergents or products in aerosol cans.</li> <li>Clean painted wooden seats with mild dishwashing liquid.</li> </ul>
Solid Surfacing Materials	<ul style="list-style-type: none"> <li>Use an ammonia-based cleaner for most stains</li> <li>Use an abrasive cleaner and a Scotch Brite pad to remove more difficult stains.</li> <li>Repair minor scratches with 18-22 grit fine sandpaper and restore finish with an abrasive cleaner and Scotch Brite Pad.</li> </ul>
Wood Sinks and Tubs	<ul style="list-style-type: none"> <li>Dry with a clean cloth after each use to help eliminate the chance of dirt and lime buildup. Occasionally use a wax or polish in accord with manufacturer instructions.</li> <li>Do not let water pool because it could damage the wood and eventually break the seal.</li> <li>Some chemicals used to clean faucets and countertops may be harmful to wood products.</li> </ul>
Cultured Marble, Granite and Onyx	<ul style="list-style-type: none"> <li>Clean with a liquid detergent. Restore dull surfaces using a liquid cleaning compound followed by a light application of wax.</li> <li>Do not use abrasive cleaners, steel wool, scouring pads, scrapers or sandpaper.</li> <li>Remove difficult stains and build ups with turpentine, denatured alcohol or paint thinner.</li> </ul>
Gold Sinks	<ul style="list-style-type: none"> <li>Use a mild soap (Ivory) and dry with a soft cloth or chamois.</li> <li>Avoid polishes because they can scratch the plating.</li> <li>Do not scrub the sink.</li> <li>Do not use ammonia-based or abrasive cleaners.</li> <li>A plated finish on gold-plated brass sinks can erode over time.</li> </ul>



## Caring for Plumbing Parts and Fixtures

Parts	Guidance
Ceramic Disc Cartridges	<ul style="list-style-type: none"> <li>Turn on the hot or cold sides of faucets that are not regularly used for 60 seconds</li> <li>Do not apply extreme force on the handles to stop dripping.</li> </ul>
Supply Stops	<ul style="list-style-type: none"> <li>Turn the stops off and on every few months</li> </ul>
Spout Aerators	<ul style="list-style-type: none"> <li>Close drain prior to cleaning (to avoid losing parts)</li> <li>Unscrew aerator and gently scrub the inside part to loosen any foreign materials. Rinse with water and screw the aerator back into the spout. Turn on the water <i>slowly</i> to test for leaks. If it leaks, tighten the aerator until leaking stops</li> <li>Exercise care to prevent scratching or bending the aerator with pliers.</li> </ul>
Pressure Balanced and Tub/Shower Valves	<ul style="list-style-type: none"> <li>It is normal for a minimal amount of water to drip from the shower head after shutting the water off. If water drips for longer than three minutes, most likely one of two problems have occurred. The mechanical stop may not be set properly or the cartridge needs replacing.</li> <li>If the valve has a filter, remove and clean it in accord with manufacturer directions.</li> <li>In hard water locations, removed the pressure balancing cartridge and soak it in white vinegar.</li> </ul>
Thermostatic Valves	<ul style="list-style-type: none"> <li>Clean filters annually (follow manufacturer cleaning recommendations)</li> <li>Remove mineral deposits by soaking the cartridge in white vinegar for several hours then re-install.</li> </ul>
Air Baths	<ul style="list-style-type: none"> <li>The noise heard when the bath jets are activated is the result of the extreme action of the water and not from the operation of the motor. To reduce noise levels, add a small amount of foaming bath powder. The powder served as an insulator and can help maintain water temperature.</li> <li>It is normal to feel cool air coming from jets when you sit next to them. This is due to convection. To avoid this occurrence, turn the bath on five minutes before filling it with water so that the motor is warm when entering the bath</li> <li>If the bath is used regularly and correctly (the purge cycle is always used), the bath needs quarterly maintenance. If the bath is used sporadically or the purge cycle is neglected, monthly maintenance is required.</li> <li>Clean the tub: Close the drain. Pour 1 quart of white vinegar into the bath. Fill the bath with very hot water 4 inches above the jets and let stand for two to four hours. Turn the jets on and off at 15-second intervals six times. Empty the tub and refill with clean water. Repeat the on-off procedure two to three times. Drain the bath.</li> </ul>
Jetted Tubs	<ul style="list-style-type: none"> <li>Clean the circulation system with a jetted tub cleaner every two to three weeks.</li> </ul>
Water Closets (Toilets)	<ul style="list-style-type: none"> <li>To clean the bowl, use a toilet bowl cleaner and brush.</li> <li>To stop running water, check to assure the flapper is closed. If it appears to be closed, turn off the water at the supply stop. Remove the tank lid. Clean the flapper with a wet cotton cloth or paper towel. Turn water on at the supply stop. Wait for the tank to fill with water and shut off. Flush the toilet. Watch the tank fill and make sure it shuts off.</li> </ul>
Garbage Disposers	<ul style="list-style-type: none"> <li>Always run cold water when grinding.</li> <li>Do not attempt to grind clam, mussel or oyster shells, corn husks, artichoke leaves or other foods with high fiber contents.</li> <li>Grinding small bones, ice and egg shells help clean the disposer, but most disposers are self cleaning.</li> </ul>
Steam Generators	<ul style="list-style-type: none"> <li>Be proactive by adding an auto drain at the time of purchase if one is not included as standard equipment. The device drains water completely out of the unit at the conclusion of the bath. It also helps to remove debris and sediment.</li> </ul>
Point of Use Water Systems	<ul style="list-style-type: none"> <li>Follow manufacturer recommendations for filter replacement.</li> </ul>

A message from the  
Decorative Plumbing &  
Hardware Association  
[www.dpha.net](http://www.dpha.net)

# Care & Maintenance



Important  
considerations for  
caring and maintaining  
decorative plumbing  
and hardware.

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