

made from
DADO®
quartz

care & maintenance guide

Lifetime Warranty
The world's most luxurious
bathtub material since 1998



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Thank you for choosing DADOquartz® quality products. We recommend that you carefully read this guide to ensure your bathroom ware's proper installation and reliability for many years to come.

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What is DADOquartz®?

Mined from the Southern African earth, DADOquartz® material is created by combining Quartz ore and other natural minerals. Quartz is a noble variety of silica which gives DADOquartz® its alluring and wellness characteristics.

DADOquartz® and our unique manufacturing process gives our products exceptional strength, hardness and distinguishing longevity. DADOquartz® material is undoubtedly "THE WORLD'S MOST LUXURIOUS BATHTUB MATERIAL".

10 Reasons why DADOquartz®

- Lifetime Warranty
- Natural Satin Beauty
- Heat Retention
- 100% Solid Throughout
- Non-porous: Stain Resistant
- Scratch Resistant: Easy Maintenance
- 100% UV Resistant: No Discolouring
- Extreme Tolerance
- Bacterial Growth Resistant
- Easy to Clean



Care And Maintenance

To ensure you can enjoy your DADOquartz® product for many years, we recommend you follow the maintenance and cleaning instructions below.

Routine Care

- Wash the DADOquartz® bathtub and basin with warm soapy water and a soft cloth after installation to remove any marks left behind after delivery and installation.
- Never expose the DADOquartz® product to petroleum-based products, such as paint removers, oven cleaners or other solvents (Note: personal hygiene products and cosmetics will not damage the surface).
- Stains should be treated and removed within 24 hours.

Standard Cleaning

- For standard cleaning of both gloss and matte finishes, multipurpose bathroom cleaning products should be used. Matte white finished products may occasionally require a mildly abrasive product.
- Highly abrasive products should be avoided, such products contain ammoniac as an ingredient and trichlorethane or methylene chloride. Use a mild detergent or the DADOquartz® surface cleaner on all DADOquartz® products.
- Tools required for cleaning are a damp cloth or sponge and a mild cleaning agent such the DADOquartz® surface cleaner.

Scratches

Should one ever encounter a scratch on the surface of the polished or matte white DADOquartz® bathtub or basin it can easily be removed using "wet n dry 400 grit" sandpaper. Apply with water and gently sand out the scratch in a circular motion. Ensure there is no surface dirt by flushing with water.

DADOquartz® Matte and Polished Finish

- We recommend sanding the area in a gentle circular motion, starting with 800-grit sandpaper for polished finish and 220-grit sandpaper for matte finish.
- Use a higher grit sandpaper to blend the repaired area to match the existing product finish.
- For polished finish, finish by polishing the surface using a cloth and white polishing compound for automobiles.



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Custom Colour Finish

- Do not use polish directly on the colour finish or rub with a sanding block.
- We highly recommend using a mild detergent or DADOquartz® Surface Cleaner to clean stains on the coloured surface.

Mild detergents are available at any grocery retail outlet and the DADOquartz® surface cleaner is available at your local DADOquartz® distributor.

Thermal Control

While DADOquartz is an exceptionally durable, non-porous material that is highly UV-resistant and suitable for outdoor use in most climates, it is important to manage thermal changes to prolong its lifespan.

To maintain the integrity of your DADOquartz product, avoid exposing it to sudden and extreme **temperature fluctuations of 40°C or more**. This applies to both ambient temperature shifts and the filling of your bathtub with water that is drastically hotter or colder than its current state.

Gradual temperature adjustments will help preserve the structure and flawless finish of your bathware, ensuring years of enduring beauty and performance. Please note that exposure to extreme thermal shocks exceeding these guidelines will void the 25-year warranty.



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Repairs

Should a repair of a DADOquartz® bathtub or basin be required, send a photograph of the damage on the DADOquartz® product to the Customer Service Department support@dadoquartzbathware.com.

Should you prefer to treat the repair, a repair kit is available at a cost and can be ordered from your local retailer.

A DADOquartz® repair kit consists of the following:

- DADOquartz® Mix
- Catalyst
- Acetone
- 1x220 grit sandpaper – for matte finish
- 1x400 grit sandpaper – for matte finish
- 1x800 grit sandpaper – for gloss finish
- 1x1200 grit sandpaper – for gloss finish
- Paint - for Custom colour finish (available on request)

Not included in the kit:

- Polish
- Cloth
- Wooden spatula

Instructions on Usage of the DADOquartz® Repair Kit

1. Place the contents of the DADOquartz® Mix on a clean, flat, hard surface (ideally one that you can discard after usage).
 - a. **Attention:** If the surface is not perfectly clean the colour of the final mixture may be affected.
2. Add 1 drop of the Catalyst to the paste and mix.
3. Before applying the mixture to any material, clean the damaged area with Acetone or similar solvent.
4. Place mixture onto damaged area with wooden spatula.
5. Let it dry for at least 7 hours.
6. Sand with abrasive paper until the damaged area becomes a smooth surface.
7. For gloss finish, apply a small amount of polish on the cloth. Rub the polish on the sanded area until the area becomes smooth.



Lifetime Warranty

All our products are covered by our Lifetime Warranty. The complete version can be found on our website.

Herewith highlights:

Limited residential guarantee on bathtubs and basins made from DADOquartz®. Items not purchased directly or an authorised retailer will not apply.

We guarantee that all products will be free from defects in materials and craftsmanship from the date of purchase regardless of the delivery or installation date, and for the lifetime of the product.

Warranties only apply to first time owners. Therefore, the name that appears on original invoice.

Written notice of any defect must be given within ten days of the time the defect was discovered and must be accompanied by proof of purchase and contact details of the installer.

Warranty is void if the products are not water tested prior to installation or if not installed per our installation instructions and by a professional / licensed plumber or installer.

DADOquartz® will not be responsible for the cost of removing or reinstalling the bathtubs, or costs associated with any adjacent materials. DADOquartz® does not warrant leaks associated with improper waste and overflow installation.

Blemishes, air holes or casting marks on the underside of the bathtub are not considered defects and do not affect the performance or quality of the bathtub.

Due to the inherent nature of the natural stone and its appearance, slight variations in the surface of the product are not considered defects or flaws. Variations in the surface do not compromise the structural integrity of the of the product. Tolerance on dimensions: ± 5%.

Exposure to strong chemicals may cause damage to the product and will result in the product warranty to be void.

The guarantee does not cover defects, damage, or failure caused by the installer, carrier, user, or any other person. Chips, cracks, and scratches can be repaired by a qualified technician at the owner's/user's expense.

The following is specifically excluded under this warranty: careless handling; modification of any type for any reason; connections supplied by the installer; misuse; incorrect or

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improper maintenance; incorrect or inadequate water use; use of improper cleaners and/or chemicals; lack of maintenance; or extraordinary acts of God.

Display floor models and overstock sale units are excluded from this guarantee.

DADOquartz® is not liable for incidental or consequential damage, loss of time, inconvenience, incidental expenses, labor or material charges or any other costs related to the sale of products or the application of any warranty or from any cause such as water damage to carpeting, floors or ceilings.

The warranty does not include labor, transportation, or other costs incurred in the removal and/or reinstallation of the original unit or replacement unit.

Costs related to obtaining access for repair are not covered. The warranty is limited to the repair and/or replacement of the products.



www.dadoquartzbathware.com

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The manufacturer pursues a policy of continual development and improvement and as such, product specifications may be changed without prior notice. All dimensions listed herein are only intended as a guide. Cast products are subject to size variants of +/- 5%. The exact colour and finish of the products may vary from those depicted in the brochure. In addition to the natural matte white and polished finish, DADOquartz® bathtubs and basins are now available in custom matte colours. The manufacturer recommends that for absolute clarity in the selection of options, visit the nearest DADOquartz® approved stockist. Full warranty terms and conditions available on www.dadoquartzbathware.com.



DADO
creations

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