

Design Quality and Service

**BATES & BATES SAYS IT ALL
WARMTH - ELEGANCE - HAND CRAFTSMANSHIP & LASTING VALUE**

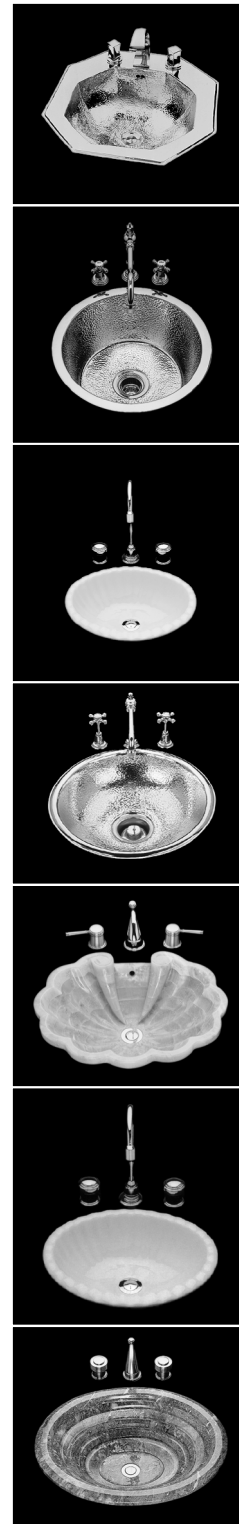
All of our products are hand finished and in many cases hand worked to create our very special designs. This means that no two pieces are exactly alike...just as no two oil paintings are exactly alike. MODEST VARIATIONS are the unmistakable mark of HAND CRAFTSMANSHIP and should not be confused with defects. Each piece has already passed an extensive quality control inspection in our workshop.

It has been a time-honored tradition of property owners, who take pride in their possessions to maintain and care for such articles of value. Your fine Bates & Bates products deserve the same careful attention given to your other fine home furnishings.

All Decorative Plumbing Fixtures are exposed to harsh environmental elements; manual or mechanical abrasion; local atmosphere conditions; harsh chemical cleaners, and even the amount of exposure to ultra-violet rays from the sun.

For this reason we refer you to the maintenance booklet for instructions on care and maintenance of your fixtures.

From time to time some finishes may break down and require refinishing. You may return your fixture for cleaning, polishing, stripping, plating or whatever is necessary. Bates & Bates has no obligation to pay any costs related to removing or replacing the damaged fixture. All costs regarding refinishing will be quoted when returned.



Maintenance Instructions

Alegre

Sculptured Metals

Artistry in Ceramics

Carvings in Natural Stone

Z Series



**MAINTENANCE INSTRUCTIONS FOR
ALEGRE ALLOY METAL BASINS**

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Please inspect all parts carefully **after** you purchase and **before** installation. Bates & Bates does not warranty the finish of its products **after** installation.

- 1) Wipe basin **after** installation and **before** first use.
- 2) Do not allow water spots to dry on fixture. Dry them with a clean soft cloth.
- 3) Apply a soft wax such as Flitz Fixture Wax or a product such as Pledge furniture polish. This will add a temporary protective coat.
- 4) Never use cleaners with abrasives, soft scrub, Clorox or Drano type products on this finish.
- 5) Water spots can be removed with a non-abrasive polish such as Flitz metal polish.
- 6) Always wax the bowl after polishing with metal polish.

PRODUCT AWARENESS

Alloy metal has **NO** protective coatings. This finish will change with wear, tear and time. In time the color can darken. Regular polishing and use of a wax will help protect the finish. This finish is not warranted after installation.

To keep your basins beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer to check for defects before installation. Small pits in the metal is not considered a defect. Bates & Bates does not guarantee our alloy metal to match any other manufacturers finishes.

MAINTENANCE INSTRUCTIONS FOR CAST BRONZE BASINS

Please inspect all parts carefully **after** you purchase and **before** installation. Bates & Bates does not warranty the finish of its products **after** installation.

- 1) Wipe basin **after** installation and **before** first use.
- 2) Do not allow water spots to dry on fixture. Dry them with a clean soft cloth.
- 3) Apply a soft wax such as Flitz Fixture Wax or a product such as Pledge furniture polish. This will add a temporary protective coat.
- 4) Never use cleaners with abrasives, soft scrub, Clorox or Drano type products on this finish.
- 5) Water spots can be removed with a soft cloth and brass cleaner. Gently rub brass cleaner over the basin and let dry. Buff basin with a clean soft cloth to remove discoloration and spots.
- 6) Always wax bowl after cleaning with brass cleaner.

PRODUCT AWARENESS

Bronze is durable, yet soft. Bronze has **NO** protective coatings. The surface can be scratched or marked. Treat your sink carefully. In time and with use the colors can change. This is normal. Regular cleaning and waxing will help protect the finish.

To keep your basins beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer to check for defects before installation. Bates & Bates does not guarantee our cast bronze to match any other manufacturers cast bronze.

**MAINTENANCE INSTRUCTIONS FOR
POLISHED BRASS AND
POLISHED COPPER BASINS**

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Please inspect all parts carefully **after** you purchase and **before** installation. Bates & Bates does not warranty the finish of its products **after** installation.

- 1) Clean basin **after** installation and **before** first use.
- 2) Do not allow water spots to dry on fixture. Dry them with a clean soft cloth.
- 3) Clean stubborn spots with a non-abrasive liquid or paste polish. We recommend Flitz polish. Weekly applications of Flitz gives best results.
- 4) After polishing, apply a paste wax or a product such as Flitz Fixture Wax. This will add another temporary protective coat.
- 5) Never use cleaners with abrasives, soft scrub, Clorox or Drano type products on these finishes.

PRODUCT AWARENESS

Polished finishes have **NO** protective coatings. They will oxidize and discolor without proper care.

To keep your basins beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer to check for defects before installation. Warped, tarnish, color match should be determined before installation.

**MAINTENANCE INSTRUCTIONS FOR
POLISHED NICKEL SILVER, POLISHED CHROME AND
SATIN NICKEL SILVER BASINS**

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Please inspect all parts carefully **after** you purchase and **before** installation. Bates & Bates does not warranty the finish of its products **after** installation.

- 1) Clean and polish basin **after** installation and **before** first use.
- 2) Do not allow water spots to dry on fixture. Dry them with a clean soft cloth.
- 3) Clean stubborn spots with a non-abrasive liquid or paste polish. We recommend Flitz polish. Weekly applications of Flitz gives best results.
- 4) After polishing, apply a paste wax or a product such as Flitz Fixture Wax. This will add another temporary protective coat.
- 5) Never use cleaners with abrasives, soft scrub, Clorox or Drano type products on these finishes.

PRODUCT AWARENESS

Polished and Satin Nickel Silver have no protective coatings. They will darken and spot without proper care. These plated finishes can wear away with time.

To keep your basins beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer to check for defects before installation. Warped, tarnish, color match should be determined before installation.

**MAINTENANCE INSTRUCTIONS FOR
ANTIQUE BRASS, ANTIQUE PEWTER, ANTIQUE COPPER,
SATIN BRASS, AND SATIN COPPER BASINS**

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Please inspect all parts carefully **after** you purchase and **before** installation. Bates & Bates does not warranty the finish of its products **after** installation.

- 1) Clean basin **after** installation and **before** first use. Use a liquid non-ammoniated pure soap.
- 2) Do not allow water spots to dry on fixture. Dry them with a clean soft cloth.
- 3) After drying, apply a paste wax or a product such as Flitz Fixture Wax. This will add another temporary protective coat. Weekly applications give best results.
- 4) Never use cleaners with abrasives, soft scrub, Clorox or Drano type products on these finishes.

PRODUCT AWARENESS

Antique Finishes have a protective coating. If the protective coating is damaged in anyway, the base metal will oxidize. These finishes are considered fragile decorative finishes. They are recommended for low traffic areas. These finishes are not warranted **after** installation.

To keep your basins beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer to check for defects before installation. Warped, tarnish, color match should be determined before installation.

MAINTENANCE INSTRUCTIONS
FOR ALL GOLD ON BRASS BASINS

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Please inspect all parts carefully **after** you purchase and **before** installation.
Bates & Bates does not warranty the finish of its products **after** installation.

- 1) Clean basin **after** installation and **before** first use. Use a mild liquid soap only.
Wipe gently with a soft cloth to clean.
- 2) Do not allow water spots to dry on fixture. Dry them with a clean soft cloth.
- 3) Never use cleaners with abrasives, soft scrub, Clorox or Drano type products on this finish.

PRODUCT AWARENESS

Gold plating on Brass has **NO** protective coatings. The gold plating will be removed if any type of polish is used. This plated finish can wear away with time. These finishes are not warranted after installation.

To keep your basin beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer to check for defects before installation.

PLEASE NOTE

Bates & Bates does not guarantee our gold color to match any other manufacturers gold finish.

**MAINTENANCE INSTRUCTIONS FOR
WEATHERED COPPER, WEATHERED BRASS,
OLD COPPER, OLD BRASS, AND OLD NICKEL**

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Please inspect all parts carefully **after** you purchase and **before** installation. Bates & Bates does not warranty the finish of its products **after** installation.

- 1) Wipe basin **after** installation and **before** first use.
- 2) Do not allow water spots to dry on fixture. Dry them with a clean soft cloth.
- 3) Apply a soft wax such as Flitz Fixture Wax or a product such as Pledge furniture polish. This will add a temporary protective coat.
- 4) Never use cleaners with abrasives, soft scrub, Clorox or Drano type products on these finishes.

PRODUCT AWARENESS

Weathered and old finishes have **NO** protective coatings. This finish will change with wear, tear and time. In time the color can darken and the metal color can turn green in areas. Regular use of a wax will help protect the finish. This finish is not warranted after installation.

To keep your basins beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer to check for defects before installation. Bates & Bates does not guarantee our weathered and old finishes to match any other manufacturers weathered and old finishes.

**MAINTENANCE INSTRUCTIONS FOR
OILED RUBBED BRONZE**

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Please inspect all parts carefully **after** you purchase and **before** installation. Bates & Bates does not warranty the finish of its products **after** installation.

- 1) Wipe basin **after** installation and **before** first use.
- 2) Do not allow water spots to dry on fixture. Dry them with a clean soft cloth.
- 3) Apply a soft wax such as Flitz Fixture Wax or a product such as Pledge furniture polish. This will add a temporary protective coat.
- 4) Never use cleaners with abrasives, soft scrub, Clorox or Drano type products on this finish.

PRODUCT AWARENESS

Oiled rubbed bronze has a protective coating. If the protective coating is damaged in any way, the base metal will oxidize. The base metal is copper; it is a reddish color. This finish is considered a fragile decorative finish. It is recommended for low traffic areas. This finish is not warranted **AFTER** installation.

To keep your basins beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer to check for defects before installation. Bates & Bates does not guarantee our oil rubbed bronze to match any other manufacturers oil rubbed bronze.

MAINTENANCE INSTRUCTIONS FOR STAINLESS STEEL BASINS

Please inspect all parts carefully **after** you purchase and **before** installation. Bates & Bates does not warranty the finish of its products **after** installation.

- 1) Wipe basin **after** installation and **before** first use.
- 2) Do not allow water spots to dry on fixture. Dry them with a clean soft cloth.
- 3) Use a water base stainless steel cleaner and polish to clean and polish. 3M or Flitz brand products work well. This will add a temporary protective coat.
- 4) Never use cleaners with abrasives, soft scrub, Clorox or Drano type products on this finish.
- 5) Stubborn water spots on the satin finish can be removed with a mild-abrasive polish such as Soft scrub cleaner

PRODUCT AWARENESS

Stainless steel has **NO** protective coatings. The best maintenance is regular cleaning. Rinse and towel dry to minimize maintenance problems. Do not use steel wool pads to clean the sink. Moisture that is trapped on the surface of the sink can lead to staining of the sink. Chlorine is potentially harmful to stainless steel. Certain acidic or salted food can lead to pitting if not cleaned from sink surface. Strong drain cleaning chemicals containing acids can attack the surface of the sink.

To keep your basins beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer to check for defects before installation. Bates & Bates does not guarantee our stainless steel to match any other manufacturers finishes.

MAINTENANCE TIPS FOR STAINLESS STEEL BASINS

Noted for its durability, stainless steel shines like silver when it's new. However, over time, its appearance can become dull. With proper care and maintenance, though, stainless steel products can last a lifetime.

The best maintenance is frequent cleaning. Rinse all stainless steel thoroughly with water and rub the surface with a sponge. Then towel it dry to prevent mineral deposits from building up on the surface.

Usage scratches will develop into a uniform finish over time. Scotch Brite pads are recommended to remove scratches on "satin" finished stainless. Use light hand pressure and follow the grain of the finish to blend out a scratch. Never use steel wool or metallic scouring pads, which will leave a residue of iron particles. They are not visible to the eye, but over time they will lead to rusting and corrosion. Scrubbing across the grain will show as a scratch.

Chlorides, which are found in most detergents and cleansers, can adversely affect stainless steel. If left on the sink too long, they can cause surface pitting. Do not leave cast-iron cookware on stainless steel for long periods. The presence of iron and moisture can lead to surface corrosion and staining.

To remove streaks, rub stainless steel with olive oil. To clean and polish, moisten a cloth with undiluted white or cider vinegar and wipe clean. Remove heat stains from counters by rubbing with club soda.

**MAINTENANCE INSTRUCTIONS FOR
STAINLESS STEEL BASINS WITH PVD COATINGS
ENGLISH BRASS, AND ENGLISH BRONZE**

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Please inspect all parts carefully **after** you purchase and **before** installation. Bates & Bates does not warranty the finish of its products **after** installation.

- 1) Wipe basin **after** installation and **before** first use.
- 2) Do not allow water spots to dry on fixture. Dry them with a clean soft cloth.
- 3) Use a water base stainless steel cleaner to clean. Use a wax to protect. Flitz brand products work well. This will add a temporary protective coat.
- 4) Never use cleaners with abrasives, soft scrub, Clorox or Drano type products on these finishes.

PRODUCT AWARENESS

Our English (PVD) finishes have **NO** protective coatings. The best maintenance is regular cleaning. Rinse and towel dry to minimize maintenance problems.

Do not use Scotch Bright pads to clean the sink. Moisture that is trapped on the surface of the sink can lead to staining of the sink. Chlorine is potentially harmful to these finishes. Certain acidic or salted food can lead to pitting if not cleaned from sink surface. Strong drain cleaning chemicals containing acids can attack the surface of the sink.

PVD finishes will not tarnish. They are a tough and durable finishes. However, they are not indestructible. They can scratch and mar.

To keep your basins beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer to check for defects before installation. Bates & Bates does not guarantee our English finishes to match any other manufacturers finishes.

**MAINTENANCE INSTRUCTIONS FOR
CERAMIC WEATHERED GLAZES**

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Please inspect all parts carefully **after** you purchase and **before** installation. Bates & Bates does not warranty the finish of its products **after** installation.

- 1) Wipe basin **after** installation and **before** its first use.
- 2) Do not allow water spots to dry on fixture. Dry them with a clean soft cloth.
- 3) Apply a soft wax such as Flitz Fixture Wax or a product such as Pledge furniture polish. This will add a temporary protective coat.
- 4) Never use cleaners with abrasives, soft scrub, Clorox or Drano type products on this finish.

PRODUCT AWARENESS

These special ceramic glazes are created from organic materials, no two are exactly alike. These are living finishes that will continue to change and mature over time. Crazing and darkening is considered a normal occurrence. Regular use of a wax will help protect the finish. This finish is not warranted after installation.

To keep your basins beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer to check for defects before installation. Bates & Bates does not guarantee our ceramic weathered finishes to match any other manufacturers glazes.

**MAINTENANCE INSTRUCTIONS FOR
CERAMIC BASINS**

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Please inspect all parts carefully **after** you purchase and **before** installation.
Bates & Bates does not warranty the finish of its products **after** installation.

- 1) Clean basin **after** installation and **before** its first use. Use a mild liquid non-abrasive soap.

- 2) Never use cleaners with abrasives or soft scrub cleaners.

PRODUCT AWARENESS

Ceramic fixtures have a tough and glossy color glazing. Continued use of abrasive chemical cleaners or abrasive pads will remove the glossy look.

To keep your basins beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer to check for defects before installation. Warped, tarnish, color match should be determined before installation.

MAINTENANCE INSTRUCTIONS FOR MARBLE AND GRANITE BASINS

Please inspect all parts carefully **after** you purchase and **before** installation. Bates & Bates does not warranty the finish of its products **after** installation.

- 1) Clean basin **after** installation and **before** first use. Use a marble cleaner. We recommend Masterpiece Marble Care Cleaner.
- 2) Apply a marble sealer. This will help lower the absorption of liquids. We recommend Masterpiece Marble Care Sealer.
- 3) Apply a buffable marble wax as a sacrificial barrier. This helps to protect from daily wear and tear. Weekly applications give best results.
- 4) Do not allow water spots to dry on fixture. Dry them with a clean soft cloth.
- 5) To clean stains or spots we recommend you call a local marble maintenance repair company. See your Yellow Pages Directory.
- 6) Never use cleaners with abrasives, soft scrub, Clorox or Drano type products on these finishes.

PRODUCT AWARENESS

Polished stone not only looks beautiful, it is hard and durable. All marble and granite has an absorption factor. Tap water contains chemicals (chlorine, fluoride, purifiers) minerals and salts which penetrate the marble and cause discoloration. Spills of any kind will leave permanent stains.

Over time, normal wear and tear can reduce high polish to a dull finish. Citric acid (orange juice, wine, vinegar, etc.) when spilled, may also etch or dull the surface.

To guarantee its long-lasting beauty, a preventative maintenance program is needed. Please follow our easy maintenance instructions.

We recommend Masterpiece Marble Care Products.

Repolishing to bring back the original luster of stone is best left to a professional.

To keep your basins beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer to check for defects before installation, Warped, tarnish, color match should be determined before installation.

**MAINTENANCE INSTRUCTIONS FOR
Z SERIES BASINS**

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Please inspect all parts carefully **after** you purchase and **before** installation.

- 1) Wipe basin **after** installation and **before** its first use.
- 2) To remove spots, streaking or stains use, Bar Keepers Friend, with just a sponge and water.
- 3) Stubborn spots, streaks or stains can be cleaned with any metal polish.
- 4) To remove scratches or renew to original factory finish, use 0000 steel wool on a dry sink.

PRODUCT AWARENESS

Z Metal is real metal solid surface and must be treated and cleaned like, "real metal". Unlike plated basins, these are solid basins and will easily take heavy wear and tear. The finish can always be returned to factory specs.

To keep your basins beautiful: **KEEP THEM CLEAN AND DRY.**

IMPORTANT

It is the responsibility of the customer, plumber or contractor to check for defects before installation. Bates and Bates does not guarantee our Z Metal to match any other manufacturers finishes.



Design Quality and Service

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