



BUILT TO LAST, IN AMERICA



Willoughby plumbing fixtures are manufactured from type 304 certified stainless steel.

Protect Your Investment

Avoid contact with mild steel and DO NOT use bleach, any chlorine-based products, or caustic acids on stainless steel fixtures. These products will cause severe damage, including rusting and pitting, and will void the warranty. The corrosion in the image above is likely the result of contaminants that fell into the fixture during the construction phase of the project. Particles of mild steel that are introduced into the water in the fixture will rust and cause the stainless steel to corrode. The longer the particles remain in the fixture, the more severe the corrosion.

The fixture must be protected during the construction phase and cleaned immediately upon contact with any contaminants. Cleaning the interior of the bowl or sink with a fiber pad (like a 3M Scotchbrite) is recommended. **DO NOT** use mild steel (wool) scouring pads. Some areas which may be deeply pitted can not be restored using this method. It is important to regularly clean the fixtures using a mild detergent and water. **DO NOT** use bleach or any chlorine-based products. **DO NOT** let standing water or organic matter accumulate in the bowl without fixture being in use or **the warranty is void**. Chlorinated water left standing in the bowl for long periods of time will cause surface rusting. For more information, search the web for "Stainless Steel & Rust".



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CARE AND CLEANING OF WILLOUGHBY STAINLESS STEEL FIXTURES

STAINLESS STEELS are corrosion resistant and are made from alloys of iron, nickel, and chromium. Stainless steel has a bright surface that is easy to clean and is free from oxides. Therefore, cleaning of stainless steel is relatively simple and easy, if done on a regular basis.

CLEANING

Frequency of cleaning should depend on the rate at which the fixture becomes dirty. Remember that fresh (soft) deposits of all kinds are relatively easy to remove, while removing older (hard) deposits are much more difficult. Establish a cleaning SCHEDULE.

Routine cleaning should involve ordinary soap or detergent and water, applied with a sponge, brush or cloth. Baking soda, borax or any of several non-abrasive commercial cleansing agents can help hasten the cleaning action. After scrubbing, rinse THOROUGHLY and wipe dry.

DO NOT use common steel wool, scouring pads, scrapers, wire brushes, files or other steel tools to clean stainless steel. Such items will scratch the surface or leave small particles of iron imbedded in the surface, which will eventually rust and stain the surface--even appearing as if the stainless itself was rusting.

Certain chemical compounds, if used on stainless steel, can give the appearance of rust and if allowed to stand for long periods of time, can pit the surface of even stainless. Products containing hydrochloric acid, muriatic acid or potassium hypochlorite can ruin the surface.

DO NOT use bleach or any chlorine based products to clean stainless steel. Bleach or Chlorine that is left in contact with stainless steel for long periods of time will cause the stainless to appear to be rusting. For more information, perform a web search on "Stainless Steel & Chlorine Rust".

Does Your Stainless Steel Appear to be Rusting?

The following is an explanation to the appearance of ‘rust-spots’ and a few suggestions to help eliminate the problem. Rust stains, on stainless steel, are a visual problem, which we hear about from the field on occasion. We have found that one or more of the following items will have some affect on 304 stainless steel:

- Iron particles settling in the bowl, caused by grinding or sanding at the job site, in the presence of water or urine in the bowl. This will cause rust on the surfaces of the fixture at and below the bowl water line.
- Cleaning stainless steel using a steel wool pad, which embeds small iron fibers into the surface of the toilet bowl. Never clean using a steel wool pad.
- The use of acidic cleaners to wash down cell walls before painting may cause rust spots to appear.
- Any cleaning agents that contain any of the following ingredients: chlorine, ferric chloride, hydrochloric acid, hydrofluoric acid, chloric acid, mercuric chloride, hydrofluosilicic acid, phosphoric acid, sodium bisulfate, sulfuric acid, sodium chloride, calcium chloride, chlorine gas, copper chloride, flourine, magnesium chloride, muriatic acid, potassium chloride, sodium hypochlorite, calcium hypochlorite, bromine, iodine, silver chloride, stannic chloride, sulpher chloride, or trichloroacetic acid should not be used.
- Re-chlorinated gray water, used in the closet bowls, can cause corrosion on stainless steel due to the high concentrations of chlorine in the water.
- The high salt concentration near costal areas that may accumulate onto fixtures can be a factor on exposed stainless steel.

When cleaning is required, a mild chloride-free detergent, water, and degreaser solution is usually sufficient. Cleaners with abrasives are not appropriate for some finishes. To solve these visual problems we recommend cleaning with Stainless Steel Cleaner-Polish.

Directions:

Just like wood, stainless steel also has a grain. These are the very faint striations that can be found on the surface of your fixture. An entire sheet of stainless steel will have the same grain direction. That said, a fixture will usually have more than one piece of stainless steel incorporated into a complete unit. These other pieces may have a different grain direction, so make sure you are aware of this. Apply a small amount of the cleaner to a Scotchbrite type pad and polish with the grain of the metal (same direction as the grain) to remove the stains. Take a clean soft cloth, apply a small amount of cleaner, and polish to remove residue until clean. Stainless Steel Fixtures still require routine cleaning and maintenance to keep them looking good for years.

WARNING!

Stainless steel plumbing fixtures may be severely affected by certain job-site materials or conditions. Avoid contact with mild steel and **DO NOT** use bleach, any chlorine-based products, caustic acids, or iodine on stainless steel fixtures. These products will cause severe damage, including rusting and pitting, and will void the fixture warranty. Particles of mild steel that are introduced into the water in the fixture will rust and cause the stainless steel to corrode. The longer the particles remain in the fixture, the more severe the corrosion.

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