



Installation Guide

This is a one of a kind, hand crafted and unique concrete design that is made to last, and with a bit of care and love you will have this forever.

- We recommend the correct waste is purchased for your basin – Our recommendation is our ADP Universal 32-40mm pop up waste (comes in Matte Black, Matte White and Chrome), or any other waste that suits.
- Silicone where waste is in contact with the basin – top and bottom.
- Ensure no acetone is used on the basin, this may affect the sealer
- Ensure home water temperature is not hotter than 70 degrees (any hotter and it will burn a child!)
- Ensure no water is trapped under the sink, a silicone bead around the perimeter of the base of the basin is required to ensure no water gets under the basin. If water does get trapped through poor installation water marks can appear.
- Ensure the waste is tightened – Hand tight only.
- Ensure the waste is siliconed in and all silicone is left to dry for at least 24 hours prior to use.
- Warm soapy water is the best way to clean your basin, no harsh abrasive material to be used nor cleaning products are used.
- Apply our Gillys wax which can be purchased direct from here - <https://gillysaustralia.com.au/products/food-safe-wax> or head to Bunnings to find it.

Ongoing Maintenance - WAX: Your beautiful basin comes already sealed and waxed. This waxing process should be done every month to ensure the protection of the sealer and against any staining. See Care and Maintenance.

Please refer to our website for our Warranty - www.newformconcreting.com.au

Care and Maintenance of your Handcrafted Concrete Basin

Made from only the best products, this concrete has been sealed with the best, waxed and cured and tested before leaving our factory to ensure its excellent quality in your bathroom.

Only a little common sense and care is needed in caring for your New Form Concreting Concrete: Remembering that our concrete is both water tolerant and stain resistant but not water and stain proof. Ensuring you wipe and clean as you use is essential to the ongoing care of your beautiful basin. Over time your basin will gain character, as it is a natural ageing product.

Wipe as you go, using a soft damp cloth to wipe it down

If you encounter stubborn stains, use a mild non-abrasive cleaner.

Avoid exposure to products with high PH levels such as jiff and bleach, avoid exposure to paint strippers, nail polish remover and hair dye. Rinse immediately to neutralise the effect, and then follow usual cleaning procedure using a PH neutral cleaning agent.

Avoid exposure to high impact, especially on the edges.

Stubborn Stains and Dried Spills:

New Form Concreting high-end sealers provide great resistance to most commonly used items used in the bathroom. But please note: if left for an extended period, stains may occur - so ensure you wipe down as you go. A wet cloth is recommended for any stubborn stains. If needed use a non-acidic and non-abrasive cleaner and rinse well with water. Avoid forceful scrubbing as this may result in a loss of shine and remove the protective sealer.

DO NOT leave on your basin - toothpaste, mouthwash, hair dye or sunscreen, oil based products or makeup.

DO NOT fill your basin with boiling water and leave for extended periods of time. Your basin is designed for washing not soaking.

As a mild and gentle cleaner, we like to use a damp microfibre, and combining dishwashing liquid - 2 Tablespoons to 500ml of water, this works as a great general cleaner!

Direct Sunlight: Our concrete basins are a suitable product to be used outdoors, our concrete colours are all UV resistant, and the colour is throughout the entire concrete piece, but exposure to direct sunlight and weather may result in a slight colour change over an extended period.

Heat Resistance: Placing hot items such as a hair straightener directly onto your polished concrete basin is not recommended. Although it is heat resistant, excessive localised heat may result in damage to the concrete sealer or may have thermal shock.

Scratches, Cracks and Edge Chipping: Like all materials, overtime the sealer on concrete basins may develop scratches and abrasive marks. To minimise this, follow the waxing procedure to ensure your basin looks beautiful.

As with all basins, concrete is susceptible to chipping and cracking with improper use. Avoid impact on edges and the surface with hard objects. Areas around cutouts are weak points and can form small hairline cracks. The damage is aesthetic and not structural. But structural cracks, the product will be replaced. Please note, hairline cracks are not common but may occur. Please ensure you follow the installation process correctly.

Ongoing Maintenance - Waxing Instructions:

Using only a slightly damp microfibre, wipe on a 20-50 cent size of wax on the internal surface, applying in a circular motion that overlaps to ensure no missed areas. Leave for a few minutes and then gently buff off in light circular motions with a dry microfibre. Repeat every month or as required

Please note: New Form Concreting Care and Maintenance Guide must be read in conjunction with New Form Concreting Warranty and Installation Guide.



New Form Concreting Warranty - Basins

New Form Concreting warrants our Concrete Basins for 12 months, from the original date of purchase. We warrant that the product will be free from manufacturing defects provided the product is installed correctly following our installation guidelines AND the Care and Maintenance Instructions are followed. New Form Concreting is not responsible for labour or installation charges, removal and/or disposal charges of existing basins or any other expenses associated with a defective product. New Form Concreting sole responsibility is replacement, exchange, or repair of a defective product.

Exclusions this warranty does not cover:

Use of the Basin for any commercial purpose.

Edge chipping, surface damage caused by wear and tear, hairline cracking or

Discolouration due to the product being subjected to high heat or damage caused by improper use or abuse including damage from mishandling or misuse

Hairline Cracking around voids and cut-outs

Exposure to ultra violet light

Damage from physical or chemical abuse and damage from improper care and maintenance including, but not limited to damage caused by cleaning with abrasive substances

Scratches or stains. If any chemicals are left on for an extended period of time on our Basins they will stain.

Any chemical damage including but not limited to stains from hair dye, moisturiser, makeup, oils, toothpaste, mouthwash. If these items are left on for extended period, the basin may stain. Advised to wash down as you use.

Damage to the product because it has been fabricated or installed in an improper manner or contrary to any specifications outlined by New Form Concreting

The altering of any factory-applied finish

Additional modifications such as plumbing, electrical, tile, cabinets etc. that may be necessary to repair or replace the New Form Concreting product covered under this warranty

Chipping or pinholes occurring during fabrication or through ongoing use

Hairline cracking around cut-outs during or after installation

Basins that have been filled with extremely hot water and left for an extended period of time.

Routine maintenance and minor conditions such as stains, revealing of pinholes, and water spots that are a function of proper care and maintenance and which may be avoided by following the techniques specified in the Care & Maintenance Guide.

This warranty is not transferable during the warranty period to any subsequent owner of the residence in which the surface product was originally installed.

The warranty does not apply where the defect is trivial or insubstantial and where the product is installed with known or visible manufacturing 'characteristics' at time of installation, including but not limited to colour variance or flatness deviation beyond reason.

Any claim under the warranty will not be recognised or accepted and the warranty does not apply if:

The claim is not supported by proof of the purchase of the product from New Form Concreting within 12 months.

The claim is not made within a reasonable period after the defect in the product would have become apparent to a reasonable person.

The product alleged to be defective is not made available for inspection and testing by New Form Concreting or its authorised representatives or consultants.

Special Note: Concrete basins are poured in moulds, therefore when they are removed from the mold, they will have some pinholes or bubbles along with other voids, "character markings", and discolorations. These are not considered manufacturing defects; rather it is a reflection of the ongoing patina of the concrete product.