

**Each day, your production team will arrive between 9 and 10 am.**

## WHAT TO EXPECT FROM US:

- You will generally have two team members, sometimes three (depending on the work involved). Your experienced team leader is the on-site project manager. He'll coordinate every aspect of the job; answer your questions and any concerns; and ask for your input when needed. If you have questions that he can't answer, please don't hesitate to call Tony or your salesperson at our main number: 614-888-BATH.
- If other trades or craftspeople are involved in your project – painters, electricians, granite or tile installers, glass shower door installers – we will be handling the scheduling of those folks to perform their work at the appropriate time. However, we may ask them to phone you directly to coordinate best with your personal schedule. Each job is different. If you have any questions, just ask us!
- On the day your project is complete, your on-site project manager will review the job with you and note any "punch out" items. Full payment of the balance is expected at this time, unless there are special payment terms noted on your contract.

**Payments should be made to the installer.** Accepted forms of payment are: check, cash, credit card (Visa, MC, Discover).

## PRIOR TO YOUR INSTALLATION DAY:

- Before we arrive, we suggest you remove any breakables from the area and take pictures off the walls.
- If we are installing new vanities and/or tops, please remove your items from the existing vanity.
- In the tub or shower area, please remove your personal items as well as bath rugs and towels. We'll use drop cloths and clean up the area each day and at the end, but your small items and any "clutter" will be best stored out of the way.
- If you have artwork or anything hanging on the wall(s) adjoining the bathroom, you may want to remove those items as well.
- If the weather is particularly bad (rain/snow, extreme heat/cold), we'd appreciate having a bit of room in your garage to set up for cutting walls and flooring. Thanks!



**INSTALLERS:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**THANK YOU FOR CHOOSING SIMPLE BATH!**

We take great pride in providing our customers with a 100% authentic experience. We stand behind our work and our products, and we strive to maintain a high quality of craftsmanship. We appreciate feedback from our valued customers, as we are continually seeking ways to improve the products and service we provide. Thank you for your time and consideration.

Please evaluate the following areas:	Displeased	Pleased	Very Pleased
Your first initial call to schedule an estimate	1	2	3
Salesperson's knowledge	1	2	3
Punctuality and professionalism of installer(s)	1	2	3
Satisfaction of completed project	1	2	3

Additional comments or suggestions are appreciated:

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**CUSTOMER SIGNATURE:** \_\_\_\_\_

Check the box if you would you prefer we do NOT use your survey in advertising collateral.

## TOP 7 RECOMMENDED CLEANING PRODUCTS



Comet bathroom cleaner  
(clear liquid spray only)



Dawn dish soap  
(and vinegar)



Vinegar  
(and Dawn dish soap)



Tilex  
Mold & Mildew



Scrub Free soap  
scum remover



Mr. Clean Magic Eraser



Clorox bleach (diluted)

One of the most effective cleansers is a homemade solution of 1 capful of Dawn, 1 capful of vinegar and fill the rest of a spray bottle with water. The solution will safely and effectively clean the acrylic and Onyx. If a disinfectant is needed, you may safely use diluted Clorox bleach as necessary (always rinse surfaces with water after cleaning). For larger build-ups of soap and shampoo residue, we recommend Scrub Free or Mr Clean Magic Eraser Sponge. For removing light scratches and abrasions you may use Gel Gloss. If you are unsure whether a particular cleaner is approved, please call Simple Bath Ohio at 614-888-BATH.

### WHAT EFFECT DOES SOAP HAVE ON ACRYLIC AND ONYX?

Have you noticed that certain soaps are more difficult to remove than other soaps? Deodorant bar soap is the most difficult to dissolve using the approved cleaners mentioned above. Conversely, liquid soap seems to be the easiest to remove.

#### The 3 As to remember:

- No Abrasives
- No Ammonia
- No Aerosols

Our Onyx, Acrylic and silicone will NOT mold and mildew; soap scum will. It is your responsibility to clean your shower or tub area on a weekly basis with the recommended products.

If, at any time, spots begin to appear on the silicone caulk, spray with Tilex Mold and Mildew Remover, let sit for five minutes, then rinse.

## YES! GUARANTEED FOREVER

This statement is on every product we manufacture. It is a simple, clear guarantee, and everyone associated with our business understands it. If our product ever fails, we will either provide you with a new item or refund the cost. "Yes, Guaranteed Forever" says it all. Quality products, our guarantee, quick delivery, ease of installation, and low failure rate have made us legends in this industry. If you have a question, problem, or suggestion, please call us at 1-800-ONYX-TOP (1-800-669-9867). We always do our best to correct a problem to your satisfaction.



Bob Averkamp - Founder

## TECHNICAL INFORMATION

The main ingredient in The Onyx Collection products is Alumina Trihydrate ( $Al_2O_3+3H_2O$ ). The water molecules ( $3H_2O$ ) give The Onyx Collection products a distinctive translucency and depth of color, and also act as a coolant and lubricant for cutting tools and sanding belts. Alumina Trihydrate serves as a fire retardant and smoke suppressant in the event of a fire, adding safety and security to your home or business. The Alumina Trihydrate crystals are joined with a specially formulated resin which adds flexibility and strength. This combination provides excellent resistance to thermal shock fractures.

## INSTALLING AND CARING FOR YOUR NEW ONYX COLLECTION PRODUCT

ONLY use 100% Silicone for the entire installation. We recommend our own Adhesive Silicone and Color-match Silicone which are specially formulated for use with our products. Never use plumber's putty or construction adhesives. Over time, these materials may damage your lavatory, shower and even your vanity cabinet. Each lavatory and shower base includes a small tube of 100% silicone adhesive for installing the drain, setting the lavatory, and attaching sidesplashes to the wall. Larger installations, such as a tub deck or shower, will require more silicone adhesive.

## CLEANING YOUR ONYX COLLECTION LAVATORY OR SHOWER

Regular cleaning of all our products can safely be done with any non-abrasive cleaning product made for sinks or showers. If it says on the label "Do not use on . . ." it most likely contains abrasives which can damage or dull almost any sink, shower or countertop over time with repeated use.

To make cleaning even simpler, especially in hard-water areas, a product like Repel that is designed to clean and seal surfaces will help protect the product from mineral or soapscum buildup with a minimum of effort. If a mineral buildup does occur, it can be remedied using white vinegar, a product like Eliminate, or any other mineral removing product that is safe for your drain. Always follow directions on the label. Installation & Maintenance Instructions are included with every product we ship, along with any necessary templates. The instructions can also be viewed and downloaded from our web site along with MSDS Safety Data Sheets for applicable products. - [www.onyxcollection.com](http://www.onyxcollection.com) -

If your Onyx Collection product becomes chipped or damaged in any way, please call us at 1-800-669-9867. We have a repair kit we can send to you at no-charge. If you are within our delivery area, we will schedule a time to come to your home and repair the damage ourselves at no charge to you. We will always do our best to keep you satisfied.

# AVOIDABLE DAMAGE SOLUTIONS

**Our repair service is an important part of our “Yes, Guaranteed Forever.”**

The following information is for The Onyx Collection distributors, customers, and especially installers. It lists the six most common types of damage, explains the causes, and suggests simple steps to prevent them. Please read this page carefully.

## #1 Avoidable Damage: Scratched Surfaces

The flat surface of the lavatory is an inviting place to set tools, tool boxes and other hard objects which can scratch almost any surface. Recommendation: Leave the plastic film on until the entire bathroom is finished. (Tip: It is not necessary to completely remove the plastic to install the lavatory or the faucets and drain. Tear back the plastic just enough to install faucet and drain, and peel back the side edges of the plastic just enough to install sidesplashes.)

## #2 Avoidable Damage: Chipped Lavatories

Almost all chipping occurs when construction or remodeling happens around an unprotected lavatory. While putting up light fixtures, mirrors, wallpapering, tiling or painting, a tool can easily be dropped on the lavatory, or a workman wearing a tool belt may inadvertently knock against the front edge of the lavatory and chip it. The plastic film alone may not prevent a hard or sharp object from chipping the lavatory.

Recommendation: Install the lavatory as the final step in finishing the bathroom. The only thing that has to be installed after the lavatory is a large wall mirror that touches the top of the backsplash. Always cover the surface of the lavatory after installation until the work in the bathroom is completed. (Tip: Cut off the lid from the box that the lavatory came in and use it as a protective cover. The small flap in the front will even protect the lavatory's front edge.)

## #3 Avoidable Damage: Cracks near the Drain Area

This is almost always caused by excessively high hot water temperatures. Recommendation: Set the home's hot water temperature to a safe, comfortable level. When set properly, you should be able to hold your hand under the hot water tap for at least several seconds. In almost all cracked-bowl situations, we find the home's hot water temperature is set at maximum! Extremely hot water wastes energy and can pose a significant safety hazard in the kitchen and bathroom, as well as shortening the life of your plumbing system, including your lavatory. Major dishwasher and laundry soap manufacturers design their products to work best between 120o - 125 F, and modern dishwashers have systems that boost their internal water temperature when necessary. (Tip: The plumber should show the homeowner how to adjust the water heat to promote home safety, improve energy efficiency and save money on utility bills.)

## #4 Avoidable Damage: Burns on Lavatory Surface

The major cause of this is excessive heat from curling/straight irons or candles. If an iron is accidentally left on, after a while the heat from the rod may discolor the lavatory surface, and a bare metal curling iron stand can get hot enough to soften the surface and make little dents. Sometimes candles are placed directly on the lavatory surface and allowed to burn all the way down. Recommendation: Turn the curling iron or straight iron off after use. Place rubber tips on the curling iron stands. (Tip: Some people avoid this situation by setting the curling iron on a nonflammable hot pad, or on a decorative tile with rubber feet on the back side. This protects the lavatory from burns, dents, and scratches all at the same time!) Never leave a candle unattended, and make sure there is a protective cup or base beneath any candle that is burning.

## #5 Avoidable Damage: Discoloration (“yellowing”)

This is caused when fresh air cannot reach the surface of the item. New products take a few months to completely cure, and during this time they need to “breathe.” When the lavatory, shower panel, shower base, sidesplash, etc., is left in its protective packaging for an extended time before installation, a lack of oxygen can cause the item to gradually discolor. (This is most noticeable with colors like Snowswirl or White Onyx.) This can also occur with a new lavatory when an item placed on it (like a glass or candle cup) is left in the same place for a long period of time, resulting in a “shadow” of the object being visible after it is moved. Recommendation: When ordering, request a delivery date that is close to your planned installation date. If circumstances arise that will delay your installation, remove the plastic film from the Onyx surface, and open the box or other packaging periodically to allow the item to get some fresh air. Don't leave objects in the same place all the time on the surface of a new lavatory.

## #6 Avoidable Damage: Sagging or Warping of Lavatory

This is always caused by insufficient support given to the product. As with most natural materials (even glass), Cultured Onyx is not 100% rigid. The same molecular structure that makes our products more resistant to breakage than other similar products also makes them able to bend over a period of time if not supported properly. Sagging or warping problems generally occur when a lavatory is removed from its box prematurely and allowed to sit with no support, or when the cabinet or other structure it is installed on is improperly designed so that long sections of the lavatory (over 10”) extend with no support. Recommendation: Leave your lavatory in its box until just before installation on a properly constructed cabinet. The box is designed to give it adequate support to avoid warping until it is installed on its cabinet or other properly built support structure, at which time the danger of warping no longer exists.



## **BERTCH CABINET CLEANING RECOMMENDATIONS**

### **AVOIDING PROBLEMS WITH YOUR STANDARD WOOD FINISH:**

- Do not use detergents, oily polishes or glass cleaners.
- An occasional light waxing may be required. Avoid frequent cleaning with a waxy cleaner.
- Use a good furniture brand paste wax to polish your cabinetry, such as Guardsman Heritage Furnish Polish.
- To clean a soiled area of your cabinetry, use a damp cloth and a mild dish soap. After wiping immediately wipe again with a clean damp cloth.
- Dry with a clean dry cloth.

### **AVOIDING PROBLEMS WITH YOUR LAMINATE FINISH:**

- Do not use abrasive pads or harsh cleaners to clean soiled areas.
- Use a damp cloth and water to clean surface of cabinetry, then wipe with a damp cloth.
- Use a countertop or tile cleaner to clean heavy grease stains or other difficult stains.

### **AVOIDING PROBLEMS WITH YOUR HIGH GLOSS FINISH:**

- Clean high gloss cabinetry with mild soap and a damp cloth.
- Do not use a wax cleaner whatsoever, to avoid discoloration.

## VINYL FLOOR CLEANING TIPS

Vinyl flooring is beautiful, durable and easy to maintain. Still, you'll need to do basic cleaning. Here are some simple and easy care tips to keep your vinyl floors looking newer, longer:

- Remove loose dirt with a soft bristle broom.
- Clean with plain water and a damp mop for normal, everyday care.
- Wash the floor occasionally with a gentle (non-abrasive) floor cleaner - always follow cleaning product instructions and adhere to cautions before use.
- Do not use detergents, abrasive cleaners or "mop and shine" products. These may leave a dull film on your flooring.
- When using a vacuum cleaner, disengage the beater bar or use the "bare floor" setting to avoid damaging your flooring.
- Highly abrasive scrubbing tools are not recommended as they can damage your flooring.
- Never use ammonia or bleach to clean your vinyl flooring.
- Due to the high temperatures, steam mops may cause damage to vinyl flooring. Review the manufacturer guidelines for your flooring before using a steam mop.



## REFER A FRIEND AND RECEIVE \$250!!

We work hard to exceed our customers' expectations every time, and we hope that you will share your Simple Bath experience with friends and colleagues. In fact, our business thrives on referrals from customers just like you!

### HERE'S HOW IT WORKS:

- Provide us with the name(s) and contact information for your referral who is interested in a bathroom remodel and we will follow up directly; or
- Tell your friends to mention your name when they are working with one of our sales representatives.

**When the referred job is completed, you will receive a check in the mail in the amount of \$250. IT'S THAT SIMPLE!**

We look forward to hearing from you or your friends!

REFERRAL NAME: \_\_\_\_\_

PHONE: \_\_\_\_\_