



# **CLEANING GUIDELINES FOR NEO-METRO PRODUCTS**



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Neo-Metro products should be kept clean at all times.  
If maintained, surfaces will retain their original clean appearance indefinitely.

**(800) 591-9050 • [www.neo-metro.com](http://www.neo-metro.com)**

P.O. Box 3527 • City of Industry, CA 91744 USA • Phone (626) 855-4854 • Fax (626) 937-4725



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## STAINLESS STEEL

### NORMAL CLEANING

*Clean weekly or more often, as needed  
(especially high-polish surfaces)*

### RECOMMENDED CLEANING MATERIALS

- Sponge - natural or artificial
- Nylon or other soft-bristle brush
- Microfiber cloth

### RECOMMENDED CLEANING SOLUTIONS

- Hand dishwashing liquid/soft water solution
- Mild soap/soft water solution
- 3M Stainless Steel Cleaner/Polish
- White vinegar/soft water solution (for brightening, removing oil and hard water deposits)
- CLR Brand Cleaner or baking soda / soft water solution (for brightening, removing hard water deposits)
- Club soda and sponge

### FOR HIGH POLISH STAINLESS STEEL

*Note: High polish stainless steel surfaces should never come into contact with any abrasive brush, cloth or cleaning agent.*

#### To remove smudges and fingerprints:

Wipe surfaces with a quality Stainless Steel Cleaner / Polish. Apply using a soft, non-abrasive cloth. Always follow cleaner/polish product directions provided.

#### To remove dirt and debris:

Wash surfaces with a mild liquid soap. Apply using a soft, non-abrasive cloth. Rinse surfaces thoroughly with clean water. Afterwards, using a soft non-abrasive cloth, wipe surfaces with stainless steel cleaner/polish.

#### To remove rust stains:

Wipe surfaces with CRES (available through Neo-Metro) or equivalent cleaner. Use recommended solutions. Apply using a soft non-abrasive sponge. Rinse surfaces thoroughly, immediately after application. Always follow cleaner product directions provided. After rinsing, using a soft, non-abrasive cloth, wipe surfaces with stainless steel cleaner/polish.

### FOR TOUGH PROBLEMS

- CRES Cleaner specifically for rust stains (Available through Neo-Metro)
- Tarn-X for general stains
- #7 chrome polish
- Silver polish

#### To remove stubborn spots or to treat a scratch (Standard Satin Finish Only):

Use of synthetic, abrasive, general-purpose pads such as Scotch Brite® is recommended. Apply the stainless steel cleaner/polish to the synthetic, abrasive pad and CAREFULLY rub out spot with cleaner/polish. *Be sure to rub in the direction of the grain!* Do not allow steel wool to come in contact with stainless steel. Steel particles can become embed into the stainless steel surface and create rust!

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Special Note: After cleaning for serious problems, let dry, and expose to air for at least 24 hours to allow "healing" (restoring of the chromium oxide layer) of the stainless steel surface.

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### THINGS TO AVOID

- Harsh polishing cleanser (Comet, Bon Ami, etc.)
- Harsh chemicals (strong acidic or alkaline materials such as hydrochloric acid, sodium hydroxide, etc.)
- Any abrasive substance (dirt/mud, ceramic items, etc.)
- Chlorinated cleansers, sanitizers or bleach of any kind
- Steel wool, steel utensils or any object made of steel or metal, left in contact with stainless surface (hair pins, paper clips, aerosol cans)
- Scotch-Brite® type pads on high-polished surfaces
- Seawater or excessively hard water
- Salt or salty foods allowed to dry on surface
- Leaving scratches in metal surface (soil can collect in these, preventing surface from "healing")
- Leaving hard water sitting (evaporating) for extended periods, allowing mineral deposits



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## POWDER COATING

*Protecting the powder coated surface is the major key in keeping a powder coated stainless steel product clean and under warranty.*

- For normal wipe-down cleaning, a mild soap and a sponge or cotton cloth will perform well.
- When cleaning with a bowl cleaner, use only a soft-bristled (synthetic) brush.
- Ordinary mild toilet bowl cleaners for home use will sanitize the fixture. (eg. Soft-Scrub®, Comet Soft Cleanser®, Clorox®, Scrubbing Bubbles® Gel.)
- NEVER use harsh cleansers such as “Kaboom®”, Lysol® Gel, Lysol Cling® or “The Works” as these contain powerful acidic or alkaline chemicals which may damage the finish or even the metal of the bowl itself. Use of such chemicals will void the warranty.
- NEVER use a metal brush while cleaning. The use of such a tool at any time will scratch the finish and can cause corrosion, voiding the warranty.
- NEVER use a plumber’s snake to clear severe clogs. The use of such a tool at any time will damage the finish, scratch the powder coating and cause corrosion, thus voiding the warranty.
- In the case of a severe clog which cannot be cleared by use of a plunger, the fixture must be dismantled from the structure sewer connection (floor or wall) and the snake used from there into the sewer. Any clog in the trap can be accessed from the outlet of the trap after dismantling.



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## RESIN DECK MAINTENANCE

Please carefully inspect your entire Ebb Concept prior to installation. Contact Neo Metro immediately if you find any damages or defects. Failure to do so may jeopardize any warranty or reimbursement for damage. To insure your satisfaction, follow the handling and care instructions

### CLEANING AND POLISHING

- Resin is a very strong material and its beauty and flair will last indefinitely if handled and maintained properly. Your resin deck can be best maintained by periodic cleaning with a 100% cotton rag and lots of warm, mild soapy water followed by a good warm water rinse. Blot dry with a clean 100% cotton cloth.
- Resin is a porous material that requires treatment with an oil base product such as orange / lemon oil, or stainless steel cleaner to maintain its luster. **DO NOT** use products with a wax base such as Pledge. Using a clean, soft 100% cotton cloth, apply the oil to the entire surface. Wipe off excess and buff with a micro fiber cloth.
- Avoid the use of dry or gritty cloth that can irregularly scratch the resin surface. Always dust with a damp 100% cotton non-abrasive or micro fiber cloth.
- Avoid allowing the resin to come in contact with heavy cleaning solvents or agents. Never use kitchen scouring compounds, alcohol, gasoline, lighter fluid, chlorine bleach, lacquer thinner, window cleaner or waxes.
- Use caution and do not set hot curling irons, blow dryers, clothing irons or candles on the resin deck.
- Never apply clear or masking tape to the resin surface for extended periods of time. The adhesive will leave a non-soluble residue that will require polishing to remove

## REMOVING SCRATCHES

(see special instructions for Stealth Fog Resin below\*)

Because Neo Metro's resin is a renewable surface, follow these 2 simple steps to remove and refinish the resin to its original luster.

1. Using a random orbital sander and 1000 grit sandpaper, spray the resin top with water and wet sand the entire resin top using the random orbital sander and 1000 grit sandpaper (be sure to keep the resin wet while sanding). Move the sander in a circular motion (as if waxing a car). Once the entire surface of the resin is sanded to a uniform finish, clean off the residue with a clean cloth, mild soap and warm water. Rinse off all soap before moving to Step 2.
2. Using a 100% cotton or micro fiber applicator and cream polishing compound (non-abrasive), apply polishing cream in a circular pattern (as if waxing a car) over the entire resin deck. Allow the polishing cream to dry to a haze and wipe clean with a 100% cotton cloth or micro fiber cloth. Repeat if necessary.

### \*STEALTH FOG (clear smoke) RESIN - RDC02 HIGH POLISHED RESIN DECK INSTRUCTIONS

Included with your Ebb Concept, Neo-Metro provides a 3-Step Novus polishing kit. Please read and follow the polishing instructions clearly before using this product. Use the steps in the proper order. **Be aware the steps are backwards in numerical order.** Step 3 is the first step, Step 2 is the second step, and Step 1 is the third step. Repeat if necessary.

### THERMAL PROPERTIES

*Resin is susceptible to warping, cracking, chipping and scratching. If the deck is going to be in storage before installation, it is imperative that temperature extremes in the storage area be taken into consideration. In colder climates resin tends to become brittle and can easily chip. In hotter climates (over 90 degrees Fahrenheit) it becomes soft and more susceptible to warping. Never leave the deck outside in direct sunlight, please store it inside on the job site from the moment of delivery and use care to not expose it to an open flame. Fire rating test results available at Neo-Metro. 800-591-9050*



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