

# CBEN - Ceramic Sink Installation & Maintenance Guide

## Lifetime Warranty:

We provide a lifetime warranty against genuine material and manufacturing defects, with exceptions for wastes, overflows, and pipework, which are subject to a 1-year warranty. This warranty is limited to first-time purchasers for domestic use only and is non-transferable. Fair wear due to use is excluded. Claims must be supported by proof of professional fitting. Faulty items may be subject to inspection, and we reserve the right to repair or replace goods at our discretion.

## Preparation:

### Please carefully read through these guidelines:

- 1) **Professional Fitting:** Ensure the sink is fitted by a professional fitter to guarantee proper installation and adherence to warranty conditions.
- 2) **Compatibility Check:** Before starting installation, verify that the sink can be fitted directly into the correct sink cabinet. Ensure pipework and connections for taps and waste kits can be installed correctly. In some cases, adjustments to the kitchen cupboard may be necessary to accommodate the sink, tap, and pipework.
- 3) **Handling: WARNING!** Exercise caution when handling the sink, as it is heavy and fragile. We recommend two people should be used when handling this product.
- 4) **Package Inspection:** Thoroughly inspect the package for completeness, defects, or transport damage before commencing installation. Any installed faulty product will not be covered by the warranty.
- 5) **Existing Sink Replacement:** If replacing an existing sink, confirm that the new sink will fit the existing cut-out size and position. If not, amend the cut-out accordingly.
- 6) **Cut-Out Planning:** Before creating the cut-out in the worktop, carefully plan the positioning of the sink. Ensure that the bowl(s), tap, and overflows will not interfere with surrounding units or appliances.
- 7) **Support Shelf:** All ceramic sinks should be supported under the reverse face with a substantial braced shelf or mounting bracket.

## Installation:

- 1) **Marking out:** Due to dimensional tolerances with fireclay, measure the sink on-site before making the cut-out to ensure a correct fit. The cutout should be adjusted to suit the sink tolerances.  
**Inset mounted:** To mark out the sink cutout for inset mounting, simply measure the overall size of the sink (side to side and front to back). Deduct 5mm from the left and right side of the bowl and deduct 15mm from the front and the back. This will be your cutout size for mounting the sink in the inset configuration. Be sure to account for these offsets when marking out the cut position in the worktop.  
**Undermount:** The recommended cut-out size aligns the cut-out edge with the radius of the bowl edge. The distance from the bowl can be adjusted to extend beyond 'overhang' or be set back. However, note that this adjustment might affect installation or the proper use of sink accessories." **WARNING:** It is strongly recommended that a test cut-out is made from a scrap piece of material to ensure that a satisfactory match between sink and cutout is achieved. Ensure that the cutout is satisfactory before proceeding to cut the worktop.
- 2) **Cut-Out Creation:** Always follow the worktop manufacturer's instructions to create the cut-out. For the Inset sink configuration, it is recommended to dry fit the bowl to make sure the sink and overflow kit do not foul on other elements. The tap may need mounting at this stage to validate the sink position and ensure adequate clearance for the overflow kit. The overflow kit may need fitting after the bowl has been mounted depending on clearance. If there is not adequate clearance for the overflow kit, it may be necessary to remove an additional section of material from the underside of the worktop.
- 3) **Tap and Waste Kit Installation:** Install the tap and waste kit according to the manufacturer's instructions. Use long flexible tap connectors for secure installation, as later access may be obstructed by the sink or plumbing.
- 4) **Sealing Preparation:** Clean the underside and topside of the worktop cut-out perimeter with a degreasing cleaning solvent. Also apply the degreasing agent to the area of the sink which will contact the worktop. Allow it to dry before proceeding.
- 5) **Silicone Application:**  
**Inset mounting** - Apply a continuous generous bead of high-quality silicone onto the top edge of the worktop. Keep the bead within 5mm of the sink cutout to ensure good contact with the rim of the sink.  
**Undermount** - Apply a continuous generous bead of high-quality silicone centrally around the perimeter of the sink lip.
- 6) **Sink Placement:**  
**Undermount** - Gently lay the worksurface onto the sink, carefully aligning the sink rim with the cut-out shape with equal spacing on all sides. Apply additional silicone around the inside and outside of the adjoining sink and worktop. Clean away any excess silicone with a proprietary silicone cleaner. Allow the silicone to dry completely. If sink mounting clips are used, please ensure you do not over-tighten these fittings as this may cause the surface of your ceramic sink to crack.  
**Inset mounting** - it is recommended the two people handle the bowl into position while inset mounting. Gently guide the sink down into place ensuring that the sink is sat centrally within the cutout. Apply additional silicone around the inside and outside of the adjoining sink and worktop, cleaning away any excess silicone with a proprietary silicone cleaner. Allow the silicone to dry completely.
- 7) **Connecting Pipework:** Attach the sink connecting pipework to the waste kit according to the manufacturer's instructions.

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## Care and Maintenance:

To maintain the appearance of this product, wipe your ceramic sink with a moist cloth and apply some mild vinegar-based nonabrasive cleaner for a simple and effective cleaning solution. It is also good practice to rinse and dry the sink with a soft cloth to avoid limescale forming upon your sink.

A fast and easy way to remove water marks, grease or soap scum deposits is with a proprietary bathroom cleaner such as Flash liquid spray, or similar products found in your supermarket. Alternatively, an overnight soak using diluted biological washing powder should remove the marks easily, always remember to thoroughly rinse your sink afterwards.

## Weekly Maintenance

To keep your glazed surface sparkling, apply a dilute solution of bleach every 2 to 3 days. Apply with a sponge or a soft kitchen cloth and rinse the surface thoroughly with plenty of water. Avoid prolonged contact of the bleach solution with wastes, overflows and plastic pipes, the bleach solution can damage the finish of these surfaces if not fully rinsed away.

## Limescale Build-up

Limescale build-up in hard water areas can become a problem over time. Tried and tested cleaning products such as household vinegar or vinegar solution/lemon juice (3-part hot water to 1 part vinegar/lemon juice) can be used to remove limescale deposits. For stubborn stains, cover with a piece of paper kitchen towel soaked in vinegar and leave to stand overnight. Alternatively, use a cleaner such as 'Limelight' which can be found in most supermarkets or online. Always finish off by rinsing your sink thoroughly with clean water to remove any residue, and then dry it with a soft cloth to prevent any limescale build-up. Limescale can be strongly coloured by foods such as curry sauces, red wines, and coffee, so prevention of limescale can avoid this staining problem.

## Stubborn Marks

Marks caused by iron or aluminium saucepans on the ceramic surface that regular cleaning will not remove can be removed by a product called 'Astonish – Oven & Cookware Cleaner' paste, which can be obtained from most supermarkets or online. Alternatively, "china rubber" used together with washing up liquid can be a useful tool for removing stubborn marks.

## Things to Avoid

- Abrasive cleaners should not be used as they will dull the gloss finish of your sink.
- You should be very careful with all substances containing fluoride, such as rust removers and toothpaste. Make sure deposits are removed immediately as they can cause stains if left for any length of time.
- Avoid dropping heavy-based pan, knives, or other kitchen utensils onto or into your sink, especially vulnerable areas such as the rim edge, as this could result in chips or cracks to either the bowl or surface of your sink.
- Don't leave wet cleaning aids on the sink (such as cloths, pads, or containers). As the water evaporates, a mineral or limescale deposit is left behind on the surface.
- Never prepare or chop food directly onto your sink's surfaces. A wooden chopping board is recommended for this purpose.
- Avoid placing hot pans on the surface of the sink. Your sink can withstand very high temperatures of up to 250°C. Hot pans straight from the hob or oven often exceed this temperature however and could mark or cause crazing to the glaze.
- If diluted bleach is necessary to clean the overflow or waste outlet, squirt into the hole, leave for 2-3 minutes only, then rinse thoroughly with clean water. Don't leave neat bleach in direct contact with the surfaces for longer than a few minutes as this can cause damage to the stainless-steel pipework along the surfaces of your sink.
- Avoid metal objects coming into contact with the sink surface, instead use protective plastic bowls, wire grid cutlery holders, or drainers with a non-abrasive pad.

Never pour strong chemicals directly down the sink to dispose of bleach, ammonia, caustic soda, white spirit, or sterilizing solution. This can cause problems to not only the surface of your sink but also waste fittings, overflows, and pipework. Should your sink come into contact with any of these substances please rinse your sinks and flush pipework immediately.

## Warranty Terms and Conditions:

- Original purchaser must retain proof of purchase for warranty claims.
- Slight shade variations and accidental damage are not covered.