

victoria ⊕ albert®

volcanic limestone baths

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CARE & CLEANING

At Victoria + Albert Baths, we believe that our unique QUARRYCAST™ material creates a naturally superior bath, and this is something we are extremely proud of. Please follow the care and maintenance advice below, to ensure your bath, basin and accompanying accessories continue to look and feel beautiful for many years.

To demonstrate our confidence in the quality and reliability of our products, all Victoria + Albert products are guaranteed. Please see our terms and conditions for further details.

QUARRYCAST™ WHITE (GLOSS) BATHS AND BASINS

For light daily use, we recommend rinsing the bath and/or basin with plenty of warm, soapy water. QUARRYCAST™ has excellent stain resistance, but we recommend that bath and/or basin water containing additives (oils, bath salts, dyes etc.) is always drained and then the bath and/or basin cleaned with fresh, warm water immediately after use.

If any marks are not removed with this method, we recommend a mild, non-abrasive household cleaner. Should you need to clean the bath and/or basin with an abrasive cleaner, as may be required after heavy use or for any stubborn staining, we recommend the use of an automotive grade polish. Please note, abrasives will cause the disappearance of the glossy look over a long period. Bleach-based cleaning products are compatible with QUARRYCAST™, although for environmental reasons we do not recommend them. Always rinse any cleaning products off the bath and/or basin after use with fresh, clean water.

100% MATT BATHS AND BASINS

We recommend cleaning our 100% Matt products with warm, soapy water, as per the advice for QUARRYCAST™ White (Gloss) products. All cleaning products should be fully rinsed off afterwards with fresh, clean water.

For any stubborn staining on products with a 100% Matt finish, we recommend the use of a fine scouring pad, such as 3M™ Scotch-Brite™ Hand Pad.

PAINTED BATHS AND BASINS

For painted baths and basins, we recommend following the basic cleaning advice for QUARRYCAST™ White (Gloss) and 100% Matt products for internal use, in addition to the below:

Painted products with a gloss finish can be cleaned with neutral soaps and warm water. Anything more stubborn can be polished with a Polishing Kit, which is available from customer services.

Painted products with a matt finish should not be polished, and can be cleaned with a specialist matt finish cleaner such as Flitz. Specialist matt finish cleaners will help ensure the finish remains matt. Please follow the instructions on the packaging and ensure the cleaning is not under hard pressure as this can remove the matt finish.

For stubborn staining we recommend obtaining a specialist matt or gloss cleaner from an automotive store.

QUARTZ WASHSTANDS

We recommend cleaning with neutral soap and warm water, using a microfibre cloth. For stubborn stains a specialised stone cleaner can be used on the Quartz surface. For cleaning advice for the metal frame, see the advice for metal cleaning below.

ACCESSORIES

We recommend all accessories are dried after each use with a soft cloth to reduce any standing water that may contain impurities. Any residues from cosmetic products, aggressive cleaning products and similar should be immediately rinsed away with clean water.

For head and back rests, clean the product with a neutral soap and warm water, using a microfibre cloth.

For Tombolo bath rack, clean the product with a neutral soap and warm water, using a microfibre cloth.

CHROME, NICKEL, BRASS, BRONZE AND STAINLESS STEEL

We recommend Chrome, Nickel, Brass, Bronze and Stainless Steel products are dried after each use with a soft cloth to reduce any marks from standing water that may contain impurities. Any residues from cosmetic products, aggressive cleaning products and similar should be immediately rinsed away with clean water. Clean with a neutral soap and warm water, using a microfibre cloth.

To remove limescale, a 50/50 solution of lemon juice and water is recommended. Apply to cotton wool and wrap on the area for a maximum of 60 minutes and then rinse clear with clean water. Repeated as required.

For Stainless Steel products, stubborn marks can be removed with a soft cloth and specialist stainless steel cleaner.

Do not use any harsh cleaning chemicals that contain acids, alkaline, caustics or grits. Bleaches, alcohol and vinegar based cleaners should be avoided. Do not use abrasive cloths, scouring pads, scrub sponges, steel wool etc. as these can scratch the surface of the product and promote deterioration of the finish.

REPAIR AND MAINTENANCE

QUARRYCAST™ is scratch resistant. However, if any scratches do occur in extreme conditions, such as installation, these can be removed with the correct treatment.

For QUARRYCAST™ White (Gloss) products, light scratches that cannot be felt with a finger nail may be removed by polishing with a fine cut automotive compound. If they still remain, try rubbing with a fine (2000 grit) waterproof abrasive paper on a sanding block with water. Re-polish the surface afterwards using a fine cut automotive rubbing compound - available from reputable auto supply or professional auto paint supply stores. For best results, limit sanding to the smallest possible area around the scratch.

Deep scratches that can be felt with a finger nail will require a more specific repair and we recommend you contact customer services to be talked through the steps.

For 100% Matt products, any light scratches that cannot be felt with a finger nail may be removed by rubbing in a circular motion with a scouring pad using light pressure. If they still remain, try rubbing with a fine (1500-2000 grit) waterproof abrasive paper on a sanding block with water. For deeper scratches, please contact customer services.

For painted baths and basins, we offer touch up kits for any minor scratches. Please contact our customer service team.