

Product Care & Cleaning Guide

Warm water, a soft cloth and a mild pH-neutral detergent will clean everything we sell. Keep this inside a cupboard door — the wrong cleaner does permanent damage in one use.

Never use — these void warranties

Abrasive creams and powders · scouring pads and steel wool · bleach and chlorine · ammonia · acidic descalers · oven cleaner · any “shower power” style product left to soak. Finish damage from cleaning products is excluded from every manufacturer warranty we carry, and it is the most common reason a tapware claim is refused. It is the coating, not a stain — it does not come back.

Tapware finishes

FINISH	CARE
Chrome	Warm soapy water, dry with a soft cloth. Dry after use in hard-water areas to prevent spotting.
Brushed nickel / stainless	Wipe along the grain, never across it. No abrasives at all.
Matte black	Water and a soft cloth only. Detergents dull the coating over time; nothing else is needed.
Brushed gold / brass (PVD)	Water and a soft cloth. The PVD layer is hard but thin — abrasives cut straight through it.
Living / unlacquered brass	Intended to patina. Do not polish unless you want to restart the process.

Never spray cleaner directly onto tapware. Overspray runs into the base and sits against the seal — spray the cloth instead.

Shower glass

- **Squeegee after every shower** — this one habit does more than any product.
- Clean weekly with warm water and a little pH-neutral detergent; an ammonia-free glass cleaner or methylated spirits on a lint-free cloth gives a streak-free finish.
- Never use an abrasive pad — scratches are permanent and then hold soap scum.
- Coated glass: follow the coating manufacturer’s instructions; most rule out anything acidic.
- Hard-water etching is not a manufacturing fault and is not covered by warranty.

Frames, hinges & rollers

- Wipe aluminium frames with a soft damp cloth; stubborn dirt with mild detergent, then rinse and dry. Solvents, bleach and steel wool strip the finish.
- Every six months: check hinge and pivot screws are tight, and give moving parts a drop of light machine oil.
- Keep the designed gap between a frameless door and the adjacent panel (around 2.5mm) — glass touching glass is how doors chip and shatter.
- A door that drags should never be forced — a roller or pivot needs adjusting, which is a quick service job.

Vanities, stone and basins

- Wipe spills off stone tops promptly — perfume, nail polish remover, hair dye and toothpaste all mark engineered stone.
- Never put a hot styling tool directly on a stone or laminate top.
- Do not stand on the vanity or the basin, and do not hang off an open drawer.
- During the build: keep protective film on until the trades are out, cover baths and tops with cardboard, and never let grout, silicone or tile adhesive dry on a finish — remove it while wet.

Something failing despite proper care?

That is a warranty matter, not a cleaning one — most faults are fixed with a spare part like a cartridge or seal kit. Start at **support.melbournebathroom.com.au/report-an-issue** with a photo and your order number.

Full guide with finish-by-finish detail: **support.melbournebathroom.com.au** →
Product Help & Measurements

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