CONCRETE CARE

CARE & MAINTENANCE GUIDE

CARE FOR THE SURFACE. PRESERVE ITS CHARACTER.

SUNPAN concrete products are made from natural materials, including granite stone powder, Portland cement, nylon mesh and water. Like wood and stone, concrete is naturally porous. Each concrete surface is treated with a wax sealer that provides active protection against staining. To preserve the lasting beauty of your product, we recommend following these care and maintenance instructions.

Clean the product using water and a mild soap, such as dish soap. Do not use abrasive, bleach-based or ammoniated cleansers, as they can wear down the protective wax coating and reduce the surface's resistance to staining. We also advise against most natural cleansers, which are often citrus-based and highly acidic. These products may damage natural materials. For daily cleaning, use a mild, non-abrasive and non-ammoniated soap. Stone soap may also be used for ongoing maintenance and conditioning.

Re-wax the product periodically to provide additional protection against staining. Apply wax once within two months of installation and every three to six months thereafter, depending on the product's use and location. Outdoor products should be thoroughly waxed before winter, covered and raised off the ground during cold seasons. We recommend using a commercially available natural beeswax or carnauba wax that is food-safe and non-toxic.

DAILY USE & SURFACE PROTECTION

Regular food preparation should not stain the concrete because the acrylic sealer acts as a protective barrier. However, spills should be wiped up as soon as possible. Although the wax coating offers protection against oils and acidic substances, prolonged exposure may penetrate the sealer and cause discoloration.

Rings may occasionally appear after contact with unidentified liquids. Oils can penetrate the surface, particularly when pressure is applied by the weight of a glass or jar. Wipe up oil spills promptly to minimize the risk of staining. Avoid using bath oils near the product, as prolonged contact with the concrete surface may cause permanent discoloration. Remember that natural wear, including the occasional stain, contributes to the unique character of the material.

Use felt or rubber pads beneath objects that will remain on the surface for extended periods, especially unglazed ceramics such as terracotta pots. Unglazed ceramics may absorb residual moisture from the concrete and cause discoloration.

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Do not place hot objects directly on the surface, as they may cause discoloration. Always use a trivet. Never apply blue painter's tape or other adhesives directly to the product.

Concrete products approved for outdoor use should only be placed in covered areas. To extend their lifespan, cover and seal outdoor pieces during extreme weather and bring them indoors during cold seasons to prevent damage and deterioration.

WILL CONCRETE CRACK?

Although hairline cracks are not considered a defect, they may occasionally develop as the concrete shrinks during the curing process. These cracks are non-structural and are a natural characteristic of the material.

IS CONCRETE STRUCTURALLY REINFORCED?

Using our proprietary casting process, each piece is reinforced with nylon mesh. This provides exceptional strength at a fraction of the weight of traditional concrete.

Natural variations in colour, texture and porosity are inherent and valued characteristics of concrete. Minor imperfections, surface scratches and non-structural hairline cracks may occur and are not considered manufacturing defects.

At its sole discretion, SUNPAN will repair or replace a product that fails exclusively because of a manufacturing defect within the first year following installation. This warranty does not cover labour costs associated with repairing or reinstalling the product. It applies only to products that have been handled, fabricated, installed and maintained in accordance with SUNPAN's recommendations.