

TERRAlife™

Homeowner's Guide

Thanks for Choosing TERRAlife

Your choice of a TERRAlife fireclay sink will ensure you many years of quality and durability-- this guide will help you keep your sink looking its best for many years to come!

Here at TERRAlife, we make it our mission to provide our customers with the highest level of quality and design; manufacturing classic materials and styles with the latest technology available. Because of our efforts to stay current, we do reserve the right to make changes in product features and/or packaging at any time without notice, keep in mind, this could affect availability too.

*Please take a few minutes to review this guide.
Pay special attention to the care and cleaning instructions.*

The Basics...

- 1st: Always test your cleaning products on an inconspicuous area **before** applying them the entire surface.
- 2nd: Wipe all surfaces clean and **rinse completely** with water immediately after applying cleaning solutions to avoid any unintended damage. Rinse off and dry any spray that lands on surrounding surfaces. **Do not allow cleaners to soak or sit on surfaces.**
- 3rd Use a soft, dampened sponge or cloth for cleaning. **Never** use an abrasive material like brushes or scouring pads to clean surfaces to avoid scratching.

Clean & Care Like a Pro...

- ❖ Rinsing is key! Thoroughly rinsing and wiping your TERRAlife sink dry with a soft cloth after each use will keep it in top condition.
- ❖ When necessary, soft abrasive cleaners may be used for a deeper clean of your TERRAlife sink. Keep in mind, strong abrasive cleaners will scratch and dull the surface and should not be used.
- ❖ Do not store open containers of cleaners or chemicals such as acids, bleach, sodium chloride, lye, toilet bowl cleaner, drain cleaner, or hard water stain removal products under your sink.

Success with cleaners and procedures can be affected by water hardness and temperature, usage amounts, ingredient changes and the condition of the product being cleaned. As a result of these factors, TERRAlife can't guarantee the effectiveness of the following recommendations:

For General Cleaning

- ❖ Fantastik Antibacterial Heavy
- ❖ Duty Formula 409
- ❖ Antibacterial AllPurpose
- ❖ Green Works All-Purpose
- ❖ Soft Scrub Gel with Bleach
- ❖ Soft Scrub Lemon Cleanser

To Remove Rust Build-up

- ❖ Bar Keepers Friend
- ❖ Super Iron Out Rust Stain Remover

Care & Cleaning Tips for Chrome and Other Finish Metal Surfaces

- ❖ Do not use cleaners containing ammonia, bleach or acid.
- ❖ Rinse thoroughly and use a soft cloth to wipe the product dry after each use.

These care and cleaning tips for chrome and other metal finishes refer to products provided by TERRAlife (such as our sink drains and strainers) only.

Success with cleaners and procedures can be affected by water hardness and temperature, usage amounts, ingredient changes and the condition of the product being cleaned. As a result of these factors, TERRAlife can't guarantee the effectiveness of the following products listed below.

Metal finishes always look their best when any water is blotted dry from the surface--allowing it to air dry may leave water deposits and spots. Always use a dabbing method to dry the surface, and never an abrasive, or rubbing action to avoid scratching. We recommend using a damp sponge for cleaning and a gentle cloth for the buff drying to keep your TERRAlife sink looking beautiful.

Products to Consider

- ❖ Clorox Disinfecting Bathroom
- ❖ Cleaner Comet Bathroom Cleaner
- ❖ Fantastik Antibacterial Heavy
- ❖ Duty Green Works All-Purpose
- ❖ Green Works Glass Cleaner
- ❖ Windex Original

Lifetime Limited Warranty for TERRAlife Fireclay Sinks

TERRAlife warrants its fireclay kitchen, bar, and utility sinks manufactured after 2019, to be free of defects in material and workmanship during normal residential use for as long as the original consumer purchaser owns his or her home. Gloss reduction, scratching, staining and acid or alkaline etching of the finish over time due to use, cleaning practices or water or atmospheric conditions, are not manufacturing defects but are indicative of normal wear and tear. This warranty applies only to TERRAlife fireclay kitchen, bar, and utility sinks installed in the United States of America, Canada or Mexico (North America). If a defect is found in normal residential use, TERRAlife will, at its election, repair, replace or make appropriate adjustment. Damage caused by accident, misuse, or abuse, such as chips and scratches during or after installation, is not covered by this warranty. Improper care and cleaning will void the warranty. Proof of purchase (original sales receipt) must be provided to TERRAlife with all warranty claims. TERRAlife is not responsible for labor charges, installation, or other incidental or consequential costs. In no event shall the liability of TERRAlife exceed the purchase price of the product.

If the fireclay kitchen, bar, or utility sink is used commercially or is installed outside of North America, TERRAlife Co. warrants the sink to be free from defects in material and workmanship for one (1) year from the date the product is installed, with all other terms of this warranty applying except duration. All other components other than the fireclay sink component carry TERRAlife one-year limited warranty unless otherwise specified.

If you believe that you have a warranty claim, contact your Dealer, Plumbing Contractor, Home Center or E-tailer, or write to TERRAlife at: info@terrasinks.com, or call us at 1-888-417-0686. Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, color, finish, and the date the product was purchased and from whom the product was purchased. Also include your original invoice.

TERRAlife CO. AND/OR SELLER ARE PROVIDING THIS WARRANTY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TERRAlife AND/OR SELLER DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some states/provinces do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of such damages, so these limitations and exclusions may not apply to you. This warranty gives the consumer specific legal rights. You may also have other rights that vary from state/province to state/ province. This warranty is to the original consumer purchaser only, and excludes product damage due to installation error, product abuse, or product misuse, whether performed by a contractor, service company or the consumer.

This is TERRAlife's exclusive written warranty.

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