

## Care & Maintenance

Thanks for your preference!

We sincerely hope that you are pleased and excited with your purchase. We take pride on each piece we produce and we hope you will have years of service and enjoyment from our products. We take every precaution to ensure that our products arrive on site in excellent condition. Each container is inspected multiple times before shipment, and leaves our shop having met the highest possible standards for a cast-by-hand concrete product. To help ensure these products maintain this high standard of handmade, hand cast products, we've provided the information below to assist in the long term care, maintenance, and warranty of your purchase.

Upon receiving your order, we recommend that you carefully read the instructions on the label attached to the container. Please notify us immediately of any concerns you may have concerning your product. Do not store long term in packaging material, as the packing straps and cardboard can leave marks.

### General information

- Sealing concrete is a balance between function and aesthetic. A high performance sealer has been used to seal your purchase that develops high stain resistance while leaving the surface looking very natural. Chemical cleaners should never be used on a concrete surface as they can damage or remove the sealer. It is necessary to keep in mind that UV, weather and usage conditions play a factor in long-term maintenance. If for any reason your concrete surface becomes undesirable in its look or performance please contact us and send us photos and descriptions for repair information.
- Pre-cast concrete items may develop small, non-structural cracks and fractures. Also features such as air voids (bug holes) are to be expected. This is common and inherent in the material. These are common and inherent characteristics of the material that impart a visual interest and individuality to each piece. However, your product was designed and fabricated as a high performance concrete product thanks to the combination of special pozzolans, graded aggregates and sands, admixtures fibers and casting practices. With the above precautions there is still no way to guarantee that a product will not crack. There is the old adage, "if it ain't cracked it ain't concrete". At the end of the day, our products are still made of concrete, no matter how sophisticated.
- Our products are handcrafted individually, and there are no guarantees on an exact color match between individual pieces or to color charts represented online or on print. Each piece may vary considerably in color tone, texture and overall appearance
- The appearance of seams in the final product is expected. These seams may vary in width and color irregularity. Seams are the result of the molding process and are inherent to the material and casting methods. To limit their appearance, care has been taken to dress each seam. To further lessen their impact product orientation should be considered to avoid line of sight.
- We think of each piece as functional art. Each planter, water feature, fire pit, table, countertop, sink, or custom order is meticulously hand crafted by craftsmen, dedicated to the art of transforming the everyday industrial material of concrete into a truly one of a kind final product. Our pieces are sculptural, expressive, and hand crafted and should be treated with care and appreciation.

### Placement and handling

- We've taken steps to lessen the weight of our products through sophisticated product and concrete mix design. Still, due to the size and weight of our products, proper equipment and procedures must be taken to lessen the risk of personal or product injury. The use of forklifts, straps, pallet jacks and the like should be incorporated into our products final placement.
- Extreme care should be taken to ensure that the planter is not set down abruptly or laid on its side during placement, as it can induce cracking and stress fractures.
- It is not recommended that you make any alteration to our products including drilling for drainage or anchoring.

### Planting and irrigation

- Use good quality potting soil, formulated specifically for the selected plant species. The use of urban soil (or dirt) can result in compromised drainage and soil expansion that can lead to cracking of the container.
- Automatic irrigation should be routinely monitored and adjusted to ensure that the soil is able to dry out sufficiently between watering. If consistently saturated, even quality soil will expand and lead to cracking.
- Extra care should be taken to ensure that the drainage hole remains unobstructed with loose soil or debris. Poor drainage leads to cracking and leakage.

### Surface care

- Pressure washers, harsh chemicals and other mechanical means should not be used to clean or care for your product as they will damage the finish and concrete surface.
- Chemical cleaners should never be used on a concrete surface as they can damage or remove the sealer. A damp cloth is recommended for use when cleaning the surface. The development of a patina should be expected. This patina, created by everyday use, is a desirable attribute to our products. The patina will create a richer, more interesting visual surface.
- Occasional re-sealing may become necessary overtime to rejuvenate original visual appearance and to adequately protect the concrete surface. Re-sealing should be conducted by Roca Griega or by a concrete professional. For DIY instruction please contact us.

Failure to follow these recommendations can result in cracked or damaged planters and will void the warranty.

If you have any questions or would like more information, please contact us directly.

[www.rocagriega.com/contact](http://www.rocagriega.com/contact)