

## Advisory Document

### Samples

Kast encourage clients to order samples to get an idea of the material and its qualities. Samples, however, are only an example of mix design colours and texture and are provided as guidance only. Differences in tone will occur; see the concrete characteristics section for more information.

### Design

In the cases where Kast manufacture products from architect's or other designer's drawings, the design remains the responsibility of the original architect or designer.

### Dimensions

Details and sizes for bespoke products must be clearly specified by the client before the order is placed to enable production to run within the lead time specified.

It is the responsibility of the client to carefully check and sign off all dimensions detailed on the manufacture drawings produced by Kast before the items can go into production. Kast will only manufacture from the approved drawings and take no responsibility for any incorrect dimensions once they have been signed off by the client.

### Production Time

A start date and an estimated lead time for orders will be confirmed by a member of the Kast team once payment has been received. Production times are provided as an estimation only due to the bespoke nature of each product. Kast do not accept any liability for delays caused by the manufacture of the products, including penalties, costs or losses.

Production time will vary throughout the year due to a number of influential factors. In colder months and busier periods lead times may increase to allow for longer curing periods and higher workloads. Each basin is made to order and due to the semi-bespoke nature of the product, additional finishing may sometimes be required. In all cases the concrete will continue to cure for months, even years after the product has been delivered and so the general appearance of the basin may change over time.

Please note that extra care must be taken in the first 28 days after delivery as this is the time period where the product can be more susceptible to staining as not only is the concrete continuing to cure but the sealer itself will still be going through the curing stages.

### Sealing

Kast products are made from a specialist concrete mix increasing strength, durability and stain resistance. All Kast basins are supplied fully sealed to help prevent staining; however, Kast cannot guarantee complete stain proofing (i.e. penetration of liquids) or scratch resistance (i.e. the use of sharp implements or abrasives directly onto the surface). Sealers will not protect against damage from any acidic substances or other high strength detergents. Much like a natural stone or timber, concrete will also naturally patina over time and will evolve depending on the usage and surroundings.

Kast recommends that once the product has been delivered to site it is installed as soon as possible to allow the product to continue to cure in situ.

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### Weight

To maintain the natural characteristics of concrete all Kast basins are manufactured using an old school mix design made up of aggregates, sand and cement. As a result all Kast basins will be heavy and it is the client's responsibility to ensure that the brackets are fixed sufficiently to a structural wall in order to support the basins. Custom basin weights can be provided as an estimation and then confirmed once the basin has been produced if required.

### Fitting

Kast do not offer an installation service. It is the customer's responsibility to arrange fitting/installation. Extra care should be taken when installing wastes, traps and surface mounted taps; Do not tighten with force as compression to the concrete surface can cause failure to the product. Please refer to our installation guidelines for more information. Tape should also be avoided during installation as this could potentially remove the sealer.

### Brackets

All Kast basins that are designed to be wall mounted will be supplied with wall mounting brackets. To ensure that basins are fully supported, brackets must be recessed into the wall by 10-22mm and fixed to an appropriate wall substrate such as timber or metal studding. All standard basin brackets have a 70mm width with a varying height from 60-100mm depending on the overall length. Due to the nature of the materials and manufacturing processes, both the brackets and the underside of the basin may not be perfectly square. If adjustments are needed, levelling with packers or shims will be required when adhering the basin to the brackets. The basin should not be bolted to the brackets. Silicone will be sufficient enough to securely fix the basin to the brackets. Please refer to our installation guidelines for more information.

Brackets for bespoke work will be judged accordingly by a member of the design team. Overall sizes will then be detailed on the manufacture drawings and require sign off by the client before going into production.

### Frames

As an alternative option to wall mounting your basin, Kast can also supply you with a steel frame, powder coated to any RAL colour, customised to the size of your sink. Frame costs are calculated based on the overall size/specification of the basin. If you would like to explore the options available please contact a member of the Kast team.

### Tap-holes

All Kast basins that are designed to include tap holes can be supplied with the tap holes pre-drilled unless stated otherwise. Tap holes cannot be drilled until hole size and location has been confirmed by the client. Tap holes must be confirmed at time of order or lead time may be affected.

Alternatively sinks can be supplied without the holes drilled and these can be drilled on site. Please contact a member of the Kast team who can advise how best to do so.

### Overflows

As standard all Kast basins are not designed to include an overflow. If this is a project requirement please contact a member of the Kast team to discuss your custom requirements and the options available.

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### Delivery & Access

Products will be delivered via kerbside delivery unless arranged otherwise. It is the clients/contractors responsibility to ensure there is sufficient man power on site to unload goods safely. The amount of manpower required will be determined by the specific product. Kast can you provided you with an estimated weight prior to delivery.

Kast reserves the right to refuse delivery to a location or site if access is deemed unsafe.

### Warranty

Whilst Kast strive to prevent the occurrence of cracks, scratches and staining, it must be acknowledged that the concrete will be exposed to influences outside of Kasts' control. No guarantee is specified by Kast in the case of such occurrences. All Kast products have a warranty of 1 year against structural failings only. It is advised that all Kast basins are fully inspected within 12 hours of delivery prior to unpacking and any issues reported to a member of the Kast team immediately. In the event that there is damage to your concrete basin Kast will recommend the best solution. Due to the nature of the material Kast do not offer refunds. For more information please refer to our Terms & Conditions.

### Payment Terms

Custom orders will require a 50% deposit prior to design drawings being produced and the final 50% paid prior to despatch.

Products priced £5,000 or below and projects with short lead times - 100% of the total cost is required before the commencement of works.

Orders between £5,000 and £20,000 - A 50% cleared deposit of the total cost is required on the commencement of production. The remaining cleared 50% of the total payment is required after production is complete and before delivery is made.

Orders in excess of £20,000 - increments of 25% of the total cost are to be made unless alternative options are agreed and discussed in which case we will arrange a payment plan appropriate to the job specifics. The final payment is usually due after the production is complete and before final delivery is scheduled. Vesting Certificates and photographs/factory visits available. On such orders Kast are happy to review and discuss on an individual basis.

Once production has commenced Kast reserve the right to charge an additional fee if alterations are required.

### Invoices and Estimates

Invoices and estimates must be read and checked thoroughly by the client, Kast cannot be held responsible for any missed or incorrect elements.

### Media

Kast reserve the right to photograph the finished product in the finished environment for use in promotional media. Where Kast work is to be featured in any media they are to be credited for the work.

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### Concrete Characteristics | 'Perfectly Imperfect'

Concrete is derived from a number of materials that are variable in nature and achieving consistent mixes with our specially developed blends of cement, aggregates and pigments is a highly skilled process. Kast endeavour to control all aspects of the manufacturing process, however, due to the nature of the processes involved and concrete as a material, variations in colour and surface texture will occur. These idiosyncrasies create a distinctive aesthetic that is integral to the character of the material and is what makes each basin unique. Natural variations in the colour, texture and number of bug holes within the concrete of each product should be expected.

Typical characteristics include:

#### Bug Holes



Due to the nature of the casting process, air trapped within the concrete can sometimes cause small holes to form within the surface. These can vary in size and add to the distinctive texture and aesthetic of concrete.

#### Surface Colour Variation



Concrete will never be a monotone block colour due to the number of variable materials from which it is made. The variations in tone and texture create a unique patina that is integral to the character of concrete.

#### Exposed Aggregates



Kast concrete basins are manufactured using a traditional mix of aggregates, sand and cement. In some cases the aggregates may be visible within the surface of the concrete which is part of the unique, natural texture.

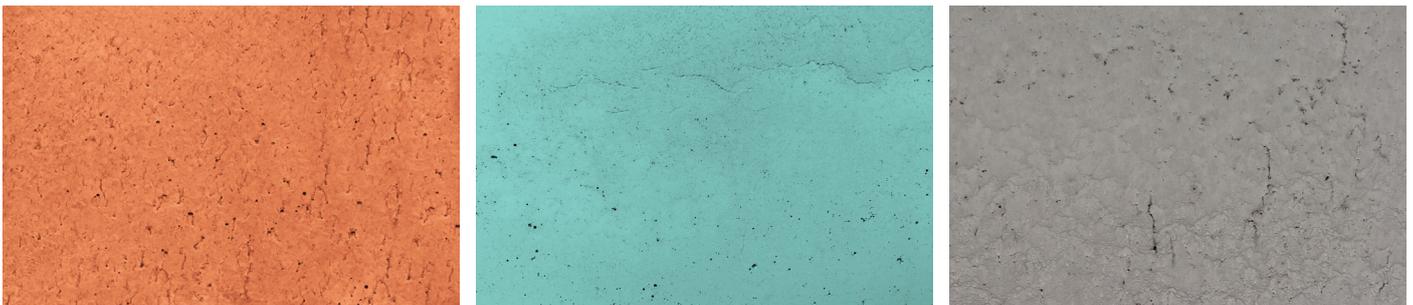
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### Textural Flow Lines



The liquid state of concrete when it is being cast means that textural flow lines can sometimes be visible on the surface of the concrete. This tends to be more visible when casting curved or tall vertical surfaces and is another typical characteristic of concrete.

### Crazing



Small, fine cracks on the surface of concrete are very common within the life long curing process and do not impact the structural quality or performance of the basin. If you are concerned about the placement or size of any cracks please do get in touch.

### Edge Patination



Some basins require two-part moulds which can result in a different texture around the edge where the two moulds meet. This is where moisture within the mix can evaporate out at the seam creating a more raw, distinguished texture.

Please Note: Products may look slightly different to those featured in marketing imagery as each piece is unique. Colour and texture variations are part of the natural characteristics of concrete and have no bearing on the structural integrity of the product nor should they be deemed as defects within the material, design or workmanship. Concrete, like any other natural stone or wood, will develop a patina over time and these characteristics may become more pronounced with age.

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### Product Aftercare

Concrete is a characteristically hard-wearing, resistant material hence it being widely used for so many applications. Concrete however, like any stone, can stain and chip if not treated with care. Our unique mix of cement, admixtures, aggregates and pigments along with our specialist sealing process ensures a quality finish. Our sealing system provides the most effective seal whilst maintaining the natural look and feel of the concrete.

### To help maintain your Kast Concrete Basin, we provide the following guidelines:

- When cleaning your basin, Kast advises using a soft cloth and a PH neutral cleaner with warm water. Kast basins must NOT be cleaned with any products containing bleach or harsh chemicals. Basins should be rinsed thoroughly and dried after cleaning.
- Kast basins must NOT be rubbed with abrasive materials such as scouring pads, abrasive sponge-backs or wire wool as this may result in scratching and permanent damage to the surface.
- Avoid leaving any liquids on the surface, especially liquids containing acids or alkali as these may cause erosion to the surface of the concrete. If liquids containing these properties do come into contact with the surface we recommend these are wiped away as soon as possible.
- Avoid leaving toothbrushes directly on the surface of the concrete as toothpaste residue can cause erosion and discolouration. We recommend that any toothpaste residue is wiped away immediately.
- Please ensure surfaces are dry underneath any items displayed on concrete and avoid leaving any items on the surface that may allow a vacuum to form e.g. a cup or bottle etc. Moisture trapped underneath such items for a period of time will form micro-atmospheres which will cause a difference in surface texture and colour. If this happens, remove the item and allow the concrete surface to thoroughly air-dry out.
- Kast recommend the use of soap dishes to avoid prolonged direct contact between bars of hand soap and the surface of the concrete. Such dishes will need to be slightly raised in order to prevent any vacuums or moisture traps. All surfaces should be regularly exposed to the air.
- Soap dispensers that are positioned in a way that allows the soap to drip directly onto the concrete may result in a change to the surface colour and texture if left to pool for long periods of time. Any excess soap should be wiped away as soon as possible.
- Surfaces underneath concrete inserts in models such as the Flor, Flor Mini and Lux ranges will vary in colour and darken due to moisture build up in these areas. This is completely normal and to be expected on these models.

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### Product Aftercare (continued)

- Surfaces that are exposed to running water will gradually patina over time. As with all stone products, after a number of years, erosion of the top surface will occur exposing the heads of any aggregates used in the mix design. To limit this we would advise avoiding the use of strong detergents and acids used on the surface of the material. Regular waxing can help to provide an extra protective barrier over time.

- Avoid impact from heavy objects directly onto the concrete surface. Although concrete is a very durable material the edges are most vulnerable and impact can cause chipping, cracking and in some situations, breakages. Micro fracture lines can occur naturally as curing develops and temperatures rise and fall. This is not a structural failure and should not be deemed as a defect.

- As an additional protective barrier Kast basins can be waxed regularly with a soft cloth as and when required.

Following these guidelines will limit the effects of everyday use and keep your concrete in the best condition. Staining, scratching and chipping can however occur; Please see terms and conditions. The upkeep of the concrete is the responsibility of the client; Kast will not take responsibility for staining and scratching.

For further information or advice please contact [info@kastconcretebasins.com](mailto:info@kastconcretebasins.com).