



Preparing for your Refinishing Project

Note: Your surface will need 48 hours to cure after the completion of the project, before using.

1. The project space must have running water and electricity on the day of the project.
2. All faucet drips and drain leaks must be repaired prior to the project date.
3. We recommend faucets, valves, trim kits, etc. be removed prior to the project and reinstalled 48 hours after the completion of the project.
4. Remove everything from the bathroom prior to my partners arrival ie. soaps, shampoos, trashcans, towels, plungers, everything on the vanity countertop, all pictures hanging on the walls, rugs, hanging plants, shower curtains, etc... If the project is not in a bathroom, remove all items within a 10 foot radius around the area which will be worked on, this would include stoves and refrigerators if they are next to a kitchen counter that is being refinished.
5. Give the bathroom a good wipe down removing dust, hair and spider webs before he arrives so that he has a great space to be able to create beautiful results.
6. Scrub as much soap scum, mildew and calcium build-up off the surface as possible prior to the project.
7. Do not paint the walls or cabinets less than 2 weeks prior to the project date.
8. No other work can be done in the room where the project is taking place.
9. No dusty projects can take place anywhere in the home on the day of the project.
10. We use Low VOC, FDA and EPA products that do however have an odor that is offensive to some people and animals. Plan your days activities accordingly to have the ability to vacate the premises if needed.

Refinished Surface Care & Maintenance

Please Read Carefully

Congratulations on the purchase of your Restored Surface! You have selected the most durable refinishing system available today. The following instructions have been compiled so that you may have years of enjoyable use and trouble-free maintenance. Please DO NOT use this surface for 48 hours (at room temperature). Although the refinished surface can be put back into full use, the surface will actually require up to 30 days to completely cure. Please observe the following:

General Cleaning Instructions:

For normal everyday cleaning, we suggest the use of mild soap and water with a soft washcloth. Do not use scouring pads or abrasive cleaners as they will dull the surface. Should you wish to use a product not listed below, test on small area before applying to the entire surface. Always review individual cleaner's instructions. Always rinse thoroughly after cleaning.

Please Note:

All newly refinished surfaces will have some surface dust which will have settled into the new surface. Do not be alarmed. The surface is still within its long-term cure period. Normal use and regular cleaning will remove all minor surface dust.

Recommended Cleaners:

- Formula 409
- Glass Plus
- Scrub Free
- Diluted Pine Sol
- Simple Green
- Diluted Spic & Span
- Mr. Clean
- Bon Ami
- Dish Washing Soaps (Dawn, Joy, Ivory)

There is no need to use abrasive cleaners, as they will dull the gloss over a period of years. In extreme cases where the recommended cleaners do not work, use mild abrasive cleaners such as Soft Scrub or Liquid Comet.

Do Not Use:

- Dow Disinfected Cleaners
- Steel Wool / Wire Brushes
- Bathroom Duck
- Lysol Disinfectant Cleaner
- Aerosol Cleaners
- Tough Act Bleach
- Ammonia/cleaners containing ammonia

- Fingernail Polish Remover
- Lest oil
- Mats with suction cups and adhesives Harsh Abrasives
- Use of these chemicals will cause a dull surface and/or an easily recognizable chemical crack. This will void your product warranty.

Drain Cleaners:

Caution: Liquid drain cleaners are recommended over powders and/or crystal. However, when using liquid drain cleaning agents bail the standing water out of the bathtub and remove the drain luge. Use a funnel to prevent spills and apply the chemicals directly down the drain. Always make sure that chemicals do not come in contact with the new surface. Use drain cleaners sparingly so that they do not boil out and attack the new surface.

Please Note:

1. When using wax to clean and restore a refinished finish that has been poorly maintained, the wax will generally leave a slick surface. We have found that Mirror Glaze# 17 does not appear to create as slick a surface. Mirror Glaze# 17 is generally available at local automotive stores.
2. Do not lay soap, bottles or any other objects on the finished surface.
3. Be sure that your faucets are dry and not dripping after using the fixture.
4. Dropping sharp or heavy objects on the finish may cause it to chip. Contact NūFinishPro immediately for repairs if this should occur. Failure to contact NūFinishPro in a timely manner can result in further damage and will void warranty.
5. Faucets must be properly maintained by the owner and user to protect the new surface. Leaky faucets will erode the new finish causing it to crack and wear out prematurely, voiding the warranty. Do not allow water to remain on the refinished surface for extended periods of time, i.e., for a one week period.
6. Destruction of the finish may occur through improper use of acid-bearing compounds such as drain openers or tile grout cleaners. All chemicals must be kept away from the finish. The chemicals include but are not limited to, cosmetics, hair dyes, and perfumes, which may stain or otherwise mar the finish. Introduction of any of these chemicals onto finish would be considered neglect and void the warranty.
7. Do not use a rubber bath mat. Most mats will produce a reaction with the new surface when subjected to hot water. If a bath mat is necessary, use only a mat that is recommended for refinished surfaces.
8. Do not place hot pots or pans directly on the kitchen counter surface and do not cut on kitchen counters. Either will void warranty.

Refinishing Special Instructions

1. Do not use the surface for a minimum of 36-48 hours after refinishing.
2. Do not place heavy objects on the refinished surface for three days.
3. Do not allow water to remain on the refinished surface for extended periods of time.
4. NūFinishPro does not warranty against damage caused by neglect or abuse from sharp or heavy objects.
5. NūFinishPro does not warranty rust repairs.

Terms and Conditions of your Refinishing Project

1. The duration of your project will be anywhere from a couple hours to several days depending on the scope of the work to be completed. Please consult with your project advisor to understand how long your project will take.
2. Please take the time to research the products we will be using to refinish your surface by going to hawklabs.com. Our products are low VOC, FDA and EPA approved products that do have odor. We use a high-powered ventilation system to remove the airborne particles from the home, and the odor in the home will dissipate as the surface dries and can be confined to a room by closing the door. However, all people and pets have different levels of tolerance to the odors created by our process and we recommend that all people and pets leave the premises during the period your technician will be spraying the acrylic resin coating. We recommend that small children and elderly persons vacate the premises for a period of 24 hours. These are our recommendations, if you choose to remain in the home, please confine pets, people and children to spaces in remote places of the home (away from the project with doors closed) and have a backup plan to vacate if the situation dictates your necessity to leave.
3. All projects need a minimum of 48 hours to cure prior to being put back into service. Floors need a minimum of 72 hours to cure before being used. Please leave bathroom doors closed during this curing time and do not let anything touch the surface since we do not warranty against using the surface before it cures.
4. Please wait at least 5 days before doing any painting in the areas where refinishing took place.
5. We must use tape to attach our surface protection to surrounding areas. In some cases, the paint or wallpaper could pull off or peel with the removal of the tape. Please be prepared to remedy this situation on your own as we do not warranty against such issues.
6. Please be prepared to remove any remaining protective articles as there are some pieces of protection that must remain until the surface has cured and we do not return to remove them.
7. We do not caulk the seam between the tub and the tile. 48 hours after the completion of the project, you can caulk this seam or have someone take care of that for you.

8. We are not plumbers and we do not do any plumbing; we recommend hiring a licensed plumber to remove all faucets and drains prior to our project. Hardware can be reinstalled 48 hours after the completion of the project.
9. We are not responsible to pull out, remove or relocate any cabinets, stoves, ovens, refrigerators, sinks, etc... And, we will not reinstall any of the above-mentioned items.
10. Be sure faucets always remain drip free.
11. If our technician determines that a surface has been refinished before (and it was not noted or charged for on the original work order) then an additional charge will be added to the work order for stripping.
12. It is the customers responsibility to review and adhere to the Care Instructions provided in the confirmation email to ensure the warranty remains valid.
13. Our minimum service charge is \$250 to make repairs not covered by warranty.

If you have any questions or concerns, please contact your Nufinishpro project advisor asap.

NūFinishPro

LIMITED WARRANTY

NūFinishPro is proud to provide a limited warranty to original purchaser of the original workmanship of all products, materials and labor supplied and installed.

- 5 Year Warranty – Refinishing*
- 3 Year Warranty-Refinishing* for hotel/Motel Industry

THIS WARRANTY INCLUDES THE FOLLOWING:

BLISTERING, PEELING, CRACKING OR FADING CAUSED BY A DEFECT IN THE PRODUCT OR WORKMANSHIP

If surface blisters, peels, cracks, or fades NūFinishPro must be notified of such defect immediately. Original Buyer must also produce invoice for the production in question. NūFinishPro will inspect the problem area and determine whether the resulting damage was caused by a defect in the product or workmanship. If Buyer notifies Seller within the warranty period of any aforesaid defects in the materials and Buyer shows the materials were used and maintained in accordance with Seller's recommendations and standard industry practice, Seller will cure defects by suitable repair or replacement at its own expense.

THIS WARRANTY EXPRESSLY EXCLUDES THE FOLLOWING:

Excluding (but not limited to) chipping, scratches, stains, or knife marks due to misuse or abuse of surface, abrasive damage, discoloration due to bleaches, dyes or acids, and /or problems caused by leaky plumbing or any rust repairs or rust damage. Wall systems not kept in watertight condition. Sharp or heavy objects may cause damage to the surface. The use of harsh agents such as Comet, Ajax, or bleach may discolor or damage the surface. Areas of the surface may become more worn from heavy cleaning and /or heavy use. Plumbing may leak onto the refinished surface and cause damage. Any damage to the surface resulting from such heavy cleaning, heavy use, and /or leaky plumbing is expressly excluded under this warranty.

OTHER WARRANTIES EXCLUDED AND NO OTHER WARRANTIES MADE

This warranty is exclusive of any implied warranty of merchantability, fitness for a particular purpose, or other warranty of quality, whether expressed or implied, except the warranty of title and against patent infringement. Seller's employees' oral statement does not constitute warranties, shall not be relied upon by Buyer, and are not part of this agreement. There are no warranties which extend beyond the description of the face hereof. Cure of the defects, in the manner and for the period of time provided above, shall constitute the Buyer's sole and exclusive remedy with respect to the product. Warranty for the original owner/Buyer and is only transferable

when the original owner/buyer writes NūFinishPro to transfer the job under the new owner's name. The Care and Maintenance sheets will then be mailed to the new owner detailing proper maintenance for the product.

For more information about transferring ownership please contact NūFinishPro

* NūFinishPro does not warranty kitchen sink refinishing, tile shower floor refinishing, around

Drains, terrazzo, or rust repairs. All caulking is warranted one year from date of installation.

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