
Care/ Maintenance/ Warranty

Thank you for purchasing your new Meek piece. A great deal of care, innovation and craftsmanship goes into the bathware we produce. The following care and maintenance will help prolong the life of your piece, ensuring your enjoyment of the product for a long time to come.

Concrete care

Use a soft cloth such as a microfiber towel with warm soapy water for general routine cleaning. Avoid scourers and abrasive cleaners.

Dried and stubborn stains

Dried stains such as toothpaste can be removed with a wet soft cloth.

For stubborn stains, a mild non-abrasive, non-acidic cleaner is recommended. Use with a soft cloth without excessively scrubbing the area.

It is recommended that any spills from cosmetic and cleaning products are wiped away immediately and not left to dry on the concrete.

Patina through use

With the proper care and maintenance, the concrete will develop a beautiful patina. The surface texture and character markings will become more pronounced giving the concrete a natural worn in look and feel

Concrete is a porous material. Your product may darken over time or even between uses. This is inherent to the material and not considered a manufacturing defect.

Timber care

Always wipe down any water that gets on any timber surface. Avoid placing timber in direct sunlight or close to strong heat sources. Also avoid placing hot or wet items directly on the wood for extended periods of time. Wipe the wood with a clean, dry cloth. For cleaning, use a soft cloth with water and a general mild detergent.

Stains

For dried stains, a specialty cleaner for painted or 'stained' timber may be used in combination with a soft non-abrasive cloth.

Remove soap residue immediately, using a clean, soft, dry cloth.

It is recommended that all spills & stains should be removed immediately from the surface of the wood.

Installation

Do not rest any tools inside or on the products as this can damage the surface. Rubber washers must be included in the waste installation.

Do not over tighten the waste.

A neutral cure silicone must only be used. Do not use an Acetic cure silicone.

Warranty terms

Meek provides a 12 month warranty across all products from the original date of purchase. Meek warrants that the product will be free from manufacturing defects provided the product is installed by a licensed installer.

Installers must inspect the product prior to installation to ensure it is free from damage. Our warranty will not apply where a damaged item has been installed.

All products must be installed on a clean, flat surface.

Meek is not responsible for labour, installation charges, removal and/or disposal charges of existing products or any other expenses associated with a defective product or replacement.

Each warranty claim is assessed according to its own circumstances, and Meek's responsibility may only apply to replacement or exchange.

This warranty is not transferable during the warranty period to any subsequent owner of the residence in which the product was originally installed or to any subsequent owner of the product itself.

This warranty does not cover any improper use outside of which the product was designed for.

This warranty does not cover any variations in natural materials. Concrete and wood are natural materials that can vary in colour, finish, density of pinholes/pitting, grain and texture. These are not considered manufacturing defects.

This warranty does not cover casting lines as a result of the production process. These markings are not considered a manufacturing defect.

Failure to adhere to our care/cleaning instructions will void the warranty.

Water temperatures must comply with your local plumbing regulations.

Please refer to our bath installation sheet for further details.

Please refer to our wall hung framing / installation sheet for further details.

Meek reserves the right to update these warranty terms and conditions at any time. All products are subject to the warranty terms as advertised by Meek and will not be affected by any out-of-date warranty documents from third-party suppliers.

All pedestal products are to be caulked around the basin and floor junctions.