Rock the Top Resurfacing | 803-998-2088

WARRANTY, CARE & MAINTENANCE

Important – Curing Instructions

Allow 24–48 hours for the initial cure. Keep the area closed off and do not let anything touch the resurfaced surface during this time. Damage from touching or using the surface during the initial cure is not covered. The surface may be used after the initial cure, but requires up to 30 days to cure completely. Please be gentle during this time.

Warranty Information

Full Resurfacing: We guarantee coating adhesion for 5 years (3 years for rental properties). Please provide a copy of these care instructions to tenants, maintenance personnel, and/or cleaning crews. Proper care can extend surface life.

Chip and Cosmetic Repairs: Chip repairs and cosmetic spot repairs are warranted for one (1) year from the date of service against defects in workmanship and failure of adhesion of the repair materials and applied finish.

Crack Repairs: Crack repairs are warranted for one (1) year from the date of service against defects in repair workmanship. This warranty applies only to the specific area repaired and does not extend to the surrounding original surface or structure of the bathtub or shower.

Warranty Exclusions: This warranty does not cover damage resulting from:

- Movement, flexing, settling, or inadequate support of the bathtub or shower; pre-existing structural or installation defects not corrected as part of the repair.
- New cracks, chips, scratches, or damage caused by impact, misuse, abuse, dropped objects, sharp metal objects, or excessive weight bearing.
- Plumbing leaks, water intrusion, rust, or corrosion; improper cleaning products or failure to follow care and maintenance instructions; repairs or alterations performed by another party.

Warranty claims must be reported promptly to Rock the Top Resurfacing for inspection. Approved warranty claims will be resolved by repairing the affected area at no additional charge to the customer.

How to Care for Your Resurfaced Area

Your new surface is non-porous and easy to clean. DO NOT USE steel wool, abrasive pads or cleaners, harsh chemicals or scrubs, acid or bleach.

- **Tubs and tile:** Use a mild, non-abrasive cleaner such as diluted Dawn dish soap, Simple Green All-Purpose Cleaner, Seventh Generation Free & Clear All-Purpose Cleaner, Mrs. Meyer's Multi-Surface Cleaner, or Formula 409. Follow directions, rinse thoroughly, and use a soft microfiber cloth.
- **Countertops:** Use a microfiber cloth and water. Our coating can handle high heat, but the underlying surface may not. Use hot pads for hot pans and always use a cutting board. Knife marks are not covered.
- **Avoid:** Dow Disinfectant Cleaners, Lysol Disinfectant Cleaners, ammonia-based cleaners, aerosol cleaners, Tough Act, Bathroom Duck, Lestoil, and citrus-based (acidic) cleaners.
- Repair leaking drains and faucets promptly. Leaks can erode the finish, causing premature cracking and wear and voiding the warranty. Do not allow water to stand for extended periods (e.g., one week).
- Do not place soap bars directly on the surface or allow water, liquid or soapy residue to sit under bottles or other objects. Do not use suction cup mats on resurfaced areas.
- Maintain caulk as part of normal maintenance. Use 100% waterproof tub & tile caulk.
- Keep acid-bearing compounds (such as drain openers and grout cleaners), cosmetics, hair dye and perfumes away from the surface. These may stain or damage the finish; such damage is not covered.

If accidental damage occurs that is not covered, give us a call. We get it, no one is perfect and life happens, but we can most likely fix it! Thank you for allowing us to transform your space!