

WELCOME TO CONCRETE.

Trueform Concrete takes great pride in the quality of our work and customer service. We want to ensure your overall satisfaction, so please contact our office if you have any questions, comments, or concerns about your new concrete product. We greatly appreciate your business and hope that you enjoy the new and unique addition to your home or business as much as we enjoyed making it for you!



CONCRETE CARE & USE

For optimum protection, we have applied 3 coats of our state-of-the-art topical sealer to your product. This will enhance the concrete's color while resisting just about any typical/expected "stain threat". Proper maintenance will ensure that your concrete looks and performs well for years to come. Here are some simple guidelines:

- General cleaning is best done using a cloth soaked in some warm water with mild dish soap of neutral pH. We also recommend natural cleaning products from *Better Life*.
- For removing heavier grease, *Simple Green* is a trusted formula that is non-abrasive and has a mild alkaline pH.
- Applying *Pledge* routinely can fill in hairline scratches and give your pieces a nice sheen.
- Although our sealer is able to withstand harsh liquids & chemicals, **it's still a good idea to clean these substances from the surface**. This includes turmeric, highly-acidic liquids (lemon juice, mustard, vinegar, wine, soda, citric acid, tomatoes) and other harsh chemicals or solvents (perfumes, ammonia, acetone, hydrogen peroxide, etc.).

THINGS TO AVOID



Avoid abrasive soaps, cleansers, or scrubbing pads that can wear down the sealer.

We recommend using mild, non-abrasive, non-ammonia, non-citric acid, non-vinegar, non-bleach soaps and cleaners.



Avoid placing hot pots and pans directly on your concrete surface. Concrete is very heat resistant, but the concern is damaging or discoloring the sealer. Use a trivet or a hot pad.



Avoid cutting directly on your concrete or dragging sharp, hard objects over the surface. It won't damage the concrete, but it might damage the sealer, which protects the concrete. Always use a cutting board when cutting and preparing foods.

WHAT IF I DAMAGE IT?

One of the benefits of concrete is that damages such as **chipping** or **stains** are repairable in most cases.

If you live in the Tri-state area, you can schedule chip repair or re-sealing services - which would be performed by Trueform for a minimal charge to cover time, travel, and material costs. Simply call us at 888.474.7977 to set up an appointment.

If you are outside the Tri-state area and/or wish to repair your product on your own, we offer solutions online for purchase:

- Chip Repair Kit: <https://www.trueformconcrete.com/chip-repair-kit/>
- Sealer Repair Kit: <https://www.trueformconcrete.com/sealer-repair-kit-4/>

Note that based on use, **concrete countertops** may need to be re-sealed every few years. This is normal. If you live in the Tri-state area, you can schedule a reseal appointment by calling us at 888.474.7977. This process may take anywhere from 1 to 3 trips to complete, depending on project complexity and size.