

CARE &
MAINTENANCE
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Ore products are made with superior, thoughtfully sourced materials meant to maximize both appearance and durability. The following recommendations will help keep your items looking and performing beautifully over time.

POWDER COATING. Powder coating is a dry finishing process that is applied electrostatically and cured under heat. Ore uses powder coating on metal products to create a finish tougher than conventional paint. Our unique in-house powder coating process emits no volatile organic compounds (VOCs) into the atmosphere.

Powder coated products should be inspected regularly for soil and other accumulated grime. These contaminants should be removed periodically – when the surface is cool – by gentle washing with a soft cloth and mild, soapy water, followed by rinsing with clean water. Avoid chemical solvents and harsh scouring, as they will damage powder-coating finishes. If your powder-coated product incurs deep scratches, please contact your Ore Project Manager for assistance, and we will work with you to find a suitable solution.

ARCHITECTURAL POWDER COATING. AAMA 2604 Anodized Aluminum Powder Coating maintenance is depended on developing a frequent cleaning schedule dependent on its environment. Maintenance and cleaning effectiveness depends on prompt damage repair. Minimum required maintenance cleaning on Architectural Powder Coating is once a year – twice in high-exposure environments.

Clean and repair procedures should only be performed when coated surfaces are at room temperature, and free from sun exposure. Cleaning methods are dependent on the characteristics of surface soil(s). Use water and mild soap or detergent with a soft, non-abrasive brush or sponge for light surface soils. For medium-to-heavy soils, a mild solvent, such as mineral spirits, can be used for removal of grease, sealants, or caulking compounds. Spot testing should be performed first to ensure there is no coating damage or staining from cleaning materials. Strong solvents, abrasive cleaners or hard pads and brushes can cause film damage.

NATURAL RUST PATINA. Ore products featuring a natural rust patina are designed to form a weathered, naturally oxidized coating when exposed to atmospheric elements.

Natural rust patina requires little maintenance. If cleaning is required, a low-pressure water rinse is the only recommended treatment to minimize damage to the patina appearance. Please note that transfer of the color from the rust patina may stain other surfaces.

ZINC PATINA. Ore's zinc patina is an oxidization of aluminum that has the appearance of oxidized zinc. Zinc patina is susceptible to stains and cannot be cleaned with solvents, abrasive cleaners, or scrubbing of any kind. Light rinsing is the only recommended cleaning treatment to avoid disturbing the appearance of zinc patina.

NATURAL WOOD. Scrub lightly with a soft brush and mild soapy water to clean wood products. Ongoing care should include periodic refinishing. Follow manufacturer's instructions regarding frequency and method of finish application. Ore recommends Messmer's UV Plus for hardwoods to protect all Ore wood products. More information available at www.messmers.com

TRESPA®. There is a wide range of cleaning agents designed specifically for TRESPA cladding that you may find through third-party sellers. Do not use cleaning agents with abrasive or polishing components on TRESPA.

Avoid brushes with hard, rigid bristles, using only clean sponges, soft nylon brushes, or cloths to clean items featuring this cladding. More information available at www.trespa.com

PRODEMA PRODEX. No routine maintenance is required for ProdeMa wood cladding materials used on Ore products. Soiled surfaces may be cleaned using mild, soapy water and a soft cloth. For more difficult grime removal, ProdeMa surfaces may be cleaned using a soft, un-dyed cloth dampened with benzene-free petroleum ether. More information available at www.prodema.com

REIDER ÖKO SKIN. Do not use chemicals, stream-jet, or high-pressure cleaning systems on Reider Öko Skins. Water jets with excessive pressure may cause stripes to develop on the concrete surface. For normal soiling, use the MC Duroprop B cleaning system by MC-Bauchemie (www.mc-bauchemie.de) or equivalent products. More information available at www.rieder.cc

THERMORY®. The recommended cleaning method for Thermory cladding is Cutek Quick Clean® followed by Cutek Extreme Oil® to maintain the color of the cladding. Frequency of cleaning will depend on the visual appearance desired and the environment the product is in. Cleaning should be carried out on an as needed basis. More information available at www.thermoryusa.com

DEKTON®. Dekton components of Ore products require minimal maintenance. It is recommend that it is cleaned regularly by applying a mild, pH-balanced all-purpose cleaner or soap and warm water, to the surface with a non-abrasive sponge. More information available at www.dekton.com

GRANITE. Granite accents to Ore products require minimal maintenance. However, granite can be damaged if not adequately protected from snow, ice, freezing rain, application of excessive weight, forceful impact, or stains. Granite materials may be cleaned using mild solutions of water with vinegar, ammonia, or citrus cleaners. Avoid use of bleach or abrasive cleaners.

STAINLESS STEEL. Stainless Steel finishes require minimal maintenance. Stainless steel is easy to clean. It is recommend that it is cleaned regularly by applying a mild, pH-balanced all-purpose cleaner or soap and warm water, to the surface with a non-abrasive sponge, followed by a light rinsing and drying with a clean cloth.

TEMPERED GLASS. Tempered Glass elements are best washed with a mild, pH-balanced all-purpose cleaner or soap and lukewarm water with a clean, soft cloth applied with minimal pressure. If light rinsing is needed, use clean water and dry by dabbing with a clean, damp cloth or towel.

CUSTOMER ASSISTANCE.

Ore has a team of experienced project managers on hand to assist you with product care and any other questions. Feel free to contact us as needed. Your satisfaction is our priority.

CONTACT US.

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