



Care & Maintenance Form

Thank you for your order!

We sincerely hope that you are pleased and excited with your purchase. Slick Rock Inc. products continue as a favorite for designers, architects, landscape professionals and end users alike. We take a great deal of pride and care into producing each and every piece and we hope you will have years of service and enjoyment from our products. Each product that leaves our shop has met a standard of quality that we feel is second to none. To help ensure these products maintain this high standard of handmade, hand cast products, we've provided the information below to assist in the long term care, maintenance, and warranty of your purchase.

Please notify us immediately with any concerns that you may have concerning your product. Do not store contents in their packaging long term as this may lead to permanent damage, staining and marking of the product.

General Information

- Sealing concrete is a balance between function and aesthetic. A high performance sealer has been used to seal your purchase which we feel exhibits the best in stain resistance while leaving the surface looking very natural. Chemical cleaners should never be used on a concrete surface as they can damage or remove the sealer. With any outdoor product UV and weather damage will play a factor in long term maintenance. If for any reason your concrete surface becomes undesirable in its look or performance please contact info@slickrockinc.com with product photos and descriptions for repair information.
- Pre-cast concrete items may develop small, non-structural cracks and fractures. This is common and inherent in the material. Your product was designed and fabricated to incorporate extensive reinforcement with micro fiber technology. The addition of specialty pozzolins, graded aggregates and sands, admixtures fibers and casting practices combine to produce a high performance concrete product. With the above precautions there is still no way to guarantee that a product will not crack. There is the old adage, "if it ain't cracked it ain't concrete". At the end of the day, our products are still made of concrete, no matter how sophisticated. We emphasize that, in most cases, the development of a crack does not disrupt the performance or structural properties of your product. Features such as air voids (bug holes) and small cracks are to be expected. These surface features are inherent characteristics that impart a visual interest and individuality to each piece. They do not alter the structural integrity of the piece.
- Our products are made and colored individually, and there are no guarantees on an exact color match between individual pieces or to color charts represented online or on print. Each piece may vary considerably in color tone, modeling and overall appearance.
- The appearance of seams in the final product is expected. These seams may vary in width and color irregularity. Seams are the result of the molding process and are inherent to the material and casting methods. To limit their appearance, care has been taken to dress each seam. To further lessen their impact product orientation should be considered to avoid line of sight.
- We think of each piece as functional art. Each planter, water basin, countertop, sink, or custom order is meticulously hand crafted by craftsmen, dedicated to the art of transforming the

Slick Rock Inc. 13 Pfeiffer Rd Boerne Tx 78006

Phone: 830-981-2210 Fax: 830-428-2119 Email: info@slickrockinc.com Web: www.slickrockinc.com

everyday industrial material of concrete into a truly one of a kind final product. Our pieces are sculptural, expressive, and hand crafted and should be treated with care and appreciation.

Placement and Handling

- We've taken steps to lessen the weight of our products through sophisticated product and concrete mix design. Still, the majority of our products are extremely heavy. Take great care in transporting and moving these items. Proper equipment, processes and procedures must be taken to lessen the risk of personal or product injury. The use of forklifts, straps, pallet jacks and the like should be incorporated into our products final placement.
- Concrete items can be fragile and subject to damage due to improper handling. Do not set the product down abruptly or with force. EXTREME care should be taken in gentle product placement. Ignoring this will likely lead to cracking and stress fractures.
- Your concrete planter(s) has been shipped with a Stain Touch-Up Kit. Slick Rock products are topically colored as a proprietary process resulting in beautiful, vivid, and modelled color. Wearing of the topical stain or scratching may occur during transportation or installation. This in no way affects the performance or integrity of your product. We've enclosed this Stain Touch-Up Kit for any touch ups needed throughout the install process or for periodic care and maintenance.
- It is not recommended that you make any alteration to our products including drilling for drainage or anchoring.

Planting and Irrigation

- The use of good quality potting soil is mandatory. It is strongly recommended that potting soils formulated for the specific species of plant be used. The use of "dirt", top soil, urban soil, etc. should never be used and can result in compromised drainage and soil expansion which will likely lead to cracking and stress fractures.
- Automatic irrigation should be monitored routinely and adjusted to ensure the soil does not become or remain overly saturated. Overly saturated soils will lead to cracking and stress fractures even with the use of quality potting soils.
- Ensure that drainage holes remain free and unobstructed. Poor drainage and lack of maintenance will lead to cracking and stress fractures.

Surface Care

- Pressure washers, harsh chemicals and other mechanical means should not be used to clean or care for your product as they will damage the finish and concrete surface.
- Chemical cleaners should never be used on a concrete surface as they can damage or remove the sealer. Riverbed Concrete's General Cleaner is recommended for use when cleaning the surface. The development of a patina should be expected. This patina, created by everyday use, is a desirable attribute to our products. The patina will create a richer, more interesting visual surface.

- Occasional re-sealing may become necessary overtime to rejuvenate original visual appearance and to adequately protect the concrete surface. Re-sealing should be conducted by Slick Rock Inc. or by a concrete professional. For DIY instruction please contact 830.981.2210

Fire-bowls / Tables

- Your Slick Rock Inc. fire-bowl is cast in high performance concrete that is naturally durable. The following guidelines will help to ensure that your fire-bowl provides you with years of enjoyment.
- Fire-bowl products must conform to the information provided above in addition to the following.
- Fire-bowl products are shipped un-assembled. Slick Rock Inc. has paired its concrete products with third party suppliers at its best discretion to provide a safe, quality fire-bowl product. It is the purchasers sole responsibility to ensure the safe assembly, placement and operation of the final assembled unit. All of which should be done by a licensed professional.
- Fire-bowl assembly suggestions and other relevant safety information may be found here: www.slickrockinc.com
- FOR OUTDOOR USE ONLY
- Wet lava rock may pop and fly out of the fire bowl when heated. Use care when lighting the fire bowl for the first time or when re-lighting after rain.
- Always comply with required minimum clearances to combustibles.
- Always maintain safe distance from fire
- Always supervise children around fire
- Never leave fire unattended
- Always allow ample cooling time after shut-off, before touching or covering
- Always keep the flame height at a low - moderate level. Low = 6-8", Moderate = 8-12"

DISCLAIMER: Slick Rock Inc. is not a licensed installer nor authorized in gas or fire safety. Slick Rock Inc. has made efforts to ensure the products it sells are safe for our customers by purchasing responsibly manufactured third party components. It is the sole responsibility of the purchaser to ensure the proper assembly of these components to our concrete products. Slick Rock Inc. is in no way responsible for the use or mis-use of any such burner, gas line, valve, etc. component. Slick Rock Inc. manufactures and is liable for the quality of its concrete items ONLY. Great care and caution should be taken when assembling Slick Rock Inc. concrete products in conjunction with the third party components as mentioned above. The above assembly instructions are suggestions only. All connections and final set up should be approved and provided by a certified installer.

Accessories

- Wooden fire-bowl covers should be cared for with traditional wood care practices. We suggest the use of a wood specific exterior grade oil to protect and rejuvenate the "look" of your wood insert.
- Glass aggregate, decorative aggregate/stones and lava rock should be kept clean and replenished as necessary. Maintaining an adequate level of aggregates as indicated by the fire element manufacture is required to ensure the safety and proper performance of the burner element. It is important that all the lava rock or base aggregate that is included with your order be used properly around the fire element. If no aggregate was sent or you are unsure as to its use or importance, please contact 830.981.2210 immediately for assistance.

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- A remote control, key valve and/or other fire-bowl accessory may have been sent with your order. Please read and understand the included manual. If a manual was not included or you are unsure as to proper use, please contact 830.981.2210 immediately for assistance.
- If purchased and lifting strap/band was sent with your item. These lifting bands are made for one time use to aid in product placement. Please use caution and operate with a full understanding of the risks associated with using such items. If lifting overhead ensure all areas below are free from persons and/or traffic.
- Slick Rock Inc. does not currently offer a planter or fire-bowl cover. Do not put a rubberized, plastic, or non-breathable item over our products as that could cause the sealer and stain to delaminate. Slick Rock Inc. is not responsible for any damage due to a 3rd party cover.