

TIRREN

OPERATIONS & MAINTENANCE

Solid-Surface Care & O&M Guide

Hospitality bathrooms, baths, counters, kitchens and bespoke solid-surface applications

SUPPLY-ONLY PROJECT STANDARD

This document supports product selection, project coordination and handover. It does not replace local design, engineering, waterproofing, plumbing, installation or statutory responsibilities.

1 • Routine care

Use a simple, repeatable cleaning method that protects the surface and can be followed by hotel housekeeping and maintenance teams.

Condition	Recommended Method	Avoid
Daily / routine cleaning	Mild detergent or warm soapy water with a soft sponge or non-scratch pad. Wipe spills promptly.	Strong acidic or alkaline cleaners, steel wool, aggressive abrasive tools.
Tougher marks	Diluted mild abrasive cleaner with a soft cloth using a controlled circular motion.	Harsh solvents or unapproved chemicals.
Drain chemicals	Use only as directed and prevent contact with the solid-surface finish.	Allowing drain cleaner to sit on the surface.
HOUSEKEEPING RULE If the product used on a surface is not known to be compatible, test a small inconspicuous area or obtain project-specific guidance before widespread use.		

2 • Scratches & small chips

- Light scratches may be improved using a controlled fine-grade sanding/buffing method.
- Deeper scratches or small chips may require progressive sanding from coarser to finer grades.
- Highly visible hospitality surfaces should be repaired by trained personnel where possible.
- Record repair location, date, method and person responsible on larger managed projects.

3 • Product-specific O&M checks

System	Operator Check	Frequency / Trigger
Washbasins / vanities	Inspect waste connection, sealant joints, visible damage and cabinet interface.	Routine housekeeping + periodic maintenance
Wall-hung basins / cabinets	Report movement, looseness, cracked sealant or wall movement immediately.	Periodic / if movement is noticed
Baths	Check waste, overflow and perimeter condition; monitor damage from cleaning equipment or impact.	Periodic
Shower trays	Check perimeter joint, visible damage, waste performance and local waterproofing symptoms.	Routine / periodic
Counters / kitchens	Inspect seams, high-wear edges, sink cut-outs and heat/chemical exposure points.	Routine

4 • Handover records

- Final TIRREN product schedule and approved drawings.
- Finish / sample reference.
- Applicable installation information.
- Applicable product evidence and certificates.
- Cleaning / repair guidance.
- Warranty terms stated in the project commercial documents.
- Repair/service contact route.

WARRANTY POSITION

Manufacturer warranty wording has been received for the backend products, but it is not represented as an Apollo/TIRREN 10-year warranty unless the commercial back-to-back warranty route is formally agreed for the project.

5 • Maintenance log template

Date	Room / Zone	Product	Activity	Finding / Action	Completed By
[DATE]	[ROOM / ZONE]	[PRODUCT]	[CLEAN / INSPECT / REPAIR]	[FINDING / ACTION]	[NAME]
[DATE]	[ROOM / ZONE]	[PRODUCT]	[CLEAN / INSPECT / REPAIR]	[FINDING / ACTION]	[NAME]
[DATE]	[ROOM / ZONE]	[PRODUCT]	[CLEAN / INSPECT / REPAIR]	[FINDING / ACTION]	[NAME]
[DATE]	[ROOM / ZONE]	[PRODUCT]	[CLEAN / INSPECT / REPAIR]	[FINDING / ACTION]	[NAME]
[DATE]	[ROOM / ZONE]	[PRODUCT]	[CLEAN / INSPECT / REPAIR]	[FINDING / ACTION]	[NAME]
[DATE]	[ROOM / ZONE]	[PRODUCT]	[CLEAN / INSPECT / REPAIR]	[FINDING / ACTION]	[NAME]
[DATE]	[ROOM / ZONE]	[PRODUCT]	[CLEAN / INSPECT / REPAIR]	[FINDING / ACTION]	[NAME]
[DATE]	[ROOM / ZONE]	[PRODUCT]	[CLEAN / INSPECT / REPAIR]	[FINDING / ACTION]	[NAME]
[DATE]	[ROOM / ZONE]	[PRODUCT]	[CLEAN / INSPECT / REPAIR]	[FINDING / ACTION]	[NAME]
[DATE]	[ROOM / ZONE]	[PRODUCT]	[CLEAN / INSPECT / REPAIR]	[FINDING / ACTION]	[NAME]
[DATE]	[ROOM / ZONE]	[PRODUCT]	[CLEAN / INSPECT / REPAIR]	[FINDING / ACTION]	[NAME]
[DATE]	[ROOM / ZONE]	[PRODUCT]	[CLEAN / INSPECT / REPAIR]	[FINDING / ACTION]	[NAME]

6 • Escalation triggers

- Movement or looseness in a wall-hung basin, vanity or cabinet.
- Cracking around supports, waste openings or seam locations.
- Persistent leakage, staining or dampness at plumbing / waterproofing interfaces.
- Impact damage or a chip that reaches a sanitary edge or high-wear area.
- Repeated staining or chemical attack that normal cleaning does not resolve.
- Any proposed repair that would modify the product or concealed support system.