

FAQ's

ABOUT TOPZERO STAINLESS STEEL SINKS:

>What type of stainless steel does TopZero use?

All TopZero Stainless Steel Sinks are manufactured with top grade stainless steel that is non-porous, hygienic, rust free and extremely durable. It's Premium 304 Series Stainless Steel.

>What kind of accessories can I use with my stainless steel sink?

TopZero offers wide range of custom fit cutting boards, colanders and stainless steel grid or rinsing basket to protect the bottom of your stainless steel.

DO NOT USE RUBBER COATED MATS, discoloration of the sink may occur after prolonged use. As well as wet sponges or cleaning materials left on the sink surface for long periods of time could stain the sink.

>What is the finish surface of the TopZero Sinks?

All TopZero Sinks sold in North America market are a Soft Satin Brushed Finish.

> What exactly is Chrome - Nickel content mean?

It is the percentage of Chrome and Nickel in the Stainless Steel. Chrome gives Stainless Steel luster and durability while Nickel provides hardness and strength. TopZero Sinks are 18 / 8 which is 18% Chromium/Chrome and 8% Nickel.

>Why should I dry my stainless steel after rinsing?

This is standard practice for all Stainless Steel Sinks. Unless distilled water is used, water from your faucet will have minerals and salts. As water evaporates trace minerals and salts are left behind, similar to what could happen on your cars surface if not dried after cleaning. If you dry your sink after using, hard water spot deposits are not left behind. If necessary white vinegar can be used to remove hard water deposits, rinse and dry your sink after spots are removed.

>What chemicals are bad to use or get on the surface of a Stainless Steel Sink?

Construction chemicals, solvents and many household cleaners contain chlorides and acids which can react with and damage stainless steel. Chlorine bleach or products containing Chloride as many household cleaners do contain Chloride can stain / corrode any stainless steel sink of any manufacturer. Muriatic acid is used by tile installers or tile cleaners and should not come in contact with a stainless steel sink. Plumbing PVC adhesive or solvents should not be on stainless steel surfaces. If a dangerous chemical does get on the sink surface you need to wash and rinse thoroughly with water and DRY THOROUGHLY with a clean towel or paper towels.

>Does Stainless Steel rust?

Stainless Steel actually DOES NOT RUST although rust can form on the surface of any High Quality Stainless Steel and appearing on the surface only as orange or red rust marks. This surface discoloring can be traced back to one or a combination of three typical sources.

- (1) Steel wool pads used for cleaning.
- (2) Tin coated steel cans or cast iron pots left in the sink while wet.
- (3) Iron deposits found left behind from tap water.

Note: The rust stains are deposits on the surface only and can be remedied by scrubbing with a mild cleanser TAKING CARE TO SCRUB IN THE SAME DIRECTION AS THE FINISH SURFACE GRAIN of the sink surfaces.

>What are the stains or residue at the bottom of my Stainless Steel Sink?

Multicolored stains or residue appearing on the bottom of sinks are again mainly traced back to minerals contained in water or salts from water softeners. These surface stains can be removed as described above in water deposits and surface rust spots or a STAINLESS STEEL CLEANER can be used as well. TAKING CARE ONCE AGAIN TO ALWAYS CLEAN with the GRAIN of the FINISH and to rinse and DRY to complete any cleaning process.

About TopZero Installation: WE HIGHLY RECOMMEND YOU WATCH ALL THE INSTALLATION VIDEOS CURRENTLY AVAILABLE ON www.TopZero.com and www.umistone.com or also available on YOUTUBE video as well as reading the TopZero Installation Manual on our website prior to the first TopZero sink installation.

??Which countertop surfaces can TopZero sinks be installed?

The seamless look of TopZero sinks can be successfully installed in virtually any solid surface such as granite, marble, engineered quartz countertops, wood butcher block as well as engineered solid surfaces including porcelain slab or honeycomb/veneered natural stones.

??Is a precise sink cut necessary or is a CNC or Waterjet equipment required?

TopZero seamless sink cutout shall be as precise as possible for the best look. We can supply electronic templates for fabricators equipped with automated cutting machines such as Waterjet or CNC equipment. Any experienced fabricator can get matching results using a paper template method or using the rimless TopZero sink with a fine marker on the countertop surface to cut and grind to the marked line within approximately a 1/16" tolerance. Because of the rimless nature of the sink the rim will flex to meet the edges during the installation process. Using tension rods or clamps to close tolerance gaps at the time of applying epoxies both under and on the top rim of the sink where it joins with the countertop surface. Installation process is shown in full detail in our installation videos.

??Are DXF files available for automated systems?

Yes, available on www.TopZero.com on the technical information link > DXF Files. As well as found at www.umistone.com in TopZero technical information.

❓❓ Does the TopZero Sink installation require shop installation or is onsite installation also possible?

The TopZero seamless sink installation can be performed successfully in a fabrication shop when project circumstances allow or in the field when required. The sink cutout can always be accomplished in a shop atmosphere and checking the cut out with a dry run pre-fitting of the sink before sending to the field installation. By utilizing the TopZero engineered mounting brackets, along with mechanical fasteners to secure the sink in place during the epoxy applications both under and feathered and or knifed in on the top rim edge of the sink placed approximately 1/8" below the TopZero edge of the countertop sink cut out. Epoxy used on the top edges needs time to set prior to final finishing of the edges and this time can be used while progressing in other areas of the project in the field or returning for the final touches on the TopZero edge.

❓❓ Can TopZero sinks be installed on any thickness of the solid surface?

Currently the welded sink brackets are set either 2cm (3/4") below the top rim of the sink or 3cm (1 1/4") also there is a custom designed Spacer Conversion available that will convert the 3cm model sinks to 2cm if needed. These spacers can also be placed on 2cm set brackets to adjust to thinner counter top materials. Fine adjustments of the rim of sink to countertop cutout can also be made by utilizing the center hole of brackets with anchor holes under the countertop material and mechanical screws with wing nuts. This system or "shimming" will allow adjustments to any countertop cutout height requirements or material thickness variances prior to the top and bottom epoxies setting up. IT'S IMPORTANT TO KNOW YOUR COUNTERTOP MATERIAL THICKNESS PRIOR TO PLACING A TOPZERO SINK ORDER.

❓❓ I Love the look but what stops the water from penetrating?

The hairline voids between the counter top material and the top rim of the sink are filled with a knife grade epoxy that sets up and cures water tight and non-porous. We have been rigorously testing our seamless design installations and the TopZero edge stays water tight without exception if adhering to all recommendations on our INSTALLATION VIDEOS. The hygiene aspect of the TopZero sink is always more superior compared to both top mount and under mount sinks.

❓❓ Is TopZero sink installation costly compared with an under mount sink installation, what are the main differences?

TopZero seamless sink is an upgraded look to the under mount sinks, and could require more time to install. The fabricator could charge more for the sleek appearance and superior hygiene you will receive from this new innovative designed sink.

❓❓ Are there any Certified TopZero Fabricators available for my TopZero sink installation?

While installation of a TopZero sink can be easy for an experienced fabricator who will pay attention to all the important details in a TopZero sink installation. We are certifying fabricators who have installed and adhered to the TopZero recommended installation process. Check our website www.topzero.com or any of our exclusive distributor websites for fabricators in your area. Of course you can always use your favorite fabricator of choice and we can certify them upon your beautifully completed installation.

❓❓Does a fabricator need to use a specific brand of epoxy products?

Two different types of two part epoxies are recommended. Different brands can be used but we feel Quikrete / Sika High Strength Anchoring Adhesive work and sets up fast for the brackets and underside sink walls. As for the TopZero sink top edges we recommend Tenax / Vigor (Non-Polyester) two part KNIFE GRADE Epoxy with any color matching mix system to blend the color of the countertop material to the TopZero sink rim.

❓❓Can my existing undermount sink be replaced with the new TopZero sink?

It is possible to replace your existing undermount sink with a seamless TopZero sink. Of course dimensions need to be worked out and if cutting is required, which most likely will occur, it would need to be determined as to which would be the best way and place to perform the cutting. Nothing is impossible if all the details are worked out in advance and are acceptable to all parties involved.

❓❓If I notice damage on an installed TopZero Sink, what should I do?

Seamless installation requires a meticulous job in which the fabricator should pay close attention to every detail including inspection of the sink prior to the installation and protection of the sink from damage during the installation. Keeping in mind once a TopZero sink is integrated into a solid surface countertop with the epoxies used it is meant to be a permanent serviceable fixture. Triple check your sink purchase prior to installation for defects. TopZero will accept no liability of replacement for damaged or defective sinks AFTER INSTALLATION.

❓❓Can you rely on an epoxy adhesive bond only or is the mechanical screw method required as well?

A two part epoxy adhesive bond is ultimately as strong as the solid surface it is adhering to and highly unlikely to break bond. The fact that two types of two part epoxy adhesives are being used in our opinion the mechanical screw method is not ALWAYS necessary. These final decisions are up the fabricator performing the installation considering field conditions as well as the size of the sink and the customer's decision for assurances sake.

❓❓Comparing the undermount countertop edge chipping potential does TopZero Seamless Installation have any advantage against potential edge chipping?

Edge chipping around the sink hole is a potential problem for any undermount sink application and actually could be less for the TopZero Seamless installation because the edges are reinforced with the epoxy bonded stainless steel walls almost flush with the surface of the countertop material. Another advantage for the TopZero Seamless sink installation.

??Are there any different seamless edge options around the sink?

Installation adjustments can be made up or down to allow a finer or thicker countertop edge at the sink rim. For example the sink rim set further down from the countertop surface edge could allow for a slight beveled edge or a larger round down edge to the rim of the TopZero sink edge. We recommend the sink rim to be 1/8" below the surface edge. A personal preference and or fabricator recommendation should be considered for this type of decision.

??A magnet should not stick to stainless steel, I tried this and a magnet stuck to my sink. Why is that?

All stainless steel metals have very low magnetic properties and should have no or little response to a magnet. However, Type 304 Stainless after substantial cold working, drawn or heavy polishing could then have a magnetic response. All Luxe Series models are drawn sinks and could have a magnetic response.