



Frequently asked questions;

**1. What is the color of the enamel?**

The enamel is always bright white, we do not offer any other enamel colors.

**2. Is a Waterlands cast iron enamel reliable?**

Cast iron enameled tubs have been around for over 150 years, with many still in great condition and still in use after 100 years in service. We employ the same time-tested techniques and proven methods for our enamel applications today.

**3. How does cast iron hold the heat?**

Cast iron is a fabulous conductor and retainer of heat. When you fill a cast iron tub, about six degrees Celsius will be absorbed into the cast iron shell. This won't happen with good quality acrylic or synthetic resin tubs. However, once the cast iron body is at temperature, it will hold the heat the same or even slightly better than these other materials. Our advice, fill your tub at a slightly higher temperature to start with and it will be perfect.

**4. Is the enamel easy to clean?**

Most of the time, the enamel is very easy to clean. Just a soft cloth with any non-abrasive liquid cleaner will remove most marks. On the slip resistant surface, marks can become a little more noticeable, we recommend a Mr. Clean Magic Eraser.

**5. What happens if the enamel is chipped?**

There are numerous qualified and trained enamel repairers throughout the USA. We would be happy to help you find one in the event of this happening.

**6. Is the enamel easy to chip?**

No, it would take something quite heavy and sharp to chip the enamel

**7. Does the floor of the tub need to have a slip resistant surface?**

Yes. All the codes ASME, ANSI and CSA specify that there must be a slip resistant floor on the bottom of all cast iron enamel tubs before it can be installed to code within the USA and Canada.

**8. Are there any cleaners I should not use on my tub?**

Never use bleach. It will not only damage the surface, it will corrode the fittings, claw feet and fixtures. Never use detergents with ammonia or that include abrasive particles.

**9. Do the metal living finishes need to be polished?**

It will depend on how you prefer the tub to look. We offer two living finishes, copper and brass. These will tarnish and patina as they go through life. If you don't like a specific tarnish mark, you can easily clean it off using Mother Polish. We include a jar of this with each living finish tub supplied. If you don't polish them, they will take on a beautiful patina reflecting the conditions in your bathroom, this will be totally unique.



**10. Can the living finish copper and brass be protected so it doesn't patina?**

Yes, we can apply a few layers of clear lacquer to prevent aging. However, even though we use the highest quality clear lacquer available, it does dull the vibrant sparkle of the original metal.

**11. Do the exterior finishes on the metal coated tubs always include original mold marks?**

Yes. We view this as an integral part of the beauty and uniqueness of the tub. We strive to make character tubs with these exclusive finishes.

**12. Do the painted exterior finishes need to be smooth?**

Yes. Due to our painting and anti-rust applications on painted tubs, the exterior can only be smooth. With painted surfaces, we view this as a very appropriate finish.

**13. How do I choose my paint color?**

You can visit your local paint store and decide which color you want. From the paint swatches available, you will see a name or a number. Send that to us and we will re-create it to a 95% match. You can then specify your choice of sheen from matte, eggshell/satin or gloss.

**14. Do the polished metal finishes always need to be shiny?**

No. We can offer the brass, copper and pewter in a random brushed finish that will be only around 50% reflective. You can specify this at the time of order.

**15. Is the mirror finished stainless steel tub easy to maintain?**

Yes, a wipe with a soft cloth will remove any marks.

**16. Does the mirror polished stainless steel finish need to be so shiny?**

No, we can make this finish only about 50% reflective upon request.

**17. Is each tub supplied with a drain and overflow?**

Yes, and in accordance with code regulations, all of our tubs have overflow holes. We supply two drain styles depending on the tub. We include the correct drain for the tub, with customer specified finish as part of your order? You can review the specification sheet of your chosen tub to see the drain and the drain hole positions required in the floor. These dimensions are for general guidance and rough-in only and we strongly advise that the floor drain holes should not be fixed until the tub is on site.

**18. How many people are required to move the tub into position?**

Most of our tubs weigh between 350 and 550 lbs. We would suggest that four persons will be required to handle the tub into position.

**19. What is the warranty on the tub and the finishes?**

The tub and all the finishes have a Limited Lifetime Warranty.

**20. How long does it take from order to delivery?**

Each bathtub is made to order. Depending on the finish and production levels, your tub can take between 2 to 10 weeks to be completed.

**21. When I look at the photos of reflective metals, it sometimes appears the base is different from the top?**

When we coat with the reflective metals, the finish is exactly the same all over. When the tub is sitting on the floor, the top part reflects the floor and the bottom part will reflect the ceiling, these can look dissimilar, but both finishes are identical. All of the cast iron tubs are one piece.