



GENERAL PREPARATIONS & CLEANING (ALL PRODUCTS)

- **Preparation:** Wash the product with a high-pressure hose or pressure washer (up to 3000 psi) before installation. Soaking the product for a couple of days, especially for holey rock, is recommended. Brushing is not necessary.
 - **Residual Material:** You may notice some residual material on your hands; this is normal and safe as our materials are non-toxic and do not alter the chemistry makeup (Made in the USA).
 - **Cutting:** If cutting is required, use a kitchen boning knife, oscillating power tool, hand saw, Dremel, or hole saw.
 - **Cleaning:** Our items are highly scratch-resistant, so any brush can be used for cleaning. We recommend a stiff nylon brush, but handheld brass or steel wire brushes can also be used. Please remove our products from the aquarium before using certain medicines, such as Methylene Blue, which can stain the items.
 - **Dishwasher Safety:** Our products are dishwasher safe, though they may leave a residue that could stain the dishwasher. This residue is harmless but may be unsightly.
 - **Chemical Resistance:** Our products are highly chemical-resistant but are porous and may trap some chemicals. If you use chemicals that could be harmful to animals, thoroughly rinse the products afterward.
 - **Foam Cracks:** It's normal for foam on the back of our products that have it to arrive with small breaks or cracks. These are purely cosmetic and do not affect the item's durability or performance. There's no need for repair, but if desired, you can fill them with canned foam or silicone for a seamless look.
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FOR AQUARIUM / REPTILE BACKGROUNDS

- **Installation:** Whether your enclosure has center braces or not, you can roll or fold the background for easier installation. When rolled, tie it up to make installation smoother. Untie the background slowly to prevent it from snapping open and potentially harming your animals or damaging the enclosure.
- **Bent Background:** If your background arrives bent, use a heat source to restore it to its original shape. The sun is recommended, but the time required may vary depending on your climate.
- **Securing:** We recommend using 100% silicone to secure the background to the back of your tank/enclosure. (If you purchased end caps, you may not need to.) If the enclosure is suitable for this, you can screw the background in and use our Touch-Up Kit to cover the screw heads and seams.

- **Clips:** A quick alternative to silicone, clips can be used to pinch the top of the background to the top of the tank, while the substrate holds the bottom in place. Recommended for traditional glass tanks with thin backgrounds like Rocky, Crevice, Dragonstone, etc., though it may not provide a tight hold.
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NEW/UNCYCLED AQUARIUM

- **Foamy Substance:** In a new aquarium, you may notice foamy substances in the water, possibly with an odor. This occurs when a new aquarium is set up with a lot of surface space and new sand or gravel. Cloudiness is common and should subside within 2 weeks, though it may take longer. This process is natural, but O₂ depletion can happen, so it is not recommended to add fish until the cycle is complete. Surface agitation or air stones can help with gas exchange.
 - **Caution:** DO NOT attempt to reduce the cloudiness quickly. This can worsen the situation. We recommend a 50% water change every 7 days or 25% every 3 days.
 - **Filtering:** Poly-fil or pillow batting can be used to trap fine particles during this cycle, but this is the only thing we recommend replacing or removing.
 - **Floating Particles:** It is normal to see particles floating in the tank during this process. These will disappear with proper maintenance.
 - **Cleaning:** You may maintain the product however you like; we prefer high-pressure water at a rate up to 3000 psi.
 - **Cycling Definition:** An “uncycled” aquarium refers to a new setup with 100% new water. Once cycled, water parameters should show 0 ammonia, 0 nitrites, and nitrates greater than 0.
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ESTABLISHED AQUARIUM

- **Major Cleaning Warning:** DO NOT conduct major cleaning prior to installing aquarium products! Significant changes can stress your animals, so monitor them for any signs of distress, such as labored breathing or unusual behavior.
- **Cloudiness:** Some cloudiness after installation is normal and should subside within 2 weeks. This cloudiness is not harmful to your fish. Remember, adding something new to the aquarium, regardless of the product source, can cause temporary disturbance.
- **Gas Exchange:** Ensure good sources of gas exchange, such as a sponge filter, airstone, or wave maker, are in place to help with oxygen levels.
- **Product Maintenance:** You can maintain the product as you wish; we prefer high-pressure water up to 3000 psi.
- **Avoiding Tank Disturbance:** DO NOT try to speed up the reduction of cloudiness, as this can make it worse. Stick to a 50% water change every 7 days or 25% every 3 days.

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- **Filtering:** Poly-fil or pillow batting can be used to trap fine particles, but this is the only item we recommend replacing or removing.
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NEW & ESTABLISHED TERRARIUM

- **Heat Tolerance:** Our products can withstand direct heat up to 200°F. Ensure that heat lamps or other heating products that can exceed 200°F do not directly touch any of our items, as this could pose a hazard.
 - **Customization:** All of our decorative rocks can be cut using a kitchen boning knife, oscillating power tool, hand saw, Dremel, or hole saw to create a hide suitable for your reptiles.
 - **Waterproof Terrariums:** If your terrarium is waterproof, our products can be drilled to create a waterfall using a small pump and flexible tubing. Add moss for an enhanced effect.
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HOLEY ROCK

- **Staining:** Our holey rock products arrive fairly white and can stain easily from algae, food, diatoms, or some aquarium medicines. Pressure washing is the safest way to clean them, though some staining may remain.
 - **Bleaching:** Bleaching is safe for our holey rock products and will not damage the material. However, because the material is porous, it may trap chemicals. Ensure the bleach is completely neutralized, either through time or with bleach neutralizing chemicals, before returning the item to the tank.
 - **Sunlight Exposure:** DO NOT leave holey rock in the sun for extended periods (no more than an hour) as it can yellow.
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DIY LEDGES

- **Versatile Installation:** A great thing about our DIY ledges is you have so many ways you can install them!
 - **Option #1 - Glue:** Using silicone, an adhesive like M1, or super glue, go around the back edges with it. Place it where you want it, then place a heavy object on top or simply hold it in place until dry.
 - **Option #2 - Screws:** Ideal for wooden or PVC cages. Insert screws into the ledge, preferably in less visible areas. Use our Touch-Up Kit to cover the screw heads and make them less noticeable.
 - **Option #3 - Canned Foam:** Fill the inside of the ledge with expandable canned foam. Place it where desired, then weigh it down with a heavy object as the foam expands and dries. Once dry, trim any excess foam that may have squeezed out. Use our Touch-Up Kit to blend the area back with the ledge.

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- **Option #4 - Combination:** For larger ledges or those supporting heavier animals, you may want to combine methods. For example, fill the ledge with foam and secure it with screws for added stability.
 - **Touch-Up Kit:** It is recommended you purchase our Touch-Up Kit to make your ledge(s) blend seamlessly.
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WATER/FOOD BOWLS

- **Cleaning:** These bowls are designed to be highly scratch-resistant, making them easy to clean with any type of brush. We recommend using a stiff nylon brush for regular cleaning. If needed, handheld brass or steel wire brushes can also be used without damaging the surface.
 - **Dishwasher Safety:** All our bowls are dishwasher safe. For stainless steel bowls, there will be no residue left behind. For other materials, though they are safe to wash in a dishwasher, they may leave a harmless residue that could stain the dishwasher. To prevent this, consider placing these bowls on the top rack or rinsing thoroughly before washing.
 - **Durability:** Built to last, our bowls are extremely durable and rust-resistant, making them ideal for both indoor and outdoor use. Their sturdy construction ensures they can withstand the daily wear and tear from active pets.
 - **Chemical Resistance:** These bowls are designed to resist chemical exposure. Stainless steel bowls are non-porous, preventing the absorption of harmful substances. For other materials, while they are highly resistant, they may still trap some chemicals in their pores. Always rinse thoroughly after using any cleaning agents, and consider using pet-safe products to ensure the safety of your animals.
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PLANTS

- **Cleaning:** We recommend using a mix of hydrogen peroxide and hot water to clean the plants. While a bleach solution can be used caution should be taken with the rock base as it is porous and can trap chemicals. Make sure to rinse thoroughly.
- **Hand Wash Only:** While our rock and tree products are incredibly durable the plastic ends of the plants are more delicate. To ensure the longevity of these products we recommend hand washing them and taking care when lifting or carrying them by the leaves or stems

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