

# NCP INDUSTRIES

# EFFLORESCENCE

# DISCLAIMER



Efflorescence is a natural, cosmetic occurrence that may randomly appear on concrete products as a whitish, powder-like deposit. It results from natural minerals migrating to the surface as concrete cures and moisture evaporates. Efflorescence does not affect the structural integrity of the product and typically wears off or washes away over time.

Because this is a natural phenomenon, efflorescence is **not covered under warranty** on any NCP Industries products, including ADORN® Stone, Natural Concrete Hardscapes™, or HANDI® Foundation products.

### Need Help?

If you have concerns about efflorescence on your NCP Industries product, please email **2-3 clear photos** of the affected area to **info@ncpindustries.com**, along with details on when and where the product was purchased.

Our team will review your submission and respond with guidance. For immediate assistance or questions, please call us at **1-888-379-2210**.

**Thank you!**

## How to Clean Efflorescence

If efflorescence appears, follow these simple steps:

### Dry Scrub

- Use a soft-bristle brush to gently scrub the surface and remove the powdery residue. Avoid abrasive tools that could scratch or damage the finish.

### Rinse with Water

- Hose down the area using clean water. Avoid high-pressure washers, which may damage the surface texture.

### Use Efflorescence Cleaner (If Needed)

- For more persistent deposits, apply a commercial efflorescence remover formulated for concrete.
- Always test a small, inconspicuous area first to ensure the cleaner does not damage the finish or painted surface. Follow the manufacturer's instructions for safe application.
- Rinse thoroughly with clean water to remove all residue and neutralize the surface.
- Repeat if Necessary
- Multiple cleanings may be required depending on the extent of the efflorescence and environmental conditions.

**Note:** Do not apply any sealers until the efflorescence has been completely removed, as sealing can trap residue beneath the surface and worsen the appearance.