

# Bankston

# Civilian

# Finish Care Guide

## How to care for your door hardware



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## Finish Care Information & FAQs

### How do I best care for my Civilian Hemispheres products?

To maintain Hemispheres products, gently clean them using a damp soft cloth and promptly dry with another soft cloth.

American Walnut domes have been oil-treated (Osmo Top Oil - High Solid) and should last for many years under interior residential applications. If your dome surface does begin to wear (e.g. in higher traffic applications), please recoat with Osmo Top Oil or a similar product as necessary to maintain its appearance.

The Portoro Gold marble domes are treated with a high-quality German-made external-rated sealant, enhancing their lustrous appearance, and providing resistance against weathering. This sealant extends the marble's durability, making it suitable for outdoor applications.

Regular maintenance is essential to preserve its beauty, especially in outdoor environments. It's important to select a cleaning product specifically designed for stone surfaces. Opt for pH-balanced formulations labeled as safe for use on stone surfaces to ensure compatibility. Promptly remove stain-causing materials from dome surfaces to maintain the marble's appearance.

### Are the Civilian Hemispheres finishes 'living finishes'?

The finishes applied to brass components of the Hemispheres collection are not 'living finishes'; they are achieved through stable plating and powder coating processes.

### Does the Hemispheres American Walnut need to be resealed over time to protect the finish?

American Walnut domes have been treated with a hard wax-oil finish called Osmo Top Oil (High Solid). This coating is extremely hard wearing as well as water repellent and should last for many years under interior residential applications. If your American Walnut dome surface does begin to wear, please recoat with Osmo Top Oil or a similar product to maintain its appearance.

### Is the Hemispheres Portoro Gold marble sealed for protection, and is it suitable for external use?

Portoro Gold has been treated with a high-quality German-made external-rated sealant to protect its appearance. This sealant provides a layer of resistance against weathering, making the marble suitable for external applications. However, it's important to note that while the treatment extends the marble's durability, regular maintenance is recommended to preserve its beauty, especially in outdoor environments where it is exposed to the elements.

### Can American Walnut be used on external applications?

It is not recommended to use American Walnut on external applications.

### Why are there variations in the colour and texture of my American Walnut or Portoro Gold domes on my products?

American Walnut timber is a natural product. The appearance of Walnut varies depending on which part of the trunk it is taken from; therefore, some American Walnut domes may have slight variations in colour, tone, texture, and the location of knots.

The American Walnut domes are crown-cut which means that they are produced by slicing the timber parallel to the tree's growth rings, resulting in a grain pattern that showcases the cathedral-like arcs and swirls typical of walnut wood. Crown cut walnut tends to have a more consistent appearance across the surface, with prominent grain lines that add character and visual interest. The natural circular pattern will vary in location on each dome.

Portoro Gold is natural marble and varies both in colour and the number of veins throughout each piece. The Portoro Gold domes generally have a very similar black onyx base, however the number and colour of veins within the marble will vary depending on the piece of marble they are cut from.

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### What finishes are offered in the Civilian Hemispheres range?

The Hemispheres collection offers three base finishes: Polished Chrome (plated), Smooth Nickel (plated), and Bone (semi-gloss powder coated). For the dome finishes and materials, the options include Polished Chrome, Smooth Nickel, Bone, Portoro Gold (sealed marble), and American Walnut (sealed timber).

### What materials are the Civilian Hemispheres range made from?

Products in the Hemispheres collection are mainly crafted from solid forged brass, with honed Portoro Gold Marble and solid American Walnut offered for the dome components.

### What is the warranty on my finishes?

Warranty covers any defects to our door furniture products (door levers, door knobs, pull handles, locks and latches) and any defects to a limited range of our finishes:

- Polished Chrome

If a Warranty Product does not meet our high-quality guarantee as outlined in this warranty, we will, at our sole discretion, replace (or replace with the nearest matching product if the original Warranty Product has been discontinued), repair or refund the cost of the faulty Warranty Product, provided that your claim satisfies the conditions and requirements of this warranty.

View our Door Furniture Warranty Policy here:

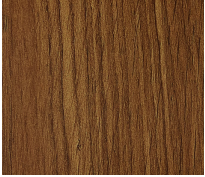


### Who should I contact if I have questions about my finishes?

The Southern Design Group Customer Service Team support our customer base of distributors, builders, architects and designers. We welcome queries from members of the public through our websites and provide phone assistance.

Contact us at [info@bankston.com](mailto:info@bankston.com)

## Finish Range



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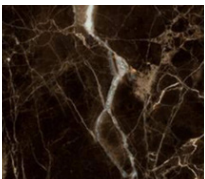
### American Walnut

The mid-tone hues of American Walnut impart a gentle warmth to architectural applications. Neither too bright nor overly dark, this solid material strikes a perfect balance, tempering the distinct qualities of the other elements in the collection. As a versatile decorative accent, American Walnut complements other wood features and seamlessly fits into any interior style. American Walnut showcases the natural beauty and unique patterns of the timber. As no two trees are alike, expect subtle differences in grain and tone. While highly durable, these pieces have been designed for interior use.

**Care:** Recoat with Osmo Top Oil or similar to maintain the appearance of the dome.

**Caution:** This finish is suited for interior residential applications.

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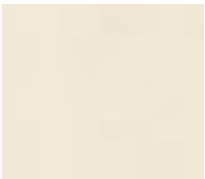
### Portoro Gold

With a rich and intricate grain pattern set against an onyx backdrop, Portoro Gold is a highly coveted stone. Characterised by crystalline geometric forms, this material brings visual and tactile complexity. Portoro Gold is reimagined for a modern aesthetic, creating a striking contrast with other materials in the collection. As with all natural materials, expect a beautiful variation in both degree and tone of veining, making each piece truly distinctive.

**Care:** This finish has been treated with a high-quality German-made external-rated sealant. To preserve the finish use a cleaning product specifically designed for stone surfaces.

**Caution:** Promptly remove stain-causing materials from dome surfaces to maintain the marble's appearance.

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### Bone

With a uniquely rich cream tone, the Bone finish exhibits a dense, subtly clay-like texture, ensuring both durability and a distinctive tactile quality. Crafted from highly durable UV resistant powder-coat, Bone allows precise shaping into geometric contours, mirroring the appearance of a glazed enamel and delivers an unexpectedly cool touch. The tone, thoughtfully chosen, imparts a sense of warmth and timelessness, harmonising effortlessly with various materials, from marble to metals, to create a versatile and cohesive palette.

**Care:** Clean it regularly with a damp soft cloth and be sure to keep it dry.

**Caution:** Whilst this finish has a highly durable powder-coated application, if this becomes damaged, the solid forged brass is still very durable.

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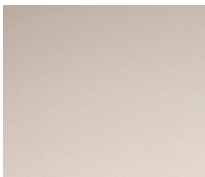
### Polished Chrome

Polished Chrome provides a clean and lustrous look, and is as diverse as it is enduring. Chrome exudes an aura of strength and assurance, providing spaces with a sense of conviction and luxury. Polished Chrome is a very durable finish and only requires occasional cleaning with a soft dry cloth to maintain its brightness and clarity. This finish is covered by a lifetime guarantee against corrosion.

**Care:** Clean it regularly with a damp soft cloth and be sure to keep it dry.

**Caution:** Highly durable finish.

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### Smooth Nickel

Soft to the touch yet stark in its industrial aesthetic, Smooth Nickel is a truly unique and distinctive finish. To achieve this finish, nickel-plated forged brass is very lightly finished, before being plated with Smooth Nickel. The result is a sleek and commanding finish that invites touch. Eye-catching in its distinction, Smooth Nickel sits as comfortably among lush timber as it does harsh concrete.

**Care:** Clean it regularly with a damp soft cloth and be sure to keep it dry.

**Caution:** Whilst this finish has a lacquer layer applied, if this becomes damaged, the pearl nickel layer underneath is still very durable.

**Australia**

14-16 Stepney Street  
Stepney, South Australia 5069  
**P:** +61 (0)8 8362 1133

**New Zealand**

**P:** +64 (0)6 359 0008

**[southerndesigngroup.com](http://southerndesigngroup.com)**