



1. **What is the material?**  
All in natural stone(marble) and teak
2. **What kind of teak do you use? And is it allowed by Nature Conservation?**  
Tectona grandis. Allowed for export-import refer to Washington Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES)-[www.cites.org](http://www.cites.org) and specially in Germany refer to Federal Nature Conversation Agency
3. **Is teak material suitable for bathroom and the humidity?**  
As been known well teak is a hard wood, suitable for any climates - dry and humid, used especially for outdoor furniture such as swimming pool, garden. So it is basically fit well with bathroom. Our furniture has been designed to have flexibility adjusting with the weather cycle.
4. **What kind of treatment do you use for teak?**  
We do no treatment on our teak furniture to maintain the naturalness and the flexibility. Teak has its own oil inside, and the longevity will performed its own natural darkening colors and more shining effect in the surface. Customers may add themselves the treatment such as applying Teak-oil, Waxed or Thin-White-Washed to fill into its pores. This material is easily found in building material shops with simple technique of do-it-yourself.
5. **How we maintain teak furniture?**  
No need a special treatment since Teak material is best appreciated in its naturalness and durability.
6. **What color available?**  
Beige-Cream and Grey-Black
7. **How is the packaging?**  
For basins and mirror, we cover every single item in a bubble wrap and pack it in a double layer corrugated carton box. Shower tray we cover it with bubble wrapped and pack it in a double layer corrugated carton box pack and then with wooden crate pallet. Bath tub we cover it with bubble wrapped and pack with wooden crate pallet. Teak furniture we pack in a double layer corrugated carton box
8. **Do you have printed catalogue**  
Yes. We have promotional brochures and catalogue – same content, only different in size.
9. **How to maintain the teak from stain and liquid?**  
Bathroom, Swimming Pool, and Outdoor Teak Furniture are not designed to resist of stain and liquid. If one decided to use Teak, he/she must have the understanding of naturalness and not necessarily protect the surface from liquid and stain. It is a hard wood, hard enough not to absorb liquid easily but yet it has the pores and will absorb slowly. The natural oil inside the Teak will dissolve the stain and liquid slowly into a certain level.
10. **How marble care wise?**  
Clean the basin normally (once a day) with the right natural-stone cleaner solution, choose the one with have ph neutral = ph. 7.0.  
RESTRICTION: **Do not use any ACID solution.** This acid will damage the stone performance.
11. **What items should be ordered in sets?**  
ORG011/012-S needs to be order with BAM016-TTM.T or BAM014.2 or BAM014.1  
ZEN034/035 needs to ordered with JAP011.3 or JAP012.1

# BATi

While the rest of the items are basically designed for mix and match depends on end users preference. You could always cross check with us should you wonder whether an item would look nice to go along with another items and we will back you up by getting our designer Ms. Marina Pandunata recommendation in term of design and ergonomic

## 12. How water will affect the stone basins?

Water has mineral that will go and stay into the stone pores. Regular proper cleaning is needed to avoid mineral trapped in the stones pores and stick in it. It's normally cleaning method as any basins. Make sure to use the pH Balance cleaning liquid for natural stone, avoid using all-purpose cleaning liquid. Recommended regularly (twice a year) apply the impregnated sealer (can be find in any building material, stone masonry or marble supplier / shop). Apply after clean the stone surface and dry. It will maintain the stone in good performance. Impregnator avoid any particle trapped in the stone pores



## FAQ FROM DISTRIBUTORS

### 1. What is the minimum quantity you require?

One container is 20 ft.

### 2. What is the warranty policy?

We allow 60 days warranty from shipment date.

Our warranty is provided in term of workmanship and miss production refer to the production QC such as shape, size tolerance, joint, hole or cracking which is very obvious upon fast observation when you receive the shipment and we have a standard claim method.

BATi products are natural and the user clear understanding in treatment it also a must.

Each type of stone will be unique and each will have slightly different look, even color. This material nature needs to be understood.

### 3. What is the packaging for container shipment?

For basins and mirror, we cover every single item in a bubble wrap and pack it in a double layer corrugated carton box and 20-40 (depends on sizes) of these boxes will be packed into a wooden crate pallet.

Shower tray we cover it with bubble wrapped and pack it in a double layer corrugated carton box pack and then with wooden crate pallet. Bath tub we cover it with bubble wrapped and pack with wooden crate pallet. Teak furniture we pack in a double layer corrugated carton

### 4. How about fumigation?

All wooden crates are fumigated before shipment. Certificate of fumigation is provided upon request for your custom clearance procedures.

### 5. How many items can be loaded in a container?

Generally one 20' container can load approximately 28 CBM (=Cubic Meter) and 40' container can load up to 58 CBM.

Exact volume and weight are estimated when you are quoted

### 6. What is the lead time?

8 weeks for production plus sea transportation lead time(depends on destination)

### 7. What is the port of loading

Surabaya, Indonesia

### 8. How many inventory do you require for distributorship

We request you to make a market study to keep a suitable inventory so that you will not run out of stock for retail purchase. During Idul Fitri and Christmas production will be vacuum for 2 weeks on each celebration.