

BRASSWARE & ACCESSORIES



AFTERCARE INSTRUCTIONS

These products have a high quality, durable finish and to preserve, must be treated with care. Clean regularly with warm soapy water and a soft damp cloth only. Cleaning products, including non-scratch ones, could damage the chrome and coloured surfaces. To clean in hard water areas, use a limescale filter and clean with warm soapy water. No harsh chemicals should be used to clean **Saneux** brassware products. To clean shower heads, remove the head from the shower arm. Over a basin, agitate the silicon nipples to remove the scale. Remove the mesh screen insert at the top of the shower head and invert the head to flush out the scale from inside using water and repeat the process a couple of times. Ensure to carry out this process at least quarterly or monthly in hard water areas.

GUARANTEE

All **Saneux** brassware, unless otherwise stated, carry a 5-year guarantee*, which covers all manufacturing defects, with the exception of shower hoses, "O" rings, diverters and cartridges which carry a 2-year guarantee. There is a 10-year extension of this guarantee if it is registered on our website within 3 months of the product(s) being delivered. Within the extended guarantee, **Saneux** will offer to supply a replacement product that is assessed via video to be defective. This guarantee does not cover damage during fitting, misuse, or inappropriate cleaning. This guarantee is non-transferable. **Saneux** reserve the right to change the colour, designs, and product specifications without prior notice. Special orders for Saneux brassware products are non-returnable. No claim will be accepted when the goods have not been used for intended purpose, not fitted correctly, not maintained to seller's recommended standards or have been abused or misused.

Exclusions of guarantee include: if the product defect is due to incorrect operation or incorrect handling; the product has not been installed, maintained and used in accordance with **Saneux** instructions; the water pressure is above the maximum permissible water pressure of 6 bar; minor deviations from the normal condition that have no influence on the serviceability of the product; incoming dirt, water hammers (warm), furrings, operating errors, damage due to aggressive environmental influence, chemicals, and cleansing agents; the product was purchased on auction sites; product defects caused by installation, transport, and trial run of bought product; damage attributed to normal wear or intentional damage.

CUSTOMER SERVICE

T. +44 (0)208 686 5100 | E. technical@saneux.com
Iain Stewart Centre, Beehive Ring Road, Gatwick, RH6 0PB
www.saneux.com