

# Warranty

## Guarantee Overview

Please find below a breakdown of what products and parts are covered by what period of guarantee. **All technical support related queries will require the original purchase invoice number.**

**We require notification within 14 days from delivery date from the receiving customer of any manufacturing faults prior to installation. Any issues raised after installation cannot be accepted**

## 10 Year Guarantee

**Bathroom Taps – Kitchen Taps & Shower Valves** - All bathroom taps in both deck and wall mounted designs. All shower valves in exposed and concealed designs.

The 10 year guarantee on these products covers manufacturing defects such as casting faults or chromium plating issues (Excludes Moving-serviceable parts)

Chromium plating guarantee is void if any household cleaners or harsh abrasives are used.

**We recommend only warm water and a soft cloth for cleaning both Chrome and Gold finishes.**

**Fixed Head Kits** – Our fixed head shower kits carry a 10 year guarantee against manufacturing fault or chromium plating issues

**Rigid Riser Kits** – Rigid riser kits carry a 10 year guarantee against manufacturing fault and chromium plating issues

Diverter sections are classed as moving-serviceable parts and have a 3 year guarantee.

Shower Hoses and Handsets are also classed as moving-serviceable parts and are restricted to a one year guarantee.

**Showering additions** – On all shower additions which come under the following categories: Ceiling Arms, Bath Mounted Handset Kits (Excluding Hoses) Isolating-Non return valves, Ancillary Items & Body Jets. We offer a 10 year guarantee against manufacturing defects.

**Wall Spouts** – All wall spouts have a 10 year guarantee against manufacturing fault or chromium plating issues.

## 3 Year Guarantee

**Infra Red Mixers** – Infra Red mixers have a 3 year guarantee against manufacturing fault or chromium plating issues

**Slide Rail Kits** – Our Slide rail kits carry a 3 year guarantee against manufacturing fault or chromium plating issues

Hoses, Handsets & Slider brackets are classed as moving-serviceable parts and have a restriction to a one year guarantee.

**Trigger Spray Sets** – We offer a 3 year guarantee against manufacturing fault or chromium plating issues.

Hoses are classed as moving-serviceable parts and have a restriction to a one year guarantee.

**Shower Seats** - All shower seats have a 3 year guarantee against manufacturing fault or chromium plating issues.

**All Wastes including Bottle traps** – We offer a 3 year guarantee against manufacturing fault or chromium plating issues

Chromium plating guarantee is void if any household cleaners or harsh abrasives are used.

**Serviceable Parts** - We offer a three year guarantee on all thermostatic cartridges, ceramic disc valves and any other operational valves such as diverters an on-off valves against manufacturing failure. We will replace any failed parts if the cause of failure is down to manufacturing. If the cause of failure is due to poor maintenance or neglect, then replacement parts can be purchased to remedy any issues.

## 1 Year Guarantee

**Gold Plating** - The gold plating finish on our brassware is a specialised finish and in view of this we offer a 1 year guarantee on the finish\*

Gold plating guarantee is void if any household cleaners or harsh abrasives are used. Only warm water and a soft cloth should be used after every use to maintain the gold finish.

**Accessories** – We offer a one year guarantee on the following ranges of Accessories:

Siena, Torino, Geneva, Madison, Florence & Rimini

**Soap Dispensers** – All soap dispensers have a one year guarantee.

**Grab Bars** - All grab bars and shower seats have a 1 year guarantee against manufacturing fault or chromium plating issues.

**Cabinets** – Our Bathroom cabinets have a one year guarantee

**Shower Accessories & Storage Baskets** – All wire storage baskets & accessories have a one year guarantee.

**Freestanding Accessories** – All freestanding accessories have a one year guarantee.

**Handsets** – Single & Multi mode handsets are classed as moving-serviceable parts and have a restriction to a one year guarantee.

**Shower Hoses** – Shower hoses are classed as moving-serviceable parts and have a restriction to a one year guarantee.

## Additional Information

The reference to “Manufacturing fault” is when a product incurs a casting fault causing a product to leak or fail, or the Chromium finish develops an issue. Serviceable-Moving parts are also covered but these parts will only be considered once the Sagittarius Technical department has been contacted and they have approved the parts under warranty.

Sagittarius Limited will replace free of charge any product or part they deem to be a manufacturing defect. They will however **NOT** be liable for any plumbing costs incurred whether under warranty or not.

SAGITTARIUS

10  
YEAR  
GUARANTEE

All of Sagittarius products are covered by a 10 year chromium plate finish guarantee. As gold finishes are softer, special care must be taken when cleaning and a 1 year guarantee is given.

**Our Serviceable parts carry a 3 year guarantee and our Accessories carry a 1 year Guarantee.**

SAGITTARIUS LTD

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