

GUARANTEE ON TISSINO PRODUCTS

Please refer to each product section for guarantees.

The terms of our guarantee are as follows: -

1. The guarantee only applies to products which:

1.1 are installed in accordance with the fitting instructions supplied, with the products for use in a bathroom with suitable ventilation or a suitable extractor fan; and

1.2 Where the product is a cistern or a tap, it is fitted in accordance with current local and national water regulations; and

1.3 Where the product is a **Tissino** solid surface product, it has been stored flat at normal room temperature prior to installation.

2. In the unlikely event that a product supplied by **Tissino** - to which this guarantee applies - fails within the guarantee period from the date of purchase, **Tissino** will supply the customer with a free replacement for the part of the product that has failed, if such failure arises in **Tissino's** reasonable opinion from defects in manufacture or quality of materials and notice in writing giving details of the defects about which there is a complaint given to **Tissino**. The replacement part supplied will be the nearest equivalent to the failed part available in **Tissino's** range at the date the replacement is supplied. Liability is limited to individual products and does not cover consequential loss or damage. The customer will be required to pay the cost of installation of the replacement part. Your statutory rights remain unaffected.

3. The provisions of this guarantee do not affect the customer's statutory rights.

4. The **Tissino** guarantee is limited to the original purchaser and cannot be transferred; this includes the purchasing of ex-display items.

5. To obtain replacement parts in accordance with the provisions of this guarantee please contact the retailer who originally supplied the products.

6. The guarantee only applies to products which are cared for and cleaned in accordance with Tissino care and maintenance instructions.

Sanitaryware

It is the responsibility of the individual installer to ensure the products are fitted correctly and in line with the instructions provided. Failure to comply with the recommended fitting instructions will invalidate the guarantee.

When installing **Tissino** wall-hung sanitaryware, please ensure the appropriate fixings are used or alternatively a suitable framework is constructed that will support the sanitaryware.

Sanitaryware dimensions stated should be given a 2% tolerance.

There is a lifetime guarantee on all sanitaryware products supplied by **Tissino** against manufacturing defects.

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Toilet seats and flush mechanisms

There is a 2-year guarantee on all toilet seats and cistern internal mechanisms and fill valves supplied by **Tissino** against manufacturing defects, and a 12 month guarantee on their respective working parts against manufacturing defects.

Bathroom Furniture

Although designed for bathroom use, bathroom furniture will deteriorate through excessive water spillage, splashing or condensation. Claims cannot be accepted if we regard the furniture to have had improper use, suffered from impact damage, or has been installed incorrectly, however this list is not exhaustive. It is advised that all bathrooms are well ventilated using a suitable extraction fan. Furniture must be wiped dry after contact with water.

There is a 5-year guarantee on all **Tissino** bathroom furniture subject to our furniture care and maintenance guidelines.

When installing **Tissino** wall-hung furniture, please ensure the appropriate fixings are used or alternatively a suitable framework.

Cabinet Finishes and Veneered Furniture

We cannot guarantee an exact colour match for cabinet finishes due to colour variations incurred as a result from print process. All cabinet finishes reproduced in this brochure should be used as a guide only.

When installing **Tissino** bathroom furniture into a new property or extension we strongly advise the building is dry, well ventilated, and adequately heated.

In the production of **Tissino** bathroom furniture, great care is taken in the selection of material. However, due to the manufacturing process, it is not possible, nor do we feel desirable, to strive for total uniformity of shading and grain pattern. Our aim is at all times to operate with controlled parameters which recognize that some variation is both acceptable and aesthetically pleasing.

There is a 5-year guarantee on all **Tissino** bathroom furniture against manufacturing defects.

Electrical Products (including illuminated mirrors)

Please refer to our bathroom regulations for correct siting of electrical products in bathrooms.

If in any doubt, please consult a qualified electrician for more details.

There is a 2-year guarantee on all electrical products supplied by **Tissino** against manufacturing defects.

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Hugo Heated Towel Rails

All **Tissino** Heated Towel rails are guaranteed for 5 years against manufacturing defects.

Dual Fuel and Electric-only Towel rails

Please refer to our bathroom regulations for dual fuel products.

If in any doubt, please consult a qualified electrician for more details.

There is a 5-year guarantee on towel rails supplied by **Tissino** against manufacturing defects. The electrical controls and element carry a 2-year guarantee against manufacturing defects.

Baths

All baths are supplied undrilled.

All baths are manufactured from high quality 5mm cell cast acrylic and are fully reinforced.

There is a 10-year guarantee on all baths supplied by **Tissino** against manufacturing defects. Any defects must be reported prior to installation commencing.

Shower Screens

There is a 10-year guarantee on shower screens supplied by **Tissino** against manufacturing defects with the exception of seals and moving parts which carry a 12-month guarantee.

Shower Trays

There is a 10-year guarantee on all stone resin trays supplied by **Tissino** against manufacturing defects. It is the responsibility of the individual installer to ensure that these products are fitted correctly and in line with the instructions provided. Failure to comply with the recommended fitting instructions will invalidate the guarantee.

There is a 12 month guarantee on shower tray wastes against manufacturing defects as these are working parts.

Concealed Cisterns

There is a 5-year guarantee on concealed cisterns supplied by **Tissino** against manufacturing defects, and a 2-year guarantee on concealed cistern internal mechanisms and fill valves.

It is the responsibility of the individual installer to ensure that these products are fitted correctly and in line with the instructions provided. Failure to comply with the recommended fitting instructions will invalidate the guarantee.



Brassware and Accessories

All **Tissino** brassware, unless otherwise stated, carry a 10-year guarantee as standard which covers all manufacturing defects, with exception of shower hoses, "O" rings, diverters and cartridges which carry a 2-year guarantee.

Tissino special finishes on brassware (all colours except chrome plate) carry a 2-year warranty against manufacturing defects, subject to the care and maintenance guideline being adhered to.

Care and Maintenance

Care should be taken in hard water areas to ensure the cartridge is regularly cleaned according to our instructions. To clean in hard water areas, use a limescale filter and clean with warm soapy water. No harsh chemicals should be used to clean **Tissino** brassware products.

This guarantee is non-transferable. **Tissino** reserve the right to change the colour, designs, and product specifications without prior notice. Special orders for **Tissino** brassware products will be 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 **Tissino** 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. Ownership of goods is retained until full payment is received.

Consequential Damage and Loss

Tissino are not liable in any way for consequential loss that may be sustained following failure of a Tissino product. Installation of a replacement product is not the responsibility of Tissino Ltd.

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