

Claybrook.

MIDTOWN

Warranty and Care Instructions

IMPORTANT NOTES:

Please Read Carefully & retain these instructions for Future Reference.

USE:

General Care & Maintenance

Constant care of your taps is recommended. This will help to keep them beautiful and perfectly efficient through time. It is recommended to always dry the taps using a soft cloth or chamois leather, which prevents the formation of lime scale deposits. A pH neutral liquid soap diluted in water must be used for cleaning. In no case use liquid soaps containing abrasive or acid-based substances, abrasive sponges, pure vinegar, acetone, liquid bleach, ammonia, acids for domestic use, or various disinfectants. The above-mentioned products must not even be used to clean the sanitary fittings in proximity of the taps installed. Any deposits of lime scale and dirt in the aerator filters can be removed by disassembling the aerator and putting the filter into vinegar diluted in water for a few hours (maximum concentration 15% at 25°). Wash again with soap and water, then rinse before re-assembling. ATTENTION! The use of products not recommended can irretrievably deteriorate the surface finish of the product. Claybrook Studio is in no case liable.

Cleaning

For correct cleaning of the tap, wash it only with solvent-free products. A pH neutral liquid soap diluted in water must be used for cleaning. In no case use liquid soaps containing abrasive or acid-based substances, abrasive sponges, pure vinegar, acetone, liquid bleach, ammonia, acids for domestic use, or various disinfectants.

Our products do not require any particular maintenance, apart from periodical cleaning of the aerator and shower head nozzles which, over time, collect debris and impurities present in the pipes, thereby causing a gradual reduction in flow.

Warranty for defects

1. Claybrook Studio commits to solving any defect, lack of quality or non-conformity of the products, which can be attributed to the same, as long as notice is given immediately in compliance with art. a

art a. Any complaints relative to the state of packaging, quantity, number or exterior features of the Products (apparent defects), must be communicated to the Seller in writing with acknowledgement of receipt, within 7 days from the date the defect is discovered. Failure to make such notification means the Purchaser will forfeit the right to claim for the above defects. Whenever the claim is not communicated within the previously mentioned term, the products delivered are considered to conform with those ordered by the Customer.

2. Claybrook Studio will decide whether to repair or replace the Products shown to be faulty. The Products repaired or replaced under warranty will be subject to the same warranty for a period of 6 months, starting from the date of repair or replacement.

Claybrook Studio guarantees all of its products from manufacturing defects as specified below:

- a. 15-year warranty for casting or porosity defects.
- b. 10-year warranty for defects on cartridges and screws (remember that the wear of these components is closely linked with the quality of the water).
- c. 2-year warranty for non- chrome plated finishing's.

If you require any further assistance regarding specification data and technical advice please contact us at enquiries@claybrookstudio.co.uk



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In order to make use of the warranty, it is advised to keep the receipt or other fiscal documents and attach it to the warranty coupon, as this proves the date of purchase.

The warranty gives the right for free replacement of those parts which, for obvious manufacturing defaults, could determine incorrect operation of the product, always as long as this does not depend on carelessness, falls or blows, negligent use, incorrect maintenance, tampering, incorrect installation, interventions by unqualified staff or due to force majeure. Filters and softeners must be mounted upstream from the tap fittings. Failure to comply with these conditions causes the warranty to become immediately null and void. The warranty excludes any liability of the company for all consequences deriving from improper use, incorrect installation of our materials, incorrect maintenance or indifference to the product (see "recommendations for care of the product"). Claybrook Studio does not acknowledge any compensation for the replacement of faulty articles.

3. Claybrook Studio does not guarantee compliance of the Products to special specifications or technical features or their suitability for particular uses except to the extent that such features have been expressly agreed in the contract or documents recalled by the contract itself for that purpose.

4. Except in the case of fraud or gross negligence, in the event of defects, lack of quality or non-conformity of the products, the Seller is only obliged to repair or replace the faulty products. It is intended that the above-mentioned warranty (consisting in the obligation to repair or replace the Products) includes and replaces the warranties or responsibility envisioned by Law, and excludes any other responsibility of the Seller (whether contractual or non-contractual) however originating from Products supplied (e.g. compensation for damages, loss of earnings, recall campaigns, etc.).

Spares

Spares can be ordered and purchased from Claybrook Studio should you require replacements.

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