

# PRODUCT CARE & MAINTENANCE

## Basins

Clean the basin with soap and water, as and when required. Should stubborn dirt prevail, a slightly abrasive cleaning material such as "Handy Andy" may be used.

## Toilets

Clean the ceramic pan with soap and water, as and when required. Should stubborn dirt prevail, a slightly abrasive cleaning material such as "Handy Andy" may be used. The same applies to a polypropylene or thermoset toilet seat. Should a wooden toilet seat be used, a damp cloth must be used to clean the seat. No abrasive material must ever be used. The inside of the cistern should be kept free of dirt, as it could hamper the performance of the flush valve and the inlet valve. Should either of these valves malfunction, ensure that any dirt has been removed from all of the seals.

## Urinals

Clean the urinal with soap and water, as and when required. Should stubborn dirt prevail, a slightly abrasive cleaning material such as "Handy Andy" may be used.

## Baths and Shower Trays

Clean the shower tray with soap and water, as and when required. Should stubborn dirt prevail, Brasso may be used.

## Maintenance

The frequency and extent of maintenance required for this product varies according to prevailing site and operational conditions. No regular maintenance is required and spare parts are available for key components.

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# WARRANTY

LIXIL Africa warrants that their products will be clear of material and manufacturing defects. Appraisal of the above will be done against ruling manufacturing specifications and standards at the date of manufacture. Defective product will be repaired or exchanged at LIXIL Africa's sole discretion. LIXIL Africa shall not be liable for indirect or consequential loss or damage.

## THE WARRANTY WILL BE VOIDED UNDER THE FOLLOWING CONDITIONS:

- Products used with water pH falling outside of the guidelines set by the Department Of Water Affairs and Forestry or similar body.
- Products not installed by a registered or accredited installer.
- Products used with, or included in installations where water temperatures are outside of the temperature range stipulated for that product, or as laid down in the Standards for water supply and drainage (SANS 10252 & 10254) or an equivalent international standard.
- Products not installed according to manufacturer's installation instructions or according to valid Water Regulations and general good plumbing practice;
- Products which have failed as a result of dirt or debris in pipe-work which has not been flushed prior to the use of terminal fittings.
- Where a defect is attributable to the incorrect use or incorrect handling of the product;
- Where routine maintenance has been neglected.
- If spare parts other than the original spare parts are used during repairs or maintenance of the product;
- If damage was caused by transport by a third party transporter.
- If the surface of the product has been scratched;
- Products used or intended for display purposes.
- If consumables (e.g. filters, filter cartridges, aerators or batteries) or material subject to wear and tear (such as seals or hoses) are affected;
- If product damage is as a result of chemicals and cleaning agents, lime-scale build-up, aggressive environmental influences, or disruptions resulting in damage which are caused by freezing or lime-scale build-up.
- If the defect is caused by specific environmental circumstances (e.g. excess or negative pressure in the line, excess voltage or under voltage on the line);
- If the defect is attributable to wilful or negligent damage to the product by the user or a third party.

LIXIL Africa reserves the right to review any specific case in order to assess the validity of this warranty. LIXIL Africa may charge a discretionary service fee when called out to inspect products which are not LIXIL products or where there is an illegitimate claim.

## THE WARRANTY IS VALID FOR:

- **10 years** Taps & Mixers, Wastes, Capillary- and Compression fittings
- **3 years** Showerheads
- **2 years** Electronic Mixers components and Valves
- **2 years** Valves (Geysers and Toilets)
- **10 years** Cobra-Safe multi-layer pipe system (must be used with Cobra compression fittings and Cobra-Safe inserts or warranty shall be void)
- **10 years** on all baths
- **20 years** on baths with Amazonite coating
- **10 years** on all sanitaryware
- **6 months** on all toilet seats supplied by Vaal Sanitaryware

## MISCELLANEOUS:

This warranty shall apply in the above-mentioned scope and subject to the above-mentioned prerequisites. Proof of purchase will be required.

This LIXIL Africa warranty is carried by LIXIL Africa. Please contact our Service Department on 0861 212121 for warranty enquiries or further warranty information.