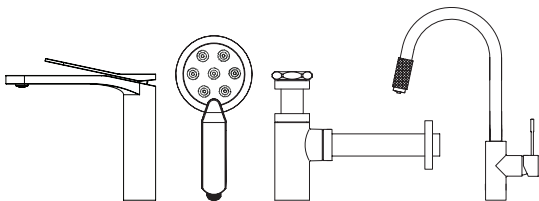


Please take care of me.

We thrive on delivering you tapware and accessories that will function and look great for a long time.

By following our quick and easy Care & Maintenance Instructions, you can help your tapware and accessories retain their quality finish for years to come.

Damage to products due to improper treatment is not covered by warranty, so please read the following carefully. All we ask is that you love and care for our products as much as we do!



Please do.



Wipe, Rinse, Dry

Keep it simple for everyday cleaning.

Wipe gently with a warm and soapy damp cloth or sponge, using a mild detergent.

Rinse off with clean water.

Dry with a soft towel or microfiber cloth for an impeccable finish!

For best results

For a deeper clean, be sure to regularly clean and remove limescale (that yucky white stuff that sometimes builds-up).

Apply a small amount of non-abrasive polish to a soft cloth and wipe to remove build up. Finish by completely wiping off the polish with a soft and clean, lint-free cloth.

We find a solution of 50:50 white vinegar and water also work wonders! Simply wipe with a soft cloth, rinse immediately and towel dry.

Please don't.



Avoid, Caution, Just Don't

Do not use any chemical cleaners. They contain nasty ingredients that can react and corrode the materials of the product.

Do not use 'Organic' or 'Natural' cleaning products as they often contain high concentrations of citric or lactic acid and limonene which may be harmful to the materials of the product.

Do not use abrasive cleaners, this can damage the surface of your product.

Do not use abrasive cloths, scrubbing brush or scourer to clean, this can scratch the surface of your product.

Some more important stuff

Here is a list of ingredients to definitely avoid using:

Hydrochloric acid, formic acid, phosphorous acid, ammonium hydroxide, ethanol, benzene based ingredients or lactic acids and limonene (often found in natural cleaning products).

Residues of toiletries such as liquid soaps, shampoos and shower gels, hair dyes, perfumes, aftershave and nail varnish can also cause damage. Carefully rinse with water after use to remove residues. Likewise, do not store any cleaning agents or chemicals under the products, for example in a vanity unit, as the vapors may damage the products.

Warranty



Cartridge	15 years
Body	7 years warranty against manufacturing faults and flaking
Ritz finishes	1 year warranty against faults and flaking
Parts and Labour	2 years
Commercial Use	1 year
Accessories	7 years

Need to make a warranty claim?

- Contact the store you purchased the item from.
- Make sure you have all known information on the product ie. Model, finish and nature of the problem.
- Provide proof of purchase ie. Receipt
- Make an arrangement with the store that you purchased the item through to have one of ADP's representatives inspect the product. The agent will either inspect the item at the location you purchased it from or where the product has been installed.
- You must provide proof that the item was installed by a licensed plumber. If product is installed, DO NOT attempt to remove or uninstall the product.
- Make sure you provide your full details ie. Name, address and best contact phone number.

Commercial Use

Commercial use refers to items that are used in areas other than domestic residential purposes.

For example; schools, public buildings, hotels and hospitals.

NOTE: Chipping of plated surfaces during or after installation is not a warranty issue.

Warranty exclusions

Any defect or damage caused to the item as a result of misuse, abuse or neglect, accidental damage, improper installation by a non-licensed plumber or the fitting of other devices to the inlet/outlet of product.

Harsh detergents or abrasive cleaners used on product finishes.

Products have not been installed in compliance with the manufacturer's installation instructions.

If changes have been made to the product that have not been approved by ADP or its representatives.

Any defects, injury or harm caused by the product being installed not to the standards of any applicable national, state or local standards or regulatory requirements.

Proof of purchase has not been provided.

Defect or damage caused by water pressure that exceeds 500Kpa AS/NZS 3500.

Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure upon inspection by an authorised representative where a product is found to be defective in construction, material or assembly. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure, free of charge.

To the fullest extent permitted by law, the manufacturer excludes all liability for damage or injury to any person, damage to any property and any indirect consequential or other loss or damage.

Manufacturer will not be liable for the cost of installation or removal of any product and the warranty will be VOIDED if damage occurred during or after INSTALLATION or a damaged or incorrect product has been installed.

Unsuitable or improper use; incorrect installation or installation not in accordance with the instructions provided; installation or part installation by the purchaser or any person other than a LICENSED tradesperson; normal wear and tear; inadequate or complete lack of maintenance; chemical, electrochemical or electrical influences; excessive heat damage or harsh detergents or abrasive cleaners used on product finishes, are NOT considered a warranty issue.

Thanks for looking after me!

And thanks for reading! We hope you enjoy your tapware and accessories for many years to come.

Remember just keep it simple and
Wipe, Rinse, Dry!

Warranty

Cartridge - 15 years

Body - 7 year warranty against manufacturing faults and flaking

Ritz finishes - 1 year warranty against faults and flaking

Parts and Labour - 2 years

Commercial Use - 1 year

Accessories - 7 years

Claim Procedure

For all warranty queries, please retain proof of purchase and contact place of purchase. These details can be found on your purchase invoice.