

## PRODUCT WARRANTIES

At SONAS Bathrooms our products have become the benchmark for others to follow. Our ranges are specifically tailored to meet the requirements of Homeowners, Installers and Trade Professionals. All our products are manufactured to appropriate industry standards and where required to the necessary EN standards. For your additional peace of mind, we fully support our product Warranties with our technical support and spare parts after sales service. In the event that you do encounter a problem with a SONAS product please contact us with the details of the fault and a proof of purchase from the SONAS dealer where the item was bought and we will do the rest. All after sales or technical queries can be emailed directly to [customerservice@sonasbathrooms.com](mailto:customerservice@sonasbathrooms.com) which will be answered by one of our in-house qualified plumbing advisors.

### Ceramics

Lifetime - Ceramic Ports

2 Years - Toilet Seats

2 Years - Flushing Mechanism

### Baths & Whirlpools

Lifetime - Freestanding and Plain

2 Years-Whirlpool Baths

5 Years-Steel Baths

5 Years - Colour Painted Finishes

### Taps & Showers

15 Years - All Finishes

15 Years-On Top Cartridges and Flexi's ("

15 Years-On Shower Cartridges (\*\*)

2 Years-On hoses, heads, wastes and consumables

The above Warranty applies to all replacement products and parts within the Warranty period, labour will be covered for a period of 2 Years.

(\*) Cartridges and flexi hoses in the Hakk, Alita, Luto and Scope ranges are covered by 15 year warranty, 2 years on all other models

(\*\*)Cartridges in the Hakk and Alita ranges are covered by 15 year warranty, 5 years on all other models (\*\*\*) Aspect, City+ & Zeba rollers covered by a 5-year warranty, 2 years on all other models.

### Enclosures, Screens & Wet room panels

Lifetime - On Glass & Profiles

10 Years - Scandinavian Colour

## Wetroom Panels

5 Years - Handles on doors

5

Years - Rollers(\*\*\*)

2 Years - Seals

## Furniture

10 Years-Scandinavian range 5 Years - All Other Ranges

2 Years - Handles, Runners, Hinges

Heated Towel Warmers and Rads 10 Years-On all Radiators

Please note that above Warranty and extended warranties are applicable for goods installed in a domestic environment with reasonable usage. Any item installed in a public or commercial area will be subject to 1 Year Warranty. Faults must be reported within the respective Warranty period from proof of purchase date. Warranties are limited to product defects and failures arising from the manufacturing process and does not apply to products that have been damaged as a result of transit, misuse or incorrect installation.

While all products are subject to quality control checks by the manufacturer, from time to time a product or batch of products may enter the market that does not meet the necessary quality standard. SONAS Bathrooms will replace any product with a visual defect or that is manufactured outside of the allowable tolerances according to EN standards, however; all products must be checked for these defects by the installer as SONAS Bathrooms will not be responsible for any refitting or refitting costs associated with replacing the product. SONAS Bathrooms must be given reasonable opportunity to inspect the product in the installed situation, if removed the product must not be destroyed but should be retained for inspection. Photographic or video media of the product in the installed situation may be requested. Suitable access must be provided in order to reasonably and cost effectively allow for a product to be repaired or replaced under warranty. SONAS Bathrooms will not be responsible for reinstallation of products that are tiled in to areas without suitable access.

## Cleaning & Maintenance

10 Years-On all Rad Valves Shower Trays

Lifetime - Acrylic Trays

5 Years - Slate and Unity trays

2 Years - Traps and Covers

## Accessories

15 years on the HAKK and ALITA ranges 10 years on all other ranges

Resin Products 5 Year Warranty

## Mirrors

2 Year Warranty

All products should be cared for with a regular and suitable cleaning regime.

- The use of aggressive cleaning agents should be avoided and in particular on chrome, brass and aluminium surfaces a soft damp cloth and warm soapy water is sufficient. Suitable ventilation should be provided and in cases of bathroom furniture materials are water resistant but not water proof, therefore regular maintenance and the removal of excess water on or around the product is necessary to avoid damage.

#### Exclusions of Warranty

Incorrect installation not in accordance with fitting instructions and best plumbing practice.

Failure to care for and maintain product as per core & maintenance guidelines. Improper use of product not in accordance with the intended use and limitations of the product specifications.

Wilful or negligent damage. Ex display items,

#### Service Engineer Call Outs

Damage caused by specific environmental circumstances, excess or negative pressure in the line, insufficient operating pressure as per the product technical specifications, limescale or hard water, aggressive cleaning agents or chemicals.

If excess water levels are found in vanity units.

Scratches or defects reported post installation.

Products that are fitted and then reported damaged.

In cases where products fail under warranty, a replacement part, product or repair will be provided for the period of the Warranty as per the table above, in cases of labour to remedy faulty products, this will apply for a period of one year.

If our onsite inspection determines the reported issue is not a manufacturing or materials defect, a call out charge of €100.00 & VAT may be applied.

SONAS Bathrooms may choose at our own discretion to provide a directly employed engineer or appoint a suitably qualified contractor to replace or repair a faulty product.