

## **Caring for your Samuel Heath finish.**

To help maintain the luxurious finish of your fittings, it is important to clean and dry the fitting after use. Leaving water to dry on the surface by itself will cause staining, regardless of the finish, due to its minerals. Imagine if you never dried your car after washing - the bodywork would quickly show marks.

The cleaning of all of our products should be done regularly using warm water with a mild soap and a soft cloth, then dried to maintain best results. This will also help prevent limescale build-up. Do not use abrasive or acidic cleaners or polish.

Please note that living finishes (those not lacquered) such as unlacquered brass, polished nickel or satin nickel/SSF will age more quickly than protected finishes. Unlacquered brass can be brought back to its original lustre using a gentle brass cleaner on a regular basis. Our Antique Gold finish needs particularly gentle care because gold is a relatively soft metal.

Both living and protected finishes will change through use and the rate of change will vary sometimes between components. Bronze and brass finishes can have a natural variation between component parts from new, which is a natural reaction of the process on the different machined parts. Forged components may age and darken at a different rate to machined components, and this is a normal part of the metal ageing process.

Thank you for choosing brassware from Samuel Heath. We are proud to have been manufacturing in Birmingham, England since 1820 and carry out all our manufacturing and finishing processes in-house. We are available through the contact page of our website if you need further help or information.

### **Head Office and UK Customer Service**

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# Guarantee

## Finishes

**Chrome plated:** We offer a **10 year guarantee** on the finish of all chrome plated architectural hardware, bathroom accessories, brassware and thermostatic showers.

**Antique Gold:** We offer a **2 year guarantee** from the date of purchase on Antique Gold plated finish.

**Matt Black:** Matt Black is an advanced durable finish which provides resistance to wear and is **guaranteed for 10 years**.

**Other finishes:** Non-Lacquered Brass, Polished Nickel, Satin Nickel, Satin Chrome, Stainless Steel Finish, Bronze finish, Antique Brass Unlacquered, Urban Brass and Brushed Gold develop their own patina over time which is part of their charm therefore we do not offer a guarantee for these finishes. Antique Brass Unlacquered and Bronze finish (hardware finishes only) shouldn't be cleaned as this will accelerate the finish wearing away. City Bronze, Country Bronze, Antique Brass Matt, Antique Brass Gloss, Amber Brass, Anthracite, Brushed Gold Matt, Brushed Gold Gloss, Urban Brass Matt, Old Brass Matt and Polished Brass lacquered are **guaranteed for 5 years**.

**Use outdoors:** Any installation outdoors including in marine or coastal environments is at the client's own risk. There are so many factors such as pollution or salt in the air that we cannot guarantee the finish or mechanical performance in such circumstances.

## Mechanical Guarantee

A **10 year mechanical guarantee** is extended on all architectural hardware, bathroom accessories and brassware components to be free from malfunction due to defects in material and workmanship.

## Shower Guarantee

A **2 year mechanical guarantee** is extended on all thermostatic shower components to be free from malfunction due to defects in material and workmanship.

**For validity it is important that care instructions in this guarantee are complied with. This guarantee does not affect your statutory rights.**

**All products must be installed by a qualified professional installer in a domestic application for this guarantee to be valid.**

**The guarantee period begins from the date of delivery from our factory and is non-transferable.**