

SPECIAL FINISH CARE + MAINTENANCE GUIDE



General Care

Ideally we suggest drying all fittings with a soft microfibre cloth after each use to prevent mineral build-up.

Fittings can be cleaned using a soft clean microfibre cloth and warm water, or warm soapy water (mild pH-neutral liquid soap) and gently dried with a soft clean microfibre cloth.

Personal hygiene products such as shampoo, toothpaste, shower gel etc can cause damage if left in contact with the finish, and therefore should be rinsed off immediately with clean water.

Under no circumstances should harsh cleaning chemicals be used that contain acid, caustic, citrus, bleach, abrasive components, or alcohol based substances. To prevent over-spray when cleaning other surfaces in the bathroom/kitchen we suggest covering your tapware with a cloth.

Do not use abrasive cloths, scouring pads, scrub sponges, steel wool etc.

Specifics:

Raw Polished Copper, Raw Polished Brass, Raw Brushed Brass, Antique Brass Light, Antique Brass Medium

The above guidelines can be used for general cleaning, however these are organic finishes that will tarnish with time and use.

Many factors such as humidity, air salt content, moisture and natural oils from the skin will initiate and influence tarnishing, and cleaning will not remove this. Tarnishing can progress quickly on these raw products. Tarnishing will never be even or consistent, so spots and lines might appear, and discolouration might occur. This is the beauty of these raw, living finishes.

For more information view the 'Finishes' tab on our website.

SPECIAL FINISH WARRANTY

Faucet Australia Pty Limited (ABN 83 683 523 321) warrants its products to the original owner as per the periods outlined below. This Warranty applies to all product purchased on or after 24 Oct 2017. Our liability under this warranty is limited at our option to the repair or replacement of the defective product or part, the cost of repair of the defective product or part or the supply of an equivalent product or part, in each case if we are satisfied the loss or damage was due to a defect in the materials or workmanship of the product or part.

The residential warranty period for our special finishes is 5 years against peeling and flaking for your peace of mind. For finishes, this warranty does not cover damage caused by incorrect use of chemicals, detergents or abrasives and is limited to coating failure by bubbling, cracking or flaking. This does not include damage to the finish caused by general wear and tear, eg, denting or scratches. Note that Organic finishes are expected to change colour, develop patina and verdigris.

Full Warranty Document can be viewed online.

Lodging a claim

Claims must be lodged immediately or within 3 days of detection. Proof and date of purchase from a Faucet Strommen dealer along with site details and contacts will be required to process a claim. All claims must be lodged with Faucet Australia via one of these methods:

Phone: +61 3 5450 4236

Email: sales@faucetstrommen.com.au

Mail: PO Box 271 Kerang VIC 3579

Your costs in making a claim under this warranty, including all freight, collection and delivery costs are to be borne and paid by you. We also reserve the right at our cost to inspect any alleged defect in the product wherever it is located or installed or on our premises.

Other Conditions

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. 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.

Faucet Australia Pty Ltd 24 Oct 2017