

SAMUEL HEATH

Limited Consumer Warranty – Product Finishes

A “Limited Warranty” means Samuel Heath and Sons will provide free of charge, at its option, replacement part(s) or product (or a comparable alternative product) to replace those which have proven defective in finish within the warranty period as stated below.

Who is covered by this warranty

This limited warranty extends to the original purchaser only; this warranty is non-transferrable. Samuel Heath and Sons neither assumes nor authorises any person to create for it any other obligations or liability in connection to this product.

Length of Warranty

Brass Finishes:

NL – Unlacquered brass is natural brass which has been hand polished but with no lacquer applied. This finish will tarnish naturally (this can take between 2 and 12 months depending on the location and use), or you can choose to clean it very regularly to maintain its lustre. Due to the variations in metal composition, there will always be a degree of difference in shade between components. We do not offer a guarantee on this finish.

PB – This finish is hand polished, but a coating of electrophoretic lacquer is then applied to help preserve its shine. It is guaranteed for 5 years but please check with us first as some components may not technically be achievable in this lacquered finish (products listed in our price list are fine).

BG - Brushed gold unlacquered is a natural brass finish which is hand polished then finely brushed. After brushing, the finish is left unlacquered so that it can develop its own natural patina over time which is part of its charm. We do not offer a guarantee on this finish.

BGM - Brushed gold matt lacquered is a natural brass finish which is hand polished then finely brushed. After brushing, we apply a layer of matt lacquer to provide a wear resistance finish and the contemporary appeal of satin brass. This finish comes with a 5-year guarantee.

BGG - Brush gold gloss lacquered is a natural brass finish which is hand polished then finely brushed. After brushing, we apply a layer of gloss lacquer to provide a wear resistant, gloss finish. This finish comes with a 5-year guarantee.

URB - Urban brass is exclusive to Landmark and this part polished, part bead-blasted finish perfectly complements the collections urban styling. Urban brass is left unlacquered so that it can develop its own natural patina over time (subject to regular care) which is part of its charm. Some components such as shower heads, hoses etc do not go through the bead-blasting process. We do not offer a guarantee on this finish.

URM - Urban brass matt lacquered is a natural brass finish which is part brushed and part bead-blasted. A matt lacquer is then applied to provide a wear resistant matt finish. Some components such as shower heads and hoses do not go through the bead-blasting process. This finish comes with a 5-year guarantee.

Bronze finishes:

CTB – City Bronze is a hand applied, deep metallic colour which is then matt lacquered and comes with a 5-year guarantee. It is not a living finish. There will always be a natural variation in the shade between different components.

CNB – Country Bronze is a lighter shade of bronze which is also matt lacquered with a 5-year guarantee. It is not a living finish. There will always be a natural variation in the shade between different components.

ABU - Antique brass is a hand applied finish to solid brass and is unlacquered to allow a natural patina to form over time as the finish wears down. Final hand polishing ensures each piece has individual character. We do not offer a guarantee on this finish.

BRZ – A bronze finish applied on polished brass and then polished by hand. It is designed to wear in time to reveal a rustic look for period specifications. We do not offer a guarantee on this finish.

Metallic Finishes:

CP - Chrome plate is achieved by first applying a base of copper followed by a layer of nickel and then finally a hard gloss coating of chromium is applied to achieve a lustrous hard-wearing finish. Samuel Heath offers a 10-year finish guarantee on all chrome plated products. Samuel Heath's external door hardware in chrome is warranted for one year from the date of purchase, subject to regular cleaning in accordance with our care instructions

PN - Polished nickel is a warm finish which is left unlacquered to develop its own natural patina to develop over time which is part of its charm. We do not offer a guarantee on this finish.

SSF - Our Stainless Steel Finish is a brushed nickel that is left unlacquered – this finish will patina with time. We do not offer a guarantee on this finish.

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MBC - Matt black chrome finish is a coloured chrome plated finish which offers a smooth durable result. Base layers of copper and satin nickel give it a highly contemporary matt look which is guaranteed for 10 years.

SN – The Sating Nickel finish offers a warmer look for specifications where satin chrome plate can be too uncompromising. It forms a natural patina. We do not offer a guarantee on this finish.

SCP – Satin Chrome Plate is similar to CP, but instead utilises an undercoat of satin nickel. A highly desired finish for a contemporary style. Samuel Heath offers a 10-year finish guarantee on all satin chrome plated products.

Other finishes:

AG - Antique gold finish has base layers of copper and nickel with a final layer of real gold resulting in a subtle light gold colour. Samuel Heath offer a 2 year guarantee on this finish.

PVD is a highly resistant finish which is guaranteed for 25 years.

What is covered by this warranty

This limited warranty covers only Samuel Heath and Sons manufactured products.

Samuel Heath and Sons will not assume liability for labour expended, freight cost or damages arising from the use of the material purchased from us. If material is defective, the limit of damage is the price of the defective material.

Samuel Heath and Sons will replace, at no charge, parts only or, at its option, any product that proves defective because of improper finishing, under normal installation, use, service and maintenance. If Samuel Heath and Sons is unable to provide a replacement and repair is not practical or cannot be made, Samuel Heath and Sons may elect to refund the purchase price in exchange for the return of the product.

Proof of purchase (original sales receipt) from the original consumer purchaser must be made available to Samuel Heath and Sons for all warranty claims. The warranty is not transferable and is extended solely to the original purchaser of the product, so long as the product remains in its original installation.

What is not covered by this warranty

This limited warranty does not apply to the replacement of components where damage is caused by:

- Application of cleaners which are not expressly intended for the finish.
- The use of any cleaner containing hydrochloric acid, formic acid, organic acid or acetic acid on or near the fitting, as they can cause considerable damage even with just one application.
- The use of concentrated caustic soda, or chlorine pale lye, as they cause considerable damage
- The use of cleaners containing phosphoric acid.
- The use of cleaners containing stabilised aqueous ozone.
- The use of cleaners containing chlorine bleach solutions.
- The use of mixed or combined cleaning agents.
- The use of abrasive cleaners and unsuitable scouring agents such as scouring pads or microfiber cloths.
- Residue left by personal hygiene products such as liquid soap, shampoo and shower gel can cause damage. Always ensure to completely rinse off the fittings and accessories with clear water immediately after use.
- Incorrect application of cleaning agents, not in accordance with the manufacturer's instructions
- Excessive force applied during the cleaning process.
- Cleaning agents which have not been fully rinsed off after the cleaning process.
- The building up of calcifications caused by insufficient cleaning.
- The use of "no-rinse" cleaning products
- The use of products (excluding external door hardware) in an outside environment, or in the near vicinity to swimming pools.

Samuel Heath's external door hardware in chrome is warranted for one year from the date of purchase, subject to regular cleaning in accordance with our care instructions. Please note that pollution or salt in the air can damage any metal finish if it is not cleaned regularly. Other finishes are not warranted for outdoor use. To search for door hardware suitable for external use please go to <https://www.samuel-heath.com/products>

This warranty does not apply to products which have been repaired, altered, or modified in any way by the original purchaser or any person other than Samuel Heath, unless previously authorised by Samuel Heath. Products sold "as is" and from store displays are also not covered by this warranty.

Gloss reduction, scratching, staining and alkaline etching of finishes over time, due to use, water, or atmospheric conditions, are not manufacturing defects but are indicative of normal wear and tear. Due to the harsh environment of sun, wind, rain, and snow, installing Samuel Heath products for outdoor use voids the warranty.

Samuel Heath and Sons will not be liable for any special, incidental, or consequential damages based on a breach of warranty, breach of contract, or negligence. Damages that Samuel Heath and Sons will not be responsible for include, but are not limited to, loss of savings or revenue; loss of profits; loss of revenue; loss of use of the product or any associated equipment, or cost of any substitute equipment, facilities, or services; cost of capital, downtime; the claims of third parties, including customers; and damages or injury to property.