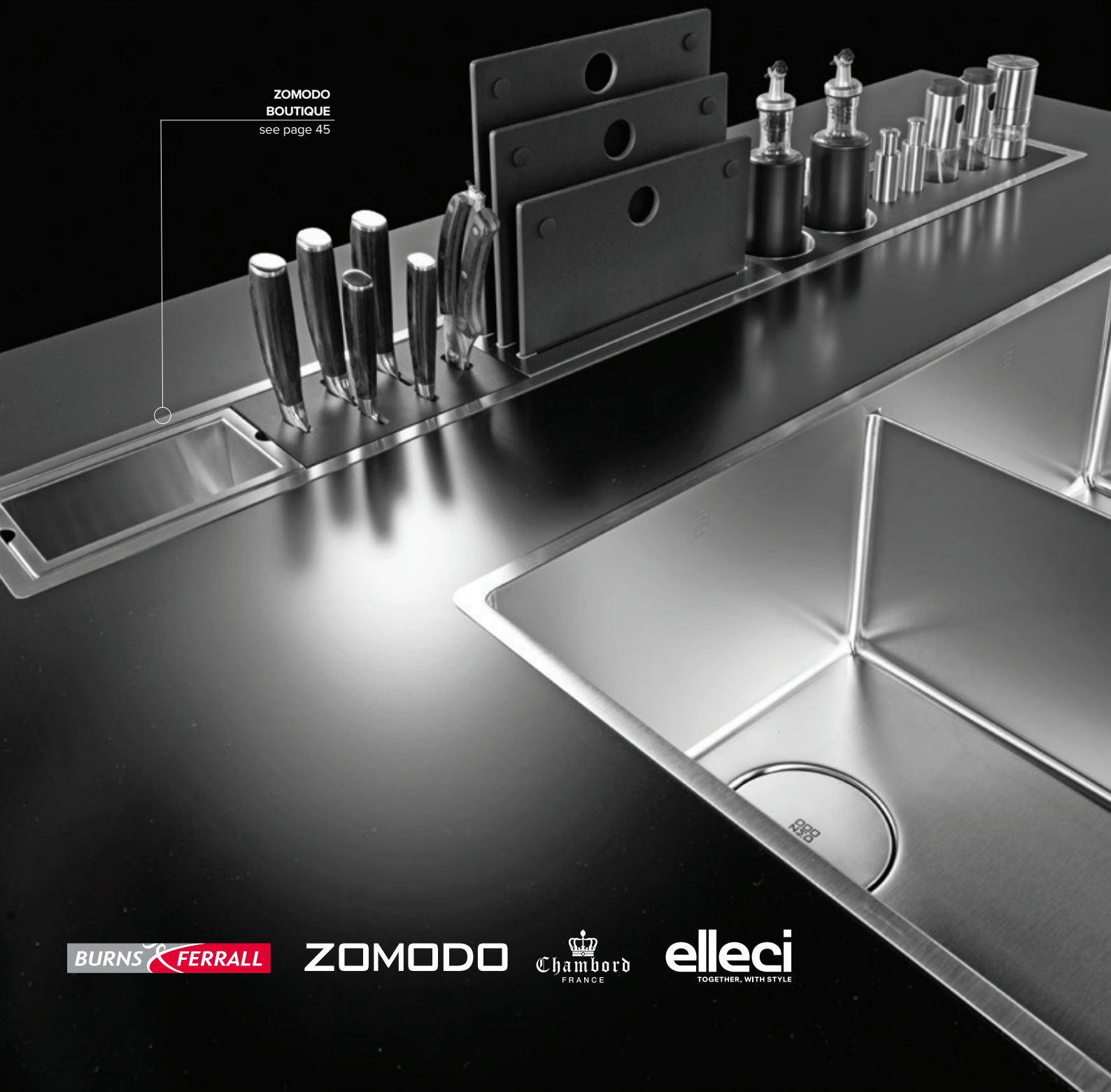
SOUTHERN HOSPITALITY

SINK & TAP

COLLECTION



ZOMODO BOUTIQUE
see page 45

BURNS & FERRALL ZOMODO Chambord FRANCE elleci TOGETHER, WITH STYLE

Care & Warranty Information

5 YEAR TAP WARRANTY

- Five (5) year warranty applies to the tap housing starting from date of purchase of the product, two (2) years on the ceramic cartridge from date of purchase of the product. This warranty is non-transferable and applies only to the original purchaser. The guarantee only applies if the mixer is installed with pressure limiting valves.
- Any faults caused by defective production will be replaced free of charge during the guarantee period.
- Any such faults will be replaced, at the sole discretion of Southern Hospitality, either by repairing faulty components or by replacing the whole product with the same or an equivalent model where the balance of the warranty period from the original date of purchase will take effect. The Company is not liable for damage caused by: a) improper or unsuitable use and / or maintenance – b) transport – c) knocks, tampering, incorrect repairs and repairs made by unauthorised technicians – d) normal wear of components (non-valve, membrane, etc.) and / or the use of non-original spare parts – e) non-compliance with the technical instructions – f) freezing and / or impurities in the water pipes.
- The guarantee only applies if a document proving the date of purchase is produced.
- The guarantee does not cover product assembly or disassembly charges, visits and calls of specialised technicians, costs borne by the customer due to the unavailability and / or non-use of the product.
- Any imperfections in the finishes or in the natural materials used should not be considered as faults but a typical characteristic of these crafted products.
- In the case of various accessible visible components and products requiring only minor rectification under guarantee, Southern Hospitality reserves the right to supply these on a 'parts only' basis to the customer. Such articles may include accessories, aerators, hand sprays, hoses, handles, levers, fixings, washers and dress fittings, etc.

IMPORTANT INFORMATION

- Flush out pipe work prior to connecting your new mixer.
- All mixers to be installed with isolating stop cocks.
- Tap must be installed with pressure limiting valves.
- Mixer should be installed by a qualified plumber.
- Mixers in this brochure are designed for domestic use only.
- Failure to comply will void all warranty.

Taps

Do I need to install a pressure limiting valve?
In order to comply with the warranty terms and conditions, a pressure limiting valve must be installed if the mains water pressure exceeds 500 kPa.

What is the WELS water scheme?
The WELS water rating label provides water efficiency information for water-using household products. The label carries two important pieces of information to help the consumer to compare products.

The label shows:

a). A one to six star rating for a quick assessment of the model's water efficiency. The more stars on the label the more water efficient the product.

b). A number showing the water flow per minute (plumbing products) based on laboratory tests. The lower the number the better.

What is a pull-out tap?
A pull-out tap contains an extractable hand-piece that allows you to have greater control over the direction of your water flow.

What is an adjustable spray?
Adjustable sprays are featured on some pull-out taps and are clearly marked. These taps have a button that, when depressed, distributes a gentle flow through the head of the tap, suitable for cleaning vegetables, etc.

Taps should be cleaned only with a mild detergent such as washing-up liquid. General cleaners should never be used, otherwise the guarantee may be invalidated. Use a dry or damp cloth to remove stubborn marks or stains.

Stainless Steel Sink Care

Our stainless steel sinks are made from premium-quality stainless steel, which is metallurgically incapable of rusting or corroding under normal household conditions.

However, stainless steel can sometimes harbour ferrous (iron-based) particles from the water supply, especially during or immediately after new installations, when pipe work has been disturbed. Filings are deposited on the stainless steel sink surface, where they will cling and then rust, unless removed. Harsh water, exposure to chemicals or even periods of non-use can cause spotting or discolouration.

If this occurs, contact our customer service team on 0800 697 465 to receive a complimentary sink care pack. The sink care pack works by removing the protective oxidised layer of the stainless steel and with it hopefully any stains. A new oxidised layer is then formed which protects the stainless steel. If the contaminant has been in contact with the stainless steel for a period of time, pitting of the stainless steel could occur which is not able to be removed.

The ferrous particles may return unless completely removed, so the sink needs to be dried thoroughly after cleaning. Several applications may be necessary before the rust spots are entirely removed.

Another hazard to stainless steel is acidic products. For example, many cleaning products contain citrus acid and sodium hypochlorite and may discolour if left on stainless steel or even stored beneath. Also, denture cleaning products should be avoided at all times.

Composite Sink Care

Composite sinks contain "fired" granite (80%) with acrylic resin for extreme durability. There is no surface coating on the sink – the material, and colour, is consistent throughout the sink. The non-porous surface makes the sink very hygienic. Even coloured liquids such as red wine will not stain.

Everyday Cleaning: Wash your sink using warm water, a soft cloth or non-abrasive woven nylon pad, and a non-abrasive liquid cleaner or detergent. This can be done as often as the sink is used. Rinsing and drying after use is very important to eliminate any film build-up that may develop from hard water deposits.

Metallic Abrasions or Heavy Stains: Wipe the sink using a soft cloth or non-abrasive woven nylon pad and a liquid scouring product. Apply the liquid scouring product sparingly and rub lightly. Repeat as necessary until sink is clean.

Hard Water, Calcium and Lime Deposits: Wipe with a non-abrasive woven nylon pad and white vinegar. Rinse after 20 minutes.

Elleci granite sinks are not warrantied for cracking or damage if installed with any waste disposal other than the Insinkerator EVO100 or EVO200 (or the current equivalent model if superseded).

What to avoid:

- Strong alkalies (ammonia and caustic soda solution) are not recommended.
- Drain unblocking chemicals involving filling the sink with water should not be used
- Abrasive cleansers and abrasive scrub pads. This will dull and scratch the surface.

LIFETIME SINK WARRANTY

Southern Hospitality offer a limited lifetime warranty on all stainless steel and composite materials. The life expectancy period is 25 years. Chambord Fire Clay traditional sinks come with a 5 year warranty. All parts and accessories, including waste kits, carry a 12 month warranty. The above warranty does not apply where the product has not been assembled, installed or operated according to the instructions, subjected to abuse, improperly treated, neglected, rusted by exposure to the elements, misused, modified from original specification and/or if any repairs, maintenance or service has been done by an unauthorised person or has been used for commercial purposes. This warranty is non-transferable and applies only to the original purchaser. Acidic products are hazardous to stainless steel and their effects are not covered by the warranty. Cleaning products containing citrus acid must be avoided along with denture cleaning products.

* **Minimum Cabinet Size:** Calculated using the width of the sink PLUS 30mm either side for kitchen hardware (hinges ect). Please check your hardware to ensure they work with these clearances. Sinks with no overflow show TWO minimum cabinet widths as these models can be pivoted 90 degrees.