

your guarantee

Twyford
bathrooms

- 25 years** ● Ceramic products (excluding accessories and fittings), steel and acrylic baths.
- 5 years** ● 4mm bath panels, acrylic shower trays and enclosures.
- 2 years** ● Accessories and fittings, all wooden products, 2mm bath panels, shower tray panels, plastic and metal fittings including seats, taps, cistern fittings, electronic components, ceramic bathroom accessories and Revita hydrotherapy products.

This guarantee covers products manufactured or supplied by Twyford Bathrooms under the Twyford brand name and installed in the United Kingdom and The Republic of Ireland. Should a claim be made, under the guarantee, we ask that the following conditions are met:

- Proof of purchase should be supplied at the time of claim.
- Product should have been fitted in accordance with our fixing instructions, UK Water Regulations 1999 and general good plumbing practice.
- We need to ensure that the product has been maintained and cared for in accordance with our Care Instructions. We cannot accept responsibility for the failure of a product if it has been modified, misused, neglected or wilfully or accidentally damaged. It should also have been used for its sole design purpose.
- We must be given reasonable opportunity to inspect the product in the installed situation. If removed, the product should be retained for inspection.
- Our policy is one of continuous improvement. If the product has failed under the terms of the guarantee and a replacement is offered, but identical goods are no longer available, we will replace with the nearest equivalent.
- This guarantee applies only to the single product in question and not to the whole bathroom suite. This guarantee does not extend to cover consequential loss or damage which could not be reasonably foreseen at the time the product was purchased.

For further information contact our Customer Services Department on tel 0870 840 0437 or fax 0870 840 0438.

This guarantee is effective for products purchased after 1st November 1995 and is offered to customers acquiring our products as consumers, not in the course of a trade or business. This Guarantee does not in any way affect the statutory or other rights of a consumer.



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Registered office: Lawton Road, Alsager, Stoke-on-Trent, ST7 2DF, UK

T: +44 (0)1270 879777 F: +44 (0)1270 873864

www.twyfordbathrooms.com Registered in England No. 546129

Part of the Sanitec Group

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Product Care Instructions & Guarantee

Dear Customer

Congratulations on making such a wise decision - choosing Twyford Bathroom products.

Twyford is far more than a name. The company is **a leader in the British bathroom industry**, renowned for creating contemporary designs using

traditional craftsmanship combined with the very latest production methods. Twyford's worldwide reputation for quality is built on an enviable heritage dating back to 1680 when Joshua Twyford

first began making commercial pottery in Staffordshire. Proud of its past but always **looking to the future**

Twyford, a member of the Sanitec Group, brings you the finest bathroom ranges.

We are proud of our products and guarantee them against faulty materials or manufacture, provided they have been installed, cared for and used in accordance with our instructions.

Full details can be found on the back page of this leaflet.

On the inside pages we provide total care instructions to help you keep your new bathroom looking as good as the day it was first used. **We are committed to**

supporting customers every step of the way. with whatever advice and guidance they need,

Thank you for choosing Twyford.

how to care for your bathroom products

CERAMIC PRODUCTS

Ceramic products should be cleaned regularly with warm soapy water. They can then be rinsed and, if desired, dried and polished with a soft cloth; regular cleaning will prevent build-up of soluble salts. Some proprietary cleaners can damage the glazed surface and plastic fittings. We advise against the practice of leaving strong cleaners or bleach in ceramic products overnight since the glazed surface can be damaged, and the plastic fittings corroded.

STEEL (PORCELAIN ENAMEL) BATHS

Porcelain enamel products should be cleaned regularly with warm soapy water. They can then be rinsed and, if desired, dried and polished with a soft cloth; regular cleaning will prevent build-up of soluble salts. Some proprietary cleaners can have an adverse effect on the enamel surface. Bleach will destroy the gloss surface and it is essential that it is not used. Strong disinfectants should be used with extreme care and in any case in diluted form.

ACRYLIC BATHS AND SHOWER TRAYS

The acrylic surface of this type of product should be cleaned regularly with warm soapy water. Preferably, the product should be cleaned immediately after use, rinsed with cold water and, if desired, dried with a soft cloth. The acrylic surface is softer than porcelain enamel or ceramic products and abrasive cleaners will scratch the surface. Do not use scouring powders or abrasive cleaners. Avoid contact with other household chemicals such as hair dyes, carpet dyes, paint strippers, strong disinfectants, alcohol, after shave, perfumes and nail varnishes and their removers or bleaches. Some soaps and shampoos can discolour acrylic if allowed to pool, undiluted, on its surface. Burning cigarettes will melt the acrylic surface.

SHOWER ENCLOSURES

A soft cloth should be used to wipe and dry the product to avoid scratching the surface. We advise that the product is cleaned regularly with warm soapy water as abrasive cleaning agents may damage the glass and surface of the enclosure.

HYDROTHERAPY PRODUCTS

Please follow the detailed instructions within the User Guides supplied with each product.

PLASTIC TOILET SEATS

The surface should be cleaned regularly with warm soapy water. Abrasive cleaning agents or scouring powders may damage the plastic surface.

GOLD AND COLOURED FINISH PRODUCTS

Gold and coloured finish products should be cleaned with warm soapy water ONLY, followed by rinsing and, if desired, drying with a soft dry cloth. Gold is a soft metal and abrasive cleaners will damage the gold plate and should not be used under any circumstances. Strong household chemicals and bleaches can damage the gold plate and should not be used.

All products manufactured or supplied by **Twyford** are designed to give many years of **reliable service** provided they are properly maintained and cared for. These are our **recommendations and instructions**.

CHROME PLATED PRODUCTS

The chrome plate used on our range of taps and fittings is very hard and durable. It can be cleaned regularly with warm soapy water followed by rinsing and, if desired, drying with a soft cloth. Chrome is vulnerable to acid attack and some strong household chemicals including disinfectants, denture cleaners, hair dyes, wine-making chemicals and photographic chemicals. These materials may have a varying effect on the surface from black spots or streaks (which cannot be removed) to pitting of the surface. Contact with these materials should be avoided.

STAINLESS STEEL PRODUCTS

Stainless steel products should be cleaned regularly to maintain the original surface appearance, to prevent corrosion and to maintain hygienic conditions. Regular cleaning with warm soapy water or with mild detergent is recommended, followed by rinsing and, if desired, drying with a soft cloth. The use of strong acids and disinfectants should be avoided. Do not use steel wool or steel wool soap pads since these may leave rust spots.

WOODEN DOMESTIC PRODUCTS

Bath panels, vanity units and seats are manufactured either in solid wood or veneered MDF (medium density fibreboard). In either case the surface is varnished. The surface should be dried immediately after use with a soft cloth. Water should not be allowed to pool on the wooden surface for a long period. For cleaning use a soft damp cloth. Do not use scouring powder, scourers or abrasive cleaners. The polished surface of the wood can be preserved using a proprietary wax polish. Always read the instructions on the packaging of your chosen polish.

WOODEN COMMERCIAL PRODUCTS

Light soiling of the surface of laminated products can be cleaned with warm soapy water. Grease marks can be removed using white spirit. Fruit juices, hair dyes, vegetable juices, bleaches, strong alkalis and mineral acids may leave a mark if not wiped off within a short period. Harsh abrasives or scraping should be avoided. The use of polish on plastic laminate is not recommended since it can lead to ring marks developing on horizontal surfaces.

GENERAL CLEANING AND MAINTENANCE NOTES

Regular cleaning of all bathroom products will prevent a build-up of soluble salts. However, limescale deposits will sometimes require removal. If a proprietary limescale remover is chosen, always read and follow the instructions on the bottle. Lime deposit may also be removed using a mild solution of lemon juice (citric acid). Our porcelain enamel and acrylic baths are not designed for use with lifts or hoists which are fixed or placed inside the bath. Such devices can damage the surface or the structure of the bath. Sometimes, particularly in new properties, small spots of 'rust' may appear to grow in the bowl of the bath. These spots will have formed from deposits of iron from the new water-supply pipework. The spots can be removed using a mild cleaner and should not re-appear unless the water supply remains contaminated. We recommend that disposable nappies are not flushed down the WC. Blockages may occur both in the WC Pan and in the drains.