



Cavalier Group Product Guarantee Matrix

The table below is to be used as a quick guide for the length of guarantee that Cavalier offers for each category of product. For further details of what damages are covered in the guarantees please see the full terms and conditions on the individual page for each category.

The extended lifetime guarantee is only available to customers who complete the online guarantee form within 30 days of installation.

Product	12 Months	2 Years	5 Years	10 Years	Extended Lifetime Guarantee
Assembled Furniture			✓*		
Flat Pack Furniture	✓				
Bath Panels		✓			
Mirror Units		✓			
Toilet Seats	✓				
Concealed Cisterns	✓				
Sanitary ware			✓		
Bath Wastes		✓			
Baths				✓	
Free standing Bath Feet		✓			
shower enclosures					✓*
Bath Screens					✓*
Shower trays					✓***
Shower Tray Wastes		✓			
Basin / Bath Taps				✓**	
Shower Sets & Valves				✓**	
Shower Accessories		✓			

✓*

Components that suffer from wear & tear are covered by a 2 year guarantee.

✓**

Cartridges, Diverters, hoses, handsets, headsets and all other finishes besides chrome are covered by a 2 year guarantee

✓***

Should the tray not be installed in conjunction with an April / Aquadart shower enclosure the guarantee will be reduced to 10 years.



Aquadart Shower Tray Extended Guarantee

Our guarantee is available to customers complete the online guarantee registration form within 30 days of installation

www.aquadart.co.uk

Terms and Conditions

Proof of purchase showing the date and place of purchase must be retained by the customer as the guarantee is not transferrable.

The guarantee only applies to products purchased and installed in the United Kingdom

Product guarantee does not cover the following and damage or defects caused by:

- Incorrect installation / not installed as per manufacturers installation instructions
- Poor service / maintenance practice.
- Any faults found after installation due to not inspecting the tray including water pooling.
- Damage to the product caused by inappropriate cleaning products.
- General wear and tear.
- Products that have been modified
- Ex-display
- Damage to property as a result not being suitably commissioned, tested or installed.

This guarantee requires that the products be used in the manner for which they are intended and in accordance with our installation and cleaning instructions.

If a claim is made under the guarantee for a site visit and the defect is not due to faulty materials or manufacture, Aquadart reserve the right to charge the customer for the engineer visit which is payable prior to the visit.

If the product is defective in materials or manufacture the original customer must contact the Aquadart customer services department within 30 days of the fault occurring. We reserve the right to inspect the product before removal or repair. We must be provided with those facilities we reasonably require to carry out a proper inspection. If a replacement product or repair is necessary, we reserve the right to replace the product or carry out the repair using our own service engineers

As our policy is one of continuous improvement, if the product is no longer in manufacture or has been updated and we cannot supply the identical product or suitable component part we will offer to replace with the nearest product or part from our current range that is deemed suitable.

The guarantee is in addition and does not affect your statutory rights.

Cleaning / Aftercare Instructions

- After use the tray must be washed out with soap and water or a cleaner that is recommended for use with plastics, a soft bristle brush may be used for crevices, finish off by drying with a soft clean cloth. Ensure that all residual water on the glass is removed after every use.
- Under no circumstances should harsh detergents, scouring powders, bleaches or solvent based products be allowed to come into contact with the surface of the tray.
- If after use the shower tray is not cleaned as recommended minerals present in some water supplies may stain the shower tray. This staining is cosmetic only and should not affect the performance of the shower tray. Do not use abrasive products on any surface.
- Prolonged contact with oil based products can, in some cases cause stress cracking of the shower tray surface, cleaning the shower tray as detailed in aftercare instructions part A will reduce the risk but not alleviate it.
- If the shower tray is to be used in conjunction with a water softener, it is recommended that the advice of the relevant water authority is sought, requesting information on the possibility of the treated water leaching sediment from existing pipe work, which in turn can leave deposits on the surface of the shower tray.