



Product Aftercare Guide

Dear Valued Customer,

Thank you for stepping into the world of Flova UK, a world of elegant design and meticulous attention to detail.

This guide has been created to help you with all aspects of aftercare. The information will ensure your product looks immaculate and functions efficiently, despite its continued and everyday use.

If you have any further questions, please email
customerservice@flova.purabathroomsgroup.co.uk
or call 01892 611240

Many thanks,

Flova UK

Brass, Chrome, Aluminium, and Stainless Steel fittings

We recommend,

Clean all chrome surfaces immediately after use to stop a build-up of dirt and harmful limescale on your product.

Clean with a warm weak neutral washing up solution, rinse immediately with clean water and dry with a clean soft cloth.

The occasional use of a mild non abrasive bathroom limescale remover can be used, ensure to rinse off immediately with plenty of clean cold water. To remove a build-up of lime scale, we recommend to use a white vinegar solution.

Please do not...

Do not use products that contain abrasive chemicals to clean your brassware. This may cause the materials to corrode which inevitably will void the warranty on the product. If you would like further advise on the recommended cleaning products to use, please contact our customer service team.

Do not scratch the finish as this can leave your product vulnerable to corrosion.

Guarantee information

We guarantee our products against faulty materials or manufacture for 10 years from proof of purchase date, provided they have been installed, used and regularly maintained in accordance with our instructions.

All working parts such as ceramic disks, cartridges, and seals, which are subject to normal wear and tear, are covered for 36 months from proof of purchase date.

Our guarantee applies to the original purchaser only and is non-transferable.

Should you raise a claim, the issue will be investigated. As part of the investigation we request that the following conditions be satisfied:

- Proof of purchase at the time of claim.
- The product has been maintained and cared for in compliance with our instructions (including regular and appropriate cleaning).
- If in our opinion the product has been modified, misused or accidentally damaged, we can accept no responsibility for failure.
- The opportunity to inspect the product in the installed condition.

Faulty items will be replaced with our nearest equivalent product.

This guarantee does not affect your statutory rights.

This guarantee is only applicable in the UK and Republic of Ireland.

Spare components

Flova UK carry a full and extensive range of spare parts which can be delivered within 48 hours. Should you require a spare component (s) for any of our products, please contact our Customer Service team using the contact details below.

Tel: 01892 611240

customerservice@flova.purabathroomsgroup.co.uk

We do have a policy of replacing any damaged or faulty part with a spare part where possible. Complete exchanges will only be made if the damage is extensive or irreparable.

Please visit our website www.flova.co.uk to view our maintenance videos, and our component exploded view diagrams are available to identify your required spare part.