



Store Stamp

Date of purchase

Invoice No.

TIVOLI TAPS

Life's more beautiful with Italian design

With the correct installation, care and maintenance, this product should give you many years of carefree service. For your protection and benefit we urge you to read the Assembly, Cleaning and Maintenance leaflet which is placed inside the box.

ITD

INTERNATIONAL
TAP DISTRIBUTORS
EXPERIENCE WATER'S INSPIRATION

Should you require any technical assistance on one of our products please do not hesitate to contact us on

+27 11 918 7190 or via email on

technical@itdtaps.co.za



GUARANTEE TERMS AND CONDITIONS

**Congratulations on purchasing a Quality Tivoli product.
Keep this guarantee card in a safe place.**

What this guarantee covers:

- Tivoli Taps are guaranteed for 15 years against manufacturing defects.
- The cartridge and head parts are guaranteed for 5 years.
- The guarantee starts from the date of purchase from the retail outlet, please ensure your invoice number is recorded, together with the date of purchase on the back of this card.
- The guarantee period shall not be extended due to the provision of services within the scope of this guarantee, especially not in the event of servicing or replacement. In such cases, the guarantee period shall also not start anew.
- The guarantee does not cover normal wear and tear on the parts separate from the body of the Tivoli product, namely:

- | | |
|---------------|---------------------------|
| • Head parts. | • Removable spouts. |
| • Cartridge. | • Washers. |
| • Aerator. | • Flexible hoses. |
| • Handle/s. | • Hand showers / Nozzles. |
| • Indicators. | |

To avoid the guarantee becoming null and void please adhere to the following:

- Tivoli products must be installed by a registered/qualified/certified plumber or installer (Proof will be required in all circumstances).
- Tivoli products must be installed as per the supplier or manufacturer installation instructions, and/or in accordance with valid Water Regulations and generally accepted good plumbing practices and codes.
- Balanced water pressure is essential, therefore a pressure reducing valve must be installed, if not already done, before the hot and cold-water supply is split.
- Install an In-Line strainer before water enters the piping to the building, this will prevent dirt from affecting the performance of your Tivoli product as dirt and debris found inside the product or its components is not covered by the guarantee.
- Flush pipes before products are installed to prevent dirt being trapped inside the Tivoli product.
- Geyser temperature must range between 55 and 60 degrees Celsius.
- Use of spare parts other than original spare parts during installation or during repairs and maintenance carried out on the Tivoli product.

Circumstances under which the guarantee will become null and void

This guarantee will be void immediately and cannot be extended to any product or part, which has been made inoperative because of any accidental, wilful or negligent misuse or damage. The guarantee will also become void if:

- Product damage is as a result of chemicals, abrasives or cleaning agents.
- Damage is caused by aggressive environmental influences.
- Routine maintenance has been neglected.
- The product is scratched or has been scratched.
- Damage was caused in transit or by a third-party transporter.
- The product is a display product and/or similar.

Proof of purchase will be required for the duration of the guarantee period of this product.

International Tap Distributors shall be entitled to repair or replace the product, or to reimburse the consumer the purchase price.

Usually, the consumer has the faulty product repaired by a specialist on site with the prior agreement of International Tap Distributors. In such an event, the guarantee shall cover the free delivery of the necessary spare parts. If International Tap Distributors issues a written decision to conduct the maintenance itself, International Tap Distributors shall bear any costs that arise for spare parts, installation and labour, as well as any expenses incurred through the transportation or dispatch of the product. The consumer must provide access to the product.

In the event of a replacement, the old product shall be replaced by a new product of a similar kind, value and type. If the product in question is no longer manufactured at the time at which the defect is reported, International Tap Distributors shall be entitled to supply a similar product.

Installation of the guaranteed product does not form part of the sale and purchase agreement/ contract.

The supplier may charge a discretionary callout service fee in the case of inspection of any third-party product or non-guarantee related claims. The company will not be held liable for any direct or indirect consequential damages.

A GUIDE TO THE CORRECT APPLICATION FOR USE AND TAKING GOOD CARE OF YOUR TIVOLI PRODUCT

- All Tivoli Taps are tested at a much higher pressure than will be the case in normal use, however, we do recommend that no more than 6 bar balanced water pressure is used.
- The use of balanced water pressure will avoid the pressure difference between the hot and cold-water supply – If not done, this might damage the internal workings of the tap.
- Always install angle valves on all countertop taps, this will allow the water to be cut off to the tap only, without the need to close off the main water supply.
- When installing the tap use the correct tools for the job and always cover any parts that are to be tightened by tools as to not damage the finish.
- If painting or tiling is being done, cover the tap with heavy plastic as to prevent damage to the finish.
- Clean Tivoli products with a micro fibre cloth and water only.
- After cleaning, buff dry with a micro fibre cloth to get the tap shiny and remove water marks.
- Clean out the aerator at least twice a year or sooner if required.