

# Maintenance and Warranty information

## Tekform Sinkware by Titus



### Product Warranty

The Tekform by Titus range of Stainless Steel Sinkware products carry a 7-year warranty for domestic application. Commercial application offers a 12-month warranty on stainless steel Sinkware. Accessories offer a 12-month warranty.

#### **This means that your Tekform Sink by Titus is warranted to be:**

- of merchantable quality – that is, goods need to reach a basic level of quality given the price of the goods and any description that is provided with the goods,
- fit for purpose and/or fit for the specific job described by the consumer or tasks that are self-evident,
- match any description or sample given to the consumer whether in promotional material, over the phone, in person, on a website or on labelling or packaging,
- and are free from defects or faults.

#### **This also means that Titus Tekform:**

- have the right to ask for proof of purchase from the consumer, for example, a receipt or credit record,
- are not obliged to provide a refund, credit or exchange if the consumer has:
  - changed their mind, decided they no longer want the goods or just don't like them, or found that the goods are the wrong size or colour
  - found they can buy the same or similar goods elsewhere for a cheaper price,
  - examined goods before buying them and should have seen any fault at the time,
  - had a defect drawn to their attention before they purchased goods, for example, when goods are clearly labelled as seconds or faulty.

Titus Tekform will rectify any genuine manufacturing fault found with any Tekform Sink by Titus during normal use.

#### **Please note the following:**

- This warranty does not cover scratching or normal wear and tear, as these are not manufacturing faults.
- Please read product maintenance information to ensure that you properly care for your new Tekform Sink by Titus.
- Titus Tekform is not responsible for additional costs such as installation and transport.

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### Maintenance Tips

- The sinks manufactured by Mercer are made from premium-quality stainless steel, which is 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 pipework has been disturbed. Filings are deposited on the stainless steel sink surface, where they will cling and then rust, unless removed.
- These marks can be removed with appropriate cleaners, such as the metal polish. Before the sink is thoroughly rinsed and dried, clean the soiled surface; then rinse thoroughly and polish with a moist rag. 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.
- Stainless steel will always scratch, and because of the directional polishing marks on many sinks, initially scratching may show up quite dramatically. However, with regular use and periodic cleaning (as mentioned above) the stainless steel will build up a patina over the years and the scratch marks will become progressively less visible.
- The best method of preventative maintenance is to ensure the sink is clean and dry. Rinse and towel dry the sink after each use in order to minimise major clean ups – keeping it shiny and relatively free of water spots.
- Keep the sink fixture free of any standing water, which may build up mineral deposits. The quality of your water can affect the sink's appearance and this water quality will vary from household to household.
- To clean your sink, use the mildest cleaning procedure that will do the job effectively. Exercise extreme care with household cleaners with strong detergents or bleaches.
- Always rinse the sink after using a cleaning agent, and wipe the sink dry to discourage water spotting.
- Metallic scouring pads and steel wool pads must never be used to clean your sink or any utensils in the sink, as they will leave a residue of small iron particles. They may not even be readily visible, but they most certainly will lead to rusting and corrosion of the sink.
- Do not leave any mild steel or cast iron cookware and implements anywhere on the sink for extended periods of time. The combined presence of iron and moisture with stainless steel can only lead to surface corrosion and staining of the sink.
- Do not leave wet sponges or cleaning pads in the sink overnight as they will trap water underneath which could lead to staining and discoloration of the sink surface. The unique properties of stainless steel are dependent upon exposure of the surface to the atmosphere.
- We recommend that you don't use chlorine bleach in your stainless steel sink, as chlorine will attack the protective layer that makes stainless steel truly stainless. Any drain cleaning products containing sulphuric or hydrochloric acid will attack the sink.
- For the occasional treatment of grime and mineral deposits that may build up over time, use-cleaning products specifically designed for stainless steel, following the manufacturers instructions.
- If rusting or spotting occurs, it can easily be removed with the use of a cutting compound, a soft scrubber (nylon or plastic) and a little 'elbow grease'.