

WARRANTY INFORMATION – FIRECLAY BUTLER SINKS

Warranty Conditions

- By installing the sink, the owner accepts that the product is free of blemishes or imperfections including scratches, damage and discoloration.
- The sink installation is the responsibility of the customer and we recommend it be done by a qualified installer and all plumbing be done by a licensed plumber.
- Sink warranty starting from date of purchase of product, providing the product has been installed in accordance with the manufacturer installation instructions and used in a normal residential application.
- The warranty only applies if a document proving the date of purchase is produced.
- Any faults caused by defective production or materials will be repaired/replaced, at the sole discretion of ECT, either by repairing faulty components or by replacing the whole product with the same or an equivalent model where the balance of the warranty period from the original date of purchase will take effect.
- This warranty does not cover scratching, chipping, spotting, discoloration or tampering with.
- The warranty does not cover product removal or re-installation costs, visits and calls of specialized technicians, costs borne by the customer due to the unavailability and/or non-use of the product.

Warranty Period

All ECT Fireclay sinks are covered by a 10 Years (Product replacement only, not including the labour) only, other accessories, waste fittings and labour are covered for 12 months.

Not covered: Scratches, chipping, discolouration, installation damage, removal/re-installation costs.

General Cleaning

It is recommended to clean the sink daily to avoid build-up of soap or mineral deposits, as these tend to have an adverse effect on the appearance of the product. For daily cleaning use an ordinary mild detergent and soft cloth to rinse and dry the sink.

To avoid unwanted build-up, it is recommended to dry your sink after each use.

Each fireclay sink is manufactured with a durable and non-porous finish. Your sink would be odour and stain resistant. Cleaning with a soft sponge and a non-abrasive product.

We recommend against using any undiluted chemical such as BLEACH.

Silvering may appear on surface, caused by metal pots and pans or cutlery. To remove it, we recommend using a fine car polish or cream cleanser. We suggest to put a stainless steel grid in the sink to prevent the damage by the pots and pans.