



SPHINX WARRANTY

SPHINX WARRANTS THAT THIS PRODUCT IS FREE FROM ANY MATERIAL DEFECT IN WORKMANSHIP OR MATERIALS AND WILL BE USABLE AND DURABLE FOR A REASONABLE PERIOD AFTER INSTALLATION.



This pledge is backed by our commitment to continually improve our products and services through the application of a quality management system guided by ISO (International Organization for Standardization) quality management principles.

WARRANTY

PROTECTING YOUR SANITARYWARE INVESTMENT

Do NOT use sanitaryware for any purpose other than the purpose intended.

DO'S AND DON'TS OF CERAMIC SANITARYWARE CARE

Ceramic sanitaryware is made from vitreous china and may chip or crack on impact with hard materials.

Handle with care.

Do not drop hard objects onto sanitaryware.

Install pans using the fixations provided. This ensures ease of removal or replacement.

DO'S AND DON'TS OF ACRYLIC SANITARYWARE CARE

Never use rough materials such as steel wool or scotchbrite to clean sanitaryware as it will scratch the acrylic.

Never use aggressive chemicals to clean acrylic. Mild soap and water is sufficient to remove dirt. Make sure the bath is protected from rough materials and falling objects during installation and building.

Keep sand, stones and other materials out the bath as these will scratch the acrylic.

Do not use cigarettes, cigars or candles near the acrylic as it will melt or burn.

On installation, make sure the base of the bath or shower tray is adequately supported to carry the weight.

Baths should also be properly supported with battens on the edge to prevent cracks.

Make provision for suitable access to enable plumbing after installation.

DO'S AND DON'TS OF ACCESSORY CARE

Seats should be cleaned with only mild soap and water.

Care should be taken not to scratch seats or use abrasive cleaners.

Tightness of the seat fixation bolts should be checked at regular intervals

Spa pumps should never be started without a completely submerged suction inlet as the pump can be easily damaged if run without water.

Dirt and sand should be kept away from the bellow buttons which will stick if dirty.

Never use putty when installing mechanisms or inlet valves.

Plumbing should be thoroughly flushed to remove sand, cement, stones and flux before use.

Such foreign objects can block the flushing mechanism or inlet valves and cause malfunction.

SPHINX CANNOT BE HELD LIABLE IF THE INSTRUCTIONS SET OUT ABOVE ARE NOT COMPLIED WITH

DO'S & DON'TS

LIMITED WARRANTY AND GUARANTEE INFORMATION

Every effort is made to ensure sanitaryware is produced from only the finest materials and complemented with highest quality accessories. However, if you discover a defect in your new product within the warranty period, the information below indicates the applicable warrantee.

1. All products must be used for the purpose they were intended.

2. If the product proves defective during the warranty period, Sphinx, will :

- a) Repair the product with no charge for parts or labour;
- b) Replace the product with a comparable product that may be new or refurbished;
- c) Refund the amount paid for the product, less a reasonable amount for usage.

3. In the unlikely event that a manufacturing fault develops during the warranty period, inform the retailer from whom you purchased the product regarding the nature of your complaint. The retailer will require the following information :

- a) Product Name;
- b) Date and Proof of Purchase; and
- c) Description of Complaint.

4. The customer must notify the authorized retailer in writing of the defect before the expiration of the warranty period.

5. In order for the warranty to be valid, the claim must be made by the original purchaser of the product and the product must have been purchased from an authorized retailer.

6. In the maintenance of products, Sphinx may use new or equivalent parts, assemblies or products for equal or improved quality.

7. Sphinx reserves the right to charge for service in exceptional cases. If the claim is invalid, an inspection fee and transport fee may also be charged.

8. These warranties will not apply to any defect, failure or damage caused by improper use, poor maintenance or improper care of the goods. Sphinx will not be obligated:

- a) To repair damage or defects resulting from incorrect installation;
 - b) To repair damage or defects resulting from incorrect handling;
 - c) To repair damage arising from the use of unsuitable chemicals;
 - d) To replace products with visible damages not reported at time of purchase;
 - e) To repair damage, malfunction or degradation of performance resulting from use of the product in an environment not meeting the specific conditions laid out in the instructions;
 - f) To repair damage arising from failure to properly prepare and transport product;
 - g) To repair damage arising from abuse or mis-use;
 - h) To repair, replace or refund damage arising from reasonable wear and tear;
 - i) If plumbing does not meet SABS standards or malfunction of sanitaryware due to poor plumbing; and
 - j) To cover costs incurred due to lack of provision of access to plumbing after installation.
- Care must always be taken during installation to provide access for plumbing at a later stage.

LIMITED WARRANTY AND GUARANTEE INFORMATION

9. If the product is part of a set, only the faulty product will be replaced.

10. In the event that Sphinx replaces or repairs products during the first 6 (six) months from purchase, the guarantee/warranty will be renewed or extended for an additional 3 (three) month period. In the event that Sphinx replaces or repairs products after the first 6 (six) months from purchase, the guarantee/warranty will not be renewed or extended beyond the initial guarantee/warranty period.

11. All our acrylic baths have a 10 year warranty and ABS baths have a 5 year warranty. ABS Baths include - Thandi, Coral, Tamarin, Viking, Atlantis, Brickey, Nerida, Mya, Tammy, Ritz, Arena, Cowrie, Piazza, Samba, Tango, Prisma, Thena, Bouquet 1700 and Volute 1700.

Product	Total Limited Warranty	Guaranteed Repair or Replacement Period	Calculation of Repair or Replacement Charge For Warrantee Claim
Ceramic Products (Pan, Cistern, Basin, Pedestal, Bidet & Urinal)	10	3	Divide your dealers' current retail price by the total limited warranty period, then multiply by the number of years since the purchase date on your original proof of purchase invoice*. Example: The current retail price of sanware is R999. Divide by 10 = R99.90. It has been 4 years since purchase, thus $R99.90 \times 4 = R399.60$. A charge of R399.60 will be levelled and Sphinx Acrylic Bathroomware will repair or replace the product. *If the product is no longer available, Sphinx will use the current retail price of a comparable model.
Acrylic Products (Baths, Panel, Skirt, Shower Tray)	10	1	
ABS Products (Baths)	5	1	
Spa Fittings and Pumps		1	
Seats		1	
Flushing Mechanisms		2	
Accessories		1	

This warranty does not vary any statutory rights you may have or your rights at common law.

If the product is not available, Sphinx reserves the right to substitute the product with products of equal or higher value.

In no event shall Sphinx or its vendors be liable for any indirect, special, incidental or consequential damages or losses. This is irrespective of whether Sphinx or the vendor has advance notice of the possibility of such damages.

CLAIM PROCESS

Any matters regarding warranty claims are processed by Sphinx Acrylic Bathroomware. For standard warranty claims, customers should be contacted within 48 hours and the majority of claims attended to and completed within 14 working days. For urgent matters such as leaking water, the customer should be contacted within 24 hours and attended to within 3 working days.

A Product Warranty Claim Form should be completed and returned to the retailer from where the product was purchased, complete with proof of purchase. If the product has not been installed, it can be returned or exchanged if faulty. Should the retailer not be able to solve the complaint, it will be referred to Sphinx. If the Sanitaryware has been installed, a Service Agent will attend to your claim.

Congratulations – You have purchased one of the finest sanitaryware systems available, backed by an excellent warranty. Thank you for choosing Sphinx. We wish you many safe years of hygienic use of these stylish and fashionable products.



WARRANTY

Revision : May 2019

HELP : Any questions or queries, please call 011 279 6000.