



ZACK GUARANTEE & CARE REQUIREMENTS

SOUTHERN AFRICA

GUARANTEE

Imported from Germany, Zack products are guaranteed to be free from defects caused by faulty materials or workmanship for a period of 5 years from the date of purchase.

The guarantee is subject to the product being installed by a suitably qualified person in accordance with the installation manual. Failure to comply with the aforementioned requirements will render the guarantee null and void.

Damage resulting from improper installation, negligence, misuse, fair wear and tear, wilful damage, natural disaster or any unauthorized disassembly, repair, or modification will render the guarantee null and void. Liability is limited to the supply of necessary components or replacement of the heated towel rail only. No claims for consequential damage and/or labour and/or transport will be entertained.

The product guarantee applies only to products purchased from an authorized reseller within the borders of South Africa, Botswana or Namibia and is valid for products that remain within the geographical borders of the country in which the product was originally purchased.

CARE REQUIREMENTS

To ensure that you continue to enjoy our products for as long as possible, we would like to share a few tips on care and cleaning.

Normal soiling

A clean, damp microfibre cloth will usually suffice to clean and restore the shine of bathroom accessories. Alternatively, use hot water with an all-purpose cleaner (i.e. sunlight soap). Any residual soap should be immediately rinsed off with clean water and dried with a soft cloth.

Stubborn soiling

Aged lime scale and soiling can be removed using mild acidic detergents containing approximately 10% citric acid or acetic acid. Any residual detergent or soap should be immediately rinsed off with clean water and dried with a soft cloth.

Please note:

Drain cleaners, scouring agents, bleaches and strong acids are unsuitable for cleaning stainless steel accessories. In particular, toilet brushes which come into contact with toilet cleaners – which contain aggressive chemicals causing stainless steel to corrode - should immediately be rinsed with clean water and dried with a soft cloth.