

## 15-Year Warranty

### I. General Information

Vitruvius Design offers a 15-year Warranty on its products.

### II. Scope of the Warranty & Warranty Period

This warranty covers defects in materials, manufacturing, and design, based on the latest science and technology available at the time of manufacture.

The Warranty applies to all Vitruvius Design products (including Steinberg Armaturen, GSI ceramics\* and Vitruvius tapware and sanitaryware) for 15 years from the date of purchase. The Warranty period is not extended due to repairs, replacements, or services performed under this warranty.

### III. How to Claim & Timeframe

Claims must be made within two months of identifying the defect, and before the end of the warranty period.

To file a claim, customers must submit a written notice, including:

- A detailed defect description with a photo
- Customer contact details
- Proof of purchase with the date

Submit claims via email to [service@vitruviusdesign.co.za](mailto:service@vitruviusdesign.co.za). Vitruvius Design will respond within three working days. The product should not be removed until further instructions are provided, unless there's a risk of significant damage.

### IV. Conditions & Exclusions

To claim under this warranty, the product must be installed professionally and used according to the provided manuals. Non-compliance may void the claim.

The warranty excludes:

- \*GSI WClean carries a 2-year working warranty, and a 15-year warranty on the ceramics.
- Failure to notify defects or remove the product without prior assessment
- Non-compliance with installation instructions
- Improper maintenance, use of non-original parts, or incorrect installation
- Use with anything other than pure drinking water
- Modifications to the product or removal of serial numbers
- Damage from improper use, external impacts, environmental factors, or force majeure

#### V. Warranty Services

Vitruvius Design may repair, replace, or refund the product at its discretion.

- **Repair:** Includes free delivery of necessary spare parts for repair by a qualified specialist.
- **Replacement:** Defective products will be replaced with a comparable new product. If no longer available, Vitruvius Design will provide a similar replacement.
- **Refund:** If Vitruvius Design opts for a refund, the defective product must be returned.

#### VI. Unjustified Claims

If a claim is not valid, the customer will bear the costs of shipping, labour, and inspection. If the customer insists on repair, they must pay for parts and labour.

#### VII. Further Rights

This manufacturer's warranty does not affect statutory rights or warranty rights the customer may have. Legal liability under the Product Liability Act remains unaffected.

#### VIII. Care Instructions

- Clean with neutral soap and water, using a soft towel
- Avoid abrasive cleaners and utensils
- Use cleaners with a pH of 6.5-7.5
- Rinse thoroughly and dry with a soft towel
- Prevent calcification by rubbing nozzles weekly
- Avoid chlorine or acid cleaners
- Turn the shower head horizontally to empty faster
- Operate the thermostat fully once a month
- Have the system serviced annually
- Use only original spare parts