

## Tre Mercati Boiling Water Products - Extended Guarantee

Our guarantee is available to customers who complete the Tre Mercati Guarantee Registration Form within 30 days of installation. Register your guarantee at [www.tremercati.co.uk](http://www.tremercati.co.uk)

Proof of purchase showing the date and place of purchase must be retained by the customer as the guarantee is not transferrable.

The guarantee only applies to products purchased and installed in the United Kingdom

Product guarantee does not cover the following and damage or defects caused by:

- Incorrect installation.
- Poor service / maintenance practice.
- Damage to the product caused by inappropriate cleaning products.
- General wear and tear.
- Products that have been modified / altered
- Post works installation when adequate provision has not been made to access and isolate supply connections to the product.
- Ex-display units.
- Damage to property as a result not being suitably commissioned, tested or installed.

The guarantee requires that this product be used in the manner for which it was intended and that it is installed & maintained in accordance with the fitting instructions and local water bylaws.

All Tre Mercati Boiling Water Taps and Tanks carry a 2 Year Guarantee upon registration.

If the product is defective in materials or manufacture the original customer must contact the Tre Mercati customer services department within 30 days of the fault occurring. We reserve the right to inspect the product before removal or repair. We must be provided with those facilities we reasonably require to carry out a proper inspection. If a replacement product or repair is necessary, we reserve the right to replace the product or carry out the repair using our own service engineers

Guarantee does not cover performance affected by limescale build up, refer to aftercare in the instructions.

The guarantee is invalidated should the valve be damaged by water borne debris. In the unlikely event that this product should fail during the guarantee period we will either replace the faulty part or the complete unit as appropriate.

Replacement cartridges / parts required outside of the guarantee period are available to purchase by contacting the Tre Mercati customer service team

As our policy is one of continuous improvement, if the product is no longer in manufacture or has been updated and we cannot supply the identical product or suitable component part we will offer to replace with the nearest product or part from our current range that is deemed suitable.

The guarantee is in addition and does not affect your statutory rights.

### Tre Mercati Boiling Water Taps & Tanks - Aftercare

During installation, extra care must be taken to avoid damaging the fitting or its finish.

To maintain the appearance of the fitting, please ensure it is cleaned regularly using a clean soft cloth only. Do not use abrasive sponges, scouring agents, organic solvents or acidic cleaners as they may cause surface deterioration.

Please refer to the installation instruction for further guidance.