

### Lifetime Guarantee Instinct 8 Shower Enclosures

PHG offer a Lifetime Guarantee in respect of Instinct shower enclosures sold through PHG authorised outlets under the Instinct brand. This is given to consumers in addition to statutory rights applicable in the UK.

To validate your Lifetime Guarantee, you must provide proof of purchase when requested.

#### 1 Lifetime Guarantee Provisions

- 1.1 Instinct shower enclosures carry a guarantee for the period of Lifetimes. There are conditions attaching to the lifetime guarantee, and some exclusions from it which are set out at item 2 below.
- 1.2 To obtain the benefit of the lifetime guarantee you must provide proof of purchase when requested. You are only entitled to the guarantee if you are a consumer who is an original purchaser of an Instinct shower enclosure.
- 1.3 If an Instinct shower enclosure is defective in materials or manufacture, the consumer should contact technical services on **0808 1011429** as soon as the defect is discovered. If the fault is not resolved following discussions with your representative, you representative at its choice will either repay the purchase price or repair the shower enclosure or send new parts to you as replacement for some or all of the parts of the shower enclosure. This constitutes our sole commitment under the Instinct lifetime guarantee.
- 1.4 We suggest that you inspect your Instinct shower enclosure for obvious and physical defects within 14 days of the date of purchase and in any event prior to installation. This is to keep down your cost of remedying defects as we will only be responsible for refund, repair or replacement set out in paragraph 1.3 above and not for any installation, plumbing or incidental costs.
- 1.5 The lifetime guarantee covers normal domestic use of your Instinct shower enclosure at normal water temperatures and pressures.
- 1.6 Developments and improvements of Instinct shower enclosures are continuous and specifications may change. If, under the lifetime guarantee, identical parts or an identical shower enclosure is no longer available, we will supply the nearest current equivalent.

#### 2 Conditions and Exclusions

- 2.1 The lifetime guarantee does not cover
  - 2.1.1 Damage caused by wilful damage, neglect, misuse, accidental breakage and fair wear and tear.
  - 2.1.2 Breakage of or damage to the glass or its coating (unless the defect is present at the time of purchase). However, only toughened safety glass that complies with EN12150-1 and EN 14428 is used in the manufacture of this product.
- 2.2 Various matters may affect the performance and life expectancy of Instinct shower enclosures and are excluded from the provisions of the lifetime guarantee. These include:
  - 2.2.1 Failure to adhere to fitting and cleaning instructions (set out below)
  - 2.2.2 Water composition, particularly as hard water may cause water staining

2.2.3 Exposure to sunlight which may cause colours to fade and certain products to warp.

2.3 The lifetime guarantee for metal coverings (both chrome and colour coating) against flaking, discoloration and rust is excluded when such conditions are caused by

2.3.1 Misuse

2.3.2 Building up of mildew and limescale

2.3.3 The use of corrosive liquids for cleaning.

2.4 ABS, rubber and plastic parts used in Instinct shower enclosures are excluded from the lifetime guarantee. These products have a 12 month guarantee but only where:

2.4.1 They have been reasonably maintained and cleaned

2.4.2 Failure is as a result of normal wear and tear.

#### 3 Statutory Rights

- 3.1 The lifetime guarantee is an additional benefit and does not affect your statutory rights.
- 3.2 The 12 month guarantee is still subject to the same exclusions that are set out at item 2.

#### 4 Invalid Guarantee Claims

- 4.1 Where we consider that a consumer's claim for repair is not covered by the terms of any guarantee, we will charge the consumer for spare parts supplied at their current prices together with despatch expenses including post and packaging at cost.
- 4.2 The lifetime guarantee does not cover ex-display or shop soiled Instinct shower enclosures which are sold at a discount. The lifetime guarantee is only available to the first purchasing customer.

#### 5 Instinct Cleaning Instructions

- 5.1 It is important to clean your Instinct shower enclosure after every use. Wipe down all glass and metal parts.
- 5.2 Do not allow limescale to build up in hard water areas.
- 5.3 Ensure that any residual water on the glass is removed after every use.
- 5.4 Clean the glass regularly using soapy water.
- 5.5 A 50:50 solution of water and vinegar may help to remove water marking. Ensure all vinegar residue is removed.
- 5.6 Do not use abrasive products on any surfaces.
- 5.7 Install the enclosure in a well-ventilated area.

#### Guarantee



Lifetime  
Guarantee

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All information on the data sheet is correct at the time of publication. All measurements are approximate and subject to standard tolerances.