

Trade Solutions Product Guarantee Matrix

The table below is to be used as a quick guide for the length of guarantee that Roper Rhodes offers for each category of product. For further details of what damages are covered in the guarantees please see the full terms and conditions on the individual page for each category.

Product	2 Years	5 Years	10 Years	20 Years	Lifetime
Shower Valves			✓		
Shower Accessories		✓			
Taps (Waste Included)	✓*		✓		
Traps	✓				
Wastes	✓				
Wall Mounted and Freestanding Accessories		✓			
Furniture		✓			
Bath Panels		✓			✓#
Cabinets		✓**			
Mirrors		✓**	✓		
Toilet Seats - Polypropylene	✓				
Toilet Seats - Thermoset Plastic		✓	✓		
Toilet Seats - Moulded Wood	✓				
Sanitaryware			✓***		
Wall Hung Frames		✓****			
Concealed Cisterns		✓			
Shower Seats		✓			

✓* = Shower mixer hoses and handsets are covered by a 2 year guarantee.

✓** = All electrical components within our Mirrors and Cabinets are covered by a 2 year guarantee.

✓*** = Cistern fittings supplied with sanitary ranges are covered for 5 years.

✓**** = The metal frame component only of Wall Hung WC Frames is covered by a 10 year guarantee.

✓# = Roper Rhodes Isocore bath panels are guaranteed for the product's lifetime, terms & conditions apply

Trade Solutions Shower Valves and Accessories Guarantee

Roper Rhodes shower cartridges are guaranteed for 10 years against defects in manufacture. Shower accessories are covered by a 5 year guarantee against defects in manufacture.

Terms and Conditions

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- Post works installation when adequate provision has not been made to access and isolate supply connections to the product.
- Damage to property as a result of product not being suitably commissioned and tested.

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.

Guarantee does not cover performance affected by limescale build up, refer to maintenance and aftercare in 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 required outside of the guarantee period are available to purchase by contacting the Roper Rhodes Customer Service team.

Failure to follow the terms outlined above will invalidate this guarantee.

Trade Solutions Taps Guarantee

Roper Rhodes tap cartridges are guaranteed for 10 years against defects in manufacture. Shower mixer hoses and handsets are covered by a 2 year guarantee against defects in manufacture.

Terms and Conditions

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- Post works installation when adequate provision has not been made to access and isolate supply connections to the product.
- Damage to property as a result of product not being suitably commissioned and tested.

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.

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

The guarantee is invalidated should the cartridge 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 required outside of the guarantee period are available to purchase by contacting the Roper Rhodes Customer Service team.

Failure to follow the terms outlined above will invalidate this guarantee.

Trade Solutions Free Standing and Wall Mounted Accessories Guarantee

Free standing and wall mounted accessories are guaranteed for 5 years against defects in manufacture.

Terms and Conditions

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- General wear and tear.

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.

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.

Failure to follow the terms outlined above will invalidate this guarantee.

Trade Solutions Furniture Guarantee

Roper Rhodes furniture is guaranteed for 5 years against defects in manufacture.

Terms and Conditions

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- General wear and tear.
- Product that has been modified or altered in any way.

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.

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.

Failure to follow the terms outlined above will invalidate this guarantee.

Trade Solutions Panels Guarantee

Roper Rhodes bath panels are guaranteed for 5 years against defects in manufacture.

Roper Rhodes Isocore bath panels have a lifetime guarantee against defects in manufacture.

Terms and Conditions

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- General wear and tear.
- Product that has been modified or altered in any way.

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.

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.

Failure to follow the terms outlined above will invalidate this guarantee.

Trade Solutions Cabinets Guarantee

Roper Rhodes mirrored doors and carcasses are guaranteed for 5 years against defects in manufacture.

All electrical components are guaranteed for 2 years against defects in manufacture.

Terms and Conditions

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- General wear and tear.
- Product that has been modified or altered in any way.

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.

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.

Failure to follow the terms outlined above will invalidate this guarantee.

Trade Solutions Mirrors Guarantee

Roper Rhodes mirrors are guaranteed for 5 years against defects in manufacture.
All electrical components are guaranteed for 2 years against defects in manufacture.

Terms and Conditions

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- General wear and tear.
- Product that has been modified or altered in any way.

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.

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.

Failure to follow the terms outlined above will invalidate this guarantee.

Trade Solutions Toilet Seats Guarantee

Roper Rhodes toilet seats are guaranteed against defects in manufacture.

The guarantee period is as follows:

Thermoset Plastic Toilet Seats	5 Years
Polypropylene Plastic Toilet Seats	2 Years
Moulded Wood Toilet Seats	2 Years

Terms and Conditions

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- General wear and tear.

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.

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.

Failure to follow the terms outlined above will invalidate this guarantee.

Trade Solutions Sanitaryware Guarantee

Roper Rhodes sanitaryware is guaranteed for 10 years against defects in manufacture.
Cistern fittings are guaranteed for 2 years against defects in manufacture.

Terms and Conditions

The guarantee must be validated with original proof of purchase.

The guarantee is valid to the original purchaser only and is not transferable.

The product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to any surface finish caused by inappropriate cleaning products.
- Post works installation when adequate provision has not been made to access and isolate supply connections to the product.
- Damage to property as a result of product not being suitably commissioned and tested.
- General wear and tear.

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, good plumbing practice and local water byelaws.

The guarantee is invalidated should the cistern fittings 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.

Failure to follow the terms outlined above will invalidate this guarantee.

Trade Solutions Wall Hung Frames & Concealed Cisterns Guarantee

Roper Rhodes wall hung frames and concealed cisterns are guaranteed for 5 years against defects in manufacture.

The metal frame component of wall hung frames is guaranteed for 10 years against defects in manufacture.

Terms and Conditions

The guarantee must be validated with original proof of purchase.

The guarantee is valid to the original purchaser only and is not transferable.

The product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to any surface finish caused by inappropriate cleaning products.
- Post works installation when adequate provision has not been made to access and isolate supply connections to the product.
- Damage to property as a result of product not being suitably commissioned and tested.
- General wear and tear.

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, good plumbing practice and local water byelaws.

The guarantee is invalidated should the cistern fittings 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.

Failure to follow the terms outlined above will invalidate this guarantee.

Trade Solutions Shower Seats Guarantee

Roper Rhodes shower seats are covered by a 5 year guarantee against defects in manufacture.

Terms and Conditions

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- General wear and tear.

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.

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.

Failure to follow the terms outlined above will invalidate this guarantee.