



## Care & Maintenance

Catchpole & Rye products are all made from the highest quality materials. Please to these cleaning and care instructions in order to maintain the beauty of the product you have selected and to preserve your guarantee.

### Do's

- Do try and dry your fittings with a soft cloth or towel after each use.
- Do regularly clean your fittings with warm water or a mild pH-neutral liquid soap, followed by a polish with a clean lint free cloth such as a Microfibre cloth.
- Do use a suitable metal polish cleaner from time to time to restore to its former shine.

### Don'ts

- Don't allow residue to build up left by hygiene products such as liquid soap, toothpaste, shampoos or shower gels as they can cause blemishes. Rinse your fittings with clear water immediately after use and dry with a soft cloth.
- Don't use household bleach or harsh cleaning agents that may contain acidic, caustic or abrasive components as these may damage the metal and finish. To avoid dripping or over spraying, cover the fixtures first with a cloth or towel.
- Don't use abrasive cloths, cleaning wipes, scouring pads, scrub sponges or steel wool etc. as they may damage the surface of the metal.

### Shower Heads & Handsets

Clean and descale on a regular basis, paying particular attention to the holes in the shower head to ensure that they don't become blocked. Shower heads can be unscrewed and removed easily. Clean the thermostatic cartridge on a periodic basis to prevent permanent damage from limescale.

#### Top Tip

If your water causes lime or mineral deposits to build up, place a soft cloth soaked in white vinegar over the deposits for several hours, then wash with a liquid soap cleaner, rinse and dry with a soft cloth. If in doubt, please consult a member of our Technical team for guidance.

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### Chrome

Chrome is the hardest and most durable finish for daily cleaning. Use warm water, a mild soap and dry afterwards. It is still prudent to avoid commercial cleaning products which may contain corrosive chemicals.

### Silver Nickel

Silver Nickel is a plated finish which can over time develop a patina to give a distinctive classical look. Nickel finishes do require regular care and it is important to dry these finishes after use. Some hard water will leave mineral deposits as water spots, if allowed to dry. If this happens, clean with soap and warm water and buff with a soft cloth. Occasionally, give it a light polish with Brasso (available from most Supermarkets or Hardware shops) to restore its original shine.

### Polished Brass (Unlacquered)

All Catchpole and Rye brass taps come unlacquered. Leaving the brass untreated means that through repeated use and exposure to air the metal reacts to develop a distinctive patina over time. This can be easily polished back to its' former glory if desired with a metal polish cleaner such as Brasso. Before sale, all brass components are hand polished to a high gold shine prior to dispatch.

*Please note that colour variations may see on different parts of the fittings, where air has reacted with the brass at different intervals.*

## Product Guarantee

Taps, Showers, Baths, Metal Cisterns and Towel Rails supplied by Catchpole & Rye come with our standard **5 year guarantee** against manufacturing defects (unless otherwise stated) provided they are verifiably installed and maintained by a suitably registered operative.

All other items supplied by Catchpole & Rye with come with our standard **2 year guarantee**.

Please note that guarantees provide coverage for repair or replacement. Any expenses incurred for labour, or other expenses, are not covered by the guarantee. This guarantee does not cover fair wear and tear, neglect, abuse or misuse of your goods, loss or damage (including rusting and corrosion) due to unreasonable exposure to water, heat or weather; loss or damage due to fire, smoke, explosion, lightning, sunlight, theft, accidental damage or loss caused by a third party.

For more information about your guarantee, returns, refunds or exchanges, please refer to our Terms and Conditions or call us for more information.