

## Warranty conditions stainless steel and coated products

### 1. Scope of application

These warranty conditions only apply to sinks supplied by the guarantor.

### 2. Quality assurance statement

On the conditions below, Reginox guarantees that its sinks are designed and manufactured without defects and that they are reliable, provided they are used correctly in private households and, in the event of corporate customers, in accordance with the instructions.

### 3. Warranty conditions

**3.1** During the warranty period, the warranty covers manufacturing and user-related defects resulting from a fault of the manufacturer and it guarantees the repair or replacement of parts or, if repairs are not possible, the replacement of the entire sink, free of charge. The buyer is obliged to return the defective product to the seller's main establishment, along with the documents referred to in Section 3.2.

**3.2** Quality claims or transit damage must be submitted to the sales location within one month of reporting the defect. When submitting a complaint, please state the product model, the date of purchase and the type of defect. Providing proof of purchase is mandatory, i.e. documentary evidence from the installer or seller, showing the date of sale and the signature of the seller. Complaints submitted without the above evidence are not accepted. The costs for time spent on unfounded complaints are charged to the customer.

**3.3** The warranty service is provided within 21 business days of the notification of the defect. Reginox reserves the right to extend this period or to remedy defects in the event of force majeure. We will notify the claimant thereof.

**3.4** When remedying a defect, Reginox reserves the right to determine whether a product is fully or partially repaired or whether it is replaced.

**3.5** The buyer must check the entire product and accessories at the time of purchase, even if the product is delivered in its original packaging. Subsequent complaints about damage to the external surfaces submitted after receipt or installation are not accepted.

**3.6** Warranty claims will not be processed in the following cases:

- Defects in the surfaces of the product that were present at the time of purchase and which were not reported to the seller;
- Improper use or use that does not comply with the user instructions;
- Improper use or use that does not comply with the maintenance instructions;
- The costs of disassembly and reassembly of the sink, in the event of defects and replacement of the sink (see Section 3.9);
- Destruction or damage due to force majeure; mechanical destruction or damage to the product, for example transit damage;
- Mechanical damage due to bumping, impact or scratching;
- Thermal and chemical damage;
- Use that does not correspond with the intended use of the product;
- Use that does not correspond with the instructions for installation, service, use and maintenance in the manual;
- Damage as a result of contaminated water or a failure to use a water filter;

- Repairs or adjustments by unauthorised persons;
- The use of non-original parts;
- The consequences of normal wear and tear to parts during normal use;
- public use or use outdoors.

**3.7** The warranty does not cover any activity associated with use, such as ongoing maintenance, descaling or cleaning, which the user must carry out at his own expense.

**3.8** Reginox is not responsible for injury or damage arising from one of the reasons referred to in Section 3.6.

**3.9** Reginox does not cover any additional costs arising from replacing a kitchen sink, if it was installed in such a way that removal is not possible without causing damage to kitchen equipment, including the worktop. We cannot be held responsible for any other consequential damage suffered by the customer. The customer is not entitled to compensation for this type of damage.

**3.10** The warranty period for individual products, starting from the day of purchase, is:

- A lifelong warranty on the stainless steel sink, internal hidden defects in materials, deformations and stresses during the production process.
- A three-year warranty on the coated steel sink, internal hidden defects in materials, deformations and stresses during the production process.
- A two-year warranty for the drain system and other accessories.

#### **4. Instructions regarding assembly, maintenance and operation**

Detailed directions for assembly, maintenance and operation are included in the enclosed instructions or can be found on the Reginox website, [www.reginox.com](http://www.reginox.com). The customer is obliged to take note of the conditions and instructions for assembly and maintenance and to act accordingly. Failure to follow these directions may invalidate the warranty. The warranty for consumer goods does not exclude, limit or suspend the rights of the buyer arising from nonconformity with the agreement under the Act on special conditions of sale to consumers of 27 July 2002 and amendments to the Netherlands Civil Code (Bulletin of Acts and Decrees 01.141.1176).

Warranty conditions of 01/01/2018. Proof of purchase is necessary to be able to claim under the warranty.

## The use and maintenance of coated products

By far the most popular Reginox sink units are made of stainless steel. Stainless steel is a metal alloy, in which chrome and nickel are the main elements. We use this material as a basis for our coated products. By observing the maintenance tips, you can enjoy your sink unit even longer. Provided the sink unit is treated with due care, it will retain its quality and appearance for a prolonged period of time. Below are tips to help you enjoy your Reginox products for longer.

### **Cleaning a coated sink unit**

For daily maintenance and to remove coffee stains, tea stains and fatty deposits, you are advised to use clean, lukewarm water, adding a mild soap as required. Dry the sink after cleaning to prevent lime-scale crusts.

### **Preventing damage: scratches and/or dents**

Since the sink unit is used daily, light scratches and dents on the surface are inevitable. The sink unit can become damaged if treated too roughly. Therefore, care must be taken when placing objects in the unit or on the draining section. In addition, damage will remain limited by minimising the sliding of objects across the material. Do not throw cutlery or other heavy items into the sink unit. This can cause irreparable damage to the coating layer, exposing the stainless steel in the process.

### **Avoid heat**

Never place hot pans directly on the draining section or in the sink unit. Always use a mat in or on the sink unit.

### **Damage caused by chemical substances**

The quality of the coating layer of the sink unit will deteriorate when exposed to strong chemicals. Exposing the surface to strong chemicals for a longer period of time can cause blistering, which in its turn can cause the coating to come off and affect the base material. This means that the coating of the sink unit is not acid-resistant and suitable for household applications only. We recommend refraining from exposing the sink unit coming to the following chemicals:

- Cleaning agents that contain hypochlorite;
- Cleaning agents that contain chlorine;
- Silver or copper polish;
- Leaving citrus fruit, salt, vinegar, mustard, gherkins or pickled onions and mayonnaise on the surface for a longer period of time. These foods can cause pits and rust;
- Strong acids such as dental cleaners, etc.;
- The use of steel wool for cleaning;
- S39 solder flux used by plumbers and DIY workers;
- Hydrochloric acid for cleaning wall tiles;
- Regeneration salt for water softeners in dishwashers;
- Drain cleaners.

However, long-term effects of diluted solutions of acids, salts and caustic solutions (both on the user side and underneath in the form of vapours) can affect the coating layer on the user side and the stainless steel underneath. You are, therefore, recommended to regularly clean the worktop, certainly prior to any period during which it will not be used for a longer period of time.

**If the coated material comes into contact with said agents, act as follows:**

- Immediately and abundantly rinse the affected area with clean water;
- After rinsing, cleaning with lukewarm water and mild soap;
- Rub the affected surface dry;
- In some cases, the resulting damage can be repaired with the Reginox coating pen. This is possible for minor damage only and, unfortunately, not invisibly.

**Not recommended:**

- Never cut on the draining section of a sink unit: this will cause irreparable scratches in the coating layer. Always use a cutting board.
- Sliding hard materials (china plates, steel pans, etc.) across the draining section or at the bottom of the sink unit can cause the coating layer to deteriorate.
- Do not throw cutlery or other heavy items into the sink unit or do not knock them against the side wall or edge of the sink unit. This can cause irreparable damage to the coating layer.
- Never remove the sealant around the sink unit or hob.

## The use and maintenance of stainless steel products

By far the most popular Reginox sink units are made of stainless steel. Stainless steel is a metal alloy, in which chrome and nickel are the main elements. The chrome makes the stainless steel shine and rustproof. This is, in fact, not the same as stainless. Stainless steel can still rust on the surface, but only through prolonged contact with base metals. By observing the maintenance tips, you can enjoy your sink unit even longer. Provided the sink unit is treated with due care, it will retain its quality and appearance for a prolonged period of time.

### **Cleaning a stainless steel sink unit**

For daily maintenance, you are advised to use clean, lukewarm water, adding a mild soap as required. Use a liquid cleansing agent to remove coffee stains, tea stains and fatty deposits. If you use a scouring pad, you should brush in the polishing direction. Using the soft side of the scouring pad is preferred. After cleaning, dry the sink unit with a soft dry cloth to prevent lime-scale crust.

### **Preventing damage: scratches and/or dents**

Since the sink unit is used daily, light scratches and dents on the surface are inevitable. The sink unit can become damaged if treated too roughly. Therefore, care must be taken when placing objects in the unit or on the draining section. In addition, damage will remain limited by minimising the sliding of objects across the material. Do not throw cutlery or other heavy items into the sink unit. This can cause irreparable damage.

### **Avoid heat**

Never place hot pans directly on the draining section or in the sink unit. Using a mat in or on the sink unit is preferred.

### **Stains caused by rust**

If rust stains appear on stainless steel, it is caused by iron particles or chemical substances that have accumulated on the stainless steel surface of the sink unit or worktop. These iron particles or chemicals cause an oxidation reaction, resulting in rust. These rust spots can simply be removed with a soft cloth and Reginox Inox Care. Do not use steel wool to remove rust stains. If you use a scouring pad, you should brush in the polishing direction.

### **Stains caused by chemical substances**

The quality of the sink unit will deteriorate when exposed to strong chemicals. Exposing the surface to strong chemicals for a prolonged period of time can cause oxidation, which in its turn can cause the material (stainless steel) to rust. The basic material of the sink unit is stainless steel 304. This means that the sink unit is not acid-resistant and suitable for household applications only. We recommend refraining from exposing the sink unit coming to the following chemicals:

- Cleaning agents that contain hypochlorite;
- Cleaning agents that contain chlorine;
- Silver or copper polish;
- Leaving citrus fruit, salt, vinegar, mustard, gherkins or pickled onions and mayonnaise on the surface for a longer period of time. These foods can cause pits and rust;
- Strong acids such as dental cleaners, etc.;
- The use of steel wool for cleaning;
- S39 solder flux used by plumbers and DIY workers;
- Hydrochloric acid for cleaning wall tiles;
- Regeneration salt for water softeners in dishwashers;
- Drain cleaners.

However, long-term effects of diluted solutions of acids, salts and caustic solutions (both on the user side and underneath in the form of vapours) can affect AISI 304 stainless steel. You are, therefore, recommended to regularly clean the worktop, certainly prior to any period during which it will not be used for a longer period of time.

**If the stainless steel comes into contact with said agents, act as follows:**

- Immediately and abundantly rinse the affected area with lukewarm water;
- Rub the affected surface dry with a soft clean cloth;
- Treat any visible stains with Reginox Inox Care.

**Not recommended:**

- Never cut on a worktop: this causes irreparable scratches. Always use a cutting board.
- Never cut into the joint and/or connecting seams. Never remove the sealant around the sink unit or hob.
- Sliding of hard materials (porcelain etc.) across a worktop.
- We recommend regular use of Reginox Inox Care for maintaining your Reginox sink unit and/or worktop.