

Welcome to your new home

Your new home has been built to the highest standard and has been fitted with hansgrohe brassware.

hansgrohe: modern design and refreshingly high-quality products

With constant emphasis on the highest standards, our visionary concepts help make life in the bathroom easier, better and more beautiful. Our determination to enhance the beauty of water and every aspect of your experience knows no bounds. Innovation combined with brilliantly simple, ultra-reliable technology ensures we create timeless and sophisticated products. All over the world, hansgrohe is synonymous with high-quality products of exceptional design, ease of use and intelligent functions.

Engineered in Germany

Since 1901, 'Engineered in Germany' has been a recipe for success for Hansgrohe as a tap and shower manufacturer. Over 120 years since the company's foundation, this level of German expertise is a guarantee of excellence. Every Hansgrohe manufacturing facility works to the highest standards through continuous quality management to ensure top performing products and service.

Our name is your guarantee

Always creating the highest quality products defines our approach to modern design, manufacturing and performance. 'Made by Hansgrohe' is your assurance of quality, backed by a five-year guarantee for repair, replacement or refund if ever any of our products fail to fulfil those high expectations that attracted you to the Hansgrohe name.

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**YEAR
PRODUCT
GUARANTEE**

All products carry a minimum 5 year manufacturing guarantee inc. parts and labour.

15

**YEAR
PARTS AVAILABILITY
GUARANTEE**

Spare parts held for 15 years after product discontinuation.



hansgrohe cleaning recommendations

Today, modern sanitary and kitchen tapware, showers, accessories, washbasins, tubs and radiators consist of very different materials to comply with the needs of the market with regard to design and functionality. To avoid damage and claims, it is necessary to consider certain criteria when cleaning.

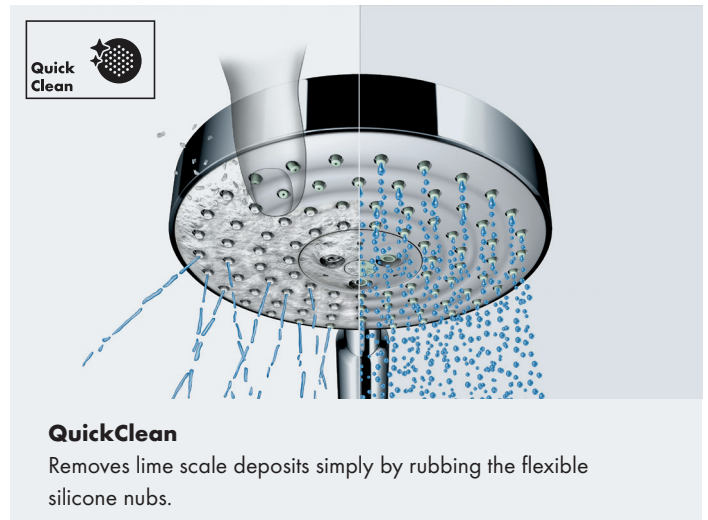
With regard to cleaning Hansgrohe products, the following points must be observed

- Only use cleaning material which is explicitly provided for this type of application
- Never use cleaning materials, which contain hydrochloric acid, formic acid, chlorine bleaching lye or acetic acid, as they cause considerable damage
- Phosphorus acidic cleaners are only applicable under certain conditions
- Mixing different cleaning agents is not recommended
- Never use cleaning materials or appliances with an abrasive effect, such as unsuitable cleaning powders, sponge pads or micro fibre cloths
- The instructions of the cleaning agent manufacturers must be followed closely
- Cleaning has to be carried out with a specified dosage of cleaning detergent, for a suitable limited time, object-related and adapted to the needs
- Clean regularly to remove limescale
- When using spray cleaners, spray the cleaning solution onto a soft cloth or sponge, never directly on to Hansgrohe products, as the atomised spray could enter openings and gaps in the product and cause damage
- After cleaning, rinse thoroughly with clean water to remove any cleaner residue
- The use of steam cleaners is not recommended as high temperatures can damage products

Important

Residues of toiletries such as liquid soaps, shampoos and shower gels, hair dyes, perfumes, aftershave and nail varnish can also cause damage. Carefully rinse with water after use to remove residues. Do not store any cleaning agents or chemicals under the products, for example in a vanity unit, as the vapours may damage the products.

Components with damaged surfaces must be exchanged otherwise there could be a risk of injury. Damage caused by improper treatment is not covered by our guarantee.



Hansgrohe Customer Services
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