

Welcome to the world of Flova UK

Here at Flova UK, **Quality** is our **Passion**, and our **Belief** and we pride ourselves on delivering unrivalled customer service.

This guide has been designed to support you with all aspects of aftercare which will ensure your Flova products retain their immaculate finish and last the test of time, even in the most demanding environments.

You have the full support from our customer service team who will always be available and on hand to help.

T: 01323 846230

E: customerservice@flova.co.uk

Our website also holds many aftercare features such as registering your guarantee, identifying spare parts, installation guides and technical information.

Visit our website: www.flova.co.uk

We hope your Flova products do not just meet, but exceed your expectations and give you a pleasurable bathing experience.

Should you require any support, please do not hesitate to contact us.

Kind regards,

Flova UK Ltd.

Office & Warehouse address:

Flova UK Ltd, Swallow Business Park, Diamond Drive, Golden Cross, Hailsham, East Sussex, BN27 4EL

Keeping your Products clean

- All Flova Products

To keep the finish bright, shiny & as good as new, we recommend that the below cleaning guidelines are followed;

- Clean all surfaces immediately after use with a soft cloth, this will avoid a build-up of dirt or limescale on your product and will keep the finish looking immaculate after use.
- A soft microfibre cloth combined with a weak washing up solution or a small amount of mild non-abrasive bathroom cleaner can be used occasionally, ensure to rinse off immediately with plenty of clean water.
- For stubborn limescale marks, we recommend a solution of warm water and white vinegar. Apply the solution to the product using a soft microfibre cloth and polish clean. Clean off the solution with a clean microfibre cloth to remove excess white vinegar.
- Be careful not to void the guarantee. Flova products should not be cleaned with any abrasive chemicals, such cleaning chemicals may cause corrosion. In the event that installation substances such as flux has made contact with the finish, the surface must be thoroughly cleaned with a white vinegar solution. Acid chemicals may cause corrosion. Take care not to scratch the surface of the product, any damage to the surface will leave the product vulnerable to corrosion.
- Do not use any abrasive cloths or sponges that could scratch the surface.

Maintenance

- Showers & Taps

All Flova products are manufactured to ensure ease of access for servicing working components. To ensure that the components continue to operate to their full potential, we recommend that the products are serviced annually to clear any debris or limescale that may have accumulated.

We have many maintenance videos available on our website which include a step by step guide on servicing working components. Please visit our website or contact us for further servicing information on your exact model.

Spare Parts

We hold stock of all spare parts which are available on a next day delivery basis. Spare parts can be requested through our customer service team. Should you require a spare part, please contact us with your exact model and proof of purchase.

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Guarantee Information

For full Guarantee terms & conditions, please visit our website - www.flova.co.uk

As standard, Flova products are covered for 10 Years against manufacturing defects providing they have been installed, used and regularly maintained in accordance with our instructions. All working or perishable parts such as hoses, seals and cartridges, which are subject to normal wear and tear, are covered for 3 Years from proof of purchase date.

Upgrade to a comprehensive 15 Year Guarantee by registering your product with us via our [online guarantee registration form](#). Terms & conditions apply and can be viewed on our website.

Our guarantee applies to the original purchaser only and is non-transferable.

Should you need to raise a claim, please contact our customer service team who will help guide you through the process and resolve the issue. As part of our investigation, we request that the following conditions can be satisfied:

- A copy of the proof of purchase is supplied and the product is within its guarantee period
- The product has been installed, maintained and cared for in compliance with our instructions
- The opportunity to inspect the product in the installed condition

We cannot accept any responsibility for failure if the product has been modified, misused or accidentally damaged.

Products that are confirmed faulty will be replaced with our nearest equivalent product.

This guarantee does not affect your statutory rights.

This guarantee is only applicable in the UK and Republic of Ireland.

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