

SAMUEL HEATH

Handmade in England

Limited Consumer Warranty – Product Finishes

A “Limited Warranty” means Samuel Heath and Sons will provide free of charge at its discretion replacement part/s, product or a comparable alternative to replace those which have proven defective in finish within the warranty period as stated below.

Who is covered by this Warranty

This limited warranty extends to the original purchaser only & is non-transferrable. Samuel Heath and Sons neither assumes nor authorises any person to create for it any other obligations or liability in connection to this product.

Length of Warranty

Brass Finishes:

NL - This natural brass finish is unlacquered to allow its unique patina to develop over time. Alternatively, if cleaned regularly after use it can maintain its lustre. Due to the variations in metal composition there will always be a degree of difference in shade between components. We do not offer a guarantee on this finish.

PB - This natural brass finish has an electrophoretic lacquer applied to preserve its colour and high shine and will maintain its look over time. This finish comes with a 5-year guarantee. Please check with us first as some components may not technically be achievable in this lacquered finish. Products listed in our price list are fine.

BG - This brushed gold finish is a natural brass finish which is hand polished and finished with an intricate brushing process to achieve its textured look. The finish is left unlacquered to allow its natural patina to develop over time. We do not offer a guarantee on this finish.

BGM - This brushed gold finish is a natural brass finish which is hand polished and finished with an intricate brushing process to achieve its textured look. A layer of matt lacquer is finally applied to achieve a lasting satin finish. This finish comes with a 5-year guarantee.

BGG - This brushed gold finish is a natural brass finish which is hand polished and finished with an intricate brushing process to achieve its textured look. A layer of gloss lacquer is finally applied to achieve a lasting gloss finish. This finish comes with a 5-year guarantee.

URB - Exclusive to Landmark collection this dual effect is achieved using part polished and part bead blasting to create this urban styling. This finish remains unlacquered to allow its patina to develop over time. We do not offer a guarantee on this finish.

URM - Exclusive to Landmark collection this natural brass finish is part brushed and part bead blasted to create this urban look. A layer of matt lacquer is applied to maintain a lasting matt finish which maintains its look over time. This finish comes with a 5-year guarantee.

ABG - This aged brass finish has undergone a process to mimic a patina effect which is achieved using a combination of creative and technical lacquering and colouring processes. The finish has a gloss lacquer which allows it to maintain its original aged look over time. This finish comes with a 5-year guarantee.

ABM - This vintage brass finish has an aged brass affect which is achieved using a combination of creative and technical lacquering and colouring processes. The finish is lacquered which allows its original aged look to be preserved over time. There will always be a natural variation in the shade between different components. This finish comes with a 5-year guarantee.

Bronze Finishes:

CTB - City bronze is a contemporary dark bronze shade which is a hand applied metallic finish. An application of matt lacquer means that the finish will maintain its colour and look over time and will not patina. This finish comes with a 5-year guarantee.

CNB - Country bronze is a light, warm shade of bronze which is a hand applied metallic finish. An application of matt lacquer means that the finish will maintain its colour and look over time and will not patina. This finish comes with a 5-year guarantee.

OBM - Old Brass Matt is an aged brass aesthetic with a warm brass tone with striations of dark tones to create a vintage, layered finish. The additional process of pigmentation allows for the unique dark striations whilst a matt lacquer ensures the finish remains constant. Due to the nature of the process, there will always be a degree of natural variation in the shade of the components. This finish comes with a 5-year guarantee.

ABU - Antique brass is a hand applied finish to solid brass and is un-lacquered to allow a natural patina to form over time as the finish wears down. Final hand polishing ensures each piece has individual character. We do not offer a guarantee on this finish.

BRZ - A bronze finish applied on polished brass and then polished by hand. It is designed to wear in time to reveal a rustic look for period specifications. We do not offer a guarantee on this finish.

Metallic Finishes:

CP - Chrome plate finish is achieved by applying an initial layer of copper, followed by a layer of bright nickel and finally a coating of hard gloss chromium to achieve the lustrous hard-wearing mirror finish. Samuel Heath offers a 10-year finish guarantee on all chrome plated products. Samuel Heath's external door hardware in chrome is warranted for one year from the date of purchase, subject to regular cleaning in accordance with our care instructions.

PN - Polished nickel is a warm luxurious finish which undergoes the same layering of copper and bright nickel. This finish is left unlacquered to allow its own natural patina to develop over time. We do not offer a guarantee on this finish.

AMR - This finish is designed to reflect an aged finish with a colour tone reminiscent of amber, the polished surface undergoes a series of artistic colouring and gloss lacquering techniques to imbue the finish with its resplendent sheen and rich warm tones. This finish comes with a 5-year guarantee.

ANT - Anthracite finish is a dark toned metallic finish which has a layer of nickel to create an underlying warmth. The final lacquering and curing results in a complex colour with cool and warm hues which react with light beautifully. The carefully considered matt lacquer creates a slight sheen which enhances the finish. Due to the nature of the process, there will always be a degree of natural variation in the shade of the components. This finish comes with a 5-year guarantee.

BN - This brushed nickel finish undergoes a layering of copper and satin nickel and is finished with an intricate brushing process to create the desired texture. The finish remains un-lacquered to allow its natural patina to develop. We do not offer a guarantee on this finish.

MBC - This coloured chrome finish is achieved by layering copper and satin nickel then a final layer of black chrome plate is applied to create this deep, smooth matt highly durable finish. This finish comes with a 10-year guarantee.

SN – The Satin Nickel finish offers a warmer look for specifications where satin chrome plate can be too uncompromising. It forms a natural patina. We do not offer a guarantee on this finish.

SCP – Similar to CP but instead utilises an undercoat of satin nickel. A highly desired finish for a contemporary style. This finish comes with a 10-year guarantee.

Other Finishes:

AG - This subtle gold finish is achieved with protective layers of copper and bright nickel with a final layer of 24 carat real gold for a true saturated colour which darkens over time and offers natural resistance to corrosion. This finish comes with a 2-year guarantee.

What is covered by this warranty

This limited warranty covers only Samuel Heath and Sons manufactured products.

Samuel Heath and Sons will not assume liability for labour expended, freight cost or damages arising from the use of the product purchased from us. If product is defective the limit of damage is the price of the defective product.

Samuel Heath and Sons will replace at no charge parts only, or at its discretion any product that proves defective because of improper finishing and under correct installation it's use, service and maintenance. If Samuel Heath and Sons is unable to provide a replacement and repair is not practical or cannot be made, Samuel Heath and Sons may elect to refund the purchase price in exchange for the return of the product.

Proof of purchase (original sales receipt) from the original consumer purchaser must be made available to Samuel Heath and Sons for all warranty claims. The warranty is not transferable and is extended solely to the original purchaser of the product as long as the product remains in its original installation.

What is not covered by this warranty

- This limited warranty does not apply to the replacement of components where damage is caused by:
 - Application of cleaners which are not expressly intended for the finish.
 - The use of any cleaner containing hydrochloric acid, formic acid or acetic acid on or near the fitting as they can cause considerable damage even with just one application.
 - The use of concentrated caustic soda, or chlorine pale lye, as they cause considerable damage.
 - The use of cleaners containing phosphoric acid.
 - The use of cleaners containing chlorine bleach solutions.
 - The use of mixed or combined cleaning agents.
 - The use of abrasive cleaners and unsuitable scouring agents such as scouring pads or microfibre cloths.
 - Residue left by personal hygiene products such as liquid soap, shampoo and shower gel can cause damage. Always ensure to completely rinse off the fittings and accessories with clear water immediately after use.
 - Incorrect application of cleaning agents not in accordance with the manufacturer's instructions.
 - Excessive force applied during the cleaning process.
 - Cleaning agents which have not been fully rinsed off after the cleaning process.
 - The building up of calcifications caused by insufficient cleaning.
 - The use of "no-rinse" cleaning products.
 - The use of products (excluding external door hardware) in an outside environment, or in the near vicinity to swimming pools.

Samuel Heath's external door hardware in chrome is warranted for one year from the date of purchase subject to regular cleaning in accordance with our care instructions. Please note that pollution or salt in the air can damage any metal finish if it is not cleaned regularly. Other finishes are not warranted for outdoor use. To search for door hardware suitable for external use please go to: <https://www.samuel-heath.com/products>

This warranty does not apply to products which have been repaired, altered, or modified in any way by the original purchaser or any person other than Samuel Heath, unless previously authorised by Samuel Heath. Products sold "as is" and from store displays are also not covered by this warranty.

Gloss reduction, scratching, staining and alkaline etching of finishes over time due to use, water or atmospheric conditions are not manufacturing defects but are indicative of normal wear and tear. Due to the harsh environment of sun, wind, rain and snow, installing Samuel Heath products for outdoor use voids the warranty.

Samuel Heath and Sons will not be liable for any special incidental or consequential damages based on a breach of warranty, contract or negligence. Damages that Samuel Heath and Sons will not be responsible for include but are not limited to loss of profits, revenue or savings; loss of use of the product or any associated equipment; cost of any substitute equipment, facilities or services; cost of capital downtime; the claims of third parties including customers; and injury or damages to property.