



TROJAN PLASTICS LTD

The UK's Largest Bath & Panel Manufacturer

Your 25 Year Guarantee

The guarantee covers acrylic products manufactured by Trojan Plastics Ltd and installed in the United Kingdom. If, in our opinion, the product does not meet our stringent quality standards and has failed under the terms of the guarantee we will undertake to repair, replace or credit that item, at our option.

Should a claim be made under the guarantee we ask that the following conditions are met:

- All complaints must be reported back through the purchase chain and not directly with the manufacturer (showroom – distributor – manufacturer). Ideally on the showrooms headed paper your full name, address and contact number. The make and model of bath must be stated and what the issue with the bath is.
- Proof of purchase is submitted at the time of the claim and that the bath has been fitted in accordance with our fixing instructions with the parts supplied and in lines with general good plumbing practice
- We need to ensure that the product has been maintained and cared for in accordance with our Care Instructions. We cannot accept responsibility for the failure of a product if, in our opinion, it has been modified, misused, neglected or wilfully or accidentally damaged. In addition it should have been used for its sole design purpose.
- We must be given reasonable opportunity to inspect the product in the installed situation. If removed, the product should be retained for inspection.
- If we authorise the replacement of the product we will require two estimates for refixing costs. Should these quotes been deemed, by Trojan plastics Ltd, to be unreasonable we reserve the right to send our own qualified installer to make the exchange.
- Our policy is one of continual development. If, in our opinion, the product has failed under the terms of the guarantee and a replacement is offered, but the model has been withdrawn, we will replace with the nearest equivalent.
- Please note that impact damage is not covered under the guarantee. Impact damage will usually result in the bath cracking or developing a hairline split. This damage can occur prior or during installation or even after fitting. The bath will not have been manufactured with a crack in it.
- Goods supplied by Trojan having any additional work carried out on same- other than by the Trojan, i.e. extra tap holes, whirlpools, waste outlets, controls, shower pipes etc forfeit the guarantee being null and void
- Our liability is limited to the single product in question and not to the whole bathroom suite. This guarantee does not extend to cover consequential loss or damage or installation costs arising from defective product. This guarantee is not transferable to the owner of the product.

This guarantee is effective for products purchased after January 2010, states our entire liability, and is offered to customers acquiring our products as consumers, not in the course of a trade or business. This guarantee does not in any way affect the statutory or other rights of a consumer.

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How to care for your Trojan acrylic product

Trojan Plastics Ltd prides itself on manufacturing acrylic and styrene products to the highest possible standards. Our manufacturing facilities are exceptional and as one of the UK's leading manufacturers of acrylic bath tubs we pride ourselves on the specification of our products and after sales support. We are confident that our products will give you years of trouble free service provided they are maintained and cared for. These are our recommendations and instructions.

Acrylic Baths and Shower Trays:

Trojan Plastics Ltd manufactures its baths from 100% cast acrylic sheet. The colour of your acrylic product is not a surface finish or 'glaze' but is the same colour throughout the sheet. The bath should be ideally cleaned immediately after use whilst the water is draining and is still warm. Should the bath be cold before draining any residue in the water can harden on the sides and base of bath and will be harder to remove. Hard water locations can leave insoluble lime salts at and below the water line and also below leaking taps. If allowed to build up they are more difficult to remove. Please use hot soapy water for cleaning and wipe the bath dry.

Due to the nature of acrylic and the way it is manufactured surface scratches can be removed with a rubbing compound (such as a car colour restorer) and fine wet & dry paper. Rubbing with a car colour restorer and a soft cloth will bring back the original shine. If any grime builds up on the surface of acrylic it may be removed with car colour restorer and a soft cloth.

Acrylic is not flammable but will burn and melt if it comes into contact with naked flames or excessively hot objects (such as a burning cigarette end).

Acrylic has good resistance to properties such as acids and alkalis, but organic solvents, such as paint strippers, peroxide etc., can cause damage to the surface and should not be allowed to have contact with it. If by accident, this happens, dilute with hot soapy water and wash away, drying the surface.

Our acrylic baths are not designed for use with hoists or lifts which are fixed or placed inside the bath. Such devices can damage the surface or structure of the bath. Never place ladders or similar household aids in the bath.

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