

Warranty & Product Information

Orders will only be accepted from established accounts and qualified new accounts. We sell only to the plumbing trade and there is no direct purchasing by retail customers.

All Products are Solid Brass

Our faucets are constructed with high quality, low lead brass. Our lavatory & kitchen faucets are lead free per California AB1953. They meet all current regulations with regard to lead composition. Each item is individually assembled and tested in the United States.

Valve Types

All faucets will be shipped with 1/4 turn ceramic valves. Our 1/4 turn ceramic cartridge uses 2 ceramic disks that rotate to open and lose the valve, minimizing mechanical wear. Thermostatic valves control the output of the faucet and keep the temperature constant.

Leg Tub Faucets

Our leg tub faucets are faithful reproductions of antique originals. Our British Telephone Series have Swing Arm Couplers installed for variable centers. All other faucets with standard inlet assemblies have 3 3/8" centers. All handheld shower units with hoses come with a vacuum breaker as part of the set. Our Thermostatic faucets include an anti-siphon device.

Lavatory Sets

Our Widespread Lavatory and Center Sets all include a pop-up drain. The widespread sets have 12" stainless steel flex hoses to vary the centers from 8" to 12". Use our sink trim kits on page 121 for our lavatory sets.

Installation Instructions

Installation Instructions are included with every faucet and are also available on our website.

Tub Warranty

Our tubs are warranted to be free of manufacturing and finish defects for a period of 5 years from date of purchase, when properly installed by a qualified, licensed plumber. In most cases on-site repair of the tub will be accomplished, minimizing the inconvenience to the customer. Our Cast Iron tubs are IAPMO approved.

Warranty

All items are warranted to be free of manufacturing and finish defects for a period of 5 years from date of purchase, when properly installed by a qualified, licensed plumber. For items other than tubs & sinks, this warranty covers replacement of defective parts, not of complete product, unless deemed necessary by a customer service representative. The warranty does not extend to labor charges or air freight charges when repair or replacement of the item is needed. The warranty only applies to interior installations. Shower Curtains are not warranted.

Ceramic Handle Warranty

All our ceramic faucet handles are warranted for 5 years from date of purchase. Any ceramic faucet handle developing cracks or chips will be promptly replaced, as a cracked or broken handle may result in personal injury.

Finishes

Our finishes include Chrome, Matte Nickel, Polished Nickel, Supercoated Brass and Oil Rubbed Bronze. The Oil Rubbed Bronze ("non-living") is a fragile finish that must be inspected prior to installation and is not warranted further. The Nickel finishes are living finishes and will patina in time. Chrome & Nickel finishes are warranted against defect for a period of 5 years.

Care of Supercoat Brass

Supercoat brass items should be wiped gently with a soft cloth after each use. Plumber's putty should not be used for installation. Use of plumber's putty, detergents or abrasive cleaners will void the warranty of the finish as they may cause deterioration of the coating. We recommend a bead of waterproof silicone where putty is needed.

Lifetime Supercoat Warranty

Our Supercoating is a 2 part epoxy, applied electrostatically, and baked on to our brass products insure a lasting shine. It is absolutely guaranteed for as long as the original purchaser owns their home and proper maintenance instructions are followed. The product must be returned to our factory for re-coating. We will re-coat, not replace the product if a defect of the Supercoat finish occurs.

Price Changes

Prices and products are subject to change without notice. Unless price is protected in writing, shipments will be at prevailing prices.