

# Consumer Guide

Roman shower enclosures have been tested and fully conform to the scope and relevant characteristics of BS EN14428:2015 (Shower Enclosures - Functional requirements and test methods), to meet the requirements of the mandate given under the EU Construction Product Directive (89/106/EEC).

As a result of full compliance to the directive and harmonized standard; Roman shower enclosures carry the 'CE' mark and are accompanied by a declaration of performance. (Available to view on [www.roman-showers.com](http://www.roman-showers.com))

The CE marking indicates Roman shower enclosures conform to all essential requirements of European health and safety and environmental protection legislation. The conformity is mandatory, and allows Roman products to be legally placed on the market anywhere in the European Economic Area.

Any newly manufactured products from the 1st January 2021 will have the new UKCA mark applied as per government guidelines.

The UKCA (UK Conformity Assessed) marking is a new UK product marking that will be used for goods being placed on the market in Great Britain (England, Wales and Scotland). It covers most goods which previously required the CE marking.

Please note: this will only apply to any new products manufactured from 1st January 2021, any products held in stock will still be able to display the CE mark.

Additionally all Roman trays fully conform to EN14527:2016.



## Important Product Details

- Enclosures and screens carry a Lifetime manufacturer's guarantee if products are installed according to the installation instructions - see guarantee criteria to the right.
- Simple and clear installation instructions are included with all Roman Products.
- Roman products are available for Virtual Worlds design service. For more information contact Roman Customer Relations on 01325 328033.
- Any guarantee variations are indicated separately.
- All guarantee forms supplied with installation instructions must be completed and returned to Roman within 60 days to validate the lifetime guarantee otherwise only a statutory 12 month guarantee will apply.
- All Roman Bath Screens and Enclosures are manufactured using toughened safety glass which complies to BSEN12150.
- All Roman Bath Screens and Enclosures are tested in accordance with BSEN14428 - shower enclosures, functional requirements and test methods.
- Roman's toughened glass is completely safe for use in our shower enclosures and bath screens; providing our products are installed according to our guidelines.
- It is important to note, that the glass must not be mounted or 'pinched' in such a way that would cause a stress point to develop in the glass. In addition, it must not be subjected to any sharp impact or severe temperature fluctuation which may also cause a stress point to develop in the glass.
- Roman's toughened glass is physically and thermally significantly stronger than standard glass. However a significant impact (or stress as outlined above) can cause toughened glass to break. In the event of breakage, toughened glass will break safely into small fragments in line with all relevant standards.
- All heights quoted for enclosures and bath screens are from the top of the shower tray or bath.
- All fixings are hidden on Roman products.
- The term "Silver" and "Nickel" describes the colour of the aluminium finish. No silver metal is included in any Roman products.
- All fixings and pivot pins are manufactured from stainless steel - this adds great strength and durability to Roman products.
- All seals and gaskets on Roman products are manufactured from colourless PVC.
- Roman over-bath products are not designed for baths with shaped or stepped fronts or integral soap dishes.
- The design rights of these products are owned by Roman Limited. All rights reserved.
- Roman recommends only the use of Roman Trays with Roman Shower Enclosures.
- For compatibility of Roman enclosures with steam generators please contact Roman Customer Relations for advice on 01325 328033.
- Where indicated that products are suitable for use with steam generators, this refers to the performance of the product components. We do not however suggest that the product will have complete steam integrity.
- Due to the nature of wetroom panel products, water integrity cannot be guaranteed. Please consult your installer.
- We make every effort to ensure that your product reaches you in perfect condition. However, please be advised that all toughened glass panels are not covered by our guarantee if installed incorrectly or are subject to misuse. Roman's toughened glass is physically and thermally stronger than standard glass. However any significant impact may cause the glass to shatter in as safe a manner as possible and in accordance with the British and European standard (BS EN14428).

## Guarantee

Roman Ltd. guarantees all Shower Enclosures, Bath Screens and Roman Solid Surface Trays against faulty materials or manufacture for LIFE, provided they have been installed, used and maintained in accordance with our instructions.

All Roman product guarantees must be completed and returned within 60 days of purchase to validate the relevant guarantee. Failure to meet this deadline will result in a statutory 1 year guarantee on all products.

Should a claim arise, Roman Ltd. Customer Relations will investigate the issue. As part of this investigation we request that the following conditions be satisfied:

1. Proof of purchase at the time of the claim.
2. The guarantee applies to the original purchaser only and is non transferable.
3. The product has been fitted/installed in accordance with Roman Ltd. fixing instructions, local bylaws and general good plumbing practice
4. The product has been maintained and cared for in accordance with our instructions (including regular and appropriate cleaning).

If in our opinion the product has been modified, misused, neglected, wilfully or accidentally damaged, we can accept no responsibility for failure.

Roman Ltd. or its representatives must be given the opportunity to inspect the product in the installed condition. Callouts may be chargeable depending upon circumstances. Should any products included in the Lifetime guarantee be used for Commercial use i.e. leisure clubs, schools, hospitals, student accommodation, hotels or residential homes, only a 5 year guarantee will be applicable.

If in our opinion the product fails due to faulty materials or manufacture and that the conditions above have been met, Roman Ltd. will arrange for a specialist Roman Technical Sales Representative to repair or replace that item at our option.

Roman Ltd. believes in continuous improvement. If in our opinion the product has failed under the terms of the Guarantee and a replacement is offered but identical goods are no longer available, Roman Ltd. will endeavour to replace it with our nearest equivalent product. For countries outside of the UK and Republic of Ireland, where a product has failed due to faulty materials or manufacture, a replacement product or product part will be offered only.

Should Roman Ltd. carry out work as a result of a claim but subsequently it is revealed that the product has been abused or improperly installed, we reserve the right to charge the customer for the expense incurred.

The liability of Roman Ltd. is limited to the product supplied by Roman Ltd. and does not extend to consequential loss or damage arising from the defective product.

This Guarantee, which is effective for products purchased after February 1st 2006, states our entire liability and is offered to customers acquiring our products as consumers, not in the course of trade or business. Ex displays or products reinstalled from their original position are not covered under this guarantee.

Non glass or metallic parts (e.g. seals) are subject to normal wear and tear through usage and are therefore covered on all products for 1 year from installation.

Roman products not included in the Lifetime Guarantee are Roman Acrylic Trays which are covered for 1 year.

Roman Ultra Care pre-coat is not covered by this guarantee and it must be maintained by applying Ultra Care from a bottle on an ongoing basis.

Commercial projects with specific guarantee requirements can be subject to negotiation and agreement on a project by project basis. Any such agreements must be confirmed in writing prior to product supply or commencement in project works.

This guarantee does not affect your statutory rights.

This guarantee is wholly applicable in the U.K. and Republic of Ireland - export conditions as indicated

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