

# Balmoral



T I M E L E S S   E L E G A N C E

E U R O

A U T U M N 2 0 2 1



# *Balmoral*

## WELCOME

Inspired by the iconic Balmoral Castle and handcrafted from materials of exceptional quality, Balmoral captures a rich authentic heritage. This, combined with modern production methods, creates a truly breathtaking and unrivalled offering.

Balmoral Furniture provides the ultimate combination of classical styling and quality manufacturing. Manufactured in our purpose-built UK facility, all Balmoral Furniture is constructed from the finest FSC raw materials and factory assembled.

The Balmoral Collection provides you with endless design opportunities for your new dream bathroom.

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# Balmoral

## FURNITURE

Balmoral Furniture provides the ultimate combination of classical styling and quality manufacturing. Manufactured in our purpose-built UK facility all balmoral furniture is constructed from the finest FSC raw materials and factory assembled.

Featuring:



FULLY  
ASSEMBLED



18MM  
CONSTRUCTION



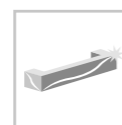
4 COLOUR  
CHOICES



SOFT  
CLOSE  
DOORS



SOLID SURFACE  
WHITE CARRARA  
WORKTOPS



POLISHED  
CHROME  
HANDLE



10  
YEAR  
GUARANTEE  
FURNITURE



5  
YEAR  
GUARANTEE  
MIRRORS





Balmoral



*Balmoral*



Balmoral

FURNITURE UNITS

**60 Washstand  
2 Door Unit**

W61 x H89 x D46

Includes:

- Counter Top Basin
- White Carrara Worktop

€951



Cashmere Grain  
N141666TH  
N141666NH



Fjord Grain  
N141766TH  
N141766NH



Ocean Grain  
N141866TH  
N141866NH



Dusk Grain  
N141966TH  
N141966NH

**1 Taphole  
No Taphole**

**80 Washstand  
2 Door Unit**

W81 x H89 x D46

Includes:

- Counter Top Basin
- White Carrara Worktop

€1090



Cashmere Grain  
N141668TH  
N141668NH



Fjord Grain  
N141768TH  
N141768NH



Ocean Grain  
N141868TH  
N141868NH



Dusk Grain  
N141968TH  
N141968NH

**1 Taphole  
No Taphole**

**60 Furniture  
2 Door Unit**

W61 x H90 (H<sup>2</sup>92) x D47

Includes:

- Ceramic Furniture Basin

€679



Cashmere Grain  
N141659



Fjord Grain  
N141759



Ocean Grain  
N141859



Dusk Grain  
N141959

**1 Taphole**

**80 Furniture  
2 Door Unit**

W81 x H90 (H<sup>2</sup>92) x D47

Includes:

- Ceramic Furniture Basin

€817



Cashmere Grain  
N141660



Fjord Grain  
N141760



Ocean Grain  
N141860



Dusk Grain  
N141960

**1 Taphole**

FURNITURE UNITS

**60 Furniture  
2 Door Unit**

W61 x H86 x D46

Includes:

- Undercounter Basin
- White Carrara Worktop
- Supplied undrilled for choice of tap configuration

€922



Cashmere Grain  
N141661



Fjord Grain  
N141761



Ocean Grain  
N141861



Dusk Grain  
N141961

**80 Furniture  
2 Door Unit**

W81 x H86 x D46

Includes:

- Undercounter Basin
- White Carrara Worktop
- Supplied undrilled for choice of tap configuration

€1060



Cashmere Grain  
N141662



Fjord Grain  
N141762



Ocean Grain  
N141862



Dusk Grain  
N141962

**60 Semi Recess  
2 Door Unit**

W59 x H96 (H<sup>2</sup>101) x D48

Includes:

- Ceramic Semi Recess Basin

€716



Cashmere Grain  
N141637



Fjord Grain  
N141737



Ocean Grain  
N141837



Dusk Grain  
N141937

**1 Taphole**

**Back to Wall Unit**

W50 x H86 x D21 (D<sup>2</sup>69)

Includes:

- Cistern
- WC
- White Seat

€830



Cashmere Grain  
N141683BA



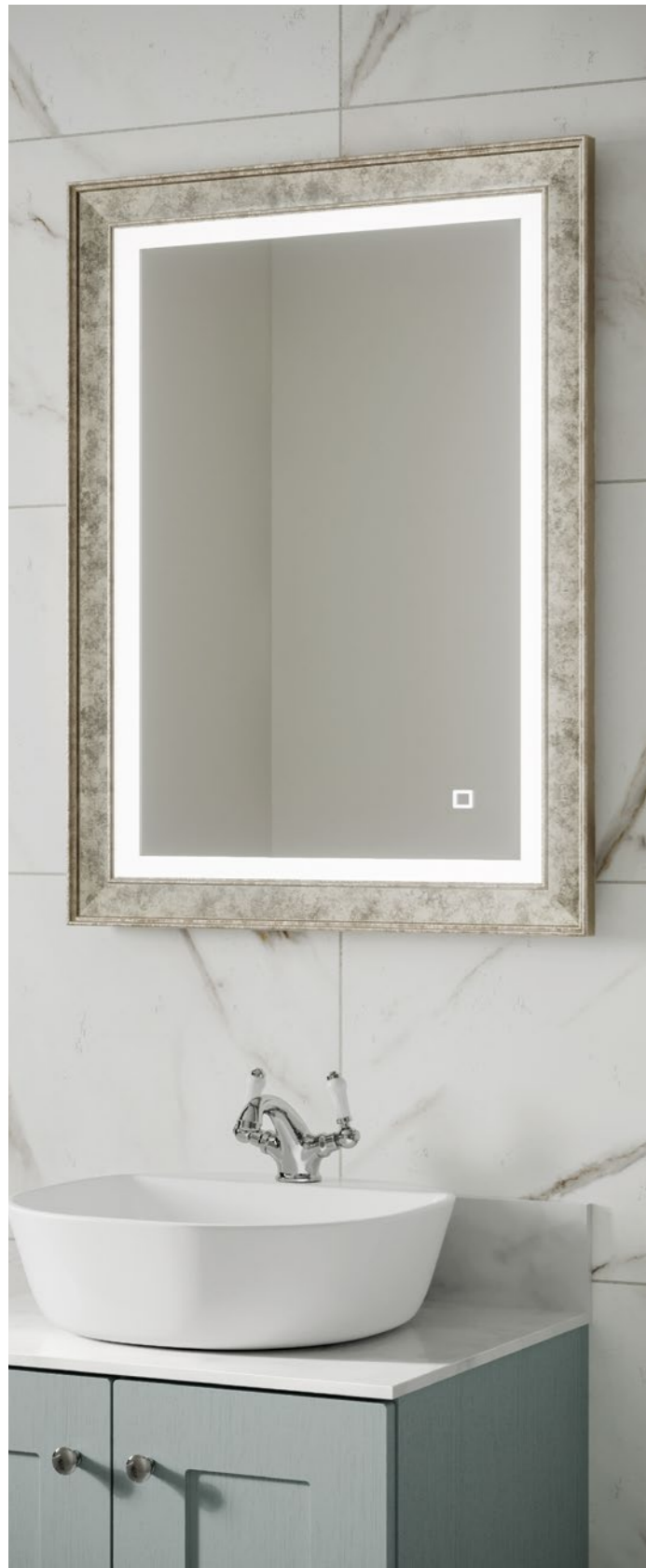
Fjord Grain  
N141783BA



Ocean Grain  
N141883BA



Dusk Grain  
N141983BA



- Touch On/Off sensor
- LED backlit mirror
- Heated demister pad
- Vertical/horizontal mounting
- Patina effect frame
- IP44 rated
- A+ energy rating

H80 x W60 x D5 MI095 €473



- Brushed stainless steel outer frame
- Polished inner frame
- Can be mounted vertically or horizontally

H76 x W61 x D1.6 MI104 €227



- Motion On/Off sensor
- LED backlit mirror
- Heated demister pad
- IP44 rated
- Shaver socket
- 22mm bevelled edge
- A+ energy rating

H75 x W55 x D4 MI047 €454



- Motion On/Off sensor
- LED backlit mirror
- Heated demister pad
- IP44 rated
- Shaver socket
- 22mm bevelled edge
- A+ energy rating

H75 x W55 x D4 MI048 €454



# Balmoral

## CERAMICS

Functionality, quality and comfort combine with style and innovation in our range of sanitaryware. Our products make dynamic use of space, elegance and practicality to offer you the range of options you expect.

Some models feature:



CERAMICS



3/6 LITRE  
FLUSH





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BASINS & WC



BA060 €661  
**2 Taphole Round Basin & Frame**  
 H90 (H<sup>2</sup> 100) x W58 x D54



BA062 €661  
**1 Taphole Round Basin & Frame**  
 H90 (H<sup>2</sup> 100) x W58 x D54



BA063 €668  
**1 Taphole Square Basin & Frame**  
 H90 (H<sup>2</sup> 100) x W58 x D47



BA050R €368  
**2 Taphole Round Basin & Pedestal**  
 H90 (H<sup>2</sup> 100) x W58 x D54



BA054R €376  
**1 Taphole Round Basin & Pedestal**  
 H90 (H<sup>2</sup> 100) x W58 x D54



BA050S1 €368  
**1 Taphole Square Basin & Pedestal**  
 H90 (H<sup>2</sup> 100) x W58 x D47



BA051R €350  
**2 Taphole Round Cloak Basin & Pedestal**  
 H90 (H<sup>2</sup> 100) x W53 x D40



BA070R Complete €354  
**2 Taphole Round Cloak Basin**  
 Inc Ornate Brackets  
 W53 x D40

BASINS & WC



BA043 Complete €965  
**High Level Pan, Cistern, Pipes & Brackets**  
 Inc Soft Close Seat & Cover  
 H210 x W42 x D69



White (W) Oak (O) Mahogany (M)  
 Please choose the colour of Toilet Seat required  
 e.g BA043(M) for Mahogany Seat



BA042 Complete €598  
**Low Level Pan, Cistern & Fittings**  
 Inc Soft Close Seat & Cover  
 2 flush options  
 H100 x W42 x D69



BA040 Complete €522  
**Close Coupled Pan, Cistern & Fittings**  
 Inc Soft Close Seat & Cover  
 2 flush options  
 H89 x W42 x D74



TBK001 €126  
**Ornate Brackets**  
 Chrome  
 L23 x H16



BA044 Complete €383  
**Back To Wall WC**  
 Inc Soft Close Seat & Cover  
 H41 x W37 x D48



BA026 €170  
**1 Taphole Semi-Recess Basin**  
 H16 x W59 x D48  
 (Recess 28)

# Balmoral

## BATHS

Luxurious freestanding baths mounted on elegant ball and claw feet offering an air of sophistication and aesthetic beauty to your bathroom. Handcrafted from materials of exceptional quality, our baths capture a rich authentic heritage - this, combined with modern production methods, creates a truly breathtaking offering.



BATHS



TIFFANY



RT021 €2026  
**Twin Skinned Acrylic  
Freestanding Bath**  
Including Chrome Overflow and Klik Waste  
L170 x W77 x H65/80 x D45  
Capacity 225 litres



STAINFORTH



RT002

€1127

**Twin Skinned Acrylic Double  
Ended Roll Top Bath**

Includes chrome feet

L170 x W75 x H62 x D42 Capacity 200 litres





RT004

€1243

**Twin Skinned Acrylic Double  
Ended Slipper Bath**

Includes chrome feet

L175 x W72 x H77 x D45 Capacity 200 litres







RT003  
**Twin Skinned Acrylic Single  
Ended Slipper Bath**  
Includes chrome feet  
L155 x W73 x H79-62 x D43  
Capacity 200 litres

€1213





Ocean Grain



Fjord Grain



## LUXURY SINGLE ENDED BATHS

### Bath Only

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.2	185L	BH050C	€559
L170 x W75 x D43	Rectangulo No.4	205L	BH051C	€585
L180 x W80 x D43	Rectangulo No.6	230L	BH052C	€677



### System 1 - Whirlpool

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.2	185L	BH050S1	€1249
L170 x W75 x D43	Rectangulo No.4	205L	BH051S1	€1275
L180 x W80 x D43	Rectangulo No.6	230L	BH052S1	€1367



### System 2 - Airpool

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.2	185L	BH050S2	€1249
L170 x W75 x D43	Rectangulo No.4	205L	BH051S2	€1275
L180 x W80 x D43	Rectangulo No.6	230L	BH052S2	€1367



### System 3 - Combined

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.2	185L	BH050S3	€1939
L170 x W75 x D43	Rectangulo No.4	205L	BH051S3	€1965
L180 x W80 x D43	Rectangulo No.6	230L	BH052S3	€2057



## LUXURY DOUBLE ENDED BATHS

### Bath Only

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.1	185L	BH053C	€559
L170 x W75 x D43	Rectangulo No.3	205L	BH054C	€585
L180 x W80 x D43	Rectangulo No.5	230L	BH055C	€677
L180 x W100 x D43	Rectangulo No.7	290L	BH056C	€801



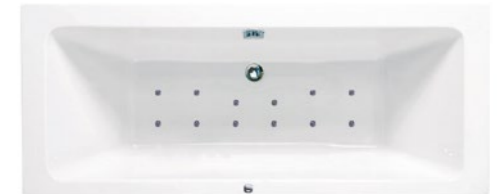
### System 1 - Whirlpool

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.1	185L	BH053S1	€1249
L170 x W75 x D43	Rectangulo No.3	205L	BH054S1	€1275
L180 x W80 x D43	Rectangulo No.5	230L	BH055S1	€1367
L180 x W100 x D43	Rectangulo No.7	290L	BH056S1	€1491



### System 2 - Airpool

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.1	185L	BH053S2	€1249
L170 x W75 x D43	Rectangulo No.3	205L	BH054S2	€1275
L180 x W80 x D43	Rectangulo No.5	230L	BH055S2	€1367
L180 x W100 x D43	Rectangulo No.7	290L	BH056S2	€1491



### System 3 - Combined

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.1	185L	BH053S3	€1939
L170 x W75 x D43	Rectangulo No.3	205L	BH054S3	€1965
L180 x W80 x D43	Rectangulo No.5	230L	BH055S3	€2057
L180 x W100 x D43	Rectangulo No.7	290L	BH056S3	€2181



### Panel Size

	Cashmere Grain	Fjord Grain	Ocean Grain	Dusk Grain	Price
700mm	PF16080	PF17080	PF18080	PF19080	€117
800mm	PF16082	PF17082	PF18082	PF19082	€132
1700mm	PF16091	PF17091	PF18091	PF19091	€219
1800mm	PF16092	PF17092	PF18092	PF19092	€235



OPTIONAL EXTRAS (Factory Fitted)			
<b>WPC027</b> €168 <b>1.5KW Inline heater</b> For system 1 & 3 only	<b>WPC029</b> €266 <b>Colour kinetic underwater light</b> For system 1, 2 & 3	<b>WPC028</b> €47 <b>ELCB Protection</b> For system 1, 2 & 3	

# Balmoral

## BRASSWARE & SHOWERS

Exquisitely crafted from chrome plated brass, the Balmoral taps and showers collections are effortlessly accompanied by our exclusive accessories. Balmoral seamlessly blends modern safety functions with impeccable authentic design allowing you to re-invigorate and cleanse your body and mind.

Featuring:



BRASSWARE



CARTRIDGES

**Low Pressure Systems** All products in the Phoenix showering range have been designed to work from a low pressure 0.2 Bar system, unless they carry one of our symbols. You'll find them throughout our brassware section to help you when choosing your items. For showers on a low/medium pressure system, we recommend that a negative head pump is installed.

LP

Minimum of 0.2 Bar

MP

Minimum of 0.5 Bar

HP

Minimum of 1.0 Bar

HP+

Minimum of 2.0 Bar





BALMORAL CROSS



HF009 €128  
**Basin Mono Mixer**  
Including Klik Waste



MP HF019 €280  
**Bath Shower Mixer**  
Including Hose & Handset



HF001 €115  
**Basin Taps**



HF003 €126  
**Bath Taps**



HF013 €186  
**Bath Filler**



HF007 €138  
**Wall Basin Filler**



MP SV044TR €431  
**Wall Mounted**  
**THERMOSTATIC Bath Filler**

BALMORAL LEVER



YO009 €133  
**Basin Mono Mixer**  
Including Klik Waste



MP  
YO019 €277  
**Bath Shower Mixer**  
Including Hose & Handset



YO001 €117  
**Basin Taps**



YO013 €186  
**Bath Filler**



YO003 €126  
**Bath Taps**



HF007 €138  
**Wall Basin Filler**



MP  
SV044TR €431  
**Wall Mounted  
THERMOSTATIC Bath Filler**

WASTES



WA001  
Basin Waste with Plug  
& Chain €20



WA004  
Round Retainer Bath Waste €21



WA016  
Traditional Bottle Trap €41



WA006  
Exposed Retainer Bath Waste €94



WA009  
Shallow Seal Bath Trap €112



WA007  
Roll Top Bath Pack €308



ACCESSORIES



A09005  
Traditional Robe Hook €34  
Brass



A09004  
Soap Dish & Holder €47  
Brass & Frosted Glass



A09003  
Cup & Holder €47  
Brass & Frosted Glass



A09006  
Towel Ring €44  
Brass



A09001  
Toilet Brush & Holder €88  
Brass & Frosted Glass



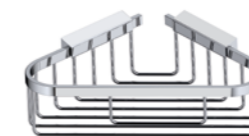
A09007  
Traditional Glass Shelf €101  
Brass W50



A09002  
Paper Holder €61  
Brass



WBA010  
Square Corner Basket €64  
Brass  
H8 x W20 x D20



WBA011  
Corner Basket €64  
Brass  
H8 x W21 x D21



WBA012  
Single Basket €55  
Brass  
H8 x W21 x D12



WBA014  
Glass Shelf €62  
H7 x W27 x D10



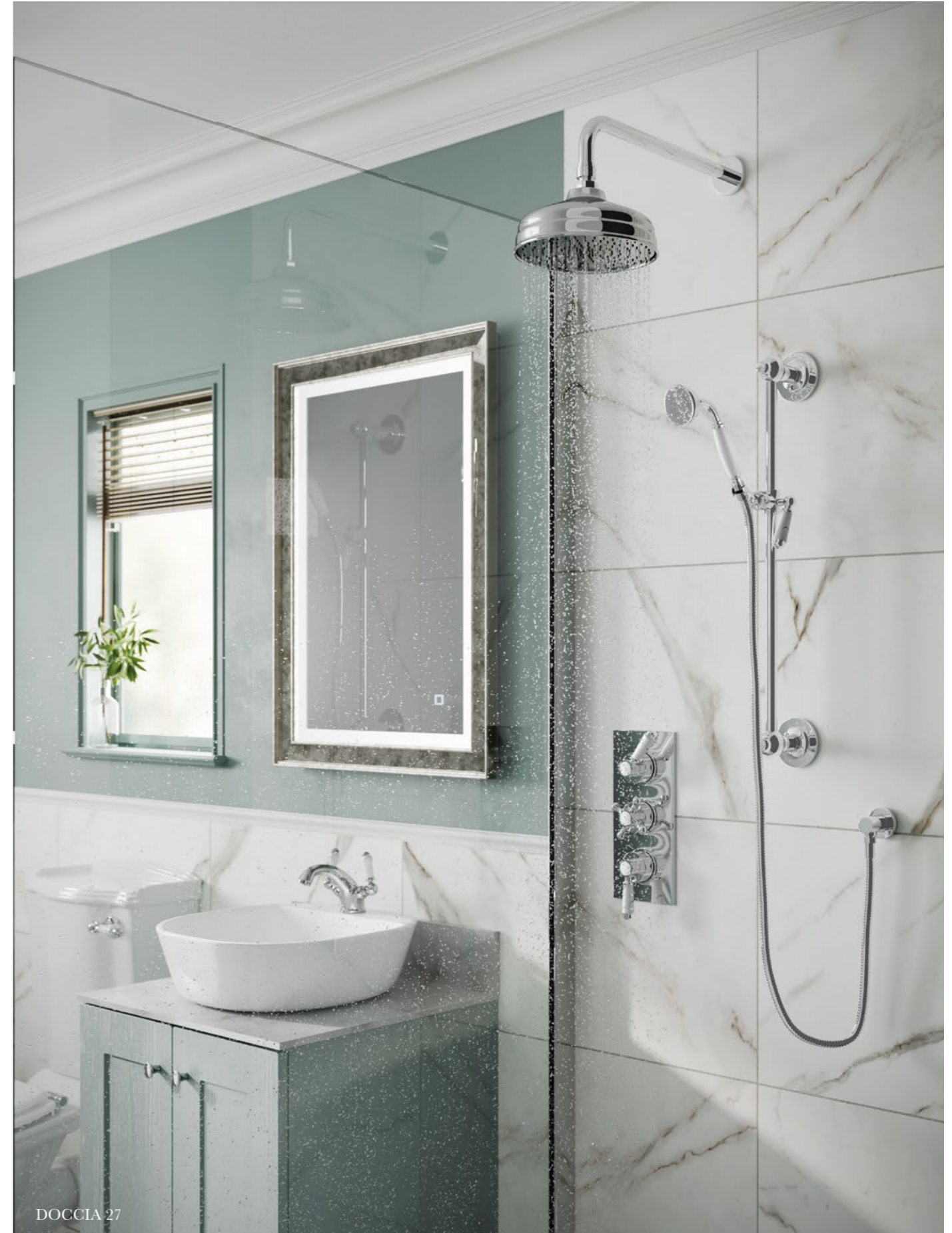
WBA009  
Double Corner Basket €88  
Brass  
H36 x W20 x D16

EXPOSED THERMOSTATIC SHOWER



HFVP001 €779  
**Exposed Thermostatic Valve**  
With Diverter, Rigid Riser Rail &  
Hand Shower

CONCEALED SHOWER



DOCCIA 27



DOC25 €494  
 • Thermostatic Shower Valve  
 • 200mm Shower Head & Wall Arm



DOC26 €707  
 • Thermostatic Shower Valve  
 • 200mm Shower Head & Wall Arm  
 • Slide Rail with Handset  
 • Outlet Elbow



DOC79 €474  
 • Thermostatic Shower Valve  
 • 200mm Shower Head & Ceiling Arm



DOC80 €687  
 • Thermostatic Shower Valve  
 • 200mm Shower Head & Ceiling Arm  
 • Slide Rail with Handset  
 • Outlet Elbow



DOC27 €788  
 • Thermostatic Shower Valve  
 • 200mm Shower Head & Wall Arm  
 • Slide Rail with Handset  
 • Outlet Elbow



DOC28 €901  
 • Thermostatic Shower Valve  
 • 200mm Shower Head & Wall Arm  
 • Slide Rail with Handset  
 • Waste & Overflow Filler  
 • Outlet Elbow



DOC81 €768  
 • Thermostatic Shower Valve  
 • 200mm Shower Head & Ceiling Arm  
 • Slide Rail with Handset  
 • Outlet Elbow



DOC82 €882  
 • Thermostatic Shower Valve  
 • 200mm Shower Head & Ceiling Arm  
 • Slide Rail with Handset  
 • Waste & Overflow Filler  
 • Outlet Elbow



# Balmoral

## HEATING

Impeccable designs and authentic styling across our heating collection, enriched with complementary thermostatic radiator valves, gives you total choice in the design process knowing that quality is assured.



RADIATORS



ALL ELECTRIC RADIATORS

### DUAL FUEL

All our designer radiators can be used in conjunction with central heating systems. We have also developed dual fuel radiators which can be used with both a central heating system and as a stand-alone unit. Control your heating further with the dual fuel radiators by utilising either a standard heating element or a thermostatic element.



Each radiator style will be marked with the relevant symbols for fuel types available:



CENTRAL HEATING



DUAL FUEL



THERMOSTATIC DUAL FUEL



DIGITAL THERMO DUAL FUEL



PRE-FILLED ELECTRIC<sup>2</sup>  
(Production item, filled with **FERMOX**)



NICOLE 2 COLUMN



Size shown 1800 x 372



Size shown 1200 x 372



Size shown 1800 x 287

NICOLE 2 COLUMN - WHITE



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
1200	372	372	76	853	2910	RA920	€398
1800	287	287	76	959	3271	RA921	€398
1800	372	372	76	1279	4365	RA922	€474

NICOLE 2 COLUMN - ANTHRACITE



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
1200	372	372	76	853	2910	RA930	€398
1800	287	287	76	959	3271	RA931	€398
1800	372	372	76	1279	4365	RA932	€474

NICOLE 2 COLUMN - LAQUERED RAW METAL



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
1200	372	372	76	853	2910	RA855	€411
1800	287	287	76	959	3271	RA856	€427
1800	372	372	76	1279	4365	RA857	€518



The finish of the Raw Metal Radiator may vary between pieces, this is not a defect.



Size shown 1800 x 376

NICOLE 3 COLUMN - WHITE

CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
600	544	544	76	911	3107	RA130	€338
600	821	821	76	1366	4661	RA131	€513
600	999	999	76	1670	5697	RA132	€625
600	1177	1177	76	1973	6733	RA133	€736
1800	287	287	76	1461	4983	RA134	€449
1800	376	376	76	1947	6644	RA135	€540
Floor Mounting Legs (pair)						RA13LS	€36



Size shown 600 x 544

NICOLE 3 COLUMN - ANTHRACITE

CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
600	544	544	76	911	3107	RA940	€338
600	821	821	76	1366	4661	RA941	€513
600	999	999	76	1670	5697	RA942	€625
600	1177	1177	76	1973	6733	RA943	€736
1800	287	287	76	1461	4983	RA944	€449
1800	376	376	76	1947	6644	RA945	€540
Floor Mounting Legs (pair)						RA94LS	€36

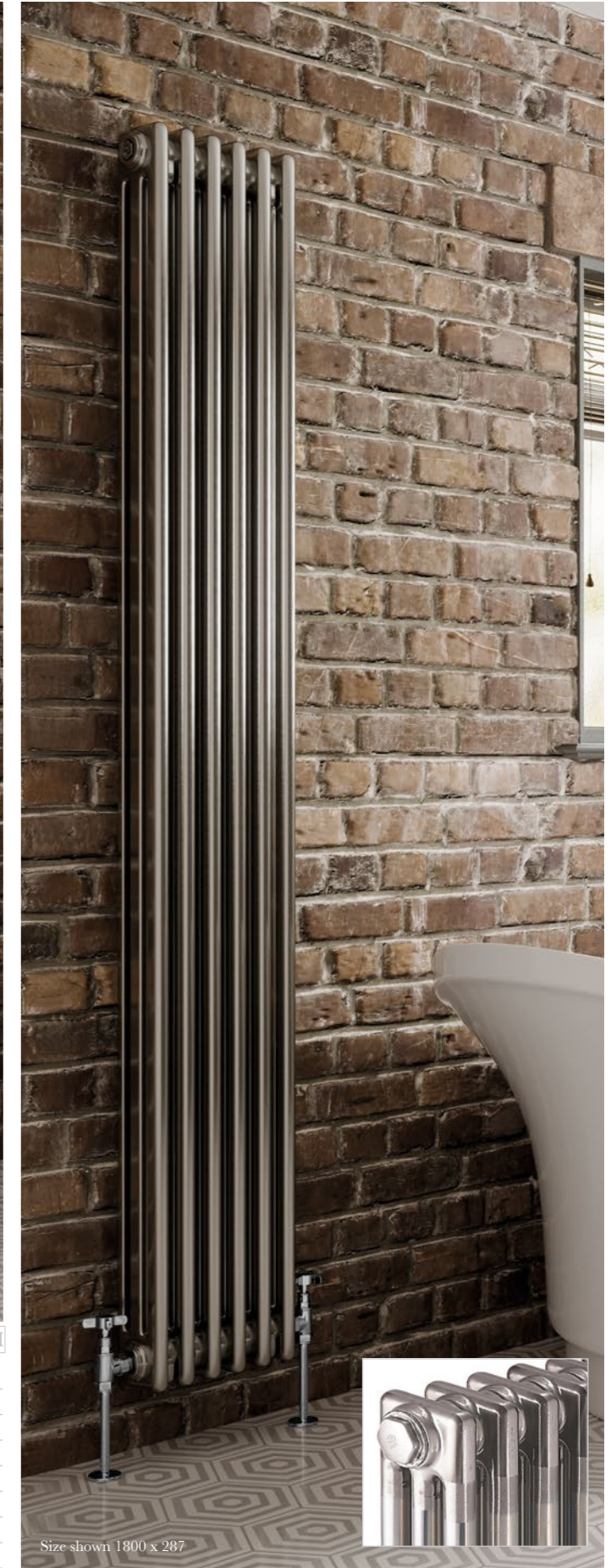


Size shown 600 x 999

NICOLE 3 COLUMN - LAQUERED RAW METAL

CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
600	544	544	76	911	3107	RA860	€446
600	821	821	76	1366	4664	RA861	€623
600	999	999	76	1670	5697	RA862	€758
600	1177	1177	76	1973	6733	RA863	€893
1800	287	287	76	1461	4983	RA866	€522
1800	376	376	76	1947	6644	RA867	€633
Floor Mounting Legs (pair)						RA86LS	€52



Size shown 1800 x 287



The finish of the Raw Metal Radiator may vary between pieces, this is not a defect.

NICOLE 4 COLUMN



NICOLE 4 COLUMN

CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
400	1010	1010	82	1750	5970	RA411	€734
400	1190	1190	82	2068	7055	RA412	€825
600	605	605	82	1539	5250	RA413	€512
600	785	785	82	2012	6866	RA414	€627
600	1010	1010	82	2604	8885	RA415	€795
Floor Mounting Legs (pair)						RA41LS	€39

NICOLE 6 COLUMN



NICOLE 6 COLUMN

CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
300	1010	1010	119	2013	6869	RA420	€1036
300	1190	1190	119	2379	8117	RA421	€1171
300	1415	1415	119	2837	9679	RA422	€1352
Floor Mounting Legs (pair)						RA42LS	€41

4 Leg Pairs Required

YORK



**YORK WHITE** CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
952	659	505	105	1300	3514	RA063	€676



Type	Height	Width	Element Watts	Product Code	Price
Pre-filled all electric	952	659	500	EA063	€806
Dual fuel	952	659	500	RA163	€737



**YORK BLACK** CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
952	659	505	105	1300	3514	RA098	€676



Type	Height	Width	Element Watts	Product Code	Price
Pre-filled all electric	952	659	500	EA098	€806
Dual fuel	952	659	500	RA168	€737

ELLA



**ELLA** CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
1500	590	445	92	833	3014	RA040	€892

WI-FI DIGITAL TOUCHSCREEN THERMOSTATIC TIMER



	White	Black	Price
Digital Touchscreen Thermostatic Timer	RAE015	RAE016	€216
Timer and 150 watt Heating Element	HE010	HE015	€283
Timer and 300 watt Heating Element	HE011	HE016	€283
Timer and 600 watt Heating Element	HE012	HE017	€283

ELIZABETH



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
914	535	385	100	166	560	RA096	€500

VICTORIA



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
952	479	326	102	487	1663	RA111	€614

ANNE



Height	Width	Pipe Centres	Wall to Pipe Centres	Output Watts	BTU's	Product Code	Price
700	400	325	115	162	551	RA097	€365

HELENA



Height	Width	Pipe Centres	Wall to Pipe Centres	Output Watts	BTU's	Product Code	Price
874	635	525	115	1238	4226	RA110	€946

## TRADITIONAL VALVES



VA006 €89  
**Traditional Straight Radiator Valves**  
Chrome



VA005 €89  
**Traditional Angled Radiator Valves**  
Chrome







VA020 €122  
**Oxford Thermostatic Angled Radiator Valves**  
Chrome



VA021 €122  
**Chester Thermostatic Angled Radiator Valves**  
Chrome

Each radiator style is marked with the relevant symbols for fuel types available:

-  DUAL FUEL
-  THERMOSTATIC DUAL FUEL
-  DIGITAL THERMO DUAL FUEL
-  PRE-FILLED ELECTRIC (Production Item) ‡

All our electric sealed radiators are supplied pre-filled with anti-corrosion fluid to maintain product quality for years to come. Product compatibility is the responsibility of the installer.



**IP55 Rated Heating Element**  
150 watt chrome HE001 €72  
300 watt chrome HE002 €74  
600 watt chrome HE003 €77



**Wi-Fi Digital Touchscreen Thermostatic Timer - White**  
White Digital Touchscreen Thermostatic Timer RAE015 €216  
White Timer and 150 watt Heating Element HE010 €283  
White Timer and 300 watt Heating Element HE011 €283  
White Timer and 600 watt Heating Element HE012 €283



**Wi-Fi Digital Touchscreen Thermostatic Timer - Black**  
Black Digital Touchscreen Thermostatic Timer RAE016 €216  
Black Timer and 150 watt Heating Element HE015 €283  
Black Timer and 300 watt Heating Element HE016 €283  
Black Timer and 600 watt Heating Element HE017 €283

## PRODUCT GUARANTEE:

All product guarantees are subject to the following terms and conditions: The product has been fitted/installed in a well ventilated room with appropriate air extraction, and in accordance with the appropriate fitting instructions, local bylaws, by a competent qualified installer and in line with general good plumbing practice; The product has been maintained and cared for in accordance with the instructions (including regular and appropriate cleaning); If any product has been modified, misused, neglected, wilfully or accidentally damaged; or if Phoenix have not received payment in full; then the product guarantee is invalid.

The guarantee on all products is 12 months from the date of supply from Phoenix unless otherwise stated. The guarantee only covers the material structure of products (excluding shattering glass) and not serviceable moving parts that perish due to fair wear and tear such as cartridges, valves, hinges, seals, bulbs etc.

In the event of a guarantee claim, the liability of Phoenix is limited to the product supplied and does not extend to consequential loss or damage arising from defective product. The guarantee applies to the original purchaser ONLY and is not transferable. This guarantee does not affect your statutory rights and is applicable in the UK Mainland and Republic of Ireland (exclusions apply, see website for details). All products installed in a commercial or rental property environment carry a 12 month guarantee.

## RETURNS PROCEDURE:

Phoenix appreciate that choosing your ideal bathroom does not always run as smoothly as you may wish. Whilst we do not operate a sale or return policy, we do provide an option for the return of products under the conditions below:

1. It is our policy to only accept the return of unwanted products in good condition in their unopened original packaging that have been supplied within one month from the date of invoice. Returns requests can be made at:

[www.phoenix-uk.com/pages/online-returns-form](http://www.phoenix-uk.com/pages/online-returns-form)

All return requests must be made by the Phoenix Customer who originally purchased the goods stating the original invoice or delivery note number, the product code and description, quantity of items for return along with a clear description of the reason for return.

2. Upon receipt of the returns request our returns team will process the relevant paperwork to arrange the collection of the requested products. We may sometimes require additional information relating to the returns request such as images of the products to highlight any relevant reason for return. It would be a benefit if these can be provided at the time the returns request is submitted to us. Once confirmation that the goods are available for collection a carrier will be booked to collect the items. Should a failed attempt be made to collect the goods for return then a fee to cover the transport costs for the failed delivery may be applied and deducted from the value of the credit.

3. All items that are due to be returned must be suitably packaged to reduce the risk of damage during transit. Any products that are found to be returned damaged due to being unsuitably packed may result in a request for credit being refused.

The specifications and prices contained within this brochure are for information purposes only and, as our products are continually updated, are subject to change without prior notice. We cannot be held responsible for the use of incorrect dimensions shown for first fix without the actual products on site. All dimensions stated in this brochure are nominal and are subject to manufacturing tolerances. All prices include VAT at 23%.

For technical information and downloadable Data Sheets, please visit: [www.phoenix-uk.com](http://www.phoenix-uk.com)

To guarantee your product, please register within 15 days of receipt, visit: [www.phoenix-uk.com/pages/guarantee](http://www.phoenix-uk.com/pages/guarantee)

‡Production Item - All Electric Radiators are specially produced in our UK factory and have a production/despatch time of approx. 2-3 working days. These items cannot be cancelled or returned after production has commenced.

4. Any products returned in a condition other than that which is stated in the returns request may result in a request for credit being refused.

5. Any items that have been reported and accepted by Phoenix as faulty or damaged will be credited in full upon inspection on return to our warehouse. Please note that any damages or shortages will only be accepted if reported within two days of receipt in writing by email. Notification outside of the two day period will void any claim.

6. All items returned, with the exception of faulty or goods reported damaged when originally delivered, will be subject to a transport and administration charge.

7. Any goods returned as not required may be subject to a restocking charge. To obtain the value of the restocking charge in advance of any return, please contact our returns team by email at [returns@phoenix-uk.com](mailto:returns@phoenix-uk.com) providing the details of the product and original purchase invoice. Any restocking charge will be applied to the credit issued in line with our terms and conditions of sale.

As per our conditions of sale and terms of our guarantee, the liability of Phoenix is limited to the product supplied and does not extend to consequential loss or damage arising from products received defective or damaged.

All photographs in this printed material are for general guidance only and colours are limited to the restraints of the printing process. E&OE.

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All prices include VAT and may change at any time.



Furniture  
Mirrors  
Sanitaryware



Heating



Showering  
Bathing  
Brassware

*Balmoral*

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