

General Product Warranty

Reliance products are robust and hardwearing, made to the highest specifications, using pioneering techniques and only the very best materials. We meet or exceed all relevant UK product standards, so that our customers can specify and rely on Reliance with confidence. Warranty details for specific product lines are described below.

What is covered and for how long

Reliance warrants, for the periods of time set out below, that this product, when delivered to you in new condition and when used in normal working and environmental conditions, is free from material defects in design, materials and workmanship.

- The warranty for Reliance products lasts for two years from the date of delivery.
- The warranty for Thermostatic Mixing Valves (codes starting HEAT, PROM & MIX) Pressure Reducing Valves (codes starting PRED), Ball Valves (codes starting BVAL), Strainers & Isolators (codes starting SERV), Expansion Vessels (codes starting XVES), Thermostatic Taps (codes starting CTAP), Thermostatic Showers & Bath Shower Mixers (codes starting SHOW & THRM) and Tenant Valve Plus (codes starting TVAP) lasts for five years from the date of delivery.
- The warranty for SharkBite products last for 25 years from the date of delivery.

The provisions of this limited warranty replace and exclude any other warranty, whether expressed or implied, written or oral.

For products not manufactured by Reliance, we support any warranty given by the manufacturer to Reliance.

What is not covered

This warranty does not cover defects resulting from the following: any improper or unreasonable use or maintenance; any failure to follow any instructions as to the proper storage, installation, commissioning, use, maintenance or servicing of the product or (if there are no instructions) good trade or industry practice; failure to install products in accordance with any applicable laws, regulations and codes; accidents; abnormal storage, working or environmental conditions; any alteration, modification or repair to the product carried out by you or any third party without our permission; any drawing, design or specification supplied or requested by you; fair wear and tear; wilful damage; negligence; changes made to the product to ensure it complies with applicable laws, regulations and codes; materials or components not manufactured by us.

What we will do

During the warranty period, we will, at our sole option and discretion, repair or replace the defective product within a reasonable period of time and free of charge or refund to you the price of the defective product in full.

This warranty will also apply to any product which is repaired or replaced.

We will not be responsible for any removal or installation costs.

What you must do

To request a repair or replacement product, you can call us on +044 (0)1895 449233 or write to us at Reliance Worldwide Corporation (UK) Ltd., Horton Road, West Drayton, UB7 8JL, United Kingdom or email info@rwc.com