



WARRANTY

Outdoor Shower Company guarantees our products against defects, faulty material or construction, and workmanship by the manufacturer. FTA (Fontealta) 316 Stainless Steel products and accessories are covered for a period of five (5) years. All other Stainless Steel is covered for a period of ten (10) years and non stainless steel parts and accessories are covered for a period of two (2) years. These warranties begin on the date the product is delivered to the customer. The warranty does not include faulty installations, failure to comply with cleaning and maintenance instructions, vandalism, negligence, or freeze damage, and will become void if merchandise is damaged from misuse, improper maintenance or installation, or modified without prior authorization from Outdoor Shower Company. The warranties include replacement or repair of defective parts and an unconditional guarantee against manufacturing defects. Outdoor Shower Company will repair or replace at its own discretion any manufactured or supplied part found to be defective if the conditions are met. Any shipping fees associated with the return or replacement of merchandise covered by this warranty will be incurred by Outdoor Shower Company. **We reserve the right to determine if damage to a unit or any parts is the direct cause of not complying with the manufacturer's guidelines or freeze damage.**

FREEZE DAMAGE IS NOT COVERED BY THE WARRANTY

It is very important to winterize outdoor showers. Just like other outside water faucets and hose bibbs, they are susceptible to freeze damage. A cut-off valve should be installed in the water line in freezing climates so that the unit can properly drain. In extremely cold climates, the best option is to remove the entire shower unit and store it during the winter months, but if that is not possible, it is advisable to remove the faucet handles, cartridges, and all accessories. See WINTERIZING for additional information.

REPLACEMENT PARTS

Most replacement parts are kept in stock and can ship within 24 hours. Contact Customer Service for availability.

PRESSURE BALANCING VALVE

Some local or state plumbing codes require a shower to have a Pressure Balancing Valve. A Pressure Balancing Valve senses and controls the ratio of hot water to cold. They are available through a plumbing contractor or supply company and can be added to the water supply lines feeding into the shower unit. It is up to the purchaser to ensure all local plumbing codes are observed.

THERMOSTATIC MIXING VALVE

To provide warm water for single supply shower units, a thermostatic mixing valve that senses and controls the water temperature can be used. Hot & cold water will feed into the mixing valve where the desired temperature can be set to produce a single supply of warm water to the shower unit.

CAUTION

In warm climates use caution to prevent burns to skin from scalding water. Water is stored in the body of most shower units and water lines when it is not in use, and although the finish of the shower unit has minimal solar gain, water can reach more than 110° which can result in minor burns to delicate skin tissue. Outdoor Shower Company accepts no liability for any damage to the shower, installation surface, or for personal injury during installation or operation of our products. It is up to the purchaser to ensure all local, plumbing, building and safety codes are observed.

RETURN POLICY

A Return Goods Authorization (RGA) is required for the return of all items and can be requested by emailing Customer Service at info@outdoorshowerco.com. All items must be properly packed and shipped insured. The customer assumes responsibility of the product until received at our facility. **A restock fee of up to 40% and the cost of shipping will be withheld on all returns.** Outdoor Shower Company reserves the right to inspect merchandise for damage on the part of the user, discern improper maintenance or modification of the product, and to approve the return of merchandise based on the condition of the items returned. Items found to be damaged due to not complying with manufacturer's guidelines are not eligible for return or may incur a larger restock fee or be eligible for a partial credit. All items must be at our warehouse before a credit can be issued. The return process takes approximately two (2) days. If an exchange is required, a new order must be placed and restock fees will be waived as long as the item is uninstalled and in its original packaging.



STAINLESS STEEL

Even though stainless steel is one of the most durable products available for outdoor use, it must be cleaned and maintained regularly. Stainless steel contains chromium which creates a layer of protection. If damage occurs to this protective layer, oxidation, corrosion, rusting, or staining can occur. Common causes include exposure to chlorides, hydrochloric acids, sulfuric acids, or contact with iron or carbon steel. Chlorides, such as sea salt and de-icing salt, damage the protective layer which accelerates the corrosion process. Hydrochloric acid can be found in descaling agents used in removing limescale. Sulfuric acid is found in wastewater processing and drain cleaners. Iron and carbon steel rust, so if they come into contact with stainless steel, the rust damages the protective layer and can cause localized corrosion such as pitting.

304 STAINLESS STEEL VS 316 STAINLESS STEEL

All steel is composed primarily of iron and carbon, but the addition of an alloy called chromium is what gives stainless steel its well-known corrosion resistant properties. 304 and 316 stainless steel are the two most common forms. Both are very similar in composition, except 316 stainless steel contains an additional alloy called molybdenum. Molybdenum increases the corrosion resistance of 316 stainless steel, specifically against chlorides, such as sea salt and de-icing salt.

CLEANING

The most common mistake people make when cleaning stainless steel is using the wrong product. Never use steel wool, chloride cleaners, abrasive cleaners, all-purpose cleaners, or chloride bleach on stainless steel. The second most common mistake people make is not cleaning the stainless steel frequently enough. Contrary to its name, stainless steel is valued for its anti-corrosion properties rather than its resistance to staining. If you see discoloration or staining it is likely the product was contaminated from an outside source or chemical, or there is iron in the water supplied to the shower unit. To keep your Outdoor Shower looking new, clean the surface at the first sign of exposure or discoloration. Start by removing accumulated dirt with a soft cloth or brush. Wash with a mild soap followed by a clean-water rinse and then wipe dry. In most cases, light staining can be removed with a stainless steel cleaner or non-metallic abrasive scouring pad such as a Scotch-Brite™. We have found that Sprayway®, Sprayon®, WD-40® and Flitz™ are excellent stainless steel cleaners and protectants that can be purchased online or at most home improvement stores.

READ THOROUGHLY BEFORE CLEANING

DO NOT...

- Use steel wool, rough sandpaper, mineral acids, bleaches, or chlorine cleansers.
- Add chlorine to your pool nearby your Outdoor Shower.
- Install an Outdoor Shower underneath steel beams. Corrosive condensation can drip onto the outdoor shower and leave brown spots.
- Install an Outdoor Shower where it will attract and retain moisture or airborne contaminants.
- Install an Outdoor Shower in the same area as chlorine.
- Spray chemicals or detergents on or around an Outdoor Shower.

DO...

- Wipe away accumulated surface dirt with a soft cloth or brush.
- Clean stainless steel immediately after use around chemicals.
- Clean with mild soap and water.
- Inspect the shower on a regular basis.
- Discoloration, staining or rust should be removed as soon as possible to prevent surface damage.
- Use cleaners approved for use on stainless steel.
- Increase the frequency of cleaning if needed.
- Fine grit sandpaper can be used on tough stains. DO NOT use on showers with a mirror finish.

WINTERIZING

In cold, freezing climates, it is highly recommended to remove the entire shower unit. If this is not possible, the internal components of the valve, shower heads, and accessories should be removed and stored. The internal components can be removed from a typical valve by first turning off the water supply. Once that is done, remove the handle(s) to gain access to the cartridge(s). The remaining water stored in the upper portion of the shower unit will drain out from the valve once the cartridge(s) are removed. For free standing and post mounted units, it's advisable to disconnect the flexible supply lines from the water supply for the water stored in the bottom portion of the shower unit to properly drain.

Any amount of water remaining increases the possibility of freeze damage. If you need further assistance, contact Customer Service.