

Solid Surface Range



Care Instructions & Warranty

Thank you for your purchase

Solid surface materials are made from an acrylic resin that has been formed and finished for use in bathrooms. Even though this material is more resistant to surface damage than others it will last longer if you take care of it and keep it in good shape.

Cleaning and Care

- Rinse the surface after each use with clean water to prevent mineral or soap buildup.
- A periodic wash (every 1-2 weeks) using warm water and a soft cloth will retain the high-quality finish of your product for many years to come. After cleaning gently wipe the surface with a soft cloth or microfibre towel to keep it clean and dry.
- After cleaning, apply a small amount of petroleum jelly (Vaseline) with a soft cloth, and buff gently to maintain shine and prevent water spots.
- For more stubborn stains, use a mild detergent, a gentle powder cleaner or a nano sponge to clean without scratching the surface. Make sure no residue is left on the surface after rinsing.
- ON NO ACCOUNT should any household bleaches, harsh detergents, abrasive cleaners or polishes, strong acidic or alkaline cleaners, steel wool, abrasive scrubbing pads or other cleaning agents be used on this item.
- Over time, scratches and small chips can happen. These can be fixed by sanding using a sanding sponge for small scratches and sandpaper for deeper scratches or small chips. Start with 100 or 150-grit coarse sandpaper and finish with fine sandpaper and a sanding sponge to restore the smooth finish of your solid surface products.

Max Weight Limit: 150kg

Soild Surface Range

Stock Code	Description	Colour	Net Weight	Size (mm)
WS4030W	Willow Shower Stool	Matt White	12kg	W400x H425 x D300
WS4030B	Willow Shower Stool	Matt Black	12kg	W400x H425 x D300
IS4027W	Ivy Shower Stool	Matt White	10kg	W400 x H425 x D270
IS4027B	Ivy Shower Stool	Matt Black	10kg	W400 x H425 x D270
JC8522W	Jasmine Bath Caddy	Matt White	4kg	W220 x L850 x D12
HC9020W	Holly Bath Caddy	Matt White	5kg	W200 x L900 x D15

Warranty Terms & Conditions

Thermogroup covers all its products with a satisfaction guarantee. In addition, Thermogroup will supply a replacement product where a fault is shown to be caused by faulty manufacture, materials or workmanship providing the goods have been maintained according to care instructions. This guarantee does not include removal, freight or installation costs.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Thermogroup is committed to providing high-quality solid surface products backed by a 5 year warranty. We guarantee that our products are free from defects in workmanship and materials when used under normal conditions and maintained properly. To use the warranty repair or service the customer must provide purchase invoice/receipt and any other relevant details.

If the product develops a fault within the warranty period under normal wear and tear and Thermogroup determines that a solid surface product has failed due to a manufacturing defect, the company will, at its discretion, repair or replace the affected product. If there is no stock available of the same model as the product, the manufacturer will replace the product with a new unit of a similar size or design. Our liability under this warranty is solely limited to the repair or replacement of the solid surface product and under no circumstances will Thermogroup be responsible or held liable for any damage, monetary loss or injuries caused by the product or expenses related to repairs made by anyone other than an authorized representative of Thermogroup.

Thermogroup are not held accountable for:

1. Accidents, physical abuse, or misuse.
2. Damage from excessive heat.
3. Changes in the appearance of the product that do not directly affect the performance of the product.
4. Breakage not due to a manufacturing defect in the material.
5. Damages or repair required as a direct result of any improper care and maintenance.
6. Alterations to or repairs of the product.
7. Damages or repairs as a result of incorrect installation or application.
8. Products installed or used outside of Australia.

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Thermogroup



That little bit extra...

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