Warranty

fluid | faucets & shower systems

Sustainable Solutions warrants its **fluid™ and Riego™ brand faucets and shower systems** to be free from defects in materials and workmanship under normal residential or commercial use, according to the following warranty terms:

Rev. October 26, 2026

Warranty Coverage:

- Residential installations: **Limited Lifetime Warranty** (covers defects in materials and workmanship under normal residential use for the lifetime of the product).
- Commercial installations: **2 Year Limited Warranty (24 months).**
- Hospitality installations: **5 Year Limited Warranty (60 months).**
- Plastic or rubber parts and pop-up drains: **2 Year Limited Warranty (24 months).**

Warranty Conditions:

- Warranty applies only to the **original purchaser** and the **original installation**.
- A **dated proof of purchase** is required.
- Sustainable Solutions reserves the right to **inspect the product** and its installation before approving any warranty claim.
- This warranty is limited to the replacement of defective parts only.
- All labor, removal, reinstallation, and transportation costs associated with warranty service are the responsibility of the product owner.

Exclusions - this warranty does not cover:

- Faulty or improper installation.
- Misuse, abuse, or neglect.
- Improper care or cleaning. This includes, but is not limited to, the use of abrasive or caustic cleansers, ammonia, bleach, acids, waxes, alcohol, solvents, or other products not recommended for the surface finish.
- Damage caused by hard water, mineral deposits, or corrosion.
- Effects from potassium- or salt-based water softener systems.
- Exposure to corrosive substances or environments.
- Normal wear and tear, including minor surface scratches and finish changes from ordinary use.

Important: Damage to the finish caused by improper cleaning, harsh chemicals, or neglect is not covered; however, functional components (e.g., cartridges, valves) remain covered under the terms of this warranty.)

Statutory Rights:

This warranty does not override any legal rights you may have under applicable state or provincial laws, which may vary.

Replacement parts may be obtained through your local dealer or directly from a Sustainable Solutions Distribution Centre. Shipping charges may apply.

Contact 1-800-460-7019,
or email help@sustainablesolutions.com

Sustainable Solutions