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Manufacturers of Backflow Prevention Devices and other Specialist Water Related Products

Warranty:

Arrow Valves guarantees all of their products for 5 years

We will take care of the parts that belong to us and equally we would expect the same of our customers in the way the equipment is installed, used and maintained.

Warranty terms and conditions:

Arrow Valves products are manufactured to the highest standards, they are factory tested and commissioned before despatch. We will correct, for period of 5 years from the date of invoice any problems with the units subject to the terms and conditions attached to the products.

This warranty applies to new products purchased and can be transferred to the owner of the building, where the unit is installed.

Where products have a serial number, if this is defaced or missing or illegible the warranty with Arrow Valves will be null or void.

RPZ Valves have to be annually tested By Law and are not covered by the 5 year warranty due to the nature of their design and problems caused by the ingress of dirt or poor quality water.

Arrow Valves at its option shall repair the item using new or refurbished parts that are of the same or equal to the original parts used.

Warranty repairs must be carried out by an approved Arrow Valves engineer, Arrow Valves can also approve local engineers should this be the most efficient route without any effect to the warranty.

Liability:

The consumer's statutory rights are not affected by this warranty.