

Quality Guarantee:

SureSan LUX Dispensers

SureSan takes full responsibility for the quality of our products, which undergo stringent testing to ensure that they are robust, durable and fit for purpose. In the event of product failure for the below items, we offer a limited guarantee under the terms of the [SureSan Returns Policy](#).

This guarantee statement covers any defects that occur during intended use for the following items:

- OJH-13647 SURESAN LUX MANUAL FOAM DISPENSER 1000ML
- OJH-13648 SURESAN LUX MANUAL GEL/SOAP DISPENSER 1000ML
- OJH-13649 SURESAN LUX AUTO FOAM DISPENSER 800ML
- OJH-13650 SURESAN LUX AUTO GEL/SOAP DISPENSER 800ML

The warranty period for failure of the mechanism is 24 months from date of purchase.

The warranty period for the pump system is dependent on volume of usage and covers a total of 11,000 pumps. In the case of the closed system fixed cartridge supplied with the dispenser at purchase, this is equal to 10 full cartridges for the AUTO dispensers and 7 full cartridges for the MANUAL dispensers.

The limited guarantee does not cover damage or failure in the event of user error, including:

- Use of sanitizer refill product other than the SureSan Hand Sanitizer in the GEL/SOAP Dispensers. SureSan have only tested their dispensers' compliance with this refill product and cannot take responsibility for any alternative used.
- Contamination of the pump system with foreign substances.
- Failure to maintain regular rinsing of the pump system to clear precipitate refill product.
- Unorthodox deployment of the dispenser.
- Improper or insecure installation or fixings.

To obtain the warranty service, you must first contact your SureSan Account Manager or Customer Service Executive. All replacements, refunds or credits must be agreed with and approved by a member of SureSan.