

WARRANTY & CARE INFORMATION

BOTANVÈ Filtered Shower Systems — Models SF-20068B / SF-20068W

LIMITED WARRANTY

Shower head / housing unit	12 months from date of purchase against manufacturing defects
Filter cartridges (consumable)	30 days against manufacturing defects only — not covered once in use beyond the rated 3-month/10,000L life
Proof of purchase required	Order confirmation, invoice, or Amazon.ae order ID
Coverage area	United Arab Emirates (UAE) — via botanve.co or authorised resellers
Remedy	Free repair, replacement unit, or store credit, at BOTANVÈ's discretion

WHAT IS COVERED

- Manufacturing defects in the ABS housing, stainless-steel face plate or internal flow components present at time of purchase.
- Premature thread or seal failure under normal household use and correct installation.
- Internal flow regulator or spray-pattern mechanism failing under normal use within the 12-month period.

WHAT IS NOT COVERED

- Normal wear of consumable filter cartridges, including expected loss of filtration performance as the cartridge approaches its rated life.
- Damage from incorrect installation, over-tightening, use of pliers/tools on the housing, or installation on incompatible (non-G1/2") fittings.
- Damage from water pressure outside the rated 1.0–4.5 bar range, or water temperature above 60°C.
- Use with non-municipal, untreated, well, or non-potable water sources.
- Cosmetic wear (scuffs, limescale staining) from normal use, or damage from cleaning with abrasive pads or undiluted bleach/acid-based descalers.
- Use of non-genuine, third-party or refilled cartridges in the unit.
- Units purchased second-hand or outside of botanve.co / authorised UAE resellers.

HOW TO MAKE A WARRANTY CLAIM

1. Message our support team on WhatsApp (+971 50 814 6571) or email support via botanve.co with your order ID. 2. Describe the issue and attach 1–2 clear photos of the fault. 3. Our team will confirm eligibility within 2 business days and advise next steps (repair, replacement, or return instructions). Please do not disassemble the unit beyond normal cartridge changes, as this may affect your claim.

CARE & MAINTENANCE

DAILY / ONGOING CARE

- Wipe the exterior face plate dry after use to reduce limescale and water-spot buildup.
- Avoid leaving the unit under continuous hot water flow when unattended.
- Do not hang additional weight (loofahs, bags) directly from the shower head body.

MONTHLY CARE

- Soak the spray face in a 1:4 white vinegar-to-water solution for 15–20 minutes if nozzles feel restricted, then rinse thoroughly and run a 30-second flush.
- Inspect the connector joint at the shower arm for any seepage and re-tighten by hand if needed.

WHAT TO AVOID

Avoid	Why
Abrasive scourers or steel wool	Scratches the housing finish and stainless face plate.
Undiluted bleach or strong acid descalers	Can degrade internal seals and discolour ABS housing.
Pliers or wrenches directly on the housing	Cracks the housing or strips the threaded collar.
Hot water above 60°C continuous	Exceeds the rated operating temperature of internal components.
Reusing or 'cleaning out' a spent cartridge	Filter media is single-use and is not designed to be recharged or rinsed back to original performance.

TRAVEL & STORAGE

If removing the unit temporarily (e.g. moving home), cap or bag the connector end to keep debris out, and store in a dry place away from direct sunlight. A cartridge left dry and unused for over 2 months should be treated as due for replacement before reinstalling, as media can dry out and lose effectiveness.

CONTACT

BOTANVÈ — botanve.co — Mussafah, Abu Dhabi, UAE
WhatsApp Support: +971 50 814 6571