

Product Care Guide

O'Neil Ruppel faucets are high quality products made from solid brass.

O'Neil Ruppel has prepared the following care information to help keep your faucet free from tarnishing and looking like new. Please read it carefully before your hardware is installed.

O'NEIL RUPPEL

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The O'Neil Ruppel Story

Founded in 1991, Renaissance Tile & Bath is a leading design resource offering artisan tile, natural stone, high-end plumbing, luxury fixtures, bespoke faucetry and custom vanities to clients who value exquisite design as much as superb quality. From a single warehouse in Atlanta we have grown into a leading design studio and source for the world's most desirable kitchen and bath products, **including our exclusive O'Neil Ruppel collection.**

At O'Neil Ruppel, we live the process with our clients from concept to completion. Our passionate design professionals graciously and expertly guide clients through the showroom environment, discovering materials that capture the essence of a vision. Clients can expect an uncommon approach to education and collaboration – until the space is fully realized. Our client partnerships are paramount. We forge lasting relationships. This is a testament to our extraordinary service.

Expert design consultants accompany you on your journey from inception to beautiful result. They welcome you to one of our six gallery showrooms, where you'll find inspiration to express your every stylistic impulse. Your design partner will patiently guide and encourage you in exploring the look and feel of each element, helping you create a portrait of self-expression that gives pleasure in every glance, every touch, every day.

Proper Installation

- **Products must be installed in accordance with the manufacturer's installation instructions supplied with the products.**
- **Do not install your faucet with any lead based acidic curing adhesive, mastic or plumbers putty. If you intend to use a sealant, use a non-corrosive 100% silicone. No other type of sealant is acceptable.**
- **Pipes must be flushed before faucet installations, because solder and other debris may damage ceramic discs.**
- **Never install an item until construction is near completion and after workmen have finished treating nearby tile or marble with acid or chemicals; and the room has been painted or stained.**
- **Never install an item until the air conditioning or heat has been turned on.**

Finish Care

All of our finishes are produced by hand, resulting in our unique products. However, owners should be mindful of the delicate nature of our finishes and that careful attention is required both in regular cleaning and diligence of use to ensure the product is maintained.

Unless indicated otherwise, all of our finishes are "fixed" and are sealed to ensure, with correct cleaning, that they will maintain this consistent finish throughout their lifespan. Occasionally, however, we will offer a "live" finish which is unsealed and will see the product darken and tarnish with time and according to use. We take great care to highlight to customers when a finish is "live", and in these cases, buyers should be aware that these characteristics are a part of the product and in no way can be considered a fault. Likewise, some of our finishes incorporate a level of hand polishing and brushing along surfaces and joints of the product. These effects are part of the intended character of the finish and whilst the overall aesthetic will be harmonious, customers should be aware that two subcomponents, when placed together, might not demonstrate identical characteristics. This should be considered part of our products' handmade quality and should not be considered as a defect.

Cleaning

Soap and water are all that are required to maintain our products - the secret is to clean regularly and to wipe down the products after use. This is especially true where water settles such as on aerators, spout openings, and on bases or escutcheons sitting on countertops. Drains are not covered under warranty and are especially susceptible to settling water.

To help maintain a high quality finish, use warm water and a soft damp cloth. Do not use cleaners that contain abrasives, harsh chemicals, alcohol or solvents. Scouring pads should not be used and green sponges should be avoided as they often contain microscopic mineral particles that can scratch a finished surface.

To avoid stains and limescale build-up users should seek to wipe the product dry after use. However if stains do appear, they can be removed with a 50/50 solution of white vinegar and warm water, or undiluted washing up liquid, provided that you subsequently rinse the area with large amounts of water to remove the cleaning solution.

To preserve the luster of polished finishes, occasionally apply a high quality, non-abrasive wax (Flitz Faucet Wax+) to the surface before buffing away thoroughly to a sheen.

Maintenance

- **Avoid hitting your hardware with rings or other sharp instruments.**
- **Avoid contact with cosmetic products, such as shaving cream, nail polish removers, or colognes.**
- **It is important that you keep your hardware dry. Elements in water remaining on the faucet can break down the finish. Pay special attention to areas where water can settle such as the mouth of the spout and around the base of the handles.**
- **Ensure that the product is kept in a properly ventilated and non-humid environment.**

On most of our products, you will find a plastic aerator mounted in the spout outlet designed to inject air into the water stream and regulate flow. In time, these aerators will collect limescale. To avoid a build-up of this, owners should adopt a regular routine of cleaning the aerator. Cleaning can be achieved by first removing the aerator. This can be done by either gently unscrewing the end cap on the spout, or, when no end cap is present, by using the plastic key provided with the product to turn and release the aerator. Once released, place the aerator in a small vessel, cover in white vinegar, and soak overnight before removing, rubbing off any residue with a soft cloth, washing off with clean water, and replacing into the spout. Where a rubber seal is present, care should be taken to refit this in the same location as originally positioned before removal to ensure correct operation of the product.

Many of our showerheads are fitted with rub-clean silicone nozzles. These are designed to capture limescale and prevent it from building up on the surface of the head and showerhead internals. In time, you will find these nozzles appear to block as a result of this process. To clear them, run the shower and while running, reach up and apply a gentle rubbing action to the nozzle. This will break the limescale build-up allowing it to be washed away. Users might find that agitating the nozzle results in a thin stream of water, or that the stream fires out at an angle. In these cases, not all the limescale has been removed and further agitation or even plucking with a fingernail will allow the remaining blockage to be released.

The cartridges of our thermostatic and pressure-balanced mixing systems are protected by filters housed in their concealed bodies. Should shower performance be compromised, users should employ a qualified professional installer to remove the faceplate of the mixer, isolate the feeds and extract these filters for cleaning using the same method as described for our aerators.

Our Product Guarantee

O'Neil Ruppel products carry a limited lifetime warranty to the original consumer purchaser to be free from defects in material and workmanship for as long as they own their home.

Parts made of crystal, glass, porcelain, stone, or wood are excluded from this warranty. In addition, all finishes appearing on pop-up assemblies and drains are excluded.

Uncoated polished brass, aged brass, and any other living finish are intended to change over time and are excluded from the finish warranty. Their use in marine and coastal environments should be avoided as these unprotected finishes can be damaged by salt in the air. All copper and gold finishes are warranted for five years from date of purchase from the original purchaser.

Ceramic disc valves for lavatory faucets, tub/ showers, and roman tubs are warranted for as long as the Original Purchaser owns the home. All other valves (balance pressure, thermostatic, etc.) are warranted for two (2) years from date of purchase by the Original Purchaser.

For these guarantees to be valid, owners must ensure their installer thoroughly flushes all lines before installation of our products, thereby avoiding blockage and/or scouring of moving parts by brick dust and debris gathered in the lines during installation. It is also strongly recommended that clients install inline filters or softened water to our products to protect them from similar occurrences during the lifetime of the product. The use of any lead-based acidic curing adhesive, mastic, or plumbers putty will also void the finish warranty. Never install an item until construction is near completion and after workmen have finished treating nearby tile or marble with acid or chemicals; and the room has been painted or stained. Never install an item until the air conditioning or heat has been turned on. This warranty is void for any damages due to misuse, abuse, neglect, accident, improper installation, improper care of finishes, or use of any replacement parts other than genuine O'Neil Ruppel parts.

This warranty is made to the original consumer purchaser in the original installation and is effective from the date of purchase as shown on purchaser's receipt. During the warranty period, O'Neil Ruppel will replace any part, which proves defective in material and/ or workmanship under normal installation, use, and service. Any covered faucet part that fails during the terms of this warranty will be replaced at no charge. Replacement parts can be obtained from your local dealer or distributor or by returning the part to the factory, transportation charges prepaid, to the address indicated here.

This warranty is the exclusive warranty granted by O'Neil Ruppel and is in lieu of all other warranties of merchantability and fitness for a particular purpose and is further limited to defective parts replacement only. O'Neil Ruppel will not be liable for any labor or other expenses or for damages of any kind or nature incurred in connection with the sale, use, or replacement of any defective products or parts or portions thereof. O'Neil Ruppel neither assumes nor authorizes any other person to assume for it any other liabilities in connection with the sale or use of its products.

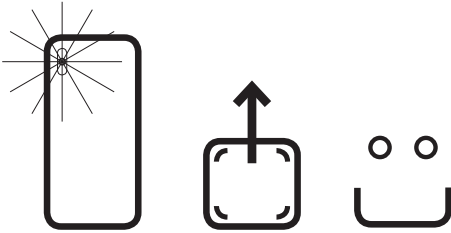
① Inspect, Install and Test

- Take care when unpacking and inspect the contents of your new O'Neil Ruppel Design Product.
- Before installing, please refer to the enclosed installation instructions.
- Once properly installed, give it a test run.

② SHARE WITH US and...

BE FEATURED ON OUR SOCIAL MEDIA!

Show-off your newly installed Watermark Design Product.
We'd love to see how our hardware looks in your home!



- Take a picture.
- Upload to your social media.
- Use #rentile
- Be featured on our Social Media!



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