

Our Refunds and Returns Policy

Instant Save Conservation Solutions Jamaica Limited will issue a full refund for items returned with the original invoice, within 14 days from the date of purchase.

Items must be complete with all accessories, instructions, unused, and in its original, unopened packaging. Where an item returned is found to be altered following assessment Instant Save reserves the right to grant or deny the request for refund. All refunds issued will attract a nominal re-stocking fee which will be deducted from the original purchase price. Items returned due to damage or misuse will not be refunded.

Items returned within 14 days from the date of purchase found to be damaged, altered, misused, or failed as a result of accident, fire, flood, acts of God, may not be returned for refund, exchange or credit.

Items that fail more than 14 days after the date of purchase and within the manufacturer's warranty period will be repaired in accordance with the product's warranty terms (See warranty schedule) and where an item is found to be un-repairable your item will be exchanged, granted a refund or credit issued to your account.

Warranty Schedule

IS Item	No. of years under warranty
Instant Off Aerators	1 year
Niagara Showerheads	1 year
Niagara Stealth 0.8 GPF Efficiency Toilet	3 years

Additional warranty limitations will be stated on the quotation and/or invoice.

Proper procedures for use and maintenance of instant off aerators:

The Ministry of Health and The Bureau of Standards has attested that when used properly the aerator is very effective in reducing cross contamination.

Proper Use:

Push rod with **back of hand, or back of thumb** for water. Release rod to shut off water. Studies suggest that fingertips are more likely to contribute to cross-contamination than palms.

Instant off works best at half volume; adjust/ reduce water pressure at valves under sink. Reduced water pressure prevents splashing.

Tip: Wash hands by moving the tip/ end of rod, closest to the sink to reduce splashing.

Maintenance:

Cleaning an INSTANT-OFF Aerator is easy. Every time you clean your bathroom or kitchen counter you spray the INSTANT-OFF rod with the same cleaner. Then use a paper towel to clean the INSTANT-OFF rod. Every six months we suggest unscrewing the INSTANT-OFF and soaking it in vinegar for 30-60 minutes. This will dissolve any calcium or hard particles and extend the INSTANT-OFF's life. Rinse thoroughly then re-install.

Cleaning faucet: IS Faucet is chrome plated. Chrome fixtures look modern when they are clean and sparkling, when they are covered in hard water spots and soap scum they can make your restroom look poorly kept. Create white vinegar and water (half and half) solution and store in a spray bottle. Spray faucets with solutions and let settle for 10 minutes. Use dry cloth and wipe off faucet.

Tip: To deal with difficult stains wrap a cloth soaked in the vinegar solution and rest on trouble spot, rest for 15 minutes then wipe off with dry cloth. For hard to reach areas, dip the head of a toothbrush into the vinegar-water solution and scrub the area including the base of the faucet.

Set Up Instructions for Conversion of Hose Bib to Water Saving Faucet

Hose Bib already installed and in use

Turn off water supply at lock off valve

Use adjustable or regular wrench to remove the handle off hose bib

Screw on brass plug hole with washer as provided, tighten with same tool

Fit the chrome adapter unto spout thread tip and tighten

Tamper-resistant tip: apply permanent thread lock glue around spout thread tip before attaching hose adapter

Screw on Instant Off Aerator VS, SR, LR, TP-VS, TP-SR unto hose adapter. If you purchased TP-VS or TP-SR tighten with TP tool included for tamper proofing.

Turn on water supply and adjust to appropriate water pressure/ volume.

If you have any concerns or queries, call or email

Hose Bib not installed

Use adjustable or regular wrench to remove the handle off hose bib

Screw on brass plug hole with washer as provided, tighten with same tool

Fit the chrome adapter unto spout thread tip and tighten

Tamper-resistant tip: apply permanent thread lock glue around spout thread tip before attaching hose adapter

Screw on Instant Off Aerator VS, SR, LR, TP-VS, TP-SR unto hose adapter. If you purchased TP-VS or TP-SR tighten with TP tool included for tamper proofing.

Install water saving hose bib into wall, etc. and tighten.

Turn on water supply and adjust to appropriate water pressure/ volume.

If you have any concerns or queries, call or email