



Thank you for your trust

Dear Badeloft customer,

Thank you for choosing one or more of our products for your bathroom. This guide will be helpful to you with the transport and installation of our stone resin bathtubs, any pre-installation can be carried out and the transportation of products can be better coordinated.

Service and consulting

If you have questions regarding any specific points or the installation, we are available on the following number from Monday to Friday between 9 am and 5 pm.

Phone: 0049 30 236 077 826

E-Mail: info@badeloft.com

Fax: 0049 30 236 077 810

Web: www.badeloft.com



1) Ordering products

You have already successfully ordered the product with help from our customer consultant and received your order confirmation. In this document, you will find all the important points with respect to the product's surface (matte or glossy), number and the expected delivery date of the item. **Please check the information and inform us immediately in case there are any discrepancies.**



2) Payment

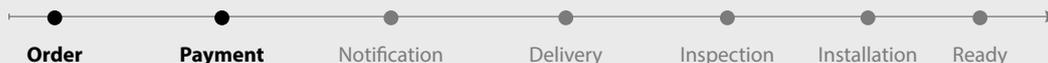
Upon receipt of the order confirmation, please make a down payment of 30% of the order amount to the account indicated on the bottom right corner of the order confirmation. You may then decide whether you want to transfer the remaining amount shortly before the product delivery or pay cash on delivery to the driver of the shipping agent.



You may also make all payments using Paypal (info@badeloft.de).

PayPal

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3) Notification of delivery of goods

All our products weighing over 30 kg are delivered by our shipping agent partner. If goods have to be delivered in the close vicinity of our warehouse in Berlin (Germany), we could also alternatively deliver using a courier service; pick-up in Berlin is also possible. Please keep the size and weight of the product in mind. A pallet with a bathtub is approximately 190 x 90 x 90 cm and weighs up to 200 kg.



We necessarily require the following information about delivery in order to guarantee a smooth delivery of the product:

- **The exact delivery address for the shipping agent**
- **A desired delivery date**
- **A contact person and telephone number**

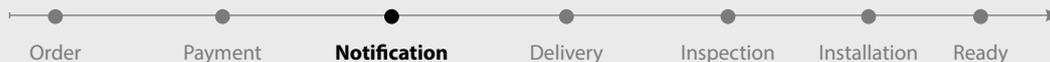


The shipping agent will get in touch with you on your telephone number about a day before your desired delivery date and make an appointment with the contact person for the delivery. Alternatively, we also offer you a fixed date delivery. In this case, the forwarding agent would get in touch with you one hour before the delivery on the fixed date.



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4) Delivery of the products

The products are then brought on the fixed date in a tail lift truck to your delivery address. The forwarding agent has the job to transfer the product up to the first threshold that is not reachable with the lift truck. This can also be your garage or another easily accessible place.



If the driver is not punctual on the agreed date, you may enquire on our service number **+49 (0)30 - 236 077 826** for further information. We will then strive to immediately determine the whereabouts of your product.



Please note that all our bathtubs necessarily need 4 people to carry due to the heavy weight. Please plan the product delivery accordingly.



Due to insurance stipulations, the driver may not be obligated to further transport the product.



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5) Inspecting the products upon delivery

Please check immediately when the products are delivered (before signing the delivery note of the parcel service or the shipping agent), if the delivery is complete and if any external damages are visible.



In the case that there are defects, please record them on the delivery note before signing it.

Please unpack the product immediately upon receipt and check for damages in transit, for e.g., cracks, chipping, etc. In case of any damage, please inform us within 7 days and send us descriptive photos of the defects by e-mail to **info@badeloft.com**. This will help us to quickly process the case.

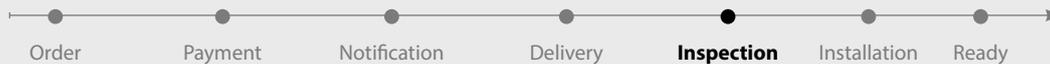


Please lift the large wooden cases as evenly as possible to avoid damaging the product. Please avoid damaging the packaging while opening the product because it will be necessary in case the product has to be returned.



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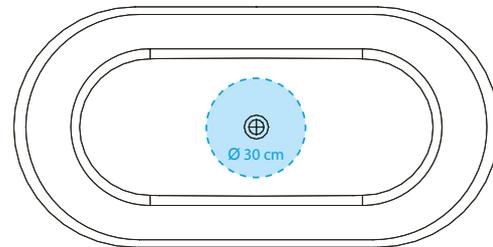
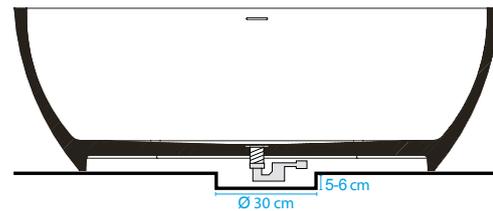
6) Installation of the bathtub

a) Preparation of the location

Please note that the hollow space of our stone resin bathtubs is not large enough to meet the space requirement of the siphon. In order to prepare for installation, you must therefore leave a recess of about 5 - 6 cm in the place of the tub drain. It is best to have a circular opening with a 30 cm diameter so that you have room to rotate the siphon in every desired direction.

The stand space should be flat and thoroughly cleaned because unevenness or small stones can affect installation.

Please check the authorised floor load capacity before setting the bathtub down.



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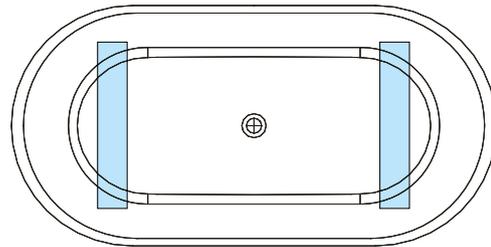
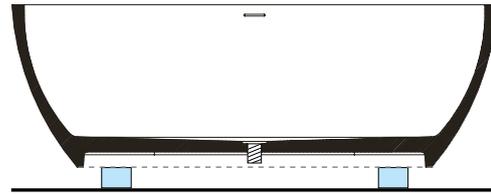


b) Positioning of the bathtub

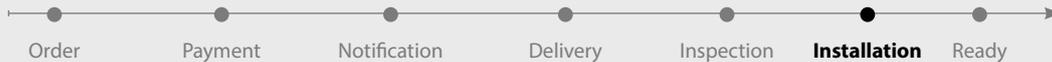
Since freestanding bathtubs have no inspection flaps, you must raise the bathtub on 2 wooden beams for the installation.

For easy positioning of your bathtub, we provide free bathtub templates.

Now you have the option to connect the siphon supplied (1½" thread) to the drain.



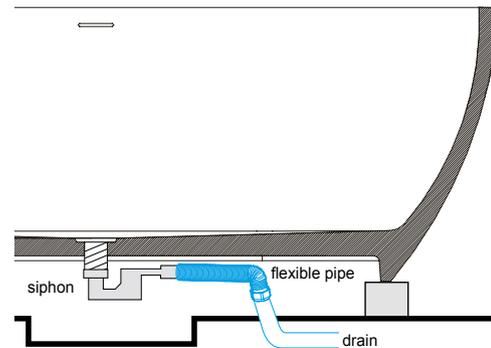
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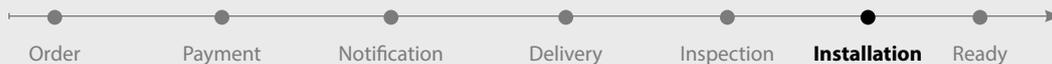
c) Connecting the bathtub

For a secure connection of the siphon with the drain, a flexible pipe is necessarily required because the tightness of the connection while lowering the tub cannot be guaranteed otherwise. Since we do not know the space between the drain of the tub and your drain, you must buy the flexible pipe from your plumbing specialist.

Connect the siphon to the bathroom drain using the flexible pipe. After successfully installing, you must now carry out a leak test with the help of your plumbing specialist.

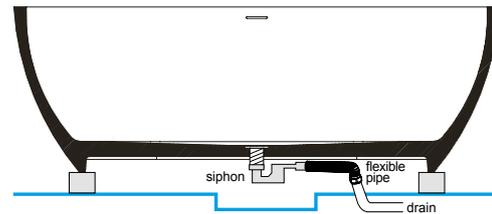


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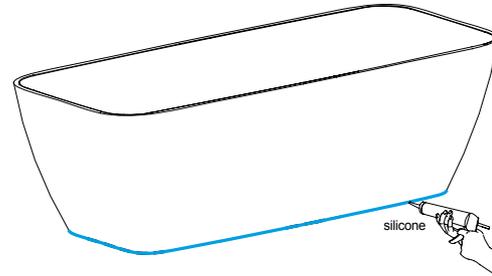


d) Lowering the bathtub and silicon seams

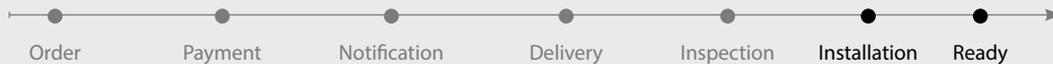
First, carefully pull one beam and then another from under the bathtub. The bathtub should now be directly on the tiles in your bathroom. If the bathtub is not level due to the floor, you may rectify any unevenness with small plastic packing plates.



In the final step, the tub must be sealed with silicone between the bottom of the tub and the tiles. This ensures that water does not flow under the tub.



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Support for subsequent damages

In the course of time, if something from the stone resin is chipped – for example being hit forcefully by a hard object – we offer you a **stone resin-repair set** free of cost.



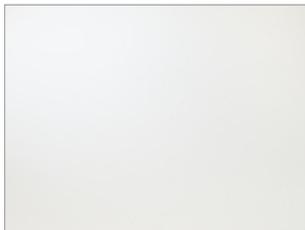
You can easily repair small patches using this repair set. It includes a stone resin mixture and fine sandpaper, with which you can create an invisible transition at the damaged site.



Your bathtub will look as good as new.

While requesting a repair set, please mention for which finish you need the set: matte or glossy.

matte



glossy





Badeloft®

www.badeloft.com

We are eager to answer
any question that you may
have regarding installation.

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