

**We use the best materials and solid engineering so our products will last in tough environments like your home — for years. We stand by our products. If something goes wrong, we do our best to help solve the problem.**

**Information correct as of 01 Jan 2022.**

This warranty is valid within the territories of the UK and EU.

## standard warranty terms

simplehuman products are backed by the added security of our warranty, where indicated. We warrant that these simplehuman products will be free from defects in material or workmanship under normal household use and if cared for according to the care and maintenance instructions on our website during the warranty period. Please note that the warranty period begins on the date of retail purchase by the original end-user purchaser. Each product has a unique warranty period. Please refer to the end of this document for a list of products and their respective warranties. Minor imperfections and slight colour variations may be considered normal. This warranty excludes damage to the product from misuse or abuse, such as improper cleaning, neglect, accident, alteration, fire, theft, or use in a commercial establishment, or acts of God.

In the unlikely event that your product becomes defective during the warranty period, at simplehuman's discretion, we will provide replacement parts for your product, or provide a prepaid returns label to return the product to us for replacement. If it cannot be repaired, we will replace it with either the same model, or, if unavailable, a similar model of comparable value.

The following conditions apply to our warranty terms, but not limited to:

- A copy of your dated proof of purchase may be required prior to any claims under our warranty.
- Your simplehuman product has been manufactured to strict specifications and has been designed for use with simplehuman authorised accessories and replacement parts. This warranty expressly excludes any defects or damages caused by accessories, replacement parts, and repair or refurbishment services other than those authorised by simplehuman.
- Replacement parts will not extend the period of the warranty.
- This warranty is applicable to private residential customers only, and it does not apply to retailers and commercial establishments.

- This warranty is not limited to a specific number of uses, but only limited to within the warranty period from the original date of purchase.
- Specially discounted merchandise may not be covered by our warranty.
- This warranty is valid only in the country where the simplehuman product was purchased.

The following are not covered by our warranty, but not limited to:

- Normal wear and tear — including dents and scratches that occur over time.
- Misuse, abusive use, or intentional damage to the product.
- Accidental damage to the product.
- Modifications or alterations to the product.
- Incorrect operation, installation or non-compliance with the product's set up guide.
- Use with incorrect voltage or non-standard batteries.
- Non-simplehuman parts.
- Vermin or insect infestation.
- Hard-water scale build up.
- Prolonged periods of dampness or condensation.
- Exposure to extreme heat or cold, or outside weather.
- Product demonstrations.
- Loss or theft of the product.
- Thrown away parts or products.
- All incidental or consequential damages that result from user mishandling or use of the product other than in its intended capacity.
- Contents (soap, lotion, shampoo, conditioner, gel, etc.) and batteries in the product.

- Product purchased is pre-owned, refurbished, As-Is or new and/or purchased from unauthorised retailers, such as, but not limited to, third party sellers on eBay and Amazon Marketplaces. If you are unsure whether your retailer is authorised to sell simplehuman products, please [contact us](#).
- Costs associated with the maintenance, adjustment and installation of the product.
- Parts made with natural wood and/or bamboo material.
- Dissatisfaction with the product.

simplehuman is providing this warranty in lieu of all other warranties, expressed or implied.

simplehuman is not liable for incidental or consequential damages.

Liabilities arising out of, or relating to the use, or inability to use the product or other consequential liabilities, are limited to the amount actually paid by the purchaser.

Some jurisdictions do not allow limitations of how long an implied warranty lasts or the exclusion or limitation of such damages, so these limitations and exclusions may not apply to you.

This warranty gives the consumer specific legal rights.

You may also have other rights that vary from jurisdiction to jurisdiction.

These conditions do not affect your statutory rights.

**Register your product:**

By taking just a few quick minutes to register your simplehuman product, you can enjoy quicker service and more efficient support. To register, [click here](#).

For items whose warranty period has expired, replacement parts may be available for purchase. Should you find your product in need of service, please use our [support site](#).

### **commercial warranty terms**

simplehuman products are backed by the added security of our warranty, where indicated. We warrant that these simplehuman products will be free from defects in material or workmanship under normal use and if cared for according to the care and maintenance instructions on our website during the warranty period. Please note that the warranty period begins on the date of retail purchase by the original end-user purchaser.

For commercial use, the warranty period is one (1) year for all products. Commercial use is defined as any usage outside of a residential household, including, but not limited to, usage in restaurants, hotels, retail outlets, spas, gyms, medical offices, or any other office for business or commerce, and public venues.

Minor imperfections and slight colour variations may be considered normal. This warranty excludes damage to the product from misuse or abuse, such as improper cleaning, neglect, accident, alteration, fire, theft, or acts of God.

In the unlikely event that your product becomes defective during the warranty period, at simplehuman's discretion, we will provide replacement parts for your product, or provide a prepaid returns label to return the product to us for replacement. If it cannot be repaired, we will replace it with either the same model, or, if unavailable, a similar model of comparable value.

The following conditions apply to our warranty terms, but not limited to:

- A copy of your dated proof of purchase may be required prior to any claims under our warranty.
- simplehuman reserves the right to request photographic proof of product defect, and request that the defective product in question be returned to simplehuman to verify the defect, repair the defect, or to aid in quality control efforts.
- Your simplehuman product has been manufactured to strict specifications and has been designed for use with simplehuman authorised accessories and replacement parts. This warranty expressly excludes any defects or damages caused by accessories, replacement parts, and repair or refurbishment services other than those authorised by simplehuman.
- Replacement parts will not extend the period of the warranty.
- This warranty is not limited to a specific number of uses, but only limited to within the warranty period from the original date of purchase.
- Specially discounted merchandise may not be covered by our warranty.
- This warranty is valid only in the country where the simplehuman product was purchased.

The following are not covered by our warranty, but not limited to:

- Normal wear and tear — including dents and scratches that occur over time.
- Misuse, abusive use, or intentional damage to the product.
- Accidental damage to the product.
- Modifications or alterations to the product.
- Incorrect operation, installation or non-compliance with the product's set up guide.
- Use with incorrect voltage or non-standard batteries.

- Non-simplehuman parts.
- Vermin or insect infestation.
- Hard-water scale build up.
- Prolonged periods of dampness or condensation.
- Exposure to extreme heat or cold, or outside weather.
- Product demonstrations.
- Loss or theft of the product.
- Thrown away parts or products.
- All incidental or consequential damages that result from user mishandling or use of the product other than in its intended capacity.
- Contents (soap, lotion, shampoo, conditioner, gel, etc.) and batteries in the product.
- Product purchased is pre-owned, refurbished, As-Is or new and/or purchased from unauthorised retailers, such as, but not limited to, third party sellers on eBay and Amazon Marketplaces. If you are unsure whether your retailer is authorised to sell simplehuman products, please [contact us](#).
- Costs associated with the maintenance, adjustment and installation of the product.
- Parts made with natural wood and/or bamboo material.
- Dissatisfaction with the product.

simplehuman is providing this warranty in lieu of all other warranties, expressed or implied.

Whilst this list is extensive, it is not exhaustive. Please [contact us](#), should your product not be listed here.

sku	description	warranty
BT1028	twin wall pumps	5 years
BT1029	triple wall pumps	5 years
BT1034	single wall pump	5 years
BT1062	large tension caddy, 1.8m to 2.7m	5 years
BT1064	corner shower caddy	5 years
BT1071	foldaway squeegee	5 years
BT1081	444ml square push pump, brushed nickel	5 years
BT1083	toilet brush, white plastic	5 years
BT1084	toilet brush, black plastic	5 years
BT1098	adjustable shower caddy	5 years
BT1099	adjustable shower caddy plus	5 years
BT1101	over door shower caddy	5 years
BT1109DC	medium tension caddy, 1.5m to 2.4m	5 years
CW1016	35L (20/15) pull-out bin	5 years
CW1124	30L pull-out bin	5 years
CW1180CB	10L profile bin, brushed w/ plastic lid	5 years
CW1225	10L profile open bin, brushed	5 years
CW1318	6L round bin, white plastic	5 years
CW1319	6L round bin, black plastic	5 years
CW1329	10L slim bin, black plastic	5 years

simplehuman is not liable for incidental or consequential damages.

Liabilities arising out of, or relating to the use, or inability to use the product or other consequential liabilities, are limited to the amount actually paid by the purchaser.

Some jurisdictions do not allow limitations of how long an implied warranty lasts or the exclusion or limitation of such damages, so these limitations and exclusions may not apply to you.

This warranty gives the consumer specific legal rights.

You may also have other rights that vary from jurisdiction to jurisdiction.

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Register your product:

By taking just a few quick minutes to register your simplehuman product, you can enjoy quicker service and more efficient support. To register, [click here](#).

For items whose warranty period has expired, replacement parts may be available for purchase. Should you find your product in need of service, please use our [support site](#).

[claim warranty](#)

To claim a warranty, get started by simply [registering your product](#).

Once your product is registered, fill out the warranty claim form [here](#).

### Product Warranty List

CW1332	10L slim bin, white plastic	5 years
CW1333	60L swing lid bin, black plastic	5 years
CW1335	60L swing lid bin, grey plastic	5 years
CW1336	40L swing lid bin, black plastic	5 years
CW1355	50L semi-round bin, black plastic	5 years
CW1356	50L semi-round bin, white plastic	5 years
CW1357	50L semi-round bin, grey plastic	5 years
CW1361	40L slim bin, black plastic	5 years
CW1362	40L slim bin, white plastic	5 years
CW1363	40L slim bin, grey plastic	5 years
CW1371	45L rect. bin, black plastic	5 years
CW1385CB	45L rect. bin w/ liner pocket, black plastic	5 years
CW1386CB	45L rect. bin w/ liner pocket, grey plastic	5 years
CW1387CB	45L rect. bin w/ liner pocket, white plastic	5 years
CW1390	40L slim bin w/ liner rim, black plastic	5 years
CW1391	40L slim bin w/ liner rim, grey plastic	5 years
CW1392	40L slim bin w/ liner rim, white plastic	5 years
CW1407	60L bullet open bin, brushed	10 years
CW1442	55L swing top bin, brushed heavy-gauge	10 years
CW1467	50L slim open bin, brushed heavy-gauge	10 years
CW1468	60L semi-round open bin, brushed	10 years
CW1469	80L bullet open bin, brushed	10 years
CW1470	20L (10/10), slim open bin, brushed	5 years
CW1643	10L in-cabinet bin	5 years
CW1645	4L compost caddy, brushed	5 years
CW1647	4L compost caddy, matte black	5 years
CW1648	4L compost caddy, white	5 years
CW1810	30L round bin, brushed	10 years
CW1814	38L rect. bin, brushed	10 years
CW1816	50L rect. bin, brushed	10 years
CW1824	30L butterfly bin, brushed	10 years
CW1830	46L (30/16) rect. bin, brushed	10 years
CW1830	46L (30/16) rect. bin, brushed	10 years
CW1832DC	30L rect. bin, brushed	10 years
CW1833	10L semi-round bin, brushed	10 years
CW1834CB	6L semi-round bin, brushed	10 years
CW1835CB	6L semi-round bin, white	10 years
CW1851CB	4.5L round bin, polished	10 years
CW1852CB	4.5L round bin, brushed	10 years
CW1853CB	4.5L round bin, white	10 years
CW1867	10L semi-round bin, white	10 years
CW1886	30L large pet food bin, brushed	10 years
CW1887	25L medium pet food bin, brushed	10 years
CW1889	35L x-large pet food bin, brushed	10 years
CW1897	45L butterfly bin, brushed	10 years
CW1898CB	10L profile bin, brushed	10 years
CW1899	10L butterfly bin, brushed	10 years
CW2014	40L rect. touch-bar bin, brushed	10 years
CW2015	30L rect. touch-bar bin, brushed	10 years
CW2016	40L slim touch-bar bin, brushed	10 years
CW2017	40L (20/20) butterfly bin, brushed	10 years
CW2018	48L (24/24) touch-bar bin, brushed	10 years
CW2023	55L rect. bin w/ liner pocket, brushed	10 years
CW2024	45L rect. bin w/ liner pocket, brushed	10 years

CW2025	58L (34/24), bin w/ liner pocket, brushed	10 years
CW2026	55L rect. bin w/ liner pocket, white	10 years
CW2027	45L rect. bin w/ liner pocket, white	10 years
CW2029	60L semi-round bin, brushed	10 years
CW2030	45L semi-round bin, brushed	10 years
CW2044	45L slim bin, brushed	10 years
CW2058	18L butterfly bin, brushed	10 years
CW2069	45L slim bin, white	10 years
CW2079	1.5L mini bin, white	5 years
CW2084	1.5L mini bin, brushed	5 years
CW2091	4.5L round bin, matte black	10 years
CW2092	45L rectangular bin w/ liner pocket, matte black	10 years
CW2093	58L (34/24), bin w/ liner pocket, matte black	10 years
CW2096	5L slim bin, brushed	10 years
CW2097	6L semi-round bin, matte black	10 years
CW2098	45L slim bin, matte black	10 years
CW2099	45L semi-round bin, matte black	10 years
CW2100	1.5L mini bin, matte black	5 years
CW2101	5L slim bin, matte black	10 years
CW2102	5L slim bin, white	10 years
CW2103	55L rect. bin w/ liner pocket, matte black	10 years
CW2104	10L butterfly bin, matte black	10 years
CW2105	20L (10/10), slim open bin, matte black	5 years
CW2106	6L semi-round pedal bin, brushed	10 years
CW2107	58L (34/24), bin w/ liner pocket, white	10 years
CW2108	6L semi-round pedal bin, white	10 years
CW2109	6L semi-round pedal bin, matte black	10 years
KT1024	long wall paper towel holder, brushed	5 years
KT1086	wall paper towel holder, brushed	5 years
KT1104	compact dishrack, white plastic	5 years
KT1105	compact dishrack, black plastic	5 years
KT1106	compact dishrack, grey plastic	5 years
KT1116	sink caddy, brushed	5 years
KT1118	22.8cm pull-out organiser	5 years
KT1119	35cm pull-out organiser	5 years
KT1120	50.2cm pull-out organiser	5 years
KT1134	slim sink caddy, brushed	5 years
KT1166	wall carrier bag dispenser, brushed	10 years
KT1181	steel frame dishrack, brushed	5 years
KT1183	295ml pulse pump, brushed	5 years
KT1184DC	compact steel frame dishrack, brushed	5 years
KT1188	473ml pulse pump, brushed	5 years
KT1189	650ml square push pump w/ caddy, brushed nickel	5 years
KT1192	295ml pulse pump, matte black	5 years
KT1193	295ml pulse pump, white	5 years
KT1194	473ml pulse pump, matte black	5 years
KT1195	473ml pulse pump, white	5 years
KT1196	paper towel pump, brushed	5 years
KT1197	steel frame dishrack, matte black	5 years
KT1198	steel frame dishrack, white steel	5 years
KT1199	paper towel pump, white	5 years
KT1200	paper towel pump, matte black	5 years
KT1203	tension arm paper towel holder, brushed	5 years
KT1204	tension arm paper towel holder, matte black	5 years

KT1205	tension arm paper towel holder, white	5 years
KT1207DC	compact steel frame dishrack, matte black	5 years
KT1208DC	compact steel frame dishrack, white	5 years
LT1008	single x-frame laundry hamper, chrome	5 years
LT1009	double x-frame laundry hamper	5 years
ST1018	237ml sensor pump, white plastic	2 years
ST1023	237ml sensor pump, brushed nickel	2 years
ST1044	266ml rechargeable sensor pump, polished	2 years
ST1046	266ml rechargeable sensor pump, rose gold	2 years
ST1062	295ml foam sensor pump, brushed	2 years
ST1063	295ml foam sensor pump, polished	2 years
ST1064	295ml foam sensor pump, rose gold	2 years
ST1069	414ml rechargeable liquid sensor pump, brushed	2 years
ST1073	414ml rechargeable liquid sensor pump, matte black	2 years
ST1075	414ml rechargeable liquid sensor pump, white	2 years
ST1077	414ml rechargeable liquid sensor pump w/ caddy, brushed	2 years
ST1079	414ml rechargeable liquid sensor pump w/ caddy, matte black	2 years
ST1081	414ml rechargeable liquid sensor pump w/ caddy, white	2 years
ST1082	medium liquid sensor pump, brushed	2 years
ST1084	medium liquid sensor pump, matte black	2 years
ST1085	medium liquid sensor pump, white	2 years
ST1500	946ml liquid sensor pump max, brushed	1 year
ST1501	sensor pump max stand	1 year
ST2003	sensor bin power adapter	2 years
ST2009	45L semi-round sensor bin, brushed	5 years
ST2031	58L rect. sensor bin w/ voice, brushed	5 years
ST2033	58L rect. sensor bin w/voice, white	5 years
ST2036	58L (34/24), rect. sensor bin w/ voice, brushed	5 years
ST2042	58L rect. sensor bin w/ voice, matte black	5 years
ST2043	58L (34/24), rect. sensor bin w/ voice, matte black	5 years
ST2044	45L semi-round sensor bin, matte black	5 years
ST2200	45L semi-round sensor + grey trim 4.5L round pedal bin, brushed stainless steel	5 years
ST3003	hard-wired wall sensor mirror, brushed	5 years
ST3004	sensor mirror fold, brushed	5 years
ST3010	sensor mirror fold, rose gold	5 years
ST3016	hard-wired wall sensor mirror, polished	5 years
ST3018	wall sensor mirror, rose gold	5 years
ST3020	wall sensor mirror, bronze	5 years
ST3021	hard-wired wall sensor mirror, rose gold	5 years
ST3023	hard-wired wall sensor mirror, bronze	5 years
ST3024	sensor mirror trio, brushed	5 years
ST3034	sensor mirror trio, rose gold	5 years
ST3038	sensor mirror trio, brushed	5 years
ST3050	sensor mirror trio max, brushed	5 years
ST3052	sensor mirror w/ touch-control brightness and dual light setting, brushed	5 years
ST3053	sensor mirror w/ touch-control and dual light, rose gold	5 years
ST3054	sensor mirror w/ touch-control and dual light, white	5 years
ST3057DC	sensor mirror w/ touch-control brightness + 10x detail mirror, brushed	5 years
ST3061	sensor mirror w/ touch-control brightness and dual light setting, brass	5 years
ST3064	sensor mirror w/ touch-control brightness and dual light setting, matte black	5 years
ST3065	hard-wired wall sensor mirror, matte black	5 years
ST3200	20cm sensor mirror with 10x detail mirror, brushed stainless steel	5 years
ST3209	20cm sensor mirror with 10x detail mirror, rose gold stainless steel	5 years