

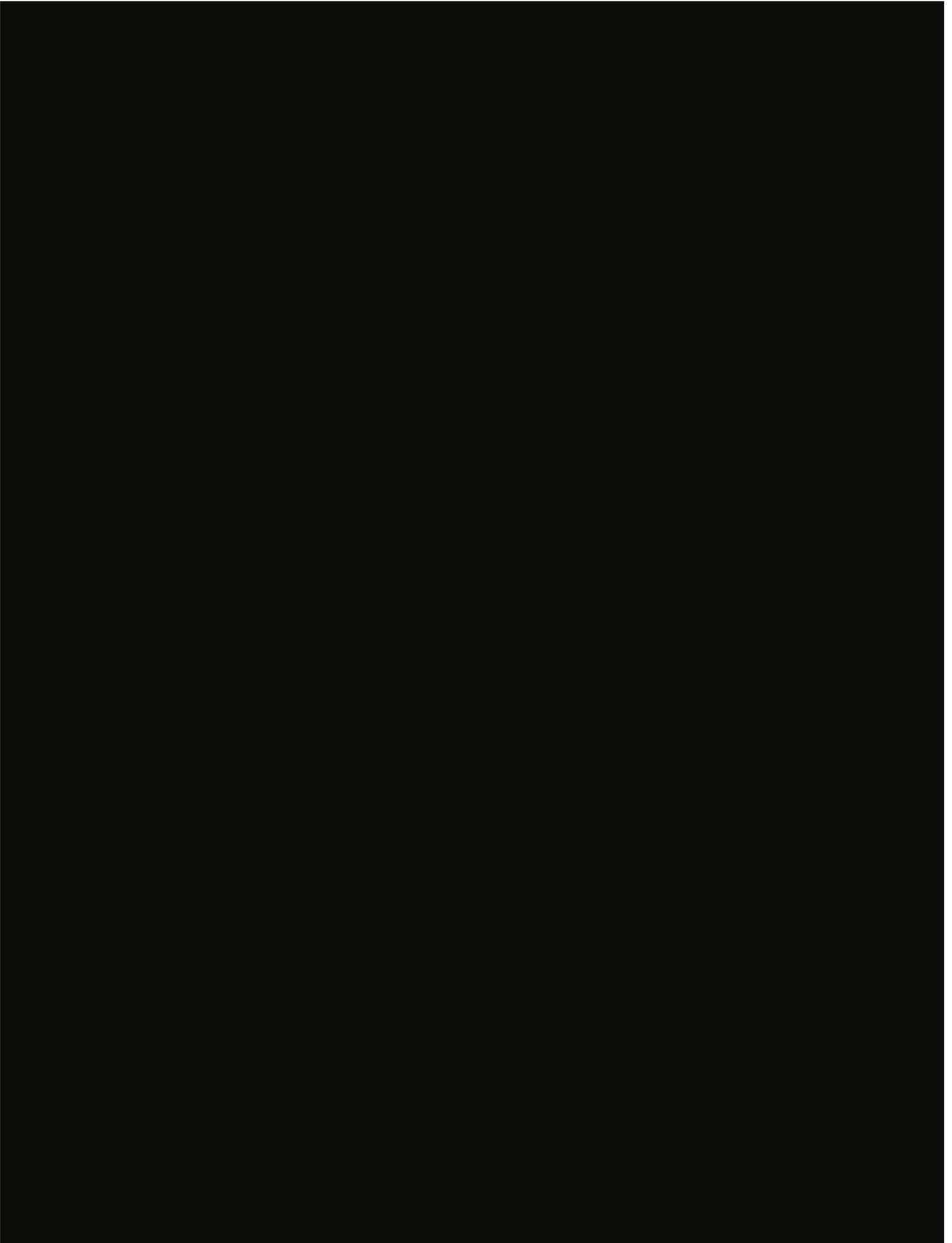
Explore The Watermark and Heritage Collection

WATERMARK

Explore The Watermark and Heritage Collection

WATERMARK

*Made in Brooklyn
New York*



What's Happening

- 03** **Introduction**
Back in '76
- 05** **Our Story**
Truly handcrafted brassware
- 14** **The Celebration**
Brooklyn turns ten.
- 18** **The Watermark Collection**
Thirteen versatile and unique ranges
- 82** **The Heritage Collection**
Twelve modern interpretations
of classic designs
- 118** **The Finishes**
Twenty-four carefully selected finishes
- 124** **The Small Print**
Product care and guarantee
- 126** **Contact Us**



Back in '76

When Herman Abel formed Watermark it was out of a passion for metal finishing – a passion that still remains at the heart of the company today.

Over the years we've learnt to apply Herman's secret formulas to our brassware, employing a melting pot of artisans and craftspeople from across Brooklyn to help us in the creation of our unique statement products.

Our inspiration comes from the architectural details and engineering structures around us – we select elements that are infused into our designs, which are often created in partnership with the architects and designers of our famous borough.

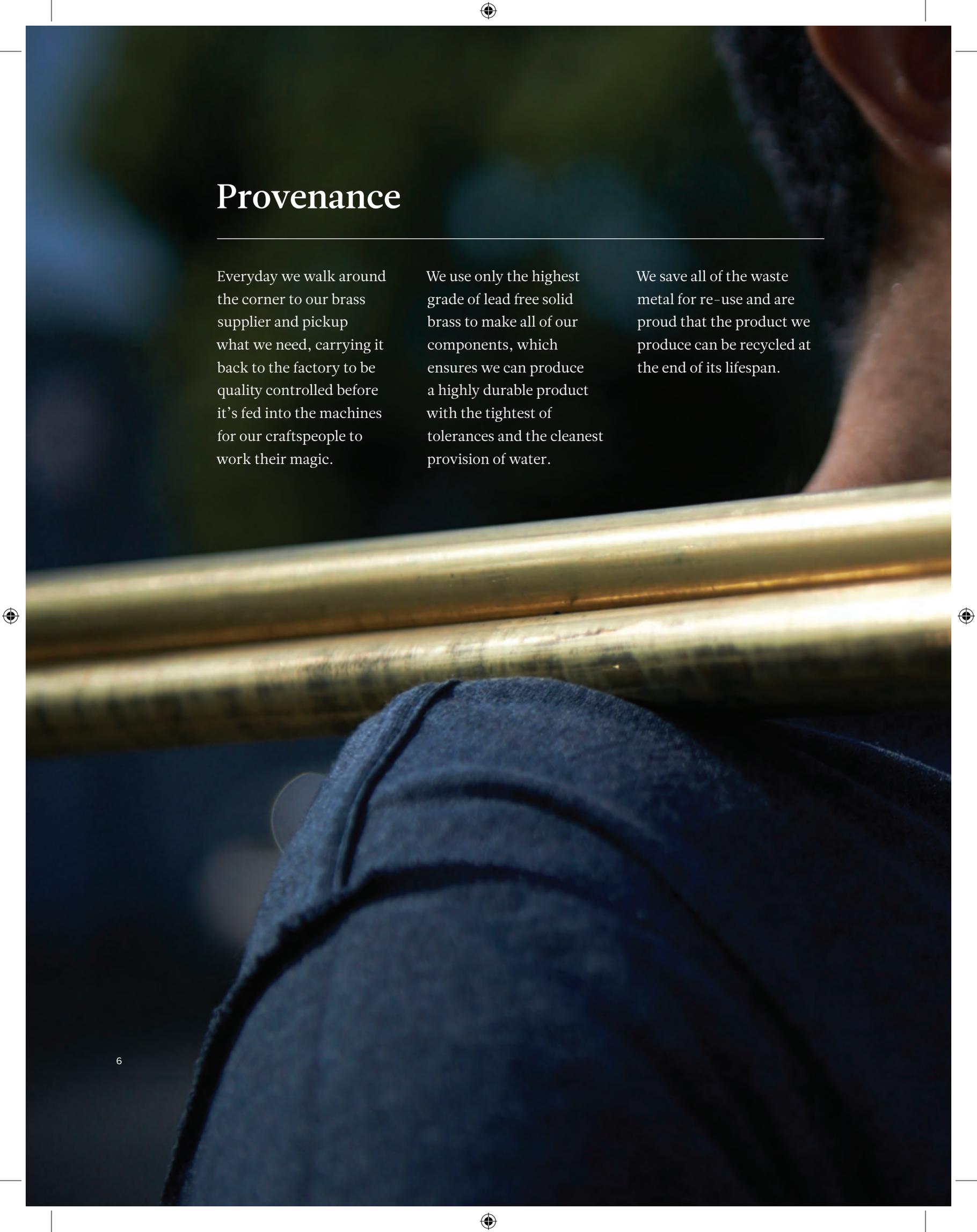
Everything we make is produced in our factory with a care and attention to detail that only hand manufacturing can bring – resulting in a quality of product that has seen us selected by some of the most discerning eyes across the world – from The Ace Hotel, New York to The Ritz Carlton, Shanghai.



Our Story

Our brassware is truly handcrafted with an eye towards precision at all points, from working with the best local suppliers to hand-assembling and testing every piece.





Provenance

Everyday we walk around the corner to our brass supplier and pickup what we need, carrying it back to the factory to be quality controlled before it's fed into the machines for our craftspeople to work their magic.

We use only the highest grade of lead free solid brass to make all of our components, which ensures we can produce a highly durable product with the tightest of tolerances and the cleanest provision of water.

We save all of the waste metal for re-use and are proud that the product we produce can be recycled at the end of its lifespan.





Manufacture

Whilst we use advanced computer controlled tooling to help us maintain our high standards, for many of the processes we turn to traditional manufacturing, using machines from way back to produce our products, machines that can only be operated by skilled craftspeople who've been working with them from many years.

Finishing

Finishing is at our roots and it's the passion that makes our brassware so exquisite. From the lightest of touches to the steadiest of hands, finishing is a process that can only be learnt through time and dedication.

Every component we make goes through a unique combination of hand polishing, plating and spraying that often takes our specialists days to complete before their critical eye is happy.

Often the only way to produce a finish is to look to the past. When we developed the Sense range we searched to find a machine that could create it's unique hand beaten texture—our quest ended in the Warner & Swasey N°.6 Turret Lathe, dating back to 1938—we think she's the only one still around and employ a specialist technician to look after her and make sure each run of handles comes out as good as they did when her motors first turned over 75 years ago.









Assembly

Every part is assembled by hand, ensuring a final stage of quality control and perfect alignment of the mechanisms.

Only once it passes these rigorous checks do we sign the testing label attached to each product and approve it for dispatch.

Testing

Before the items are ready to be boxed they must pass by our pressure testing rig—a vast collection of valves and gauges, assembled over 20 years—that allow us to check the structural integrity of the product and its working parts.



The Celebration

When Watermark and Incorporated Architecture & Design collaborated on and created the Brooklyn faucet, they weren't fully aware of the significance that design and collection would ultimately have. Now, as the Brooklyn faucet celebrates its 10th year, it has become symbolic of everything that Watermark Designs stands for. Designed and manufactured in Brooklyn, there was never a doubt as to what the collection would be named. Brooklyn – the original.

be ORIGINAL™
Member









The Watermark Collection

Thirteen versatile and unique ranges,
designed and manufactured
in Brooklyn, New York.



BLUE

Deck mounted three hole Extended Square spout lavatory set with cross handles in Polished Chrome.



Blue

An elegant collection available with two handle types, Blue tweaks at classical elements whilst incorporating clean lines that make it ideal for modern interiors looking to add a hint of heritage.

DESIGN

The Watermark
Design Studio.

CREATED

2005.

ZEN

Deck mounted two hole lavatory set with Gooseneck spout, finished in Vintage Brass.

BLUE

Floor standing bath set with volume handshower and Cross handles, finished in Vintage Brass.

EDGE

Towel bars, finished in Vintage Brass.





BROOKLYN

Wall mounted two hole
lavatory set finished in
Vintage Brass.

Brooklyn

Inspired by gate valves found in the mid-century apartment blocks of Brooklyn, this range presents a style for all urban loyalists combined with the functionality of modern manufacturing.

DESIGN

Incorporated
Architecture &
Design.

CREATED

2008.

BROOKLYN

Deck mount three hole Extended lavatory set in Gun Metal.





BROOKLYN

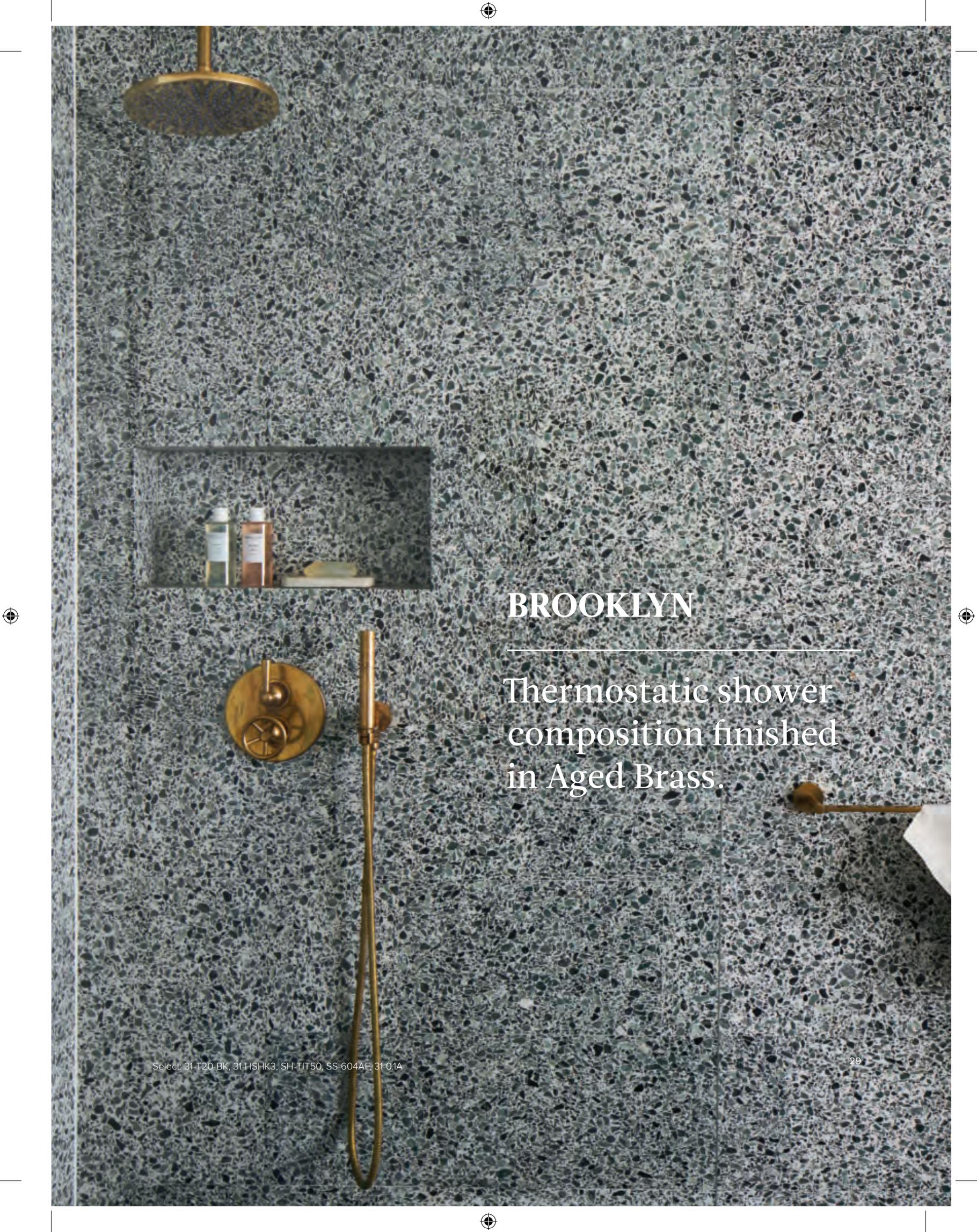
Deck mounted
three hole kitchen
set finished in
Aged Brass.

Select: 31-7-BK

BROOKLYN

Deck mounted
three hole extended
lavatory set, finished
in Charcoal.





BROOKLYN

Thermostatic shower
composition finished
in Aged Brass.

Select: 31-T20-BK, 31-HSHK3, SH-TIT50, SS-604AF, 31-01A



EDGE

Wall mounted two hole
lavatory set, finished in
Satin Elite Brass.

Edge

Presenting a unique handle cut out detail and form, Edge is a tight lined range that makes use of rare earth magnets to present an imposing geometric collection.

DESIGN

The Watermark
Design Studio.

CREATED

2012.

EDGE

Deck mounted three hole lavatory set with Waterfall spout, finished in Satin Nickel.



EDGE

Deck mounted three hole lavatory set with two optional spouts and three optional magnetic handle trims.





Elan Vital

This award winning range presents the ultimate in stripped down aesthetic. Using parts reminiscent of commercial ball valves and plumbing unions this range offers a unique visual combined with the advantages of modern valves and aeration.

DESIGN

The Susan Fredman Design Group, Hydrology and The Watermark Design Studio.

CREATED

2014.



ELAN VITAL

Two hole kitchen lavatory set and optional side spray with integrated mixer and wall mounted pot filler.



ELAN VITAL

Wall mounted exposed
thermostatic bath
filler and shower set,
finished in Gun Metal.



Select: 38-3.9IT-EV4



ELAN VITAL

Deck mounted lavatory
bridge faucet, finished
in Aged Brass.



ELAN VITAL

Wall mounted
bidet spray set and
hydroprogressive
mixer with
hose, finished in
Vintage Brass.



ELEMENTS

Deck mounted
three hole lavatory
set finished in Oil
Rubbed Bronze,
Scalloped insert
finished in Polished
Natural Brass, and
Oil Slick cover.



Elements

Bringing together the skills of our engineers, our twenty-four hand-created metal finishes and the work of designer-makers from across the globe, Elements offers the ability to play with colour, form and texture, in the creation of your very own design statement.

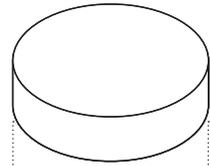
DESIGN

The Watermark
Design Studio.

CREATED

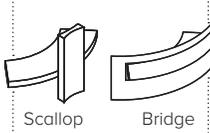
2017.

ELEMENTS



COVER

Select one of the covers from our designer-maker friends to add texture & contrast to your creation.



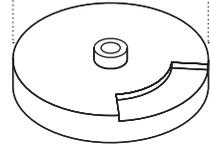
Scallop

Bridge

INSERT

Select from one of the magnetic insert options, Bridge or Scallop, designed to help you to grip the handle.

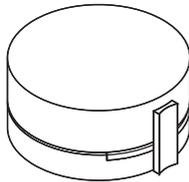
Select a complementary finish from our range for your chosen Insert.



HANDLE BASE

Select a finish for the main components and handle base.

INSERTS

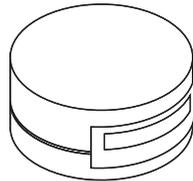


SCALLOP INSERT

The completed handle with Scallop insert.

BRIDGE INSERT

The completed handle with Bridge insert.



COVERS



RAW – Hand poured, sealed and reinforced concrete.

Choose from: Chalk, Military, Poured & Screed.
Created by: JM Lifestyles, USA.



ROCK – Uniquely hand worked natural stones and marbles.

Choose from: Carrara, Exquisite Rose, Jungle & Volcano.
Created by: Marmi Serafini, Italy.



LUMBER – Real wood grain and texture captured and sealed into concrete.

Choose from: Charred, Ground, Smoked & Teak.
Created by: WoodForm, USA.



FORGED – Unique creations using techniques in liquid metal and lacquer.

Choose from: Oil Slick & Oxblood.
Created by: Anka, UK.

ELEMENTS

Deck mounted two hole lavatory set with Scallop insert and Oxblood cover, finished in Aged Brass.



Select: 21-13-E2OX

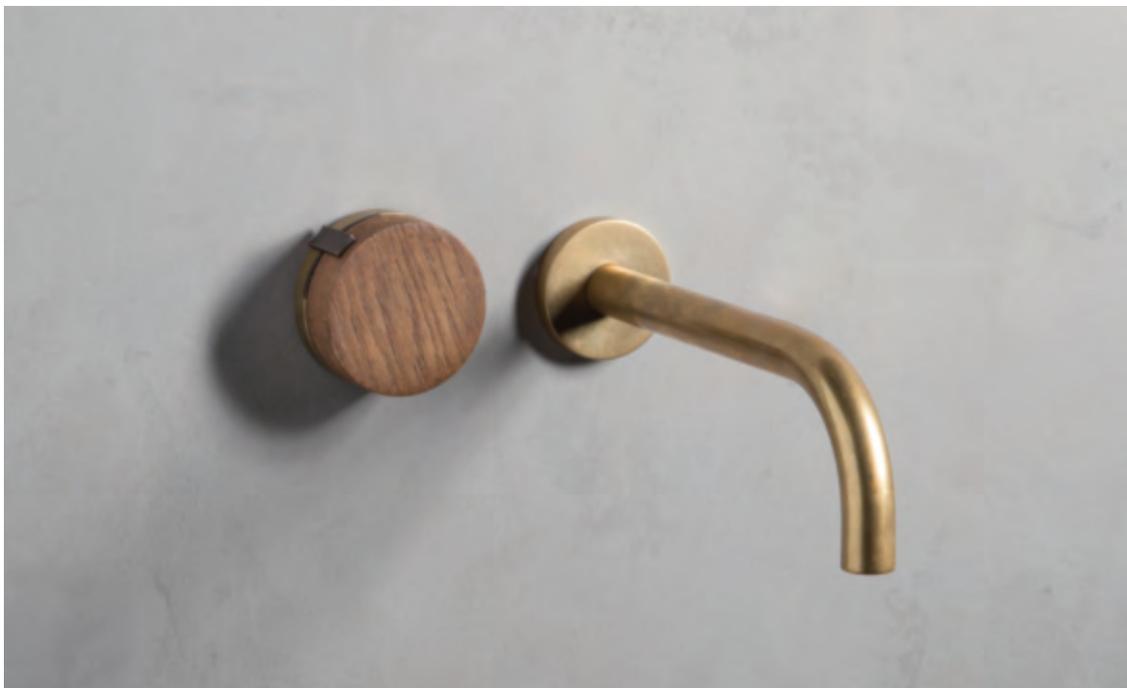
ELEMENTS

Wall mounted two hole lavatory set finished in Oil Rubbed Bronze, Scallop insert finished in Satin Nickel, and Poured cover.



ELEMENTS

Wall mounted two hole lavatory set finished in Aged Brass, Scallop insert finished in Charcoal, and Teak cover.





ELEMENTS

Wall mounted mini thermostatic shower valve with Bridge insert and Volcano cover, finished in Oil Rubbed Bronze.



ELEMENTS

Wall mounted mini thermostatic shower valve, finished in Elite Brass (14k), with Scallop insert finished in Brushed Nickel, and Jungle cover.

JEM

Deck mounted three
hole lavatory set
in Polished Nickel
with Argent Clear
Swarovski® crystals.



Jem

Amping up the “Wow” factor, the Jem Collection uses Swarovski® crystals in both the spout and handles to create this couture collection. Enhanced by the hand-made finishes, the crystals will reflect colors beautifully.

DESIGN

The Watermark
Design Studio.

CREATED

2016.

JEM

Wall mounted two hole
lavatory set in Matte
Black with Jet Hermatite
Swarovski® crystals



JEM

Deck mounted three hole
lavatory set finished in
Polished Nickel with Aurora
Boreale Swarovski® crystals.





LOFT 2.0

Wall mounted three
hole lavatory set,
finished in Oil Rubbed
Bronze.

Loft 2.0

Loft provides an optimised range with unique elements and a universal form that still maintains a quality of construction and finish that is the hallmark of all our ranges.

DESIGN

The Watermark
Design Studio.

CREATED

2012.

LOFT 2.0

Floor standing
bathset with slimline
handshower, finished
in Oil Rubbed Bronze.



LOFT 2.0

Deck mounted three
hole lavatory set
finished in Satin Nickel.



SENSE

Deck mounted three hole lavatory set with Knob handle, finished in Natural Polished Brass.



Sense

Taking inspiration from the neo-Georgian facades of some of Manhattan's famous buildings, Sense's hammered handles provide an elegant and functional form that is truly unique.

DESIGN

Clodagh Studio.

CREATED

2007.

SENSE

Deck mounted
three hole lavatory
set with
Lever handle,
finished
in Satin Nickel.





SENSE

Wall mounted two
hole lavatory set with
Cross handle, finished
in Pewter.

SENSE

Floor standing
bathset with slim
handshower,
finished in Oil
Rubbed Bronze.





SENSE

Sense wall mounted thermostatic shower setup with Cross handles, finished in Polished Copper.

Select: 27-T10-CL15, 27-WTR-CL15

SUTTON

Deck mounted
three hole lavatory
set, finished in Satin
Nickel.



Sutton

Inspired by a 1930's steam valve lever spotted in a salvage yard, the Sutton collection has more of what Watermark is known for: detailing unlike any other faucet in the form of linear knurling and hex nut-styled handles.

DESIGN

Incorporated
Architecture &
Design.

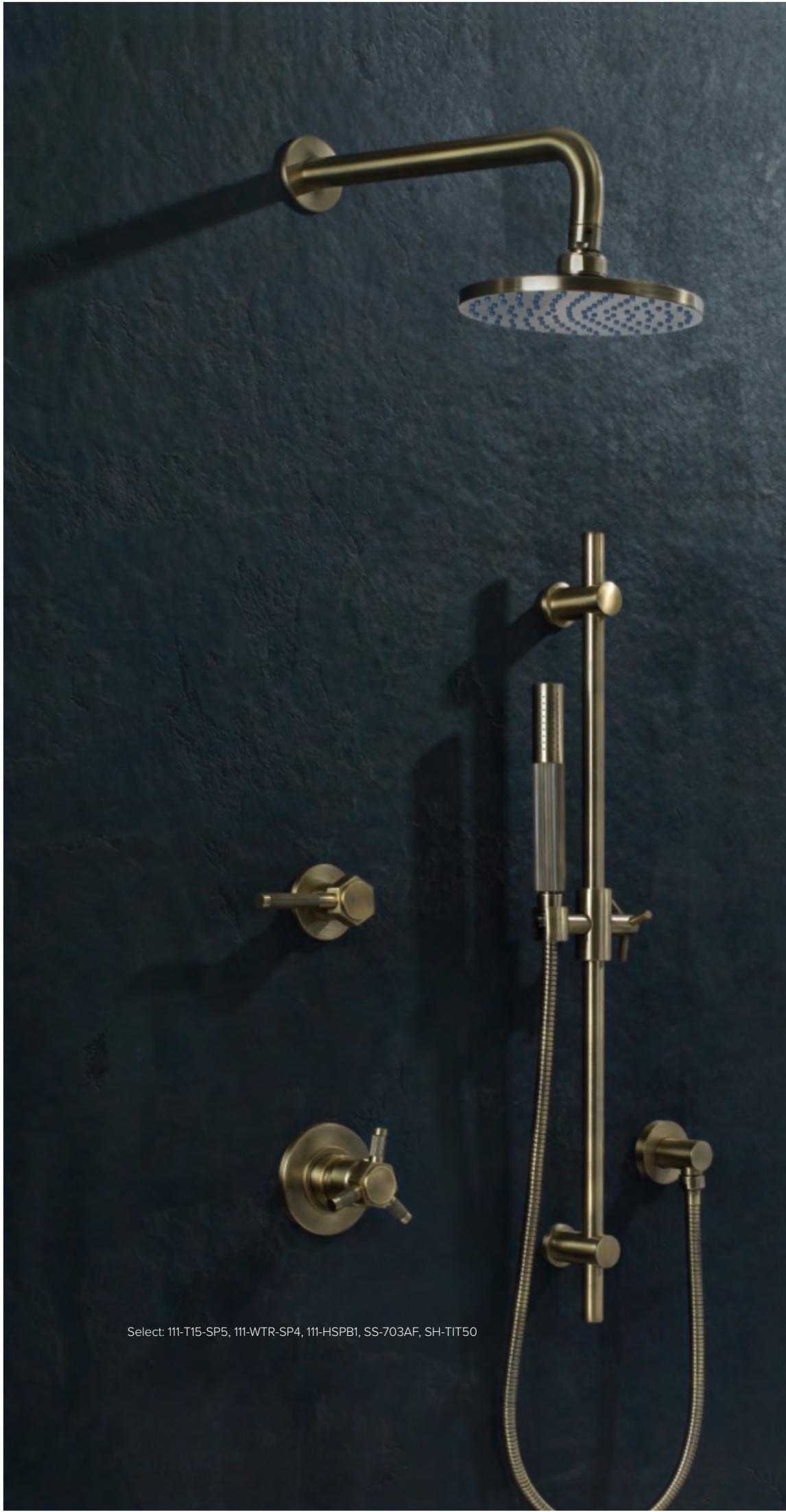
CREATED

2017.

SUTTON

Wall mounted
Mini Thermostatic
Shower trim detail.





SUTTON

Thermostatic
Shower
Composition,
finished in
Antique Brass.

Select: 111-T15-SP5, 111-WTR-SP4, 111-HSPB1, SS-703AF, SH-TIT50

TITANIUM

Deck mounted
monoblock lavatory
mixer finished in
Polished Chrome



Titanium

Titanium lives up to its bold name with a collection of streamlined single-lever monoblock units that make a striking statement for a classic industrial feel.

DESIGN

The Watermark
Design Studio.

CREATED

2004.

TITANIUM

Wall mounted
Hydroprogressive
lavatory faucet,
finished in Polished
Chrome.



TITANIUM

Deck mounted
three hole
Gooseneck lavatory
set, finished in
Polished Chrome.



Select: 22-2-TIA

TOD

Deck mounted
four hole kitchen
set with side spray
and optional lotion
dispenser.



TOD

TOD is an innovative and ergonomic kitchen faucet collection utilizing linear valve technology and diamond knurl design to provide what is really the perfect solution for those home chefs and cooks working in kitchens.

DESIGN

The Watermark
Design Studio

CREATED

2016.



URBANE

Cooper handle detail
finished in Satin Nickel.

Urbane

Employing knurling details within two spout and handle options, Urbane offers a distinctly unique industrial visual for the discerning eye.

DESIGN

Gwathmey Siegel.

CREATED

2005.



URBANE

Wall mounted
thermostatic shower
trim with Cooper
and Astor handle,
finished in Gunmetal.



URBANE

Angled spout detail,
finished in Gunmetal.

URBANE

Deck mounted three hole lavatory set with Gooseneck spout and Lever handles, finished in Polished Natural Brass.



Select: 25-2G-IN14

ZEN

Deck mounted
three hole lavatory
set with Gooseneck
spout in Satin 24K
Gold, and Honey
Onyx handle.



Zen

Featuring our patent pending magnetic handles, Zen offers a uniquely pure form free of the traditional fixings and escutcheons. Handles are available in four stones, four rocks or a metal option.

DESIGN

The Watermark
Design Studio.

CREATED

2014.



ZEN

Deck mounted bathset
with pull out slimline
handshower, finished
in Aged Brass.



ZEN

Wall mounted three hole
lavatory set finished in
Polished Nickel with
White Onyx handles.

ZEN

Deck mounted three hole extended lavatory set with Square spout, finished in Satin Nickel with Nero Marquina handles.





ZEN

Shower composition with thermostatic control, flow control valve and slimline handshower, with Bianco Carrara handles, finished in Polished Copper.



Select: 36-T10-CM, 36-WTR-CM, 36-HSHK3



ZEN

Deck mounted two hole lavatory set with Gooseneck spout and finished metal handle, finished in Vintage Brass.

ZEN

Deck mounted
three hole lavatory
set with Mountain
Midnight Rock
handles finished
in Oil Rubbed
Bronze.



Select: 36-2-MM

81



The Heritage Collection

Twelve modern interpretations
of classic designs.



ANIKA

Deck mounted three hole lavatory set with Norwood lever handles, finished in Polished Nickel.



Anika

The Anika faucet, with its dramatically curved spout, invokes a timeless and elegant design. All metal dual-levers or dual cross-handles provide elegant choices for aesthetic flexibility.

DESIGN

The Watermark
Design Studio.

CREATED

2009.

BEVERLY

Deck mounted three hole lavatory set with Marmont Crystal Knobs, finished in Polished Nickel.



Beverly

Make a sophisticated impression with a faucet that exudes Old Hollywood glamour. The Beverly faucet by Watermark Designs calls forth the allure of tinsel town long ago. The Beverly faucet is indicative that everything old is new.

DESIGN

The Watermark
Design Studio.

CREATED

2011.

CHELSEA

Deck mounted three hole lavatory set finished in Polished Nickel, with Black Cross handles.



Chelsea

The Chelsea faucet features an industry-defying tall, slender and curvaceous design. The clean, sharp contours help define this faucet as quintessential Transitional styling.

DESIGN

Hastings Studio,
The Watermark
Design Studio.

CREATED

2013.

GRAMERCY

Deck mounted three hole lavatory set with Oxford Cross handles, finished in Satin Nickel.



Gramercy

Making the most of a bath environment, Gramercy offers inspiration right from the pages of the leading design magazines – style and finishes to complement decors from modern to traditional and everything in between.

DESIGN

The Watermark
Design Studio.

CREATED

1985.

H-LINE

Deck mounted three hole lavatory set with Lever handles, finished in Aged Brass.



H-Line

Designed in collaboration with renowned interior designer Mark Zeff for a project on the historic High-Line in New York City, the Collection combines the best of our custom capabilities infused with Mark Zeff's global aesthetic.

DESIGN

MARKZEFF Studio.

CREATED

2016.

HALEY

Deck mounted three hole lavatory set with Harmonie handles, finished in Polished Nickel with Black accent inserts



Haley

The Haley faucet boldly brings confident masculinity to the contemporary bath environment. All metal dual-levers with sleek inserts provide the fixture with a stark, clean appearance.

DESIGN

The Watermark
Design Studio.

CREATED

2012.

LA FLEUR

Deck mounted three hole lavatory set with Imperial Crystal Knobs, finished in Satin Elite Brass.

La Fleur

Destined to be the pièce de résistance of any luxury bath environment, La Fleur takes cues from classic French design. Light and color radiate with every turn of the ornate handle, delivering the perfect touch of drama and romance.

DESIGN

The Watermark
Design Studio.

CREATED

1993.

PARIS

Deck mounted three hole lavatory set with Nottingham Lever handles, finished in Rustica Brass.

Paris

With its very definite 1920s vibe, the Paris faucet collection is at home in any environment looking for an elegant touch of nostalgia.

DESIGN

The Watermark
Design Studio.

CREATED

1995.

STRATFORD

Deck mounted three hole lavatory set with Waltham Lever handles, finished in Polished Nickel.



Stratford

Evoking an old-world traditional look and feel reminiscent of fixtures found in a classic New York brownstone, the Stratford Collection creates a refreshingly timeless look.

DESIGN

The Watermark
Design Studio.

CREATED

2002.

TRANSITIONAL

Deck mounted three hole lavatory set with Gotham Cross handles, finished in Polished Nickel.



Transitional

The clean lines of geometric shapes fuse with the smooth contours of the Transitional Collection. Its low base is classic yet the design is modern and fresh, crafted with precision and subtle detailing.

DESIGN

The Watermark
Design Studio.

CREATED

2004.

VENETIAN

Deck mounted three hole lavatory set with Venice Cut Crystal levers, finished in Satin Gold.



Venetian

Ornate lines and European flair are at the heart of this collection reserved for those who celebrate true, timeless beauty. The Venetian Collection transforms the look of the bath from simple to stunning.

DESIGN

The Watermark
Design Studio.

CREATED

1994.

YORK

Deck mounted three hole lavatory set with Williams lever handles, finished in Polished Chrome.

York

The York Collection embodies the casual Americana style. The faucets walk the fine line between historic and modern; the spout and lever handles seeming to have been plucked from another era.

DESIGN

The Watermark
Design Studio.

CREATED

1991.

ANCILLARIES

Wall mounted showerhead with wall arm and flange, finished in Vintage Brass.



Ancillaries

Additional components to complete your installation and ensure a consistent finish is maintained throughout the project.

DESIGN

The Watermark
Design Studio.

ANCILLARIES

Deck mounted independent pull out rinse off spray with integrated mixer, finished in Natural Polished Brass.



ANCILLARIES

Modern basin bottle trap finished in Aged Brass.





ANCILLARIES

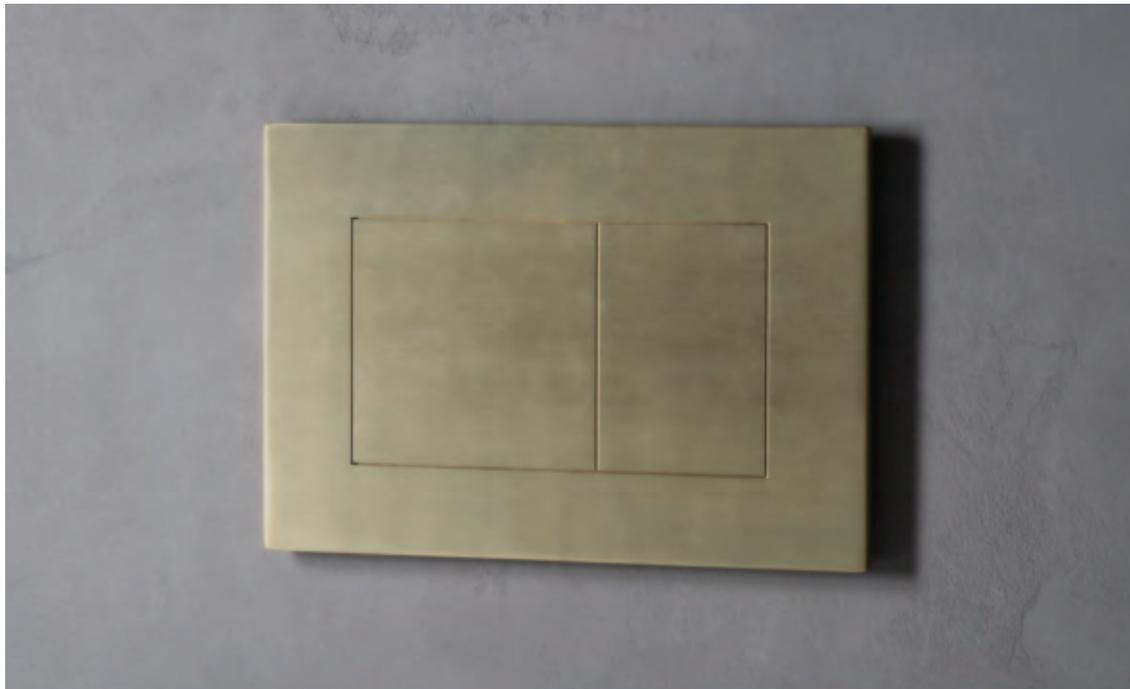
Toilet Brush finished
in Satin Elite Brass.

Select: BRSH10



ANCILLARIES

Soft touch lavatory waste with overflow and plated downpipe, finished in Aged Brass.



ANCILLARIES

Dual flushplate
finished in Aged
Brass.



ANCILLARIES

Dual flushplate
finished in Gunmetal.

Select: FLP500, FLP600

ANCILLARIES

Urbane 18" glass mount shower door pull with knob, finished in Satin Nickel.





ANCILLARIES

Edge Collection
back-to-back
shower door
pull, finished in
Polished Chrome.

ANCILLARIES

Urbane thermostatic shower system with 16" and 24" grab bars.





ANCILLARIES

Paris Collection lavatory faucet and console legs with coordinated drain, p-trap and angle supply kit.



The Finishes

Twenty-four carefully selected finishes including industrial Satin Nickel, raw Aged Brass, deep Charcoal and extravagant Polished 24K Gold.



POLISHED CHROME (PC)

An ever popular finish, we use only the finest chrome to ensure a bright colour and beautiful flow across the components that really demonstrates that not all chromes are alike.



POLISHED NICKEL (PN) (live finish)

This classic brassware finish, used before the application of chrome, provides a hint of champagne to this delicate silver finish, guaranteed to add a heritage element to your scheme.



SATIN NICKEL (SN) (live finish)

By carefully satinising the components before applying a unique nickel plate this finish brings with it an industrial, stainless steel inspired, aesthetic.



OIL RUBBED BRONZE (ORB)

A classic US finish re-invoked with a secret satin plating process to meet the requirements of the contemporary interior seeking a sophisticated deep black finish.



PEWTER (PT)

A heritage look not often seen on brassware. This finish provides a deep and aged patina ensuring a unique character in your scheme.



CHARCOAL (CL)

Charcoal uses a specialist lacquering process that results in an endlessly deep lustre inspired by our love of dark chocolate. This most intensive of finishes can take us five days to complete—proof that the best things are worth waiting for.



GUN METAL (GM)

A smooth and wonderfully tactile finish. This one of kind rifling technique looks beautiful against stone surfaces and is treated to ensure its colour will be maintained for all time.



AGED NICKEL (AGN) (live finish)

A secret burnishing process and classified dull nickel bath provide for an old world distressed silver feel that is textured and full of character.



EBONY (EB)

A wonderfully smooth black nickel finish that is a rich and vibrant take on its classic polished nickel relative.



MATTE BLACK (MB)

This flat black powder coated finish diffuses light in a range of angles providing a striking, versatile appearance that bridges traditional and modern aesthetics.



RUSTICA BRASS (RB)

Perfect for rustic and homely living spaces, this finish provides for a warmer feel than its oil rubbed bronze cousin.

Live finishes
Polished Nickel, Aged Nickel and Satin Nickel are live finishes and, as such, they will age in time to take on the character of use.







ELITE BRASS (EL)

We employ a five stage 14k cobalt gold plating process to produce the graceful polished brass finish that is treated to ensure tarnishing won't occur over its lifetime.



VINTAGE BRASS (VB)

Careful burnishing of a secret plating formula provides this finish with a unique cast bronze look that is sealed to ensure the colour never fades.



AGED BRASS (APB) (live finish)

A burnishing technique developed by our craftsmen leaves this aged brass finish with a smooth satin feel that is ideally suited for the contemporary / heritage look.



POLISHED COPPER (PCO)

A rich copper, polished to bring out the essence of the material and lacquered to ensure the purity of finish is maintained throughout its lifetime.



VINTAGE COPPER (VNCO)

This time worn finish blends burnt copper tones with the most complex of plating and polishing techniques in the creation of our latest finish.



SATIN ELITE BRASS (SEL)

A sophisticated finish offering a twist on its polished sister—it provides a beautiful counterbalance to rough and glossy surfaces.



POLISHED 24K GOLD (PG)

A subtle four stage 24k gold plating process resulting in our most extravagant finish.



SATIN 24K GOLD (SG)

Providing a deeper, richer colour than our Satin Elite Brass, this 24k gold finish provides for a luxurious look that works wonderfully in more feminine spaces.



GREEN PATINA (GP)

A confidential patina process provides for an authentic Verde green and is lacquered to ensure the purity of the finish is sealed in time.



POLISHED NATURAL BRASS (UPB) (live finish)

The base substrate for all other finishes is highly polished and brought to life that that will continue to age gracefully over a lifetime.



ANTIQUE BRASS (AB)

Resembling the look of an aging natural brass, this glossy sealed finish has rich brown hues with golden undertones.



PVD POLISHED BRASS (PVD)

Utilizing the latest technologies, this is a corrosion and tarnish resistant finish similar in appearance to highly polished brass.



SATIN PVD BRASS (SPVD)

A dull and satined version of its polished sister, this tarnish resistant finish offers a lifetime of elegant beauty.

*Live finish
Aged Brass and
Polished Natural
Brass are live
finishes and, as
such, will patina in
time to take on the
character of use.*

Product Care

Product Care Guide

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 sub components, 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.

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 and 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 whilst 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 finger nail 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 face plate of the mixer, isolate the feeds and extract these filters for cleaning using the same method as described for our aerators.

Guarantee

Product Guarantee

WATERMARK DESIGNS products carry a lifetime-limited 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 WATERMARK DESIGNS 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, WATERMARK DESIGNS 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 WATERMARK DESIGNS and is in lieu of all other warranties of merchant ability and fitness for a particular purpose and is further limited to defective parts replacement only. Watermark Designs 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. Watermark Designs neither assumes nor authorizes any other person to assume for it any other liabilities in connection with the sale or use of its products.

Cancellation Policy

All items must be cancelled within 48 hours of issuance of purchase order or items may be subject to a minimum 25% restocking fee. Items cancelled after they have shipped will be subject to a minimum 30% restocking fee. Products made with custom components are not cancellable. See returns.

Returns Policy

Merchandise cannot be returned without written return goods authorization (RGA). All items for credit must be returned in original condition within 30 days of RGA date. If the goods and/or packaging are not in perfect condition we reserve the right not to issue any credit or to charge a restocking fee up to 100% of the value of the product. Shipping charges for merchandise returned to the factory must be paid for by the dealer. The dealer is responsible for seeing that merchandise being returned is properly packaged and insured.

Items accepted for return may be subject to a minimum 30% restocking charge. All crystals, glass, mirrors, porcelain, stone, and PVD finished items may be subject to a minimum 35% restocking charge. Items returned after 30 days of issuance of an RGA or cancelled orders returned 6 months from invoice date may be subject to a minimum 50% restocking charge. Items returned after 90 days of issuance of RGA or cancelled orders returned 12 months from invoice date will not be accepted.

We regret that we are unable to accept the return of special or bespoke products.

Please notify us promptly of any discrepancy in shipments or invoicing. We will not recognize any claim that is not brought to our attention within two weeks of receipt of merchandise.

For hygiene reasons we regret that we cannot accept back used toilet brush sets under any circumstances.

Contact Us

Email us

info@watermark-designs.com

Call us

718 257-2800 | 800 84-BRASS

Visit the website

www.watermark-designs.com

Pinterest

watermarkbk

Instagram

watermarkbrooklyn

With thanks to all of our craftspeople in Brooklyn, NY, for their skill and dedication.

Factory Photography & Art Direction: Teresa Eng. Original Brochure Design: Bold Wise.

Product Photography: Adrian Briscoe. Room Shots: Nikhilesh Haval, Matthew Millman and Guy Archard; Belmond Eagle Island Lodge designed by MUZA Lab; Rachael Smith Photography; Rebecca Sicardi; Amberth Interiors photographed by David Giles.

Art Direction, Design & Photography Adaptation: Mary Noël Medlin.

Brooklyn Celebration, Additional Installation & Product Photography: Nicholas DeAngelis.