

Plug & Play



Up to 5 years no quibble, 24hr turnaround warranty

We pride ourselves on our very simple replacement service;

1. Simply call our technical support line on 01425 689313 and report your fault.
2. Our technical team will call you back within 60 minutes.
3. If we cannot solve the problem on the phone, a replacement hand dryer will be dispatched that very day*.
4. When you receive the replacement dryer, simply follow the instructions on the box or download the QR code video on how to replace the dryer – anyone can do it, no training required.
5. That's it, your good to dry again.
6. Place the potentially faulty hand dryer in the same box, secure, and call us on 01425 616013 to arrange collection.



Pebble



Pebble Mini

Now, the good to know:

Our 24 HR service runs Monday – Friday, only in UK, and only applies to units in warranty and plug & play enabled. In order to gain 24 HR replacement the initial fault must be recorded before 1pm that day, if the fault is recorded after 1pm, the replacement unit will be dispatched the next day*. Non return of the potentially faulty unit will lead to a charge. If the returned potentially faulty unit is deemed out of warranty or the fault is not warranty related i.e. vandalism, excessive motor wear, then a charge will be applied. We take no responsibility for courier delays.

Everything Hand Dryers®