

AQUANT[®]

CONTEMPORARY BATHROOMS

Sanitaryware | Bathroom Fittings | Stone Basins

WARRANTY CARD



Customer Name : _____

Date : _____ Invoice Number : _____

Address : _____

Dealer Signature/Stamp

Customer Signature

CONDITIONS OF WARRANTY

AQUANT's products used in normal residential and non-residential commercial settings are warranted to be free of defects in the material and workmanship for the period of time set forth in the warranty coverage chart as detailed below, commencing from date of sale of AQUANT's products to the original purchaser ("warranty period"):

WARRANTY CHART

Products	Residential Use	Non-Residential Commercial Use
Multi-function Showers, Shower-Panels, Brass Showers, Body Jets/Body Showers, Diverters & Faucets	10 Years	5 Years
Vitreous China (Glossy White/Ivory Ceramic)	10 Years	5 Years
Stone or Marble or Wooden Wash Basins	5 Years	2 Years
Stainless Steel or Concrete Basins	2 Years	1 Year
Faucet Finishing (PVD, Chrome, Electroplating)	5 Years	2 Years
Sanitaryware Finishing (Matt Finishes/Glossy Color Finishes/Electroplating, etc.)	3 Years	18 Months
LED Lights & Electrical Circuits	2 Years	1 Year
Stainless Steel Showers/ABS Plastic Showers/Bath Chairs/Cosmetic Mirrors/Floor Drains & Channel Drainers	2 Years	1 Year
Other Allied CP Fittings	2 Years	1 Year
Toilet-Seat Soft-Close Mechanism	1 Year	6 Months
Toilet Seat or Flush Tank Spare Parts	1 Year	6 Months
Health Faucets & Shower Hose	1 Year	6 Months

During the warranty period if (as determined by Aquant) the defect is due to defects in the material or workmanship, Aquant or its Authorized Service Franchisee/Representative will, at its sole option, repair or replace free of cost, any defective component or part of the product, subject to the terms and conditions described below:

1. Aquant or its Authorized Service Franchisee/Representative solely can service/repair the Product. This warranty will not be valid for the products or parts thereof that don't use original Aquant spare parts and which have been repaired or altered by unauthorized/unqualified persons. Any unauthorized alterations (such as color recoating, etc.) will void the warranty.
2. Aquant and its Authorized Service Franchisee/Representative will make unit repairs or replacements under this warranty within a reasonable period of time, as determined by Aquant or its Authorized Service Franchisee/Representative performing the repair or replacement.
3. **This warranty is only effective if proof of purchase (Original Sales Invoice) is provided with all warranty claims or requests.**
4. The service/repair of the warranty shall be provided only within the municipal limits of the town or city where an Authorized Aquant Dealer is located. A detailed list of Authorized Aquant Dealers can be accessed at aquantindia.com/dealer-locator/
5. If the Product is installed beyond the municipal limits of Aquant Authorized Dealer locations, any and all costs and expenses incurred for repair/service of the Products in respect of a) to and fro travel of service personnel and b) transportation of the Product and/or spare parts and/or components from the location of Aquant's branch office to customer's location and back shall

be borne wholly and solely by the customer at the prevailing rates, and Aquant shall not be liable for any damage caused to the Product in transit or delivery for repair.

6. Warranty period will start from date of invoice and shall automatically terminate upon the expiry of the warranty period even if the Product has not been installed after purchase or has not been in the use for any part or whole of the warranty period for any reason whatsoever.

7. This warranty specifically excludes rubber components and other consumables.

8. This warranty does not include payment of or responsibility for any taxes assessed to the parts supplied or repaired during the warranty period.

9. In the event of any repairs/replacement of any parts of the Product, this warranty shall thereafter continue and remain in force only for the unexpired period of the warranty. Any time consumed for the repair/ replacement of parts including transit of the Product or its parts or any period during which the Product has not been used whether under warranty or otherwise shall not be excluded from the warranty period and no extension of the warranty period will be granted.

10. In case of plumbing/installation guide-lines and product demonstration requests, Aquant or its Authorized Service Franchisee/Representative will provide 3 complimentary technician visits at a customer's site purely for the sake of guiding the technician/plumber/interior architect, etc. on site. Irrespective of the number of Aquant products purchased by the customer, the total number of complimentary visits shall be restricted to 3. Any visit beyond the 3 complimentary visits will carry a visit charge which has to be paid by the customer as determined by Aquant or its Authorized Service Franchisee/Representative. **It is strongly recommended to avail installation guide-lines after the purchase of multi-function shower systems and diverters to avoid errors on site.**

11. This warranty remains applicable only if the Product has at all times been used strictly in accordance with the terms of this warranty and has not been improperly or negligently handled. This warranty is not valid or effective if the Products are not installed according to the instruction manual or according to instructions provided via complimentary technician visits. Improper handling of the Products automatically terminates and nullifies this warranty. **This warranty does not cover problems arising from insufficient water pressure beyond there commended limits, excessive water impurities/hardness beyond the norms of drinking water or improper care and cleaning, and issues arising out of installing Rimless WCs with Flush Valves. Rimless WCs should only be installed along with Concealed Flush Tanks.** Guidelines for proper care and cleaning* are mentioned below. Aquant is not responsible for labor charges, installation or other incidental or consequential costs. **Improper installation, care and cleaning will void the warranty.**

12. Since products in Aquant's Stone Wash Basin category are artisan realizations made of natural stones, it is very likely that there are nuances of shades as well as various weight and dimensions between pieces. Among the characteristics of natural stones are the presence of various veins, colors, shades, and micro-cracks and pin-holes. They are part of naturalness of the products, not a defect. Each piece of stone is unique and will slightly differ in look and color. The colors illustrated on the website and/or catalogue should be used as a reference only, not as a final expectation.

13. Aquant shall not be liable for any incidental, consequential, exemplary, special or punitive damages, or for any loss of revenue, profit or use arising out of a breach of this warranty or in connection with the sale, maintenance, use, operation or repair of any Aquant product. In no event will Aquant be liable for any amount greater than the purchase price of a defective product.

14. In the event of non-availability of components or parts due to any reason whatsoever, neither Aquant nor the Authorized Aquant Dealer will be responsible or liable for any delay that may be caused to service/repair of the Product. In the event that the same model or color is not available for replacement, Aquant will replace the defective Product with an equivalent model or color.

15. Aquant may, at its discretion, retain any part or component replaced during the warranty period.

This is Aquant's exclusive written warranty applicable in India. The decision of Aquant regarding the warranty is final and binding.

INSTRUCTIONS

Care & Cleaning guidelines for Showering System & Faucets

- Always test your cleaning solution on an inconspicuous area on the product before applying to entire surface.
- Use a soft dampened sponge or cloth to clean, never use abrasive material like a bristle brush or scouring pad.
- Do not use cleaners containing ammonia, bleach, or acid. Most toilet cleaning products have high acidic content which can damage the chrome finish, hence they should not be used to clean chrome finishes or PVD Finishes.
- Clean stainless-steel surfaces once a week. Do not use cleaners containing chloride on stainless steel. If used, rinse the surface immediately to prevent corrosion.
- Use a mild detergent (such as dishwashing soap). Do not use abrasive cleaners.
- Rinse and be sure to wipe the entire surface dry.

The ideal cleaning technique is to always blot dry any water from metal surfaces. Allowing water to evaporate on metal will form water deposits. It is important to use a dabbing action to dry metal, not a rubbing action. Cleaning with a damp sponge and buff drying should keep your faucet looking beautiful.

***DO NOT use cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol, solvents or other products not recommended for Chrome or PVD Finishes. This will void the warranty.**

Care & Cleaning guidelines for Sanitary ware & Stone/Wood Wash Basins

- WCs should only be fixed on Rubber Washers without using materials such as white cement, etc.
- Always test your cleaning solution on an inconspicuous area on the product before applying it to the entire surface. Do not use acidic, aggressive or abrasive cleaning products.
- Do not place the product outdoors or in direct exposure to sun light.
- Do not allow cleaners (such as Harpic, etc.) to sit or soak on the product.
- Wipe surfaces clean and rinse completely with water immediately after applying cleaners.
- Use a soft, dampened sponge or cloth to clean. Never use abrasive material like a bristle brush or scouring pad.
- Wherever Rose Gold/Gold/Silver/Matt Finishes/Marble Finishes or any other type of special finishes are used on ceramic products, use only warm water to clean and then dry with a soft cloth.
- If you wish to use cleaning products (such as Harpic, etc.) on Toilets with Rose Gold/Gold/Silver/Matt Finishes, dilute the cleaning product with water. Do not allow the cleaning product to sit on the product; rinse immediately. Restrict use of cleaning product to only the inside of the toilet bowl and DO NOT allow the cleaning product to have contact with external surface finishes or the toilet seat.

***DO NOT use any cleaning products (such as Harpic, etc.) on Toilet Seats or decorative surface finishes such as Rose Gold/Gold/Silver/Matt Finishes/Marble Finishes. This will void the warranty.**