

Warranty Information

Product Category	Warranty of Products or Parts	Warranty - In Years
Faucets	Faucet, Accessory (Metal Parts)	10
	Sensor Faucet	5
	Electronic/Electrical assembly for Sensor Faucet	2
	Concealed part/body of a diverter	25
	Faucets with color finish only	5
	Cartridge, O ring, Gasket & Braided Hose	2
Flushing Systems	Flush Valve	10
	Concealed Cistern - Body & Working Mechanism	7
	Wall Hung Cistern	2
	Sensor based Flushing System - Body, Electronic / Electrical Assembly	5
		2
Sanitary Ware	Ceramic Body	10
	Mechanical Parts	2
	UF Seat Cover	5
	PP Seat Cover	2
Wellness	Electrical & electronic parts in all products	2
	Free standing tub, bath tub, whirlpool, SPA, Steam Cabin, Sauna, parts other than electrical & electronics parts	5
	SPA – shell	10
	Steam generator	2
	Filter & other consumables	NIL
Washroom Accessories	Hand Dryer, Soap Dispenser, Paper Towel Dispenser	2

MAINTENANCE GUIDELINES:

- Our warranty does not cover the products consumables like batteries and fragile items like glass.
- Clean the product with a water-soaked soft towel or bathing soap solution once a day or two to keep the plated surface clean and free from any deposits.
- Don't use any type of cleaning/detergent agents that contain acids or chemicals such as flush cleaner, tile cleaner etc.
- Don't use salt or vinegar-based cleaning agents to remove scale or scale-related stains. They may damage the surface or finish of products.
- Any products should not be rubbed by Emery paper/cleaning powder. This can cause abrasion.

You need to protect your product from:

Water Scaling: Due to the presence of minerals and salt in water, scaling is formed on the product if it is not cleaned regularly. The products should be cleaned gently at regular intervals. Also, take extra care to clean the edges and corners of the products because these areas are more vulnerable for scale settling. Clean the aerators from time to time for a perfect foam flow of water from the fittings. The property of water being used is very important for your plumbing installations (Pipes etc.), as well as for your own hygiene. The hardness of water should not exceed 300-400ppm.

Acid Fumes: When we clean the tiles or floors in the bathroom with cleaning agents which contain acids or chemicals, acid fumes are formed. Because the basic material used in the products is brass, brass being an alloy of copper reacts with these acid fumes. With this reaction, a green color layer is formed on the products resulting in damage to the outer finish or coating.

Scratching while cleaning: Scratching or scrubbing occurs due to hard nature of cloth or coarse cleaning powder being used for cleaning. Use a gentle fluffy soft cloth for cleaning the surface.

Atmospheric conditions: This condition applies mostly to salt content in the air in coastal areas, sometime the air reacts with brass and black spots emerge on the surface of product. Therefore, the product is required to be cleaned regularly. At the time of installation of these products, cover the products with the cloth covers provided in packaging or with polythene till the time you actually start using the product to protect from construction debris.

- Acquaviva India or its Authorized Service Franchisee solely can service/repair the Product.
- **This warranty is only effective if proof of purchase (original sales receipt) is provided with all warranty claims or requests.**
- This warranty does not include payment of or responsibility for GST or other local taxes assessed to the parts supplied, replacement unit or repaired during the warranty period.
- This warranty is not valid and in-effective, if the Products are not installed according to the instruction manual, the Product is found tempered/misused, any warranty norms are violated, Customer is unable to produce copy of invoice

at the time of service visit, the breakdown is not arising out of manufacturing defect, but due to external reason such as: water impurities, masonry, electrical, plumbing error, water hardness beyond permissible limits, inadequate or excessive water pressure, non-usage of product for more than 6 months, usage of abrasive cleaners, ammonia, bleach, acid, wax, alcohol, solvent or any other non-recommended items on product, or improper care and cleaning of the product.

- Acquaviva India is not responsible for labor charges, installation or other incidental or consequential costs. It is not liable for any special or consequential damages due to the defective Product, or due to defects of any Internal and external Cleaning of the products, such as In-wall tank, drain and drain plugs, aerators, shower nozzles, faucet finishes are not covered under warranty.
- 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.
- In the event of any repairs/replacement of any parts of the Product, this warranty shall there after 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.
- In the event of non-availability of components or parts due to any reason whatsoever, neither Acquaviva India nor its Authorized Service Franchisee nor the 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, Acquaviva India or its Authorized Service Franchisee will replace the defective Product with an equivalent model or color.
- Acquaviva India may, at its discretion, retain any part or component replaced during the warranty period.
- Warranty on Wellness Products against defects in material or workmanship as follows: Company will repair at no charge for parts only or, at its option, replace any product or part which proves defective because of improper workmanship and/ or material, under normal installation, use, service, and maintenance.
- Company shall not be liable to customer claiming the warranty under the terms and conditions of this Limited Warranty Certificate, due to defects caused by rodents/pets or in the events of force majeure. The Force Majeure means any disaster, act of God or the public enemy, any accident, explosion, fire, storm, earthquake, electric storm, tornado, flood, casualty, lockout, strike, labor conditions, unavoidable accident, nuclear explosion, national calamity, or any other circumstance or event or by any enactment of law, or by order of any legally constituted authority, or by any other similar cause of the Company or beyond the reasonable control of the party relying upon such circumstance or event.