

## **Warranty Policy**

GROHE India warrants that the following products manufactured by GROHE, used for residential and commercial use, will be free from defects in materials and workmanship for the following period/s from the date of purchase. This warranty is effective for all GROHE products sold after December 1, 2014.

Product Category	Warranty Period
CP Fittings (Faucet/Diverter/Concealed Bodies/Thermostat)	10 Years
Commercial Products (Sensor Faucets/Toilet Sensors/Urinal Sensors)	10 Years
Cistern (In wall Tank)/Cistern Plate	10 Years
Steam Generators/ Digital Products (FDD/FDD Digital)/ Sensors, Electronic Circuits, Electrical Assemblies, Solenoid Valves	5 Year
Accessories, Flexible Hose Pipe, Clamps, Connection Tubes.	3 Years
Mechanical Components (Fill/Beta Valves)	2 Year
Consumable Parts like Battery, Aerators	NIL

This warranty policy confirms that GROHE will rectify free of charge any such fault that may arise due to defect in material/s or workmanship appearing within warranty period subject to below terms and conditions.

### **Terms and Conditions:**

- a) Grohe India or its Authorized Service Franchisee solely can service/repair the Product.
- b) Grohe India and its Authorized Service Franchisee will make unit repairs or replacements under this warranty within a reasonable period of time, as determined by Grohe India or its Authorized Service Franchisee performing the repair or replacement.
- c) This warranty is only effective if proof of purchase (original sales receipt) or e- warranty certificate is provided with all warranty claims or requests.
- d) The service/repair of the warranty shall be provided only within the municipal limits of the town or city where the Branch Office of Grohe India or its Authorized Service Franchisee is located
- e) This warranty does not include payment of or responsibility for any excise duty, central taxes, state taxes and octroi or other local taxes assessed to the parts supplied or repaired during the warranty period.
- f) 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.
- g) 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.

h) This warranty remains applicable only if the Product has at all times been installed and 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.

i) Installation Pre-requisite

i) Water Hardness: Water over 700 ppm is extremely hard and not fit for drinking. This will definitely have a serious effect on household fixtures, piping and appliances. Hence it is recommended use soft water for Sainitary ware fittings.

ii) Water Pressure: as per specifications.

iii) Plumbing Configuration: Standard plumbing configurations as per Grohe Specifications or contact Grohe Customer Service team for further assistance.

j) Improper handling of the Products automatically terminates and nullifies this warranty. This warranty does not cover problems arising from insufficient water pressure, excessive water impurities/hardness beyond the norms of drinking water or improper care and cleaning. Guidelines for proper care and cleaning\*\* are mentioned below. Improper care and cleaning will void the warranty. Grohe India is not responsible for labor charges, installation or other incidental or consequential.

k) In the event of non-availability of components or parts due to any reason whatsoever, neither Grohe 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, Grohe India or its Authorized Service Franchisee will replace the defective Product with an equivalent model or color.

l) Grohe India may, at its discretion, retain any part or component replaced during the warranty period.

m) For Products sold in India, only this Warranty document is applicable. Any reference to any other warranty document will not be considered.

### **How to make a Warranty Claim:**

To submit and/or avail a warranty claim, please contact GROHE Customer Service at [customercare.in@grohe.com](mailto:customercare.in@grohe.com). Telephonic enquiries shall be directed to GROHE India toll free no.1 800 102 4475 between 09.30 Hrs. and 18.00 hrs. all days of the week, however excluding public and national holidays.

Please provide all applicable information regarding your claim that also shall include:

- Product/Model Number;
- Proof-of-purchase (copy of your original sales receipt, purchase order, or invoice), the date when the product was purchased from a GROHE channel partner or directly;
- Complete description of the problem with supporting documentation/s as applicable.

### **\*\* Care and Cleaning Tips:**

Do's:

- Clean the fitting with just a little soap and a damp cloth. Then simply rinse off and wipe dry. You can prevent lime scale by drying the fitting after each use. If lime scale deposits form, remove them with Groh Clean, our environmentally friendly cleaner.

Don'ts:

- Do not use any abrasive sponges or scouring agents for cleaning.
- We also advise against the use of solvents or acidic cleaners, lime scale removers, household vinegar and cleaning agents containing acetic acid. They will attack the surface and leave your fitting looking dull and scratched. Because the formulae of commercially available cleaners are changed frequently.