

### Asian Paints Bath Products – Warranty Details

Asian Paints Limited ("Company") products mentioned in the below table used in residential and non-residential segments (as specified in conditions of usage) are warranted to be free of defects in the material and workmanship for the period set forth in the warranty coverage table as detailed below, commencing from the date of sale of Asian Paints Limited Faucets products to the original purchaser subject to certain terms and conditions as appearing hereinafter.

Category	Residential				Commercial			
	Ess Ess	Bathsense	Royale	Bath Essentials	Ess Ess	Bathsense	Royale	Bath Essentials
Faucets and Upper parts of concealed bodies	10	10	12	NA	7	7	7	NA
Concealed Bodies (other than Flush valve), Shower Arms; Bottle traps, Waste Coupling	12			12	7			7
Flush valves	3			10	2			7
Showers	3	3	3	3	2	2	2	2
Accessories	3		5	3	2		3	2
Health Faucets		3	3	3		2	2	2
Extension nipples				12				7
Kitchen Sinks		25				12		
Thermostatic Diverters		12				7		
Auto-close taps	1			5	1			2
Sensors and Electrical equipment	1	2	1		1	1	1	
Vanities#		2				1		
Connection Hoses		1				1		
Project angle cock : ABS handle				5				3
Canvas – PTFE Coating only		25				7		
Canvas-PVD Coating only		12				7		

	Residential		Commercial	
	Bathsense	TECE	Bathsense	TECE
Ceramics	10		5	
PP Seat Covers***	2		1	
UF Seat Covers***	5		2	
Seat cover cartridges	2		1	
Flush Fittings for Ceramics	2		1	
Concealed Cistern Body (Tank)	10	10	5	5
Exposed (PVC) Cistern Body (Tank)	2		1	
Concealed Cistern Internal parts*	2	1	1	1
Exposed (PVC) Cistern Internal parts*	2		1	1
Concealed Cistern Plates**	5	5	2	2
Sensors and electronic systems	1		1	

\*Drain Valve, Fill valve, Angle cock etc. in case of both concealed and exposed cisterns

\*\*Applicable to finish and plating; Functional warranty same as Cistern body

\*\*\*Does not cover cartridges and functional components, and colour fading

#Applies to the Wooden cabinets and doors, Functional Warranty for hardware as specified in the warranty card of the individual product

1. This warranty is valid only if the product (other than Ceramics) is used under the specified Limits of water conditions listed as below
  - Pressure between 0.5 and 5 bar
  - Total Dissolved Solids: Below 850 PPM
  - Total hardness: Below 400 PPM
  - pH: between 6.5 and 8.5
  - Total Suspended Solids: Below 30 mg/L
  
2. For Ceramics,
  - the recommended flushing system for Wall hung is Concealed Cisterns and EWC is PVC Cisterns. If any other flushing system like Flush Valve is used, the recommended working pressure is  $\geq 2$  bar.
  - For flush tank of One piece closets, minimum water level should be set at 6 liters
  - Improper flushing caused due to flushing system or pressure not as per recommendations not covered under warranty
  
3. In addition to the generic conditions as in '1' above, the following additional conditions apply to specific products

**3a. Showers:**

- Product replacement claims caused by Nozzle blockage due to deposition shall not be covered under warranty (other than in case of self-cleaning showers)
- Warranty will be valid only if the shower is used with flow restrictor provided with the product

**3b. Health Faucet:** Bursting of the hose pipe is not covered under warranty

**3c. Sensor Based Products:**

- Warranty is limited to manufacturing defects
- Warranty does not cover damages to the product due to Voltage fluctuations, Water ingress due to improper installation/handling etc.
- Change of battery in case of products with DC supply is not covered under warranty

**3d..Extension Nipples:**

- Warranty is valid only if the product is maintained in the original dimensions and surface condition in which it was supplied in.
- Length of the nipple to be used should be selected in accordance with the installation requirements.
- Thread of the nipple should be connected directly to the thread of the pipe/ product that it is used with, and no change to be made to the original dimensions. Any changes to the product like Cutting of thread will void the warranty

### 3e. Waste Couplings:

- Only damage to the thread or breakage is covered under warranty provided the product is installed in the original dimensions. Any changes to the product like Cutting of thread will void the warranty
- Deposition /discoloration occurring during usage not covered under warranty

### 3f. Sinks

- Warranty applies to Sink Body in Stainless steel for any manufacturing defects and rusting
- Warranty does not apply to chip-off or fading of protective coating on under-surface of sink body.
- Warranty does not cover defects or damage caused by use of acids, abrasives, improper cleaning and lack of maintenance, mechanical damage caused during installation or usage, and scratches/dents caused by normal wear and tear
- Sink body comes with protective lamination on top surface, to be peeled off before use only after any construction work is completed

4. **Upper Parts of Concealed Bodies:** Warranty shall be void if Upper parts are not installed with the concealed body of the same make.

5. **Ceramics and Flush fittings:** Warranty will not cover below

- Colour fading due to cleaning with chemicals other than recommended cleaning agents like Viroprotek or equivalent reputed brands
- Problems arising in push buttons due to use of harsh cleaning agents (only soap water with dry cloth to be used for cleaning)
- Problems arising due to use of Cleaning agents on Plastic parts like seat covers
- Problems arising due to debris and other impurities present in the water, above the specified limits of TSS as above
- Inadequate Flushing in case of Siphonic closets if the length of the outlet connection pipe is higher than 6 meters
- Flush valve if used along with rimless wall hungs, this can lead to Splashing issues and will not be covered under warranty

6. Pressure reducer is recommended for usage in the line when installing cisterns and flushing systems to limit the pressure to the specified conditions as above

7. **Seat Covers:**

- Problems occurring in hydraulic function, hinges etc. on account of jets installed and application of force for closing in case of soft-close seat covers not covered under warranty.
- Seat covers should be cleaned only with mild soap and water. Cleaning agents recommended for use of cleaning ceramics and tiles are not suitable for seat covers and can result in damage of the surface
- Colour fading due to use of cleaning agents on Seat covers not covered under warranty

### **Parts excluded from warranty**

1. Aerator used at the outlet of the faucet is a plastic part and replacement of the same is not covered under warranty.
2. Service cost for cleaning/replacement of aerator in case the water conditions are not as per specified limits will need to be borne by the consumer
3. Rubber parts except those which are internal to the spindle/cartridge/piston/flush fitting are not covered under warranty
4. In case of Sinks, Waste / Drain coupling (consisting of ABS components) and Rubber parts are not covered under warranty

### **Terms and Conditions**

1. The warranty shall commence from the date of purchase as per invoice. The customer needs to register the warranty with the Company either by contacting its toll-free Helpline number 1800-266-2079 or by logging into the website [bathsense.asianpaints.com](http://bathsense.asianpaints.com) and furnishing all the purchase and personal details as requested by the Company. Alternatively, please contact the dealer from where the purchase has been made, to register the warranty. For the warranty to be valid, its registration needs to be done within 15 (fifteen) days from the date of the purchase of the product.
2. This warranty will be effective only if the proof of purchase (i.e. original GST invoice /receipt) and /or Warranty registration document is provided with all warranty claims or requests.

### **3. CLAIMS AND REPAIRS**

- a. For the purpose of claiming warranty, customer will have to share the registered warranty number or proof of purchase and in absence of the same the company will not be held liable for any warranty claim.
  - b. Customer shall forthwith notify the Company of the claim providing full details thereof and shall set out the basis on which it believes that the company is liable in terms of the warranty. Company shall appoint authorized personnel to visit the site and assess whether the issue / product falls within the purview of the warranty. The warranty shall be void in case the customer or any third party other than the authorized personnel performs any repairs to or removes or otherwise tamper with any product, prior to such visit by the authorized personnel
4. After the Warranty period has lapsed, both the Product & Spare cost and Service Cost will be payable by the consumer
  5. The company shall make its best endeavor to provide onsite warranty services but due to unavoidable/exceptional circumstances the product may be required for offsite inspection at Company's service center/Service Centre of company's authorized service associate.
  6. The Company and its Authorized Service Franchisee will make unit repairs or replacements under this warranty within a reasonable period, as determined by the Company or its Authorized Service Franchisee performing the said repair or replacement.

7. It is at the option of Company to remedy any defects by repairing or replacing the products of comparable value. However, this warranty shall not apply to the parts thereof. Under no circumstances shall claims for refund be accepted under this Warranty.
8. The Company will not be held responsible for any defects or damages that may be arising from transportation, or due to improper installation alteration, accidents, misuse, or lack of proper maintenance.
9. This warranty does not include payment of and responsibility for any duty, including GST and other central taxes, state taxes or other local taxes as assessed to the parts supplied or repaired during the warranty period.
10. The warranty period will start from the date of invoice and shall automatically stand terminated upon the expiry of the requisite warranty period even if the said 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.
11. The warranty period shall not start afresh after settlement of the claim.
12. In case of products which are discontinued by the Company and the product to be replaced due to agreed defects is still under warranty, the company will have the discretion to provide another product which is equivalent in terms of commercial value.
13. 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 original warranty of the Product. 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.
14. This warranty is not valid or effective if the unit/Products are not installed according to the instruction manual or procedure laid down by the Company and the company shall not be liable for any damage out of faulty installation.
15. 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 water as specified in this document or improper care and cleaning. Improper care and cleaning will void the warranty.
16. Company is not responsible for labour charges, installation or other incidental or consequential costs
17. The Company is not responsible for the cost of removal, return and/or reinstallation of the Product, except cases where Product replacement is established as necessary to resolve the complaint under warranty and carried out by company appointed technician. The company is also not liable to pay for any civil or construction work required during installation of new products or replacement / repairs of old products.
18. In the event of non-availability of product, components, or parts due to any reason whatsoever, neither Company nor its Authorized Service Franchisee or the Dealer will be held responsible or liable for any delay that may be caused to service/repair/replacement of the product. In the event of identical model or color / color combination is not available for replacement, the Company or its Authorized Service Franchisee or its dealer will replace the definitive / available Product, at its sole discretion, with an equivalent/identical model or color.

19. The company will, at its best endeavor, make an effort to carry out repairs at the earliest within responsible period. However, the company is under no obligation to do so in a specified period.
20. Warranty does not cover claims for damage caused to product(s) during transportation or installation
21. The company at its own discretion can decide to rectify the defect with or without replacement of the parts or product.
22. This warranty does not cover any accessories external to the product.
23. After completion of warranty period, in case any defect, standard part charges will be charged from customer as per prevailing rates of the company including of any applicable /incidental charges. This will be applicable even if the product is under warranty but is used in a way other than the specified conditions of usage in this document
24. The Company will not be held responsible or liable for any special, indirect or consequential damages due to the defective product, or due to defects of any component or part thereof. However, under any circumstance whatsoever the total liability of the Company shall not exceed to actual purchase price of the Product.
25. EXCLUSIONS: This warranty will cover only manufacturing defects as mentioned in this document and will not cover any other defects, damages or loss arising out of factors / circumstances out of control of the Company, including but not limited to:
  - Damages caused due to mishandling of the product, incorrect installation of product / spares/accessories or if installation is not as indicated in the user manual; product is not maintained as per recommended practices for care; maintenance/repair carried out by third parties other than authorized personnel; spare parts used are not of our make; connecting, bending, or damages to product during installation
  - Use of any product in a manner inconsistent with the product instructions and/or installation manual or for any purpose other than as mentioned in the document.
  - Improper installation of product or any other components used in installation
  - Natural calamities such as earthquakes, cyclones etc.
  - Acts of God
  - Abuse or negligence by the customer
  - Damage or loss resulting from normal and customary wear and tear, such as gloss reduction, scratching or fading over time due to use or cleaning
  - Improper cleaning or cleaning with coarse cloth or cleaning practices including but not limited to the use of bleach, alkali, acid cleaners, dry (powder) cleaners or any other abrasive cleaners or the use of metal or nylon scrubbers. -
  - Fading of material due to sun or chemical exposure
  - Damage due to exposure to acids, chemicals, harsh cleaners like phenyls, etc. or use of excessive force
  - Damage to the outer finish or coating of the faucets or showers caused due to exposure to Acid Fumes arising when the tiles or floors in the bathroom are cleaned with cleaning agents which contain acids or chemicals. This can cause a green colour on the products which is a result of the brass alloy (material of construction of the faucet) reacting with these acids
  - If the site condition, where the product is installed does not conform to the recommended operating conditions of products
  - Defects caused by improper use, as determined by the authorized service personnel

- Damage to the product or any part/s during transportation.
26. Force Majeure: The Company shall not be responsible for any failure to perform or for any delay in performance of the terms of this warranty where the failure or delay is due to Force Majeure events/ acts of God which shall include but not be limited to any acts of natural disaster, public enemy, war, riot, act of terrorism, embargo, explosion, sabotage, flood, pandemic, epidemic or any other public health emergency, lockdowns imposed by Municipal Authorities, State or Central Governments, from whatever cause arising; enactment, promulgation or issuance of any laws, regulations, orders or decrees of any competent governmental, regulatory or judicial authority ("Force Majeure Event"). The Company shall however, perform its agreed obligations as soon as reasonably practicable following removal of the cause of the force majeure and/or its effects
  27. Limitation of Liability: Under no circumstance shall the total liability of the Company exceed to actual purchase price of the Product.
  28. If any dispute arises between the Company and the customer, in respect of this warranty, neither shall commence any court or arbitration proceedings relating to the dispute unless they have first complied through mediation process. In case of any disputes, the same is subject to the exclusive jurisdiction of the courts of Mumbai