

## JAAZ Warranty & Instruction Manual

Shower Panel | Multifunction Shower | Rain Shower | Body Jet | Shower Set | Bathroom Accessories | Sanitary ware | Mixer and Diverter | Steam Generator | Smart Toilet Seat  
Kitchen Sink | Kitchen Faucet | Head and Hand Shower | Service Parts

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## Warranty for JAAZ Products:

Warranty Charts			Warranty in Years	
Warranty Description	Product Category	Product Description	Residential Use	Commercial Use
The products are warranted against any manufacturing defect specified under the warranty period subject to terms and conditions specified in this warranty	Shower Panel, Shower Set	Shower Panel - Body	3	1.5
		Shower panel - Faucet	3	1.5
		Faucets Cartridge	1	0.5
		Accessories, Flexible Hoses, Pipes, Holders, Hand shower, Head shower.	1	0.5
	Sanitary ware	Ceramic Body (EWCs, Wash Basins, Urinals, Pedestals and Cisterns etc.)	10	5
	Seat Covers	UF Seat Covers	1	0.5
		PP Seat Covers	1	0.5
		Smart Toilet Seat	1	0.5
	Concealed Cistern	Concealed Cistern - Body	5	1
		Concealed Cistern - Internal Fittings & Knobs	1	0.5
	Exposed Cistern	Exposed Cistern - Body	2	1
		Exposed Cistern - Internal Fittings & Knobs	2	1
	Faucets	Faucets/Diverter/Wall Mixers/Kitchen Faucet	5	5
		Faucets Body	5	5
		Faucets Cartridge	1	0.5
	Multi-Function Shower, Steam Generator & Accessories	ABS- Overhead Showers/Rain Showers/Hand Showers	1	0.5
		Stainless Steel/Brass - Overhead Showers/ Rain Showers/Hand Showers/ Body Jets	3	1
		Steam Generator	1	0.5
		Smart Toilet Seat Shower Electronics parts.	1	0.5
		Health Faucets – ABS, Accessories, Flexible Hoses, Pipes, Holders, Nozzles	1	–
		Connection Tubes, Shower Arms	1	–
		Consumable Parts- Aerators, Batteries	Nil	Nil
	Sink	Stainless Steel Kitchen Sink -304 Grade	5	1

### Introduction:

We congratulate you for having chosen a JAAZ products & thank you for your continuing trust in us. JAAZ promises quality of product and service thus making your experience with the product delightful

## Care, Cleaning & Maintenance Guidelines:

Kindly follow the guidelines mentioned below to give you the best results and to maintain the finishes and longevity of the product.

- **Clean the product** with water-soaked soft towel or bathing soap solution once in a day or two to keep the plated surface clean and free from any deposits.
- Don't use any type of **cleaning/detergent agents** which 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.

You need to protect your product from:

1). **Water Scaling:** Due to 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.

2. **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 colour layer is formed on the products resulting in damage to the outer finish or coating.

3. **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.

4. **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 them.

## Care and cleaning guidelines for Sanitary Ware Products:-

Vitreous china sanitary ware products are fragile in nature and need to be handled with care (to avoid personal injury) at all times during its storage, handling, and installation and use thereafter.

- The wash basin and water closet are **heavy** and it is recommended that two persons hold it while it is being fixed.
- Carefully inspect the new product for **damage before installation**.
- **Risk of product damage**. Over tightening may cause breakage or chipping of vitreous china.
- **Risk of external leakage**. Do not lift or rock the bowl after placement.
- Always **test product cleaning solution** on an inconspicuous area on the product before applying it to the entire surface.
- Do **not allow cleaners** to sit or soak on the product.
- Use a soft, dampened sponge or cloth to clean. **Never use abrasive material** like a bristle brush or scouring pad.
- **Wipe surfaces** clean and rinse completely with water immediately after applying cleaners.

### Warranty Void:

- Any defect or damage caused to the product **due to natural wear and tear**;
- Any defect or damage arising from reasons attributable to the purchaser/ third party, including without limitation willful actions, negligence, mishandling, improper storage, improper fitting, misuse or improper repair, faulty installation, negligence, accidents and repairs by unauthorized person or maintenance practices and/or used in any manner contrary to any written instructions provided by Jaaz; however the certificate entitles the customer to seek training for his plumber from Jaaz Customer Care.
- Any other defect or damage occurring or being notified after the expiry of Warranty Period, including but not limited to any **latent defect**.
- The problems arising from **inadequate water pressure, water impurities or improper care and cleaning** and **Voltage** fluctuations.
- In line water filters, should be used with faucets so that any damage to ceramic cartridges without the use of in line filters will void warranty.

- **Intentional and Accidental use of cleaners** containing abrasive cleansers, ammonia, bleach, hair dye, acids, waxes, alcohol, solvents, bath oil, bath salts or other products not recommended for Color and Coating and due to Improper cleaning or cleaning with coarse cloth also for fading of any material due to sun or chemical exposure
- Any goods which after delivery hereunder have been **repaired or modified or altered by anyone other than** that has been **authorized and approved by the Jaaz**.
- This warranty **does not cover installation** or any other labor charges associated with the job work or re-installation of Jaaz products.
- When the product is **not operated in accordance with the instructions** concerning use and operating.
- **Damage to any products based on or resulting from installation or repair**, misuse or abuse or alteration or adjustment, whether performance by a contractor, service company or yourself.
- **Damage resulting from failing to reasonably clean, care for or maintain** a product.
- This warranty **does not cover the damages as a result of disaster** such as fire or acts of God, including flooding, earthquake, or electric storms and other Force Measure.

### Warranty Terms:

- The warranty is applicable from the **date of purchase**.
- The customer **must produce the GST paid invoice/warranty card in original** to avail warranty service. In case the purchase has been done by the developer of the apartment, the possession letter from the developer will be treated as equivalent to bill.
- 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.
- The **warranty becomes null and void if installation is not done by qualified and experienced technician** and/or as per the installation procedure laid down by the company
- The company is also **not liable to pay for any civil or construction work**(Labor work) required during installation of new products or replacement/repair of old products.
- The company is not liable for any

- An equivalent replacement at pro-rata basis shall be provided in case the product has been discontinued, where in the customer has to pay proportionate amount on the current MRP, given the product is within the aforementioned warranty terms.
- If the manufacturing defect is seen within the first year of purchase on the Ceramic product, the customer is entitled for free replacement. In case the manufacturing defect is seen after the first year of purchase & before the warranty period expires, the customer has to pay the company on proportionate basis on current MRP for new replacement.
- During the warranty period and under normal use, if the product / component / part is found to be of faulty due to manufacturing defect, the same will be repaired or replaced upon production of this warranty certificate, without charges either for part or labor or both, the decision of company official will be final for fault qualifies for warranty.
- Warranty remains applicable only if the products have at all times been used strictly in accordance with the terms of this warranty and has not been improperly or negligently handled and is not maintained in accordance to maintenance guidelines given.
- In the event of non-availability of components or parts due to any reason whatsoever Company or its Authorized Service provider or the Dealer will not be responsible or liable for any delay that may be caused to service/repair of the Products; no claims financial or otherwise will be entertained.
- Company and customer agree that company will not be liable for any damages whatsoever arising out of use or inability to use its Company's Products. JAAZ bears no responsibility for incidental or consequential damages arising out of use or inability to use Company Product.
- By purchasing this product, customer agrees to Company's aforesaid warranty on the product.
- Company neither assumes nor authorizes any person to assume for us any other obligation or liability in connection with sale of this product.
- Customer and Company agree that customer's sole remedy for any defects in goods here under shall be limited to the repair or replacement at the Company's option within warranty period after delivery of such goods to the first purchaser, of any defective goods, of which notice of defects is given by the Customer to the Company in accordance with terms of this warranty certificate. The part/product against replaced part/product will be property of Company.

- Company and customer agree that JAAZ bears no responsibility for incidental and / or consequential damage arising out of use and for inability to use a product. Company liability will be limited and restricted to the product replacement/value of the product sold. Company under all circumstances shall not be liable to uninstall the defective product or installed replacement product. In case replacement is the only option then the customer has to hand over the defective product to the seller from whom it was purchased and take the replacement product from there.
- 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.
- Transportation of the Product and /or spare parts and /or components from the location of Jaaz branch office or Authorized Service Franchisee to customer's location and back shall be borne wholly and solely by the customer at the prevailing rates, and Kohler India shall not be liable for any damage caused to the Product in transit or delivery for repair.