

cersanit

UK SANITARY WARE

Manufacturer: CERSANIT S.A. whose registered office is at Al. Solidarności 36, 25-323 Kielce, Poland, gives this guarantee on the following terms and conditions:

1. Warranty period (calculated from the date of purchase):
 - 120 months on ceramic sanitary ware properties (glaze colour, crack of the exterior glaze)
 - 120 months on basin wastes with fixed ceramic cork(with or without click-clack function)
 - 24 months on non-ceramic parts in WC compact sets, toilet bowls (seals, valves) and basin wastes with fixed ceramic cover (seals)
 - 24 months on hydrophobic properties (for products coated with Clean Pro).
2. Terms and conditions:
 - 2.1 The Customer shall familiarise oneself with installation and operation instructions of the Product contained in paragraph 4 of the terms and conditions of the guarantee and comply at all times with those instructions.
 - 2.2 The Manufacturer shall not be liable for any loss, damage or defects caused by use of materials during Product installation process that were not supplied by the Manufacturer and any use of such materials shall be at Customer's own risk and liability.
 - 2.3 The Manufacturer shall not be liable for any loss, damage or defects caused to the products, materials or items that are attached to the Product, but are not manufactured by the Manufacturer.
 - 2.4 The Product should be checked prior to installation and if any defect is found, the Product must not be installed and the defect should be notified to the Manufacturer in accordance with the paragraph 3 of this guarantee.
 - 2.5 The Manufacturer shall not be liable under the guarantee terms in respect of defects or damage arising from:
 - Fair wear and tear, wilful damage or negligence;
 - Accident, fire, flood, explosion, lightning, storms, frost or other bad weather condition;
 - Incorrect installation of the Product, or installation that is inconsistent with the Manufacturer's instructions or valid legal regulations;
3. Claims under the guarantee:
 - 3.1 Complaints shall be considered on the basis of the Product purchase date (e.g. on receipt or sales invoice basis) proved by the Client.
 - 3.2 Any claim made under the terms and conditions of this guarantee must be made within the Guarantee Period.
 - 3.3 Claims should be submitted to the point of purchase.
 - 3.4 The Manufacturer shall at its own discretion repair or replace the Product which is proved to be faulty or defective in manufacture.
 - 3.5 Repair or replacement shall be held under the condition that the Manufacturer is notified in writing of the alleged defect or fault within 7 days of the time when Customer discovers or ought to have discovered the defect or fault and in any event within the Guarantee Period.
 - 3.6 A claim will only be accepted if proof of purchase is presented such as receipt or sales invoice. In the case of electronic filing of a claim, proof of purchase will be verified by a service technician upon attendance whilst investigating the claim. In all cases this guarantee will also need to be produced.
 - 3.7 The Manufacturer shall endeavour to investigate all claims within 14 days of submission.
 - 3.8 All Defects identified will be remedied within 21 days of the date when the claim is accepted by the Manufacturer as justified. The method by which a repair or replacement is performed will be determined solely by the Manufacturer's authorised service technician. The Manufacturer reserves the right to repair or replace the Product at its own discretion. If defective parts are to be replaced, only parts supplied by the Manufacturer will be used and the part removed will become Manufacturer's property.
 - 3.9 If the claim is accepted, the guarantee period shall be extended by a duration between submission of the claim and repair or replacement date.
 - 3.10 The Manufacturer shall carry out repair or replacement free of material and labour charges, providing that the claim is accepted.
 - 3.11 The Manufacturer shall not accept or reimburse the costs of any third party who undertakes any work carried on the Product or fits parts, unless such work is approved in advance of it being carried out.
 - 3.12 The Product to which a complaint pertains should meet the basic hygiene requirements.
 - 3.13 Warranty repair guarantees solely manufacturing defects.
4. Exclusions:
 - Pollution caused by the use of chemicals dispensed in the WC compact set tank or contaminated water supply.
 - Use of the Product that is inconsistent with Manufacturer's instructions;
 - Improper storage, transportation or maintenance using corrosive or abrasive agents;
 - Mechanical, physical and chemical damage caused by external forces and factors;
 - Caused by limescale or iron build up;
 - Alteration, modification, adjustment or repair of the Products made without Manufacturer's approval;
 - Use of non-original spare parts;
 - Excessive temperature impact on the Product;
 - Improper use;
 - Natural wear;

4. Installation and operation instructions:

- 4.1 The Product should be installed according to the supplied assembly instruction.
- 4.2 Water pressure in the water supply system in the building should not be lower than 0,5 bar or higher than 6 bar.
- 4.3 If defective parts are to be replaced, the producer's original spare parts must be used.
- 4.4 External objects such as grout, lime, sand, and other objects should be kept clear of the tank to prevent the disruption of all mechanisms.
- 4.5 For products with a Clean Pro coating, the following maintenance rules apply:
 - The product should be cleaned using a damp cloth with the addition of a mild cleaning agent, e.g. a dishwashing liquid.
 - The product should not be cleaned using rough or hard objects such as abrasive sponges or a kitchen wire ball cleaner.
 - The product should not be cleaned using granular cleaning agents - this may cause permanent damage to the surface.
 - The product should not be cleaned using abrasives (e.g. cleaning creams).
 - The product should not be cleaned using corrosive substances (e.g. acids, bases, chlorine, etc.).
 - The formation of permanent lime deposits (so-called „hard water“) must be prevented.
 - The best way to remove scaling deposits is by using mild popular cleaning agents intended for this purpose.
- 4.6 The basin wastes with fixed ceramic cover should not be cleaned with chemicals containing ammonia, acid, chlorine, alcohol, and any other corrosive substances or sharp cleaning agents.

5. General:

- 5.1 This Guarantee does not exclude or limit any statutory rights that the Customer may have in the event of Product inconsistency with the contract.
- 5.2 The Guarantee is free of charge.
- 5.3 The warranty is valid within the country of purchase.
- 5.4 The Customer shall take all reasonable steps to minimise loss or damage arising out of a defect of the Product.