



WARRANTY CONDITIONS

The warranty period starts from the date of delivery of the product and is as stated below.

The entire product, including all its parts, is under the warranty of our Company.

If the product malfunctions during the warranty period, the time spent in repair is added to the warranty period. The repair time of the product cannot exceed 20 working days. This period begins from the date the fault is notified to the service station, or in the absence of a service station, to the seller, dealer, agency, representative, importer or manufacturer.

If the product malfunctions within the warranty period due to material and workmanship or assembly errors, it will be repaired without demanding any fee.

Despite the consumer using the right to repair, if the product:

- Malfunctions at least four times within a year from the date of delivery, making the inability to benefit from the product permanent,
- Exceeds the maximum time required for its repair,
- Is determined to be irreparable with a report arranged by the authorized service;

the consumer may request the replacement of the product free of charge, refund of the price or a price discount at the rate of the defect.

Warranty Period

- Faucets and Manually Operated (with Cartridge/Headwork) Mixers: 12 (Twelve) years
- PROVIDO, TAURO, FUEGO, FREZIA, RITMO, PEDRA, NOVA, GILDO, TULIO, KALIPSO, FELIS, ATROS, ESPINA, IRIS, SOLUS, FLORUS, PRIMULA, ADRIO, RIOS, NINO, DOKTOR AND DISABLED SERIES CHROME PLATED MIXERS, CONCEALED BATH AND SHOWER MIXERS: 12 Years
- WISER-Q Water and Soap Dispenser Photocell Basin Mixer: 2 (Two) Years
- Electronically Operated (Photocell) Mixers: Body and Chrome Plating 5 (Five) Years; Functional Parts 2 (Two) Years
- Thermostatic Mixers, Valves, Shower Systems, Plastic products: 5 (Five) years
- GPDantik, PVD Gold, PVD Rose Gold, Black, Granite and Copper Oxide Plating: 2 (Two) Years

Situations Out of Warranty Coverage

- Problems arising from use contrary to the installation and user manual.
- Defects resulting from faulty plumbing or incorrect installation by unauthorized persons.
- Problems in plumbing without pressure control. *Ideal Installation Pressure Range: 3-4 Bar
- Malfunctions caused by construction residues if filtered stop valves are not used.
- Damages occurring during loading, carrying, unloading and installation.

- Faults caused by incorrect and harsh use or calcification.
- Deformations resulting from the use of cleaners containing acid or abrasive substances.
- Malfunctions caused by non-original spare parts or cracked parts due to freezing.