



Product Warranty Information - Sanitaryware

We thank you for choosing the Simpolo product and your continued trust in us. Simpolo promises the highest level of quality products and services to give you delightful experience.

Simpolo Sanitaryware Warranty and Care Guide

PRODUCT CATEGORY	PRODUCT DESCRIPTION	WARRANTY IN YEARS	
		RESIDENTIAL	COMMERCIAL
VITRIFIED CERAMIC BODY	WATER CLOSET, WASH BASINS, URINALS, PEDESTALS, CISTERNS ETC.,	10	5
CONCEALED CISTERNS	CONCEALED CISTERN BODY	10	5
	KNOBS/ACTUATION BUTTONS/FILL VALVE/FLUSH VALVE	3	1
EXPOSED CISTERNS & SEAT COVERS	PVC TANK BODY/UF SEAT COVER / PP SEAT COVER	2	1
OTHER FLUSHING KITS	KNOBS/FILL VALVE/FLUSH VALVE/WATER SPREADERS	2	1
ELECTRICAL/ELECTRONIC COMPONENTS	SENSOR-BASED FLUSHING SYSTEMS - ELECTRONIC ASSEMBLY	1	0.5
Our Warranty does not cover certain consumables, like the battery or fragile items			

Warranty terms and conditions:

The products used in residential/non-residential/commercial settings are warranted to be free from defects in the material and workmanship for the period set forth in the warranty coverage chart as detailed below, commencing from the date of sale of Simpolo Ceramics products to the buyer.

Terms & Conditions:

Installation guidelines:

1. Kindly inspect the products (all parts) at the time of receiving the delivery. Carefully inspect the new product for damage before installation
2. Simpolo is not responsible for any damage that occurred in transit.
3. A trained technician should do the installation.
4. Simpolo is not responsible for damage/malfunction due to improper installation.
5. Over-tightening may cause breakage or chipping of the ceramic, plastic, or sensor kit.
6. Please do not use cement on any portion of the ceramic product.

7. It is advised to through the water in line before connecting the product.
8. Improper/wrong installation of the products automatically terminates and nullifies the warranty. Also, it does not cover normal wear and tear.
9. If any external accessory not provided by Simpolo is used with the product and causes damage, then the warranty for the product will be void. This means that the warranty will not cover the repair or replacement of the product in such a scenario.

Maintenance guidelines

- Vitrified Ceramic body:

1. While cleaning the ceramic products after installation, please do not use any abrasive cleansers, as they may damage the ceramic surface. Use warm water and liquid detergent to clean the ceramic surface. Always test the product cleaning solution on an inconspicuous area of the product before applying it to the entire surface.
2. Do not use metal tools or wire brushes to remove any installation glue material. Use powder-type detergent on a damp cloth to provide mild abrasive action to remove any residual. Clean the outside surface of the ceramic product with mild soap and warm water. Wipe the entire surface completely dry with a clean, soft cloth.
3. Do not allow cleansers containing petroleum distillates to remain in contact with ceramic surfaces for long periods of time.
4. Simpolo is not liable or shall not be responsible for any such damage/scratch or for improper installation/cleaning of the product.

- Plastic Parts:

5. While cleaning the cistern/Seat cover after installation, do not use abrasive cleansers, as they may damage the Plastic Products.
6. Do not allow cleansers containing petroleum distillates, abrasive cleaners, or solvents and products containing chlorine to remain in contact with the ceramic surface and damage fittings for long periods of time, which may lead to leakage and product damage.
7. Clean the outside surface of the Polypropylene (PP) and Urea-Formaldehyde (UF) seats with mild soap and warm water. Wipe the entire surface completely dry with a clean, soft cloth.

- Sensor Kits:

8. While cleaning the sensor after installation, do not use abrasive cleansers, as they may damage the sensor's surface. Do not use water to clean the sensor.
9. Do not use caustic detergent. Do not ever strike at sensor kit directly.
10. Check the battery and power regularly. When the indicator flashes every four seconds, it is out of power. Please change the batteries.
11. Clean the filter net from time to time (every six or twelve months or whenever the water flow is reduced).

Warranty Terms:

1. This warranty is only effective if proof of purchase is provided with all warranty claims or requests. The warranty period will start from the date of invoice for retail/date of possession for projects and shall automatically terminate upon the expiry of the warranty period, even if the Product has not

been installed or has not been in use for any part or whole of the warranty period for any reason whatsoever.

2. The company is not liable for any damage due to faulty installation.
3. The warranty becomes null and void if installation is not done by a qualified and experienced technician and/or as per the installation procedure laid down by the company.
4. The company is also not liable to pay for any civil or construction work required during the installation of new products or the replacement/repair of old products.
5. An equivalent replacement on a pro-rata basis shall be provided in case the product has been discontinued, whereas the customer must pay a proportionate amount on the current MRP, given the product is within the warranty terms.
6. During the warranty period and under normal use, if the product/component/part is found to be faulty due to a manufacturing defect, the same will be repaired or replaced, without charges either for part or labor or both; the decision of a company official will be final.
7. Company shall not be liable to Customer claiming the warranty under the terms of conditions of this Limited Warranty Certificate, due to defects caused by rodents/pets or in the event of force majeure. The Force Majeure means any disaster, act of God or the public enemy, any accident, explosion, fire, storm, earthquake, electric storms, tornado, flood, casualty, lockout, strike, labor conditions, unavoidable accident, nuclear explosion, national calamity, or any other circumstance or event or by any enactment of law, or by order of any legally constituted authority, or by any other similar cause of the Company or beyond the reasonable control of the party relying upon such circumstance or event.
8. This warranty shall not cover any consequential or resulting liability, damage, or loss to property or life arising directly or indirectly out of any defect in the product. The company's obligation under this warranty shall be limited to repairing or providing replacement of defective parts/products only during the warranty period.
9. Company and customer agree that Simpolo 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. The company, under all circumstances, shall not be liable to uninstall the defective product or install/replace the product. In case replacement is the only option, then the customer must hand over the defective product to the seller from whom it was purchased and take the replacement product from there.
10. Product design improvement is a continuous process, and it is possible to change in part/design/aesthetics/dimension; hence, it is advised to check the product for plumbing. The company is not responsible for consequential expenses/losses.
11. **For goods sold in India, only this warranty document is applicable. The Company's decision on warranty matters is final and binding. All disputes are subject to the exclusive jurisdiction of the courts at Morbi.**

Value Added Services:

1. In case of any after sales query customer or warranty claims can contact Simpolo Care
Email: complaint.sanitary@simpolo.com
Toll-free number 1800 233 2223 / Phone +91 72289 22222
2. If you or your technician is facing difficulty during the installation of any of our products, please contact the Simpolo Care number mentioned above for guidance.