

> Warranty

LIXIL Africa warrants that their products will be clear of material and manufacturing defects. Appraisal of the above will be done against ruling manufacturing specifications and standards at the date of manufacture. Defective product will be repaired or exchanged at LIXIL Africa's sole discretion. LIXIL Africa shall not be liable for indirect or consequential loss or damage.

THE WARRANTY WILL BE VOIDED UNDER THE FOLLOWING CONDITIONS:

- Products used with water pH falling outside of the guidelines set by the Department of Water Affairs and Forestry or similar body
- Products not installed by a registered or accredited installer
- Products fitted with unbalanced water pressure
- Products fitted without an inline strainer
- Products used with or included in installations where water temperatures are outside of the temperature range stipulated for that product, or as laid down in the Standards for water supply and drainage (SANS 10252 & 10254) or an equivalent international standard
- Products not installed according to LIXIL Africa's or its suppliers' installation instructions or according to valid Water Regulations and general good plumbing practice
- Products which have failed as a result of dirt or debris in pipe-work which has not been flushed prior to the use of terminal fittings
- Where a defect is attributable to the incorrect use or incorrect handling of the product
- Where routine maintenance has been neglected
- If spare parts other than the original spare parts are used during repairs or maintenance of the product;
- If damage was caused by transport by a third-party transporter
- If products are used or intended for display purposes
- If consumables (e.g. filters, filter cartridges, aerators or batteries) or material subject to wear and tear (such as seals or hoses) are affected
- If product damage is as a result of chemicals and cleaning agents, lime-scale build-up, aggressive environmental influences, or disruptions resulting in damage which are caused by freezing or lime-scale build-up
- If the defect is caused by specific environmental circumstances (e.g. excess or negative pressure in the line, excess voltage or under voltage on the line)
- If the defect is attributable to willful or negligent damage to the product by the user or a third party
- Any product installed in such a manner that it is not accessible to do maintenance will not be covered under our warranty

LIXIL Africa reserves the right to review any specific case in order to assess the validity of this warranty. LIXIL Africa may charge a discretionary service fee as may be reasonably determined by itself from time to time, when called out to inspect products which are not LIXIL Africa products or where there is an illegitimate claim.

Care & Maintenance

Chrome plated, matte black and any colour finishes should be wiped with warm soapy water and a soft cloth or sponge. Rinse, then dry and buff with a dry soft cloth. Under no circumstances must any detergents containing hydrochloric acids or abrasives including cream cleansers be used. Do not use abrasive cleaning materials such as scourers. Should your product have an aerator at the water outlet, it should be checked and cleaned regularly. Ensure the product does not come into contact with any lubricant during installation.

THE WARRANTY IS VALID FOR:

ACRYLICS

Baths	10 Years
Shower Trays	10 Years

CERAMICS

Basins	10 Years
Sinks	10 Years
Urinals	10 Years
Bidets	10 Years
Toilets	10 Years
Toilet Seats	6 Months

SHOWERS (excluding Zambezi)

Shower Heads	5 Years
Handshowers	5 Years
Shower Rails	5 Years
Wall Outlets	5 Years
Shower Arms	5 Years
Shower Accessories	5 Years
Trigger Sprays	5 Years

TAPS AND MIXERS

Single Levers, including G-23975003 GROHE Hybrid mixer	20 Years
Single Lever Economy (Zambezi, Nile, Amazon and Seine, Tigris, Kasai and Chari)	10 Years
Medical	20 Years
Public	2 Years
Rough Brass	20 Years
Screw Down	20 Years
Thermostatic	20 Years
Multi Way Diverter	20 Years
Electronic	2 Years
Colour finish excluding chrome	2 Years

THE WARRANTY IS VALID FOR:

ACCESSORIES

Bathroom Accessories	5 Years
Kitchen Accessories	5 Years
Bath spouts	20 Years

SINKS

Sinks Stainless Steel	25 Years
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CONCEALED CISTERNS

GROHE cisterns	10 Years
GROHE actuator plates	5 Years
Cobra cisterns	5 Years
Cobra actuator plates (with PVD coating and white)	3 Years
Cobra actuator plates (all other coating)	2 Years

SPARES

Ceramic disc cartridges excluding cartridges used in the economy single lever mixer ranges	15 Years
Ceramic disc cartridges used in the economy single lever mixer ranges (Zambezi, Nile, Amazon and Seine ranges)	2 Years
Cartridges used in Demand and Metering Taps	2 Years

PLUMBING FITTINGS

MLP pipe system, (must be used with Cobra compression fittings and Cobra-Safe inserts or warranty shall be void)	10 Years
Crimp MLP pipe system (must be used with Cobra crimp fittings or warranty shall be void)	10 Years
Compression fittings excluding rings and capnuts	20 Years

FLUSH VALVES

2 Years

GEYSER VALVES

2 Years

ISOLATING VALVES

Angle Valves	2 Years
Ball Valves	2 Years
Check Valves	2 Years
Float Valves	2 Years
Gate Valves	2 Years
Strainers	2 Years

ELECTRONIC RANGE COMPONENTS AND VALVES

2 Years

WASTES

20 Years

APEX ITEM NUMBERS

AP-20/25	1 Year
APT-15	1 Year
BB-40 and BB-50	1 Year
FLT-150B	1 Year
PB-20 and PB-25	1 Year
RA-20	1 Year
RES-32, RES-40 and RES-50	1 Year
RESDL-32, RESDL-40 and RESDL-50	1 Year
VSBALL	1 Year
220P-15, 220P-20 and 220P-25	1 Year
BB-32	1 Year
XF25/20	1 Year
XS25/20	1 Year
LSEV-400;22CXC	5 Years
LSEV-600;22CXC	5 Years
TP-600;M and TP-400M	5 Years
GEYSERP-400 and GEYSERP-600	5 Years

Note: Cartridge warranties are void should the cartridge be damaged in a situation where there is no inline strainer/filter.

MISCELLANEOUS:

This warranty shall apply in the above-mentioned scope and subject to the above-mentioned prerequisites. Proof of purchase will be required.

This LIXIL Africa warranty is carried by LIXIL Africa. Please contact our Service Department on +27 (0) 861 21 21 21 for warranty inquiries or further warranty information.