

Customer Name _____

Address _____

City _____ State _____ Pin Code _____

Country _____ Mobile _____

E-mail _____

Dealer Bill Number _____ Date of Purchase _____

Catalogue Number	Product Description	Quantity
_____	_____	_____
_____	_____	_____
_____	_____	_____

Dealer Name _____

Address _____

City _____ State _____ Pin Code _____

Country _____ Mobile _____

E-mail _____



Cera Sanitaryware Limited

Madhusudan House, Opp. Navrangpura Telephone Exchange, Navrangpura, Ahmedabad 380006

Tel: +91-79 26449781, 26449789 | Fax: +91-79 26569259 | Email: marketing@cera-india.com

Web: www.senator.cera-india.com | Toll Free: 1800 258 5500 | ceracare@cera-india.com

Dealer signature with stamp



WARRANTY CARD
SANITARYWARE

Dear Customer,

Thank you for choosing Senator Sanitaryware product. Your Senator Sanitaryware product has been crafted to indulge the royal in you. Senator Sanitaryware product have been manufactured with highest quality and finest workmanship to ensure you get the best experience.

Warranty Chart				
Product Category	Domestic use		Commercial use	
	Regular	Art Décor Wash Basins	Regular	Art Décor Wash Basins
EWCs	10 Years	—	05 Years	—
Wash Basins	10 Years	5 Years	05 Years	01 Year

Exclusions:

The warranty is not applicable for rubber, plastic parts, batteries, electrical and electronic parts (internal fittings). It is applicable only to ceramic parts.

Terms and conditions:

1. This warranty is only effective if proof of purchase (original sales receipt) is produced with all warranty claims or requests.
2. This warranty policy confirms that Senator by Cera will rectify any fault that may arise due to defect in material/s or workmanship appearing within the warranty period, warranty is not transferable and is invalid if any alteration have been made.
3. An authorised person from Senator by Cera will check the defect in the sanitaryware product and replace or repair as may be necessary (under the warranty) within a reasonable period of time.
4. This warranty remains applicable only if the product has at all times been used strictly in accordance with the terms of this warranty and has not been improperly or negligently handled. Senator by Cera is not liable for any damage arising out of faulty installation.
5. Senator by Cera is not responsible for any additional/incidental work such as installation civil construction work, required during the repair or replacement.
6. Improper/wrong Installation of the product automatically terminates and nullifies this warranty and this warranty does not cover problems arising due to impurities/hardness beyond the norms of drinking water or improper care and cleaning.
7. The warranty shall not be applicable in case the defect is caused due to improper installation, undesirable working conditions. Senator by Cera shall repair/replace defective components (after examination by authorised technician) on chargeable basis or free of charge as may be decided by Cera Care.

Terms and conditions:

8. Senator by Cera reserves the right to examine product in question and its installation prior to replacement and will replace free of charge any part that proves defective in material and manufacturing workmanship, under normal installation, use and service.
9. In the event of any repairs/replacement of any parts of the product, this warranty shall thereafter continue and remain in force only for the unexpired period of the warranty. Any time consumed for the repair/ replacement of parts including transit of the product or its parts or any period during which the product has not been used whether under warranty or otherwise shall not be excluded from the warranty period and no extension of the warranty period will be granted.
10. This warranty does not include taxes and other expenses as applicable.
11. In the event of non-availability of components or parts due to any reason whatsoever, neither Senator by Cera nor its dealer will be responsible or liable for any delay that may be caused to service/repair of the product. In the event that the same model is not available for replacement, Senator by Cera will replace the defective product with an equivalent model, at its discretion.
12. Senator by Cera's liability shall not exceed the purchase price of the product under any circumstances.
13. Improper care will void the warranty.

Customer Responsibility & Maintenance:

1. While cleaning the ceramic product after installation, do not use abrasive cleansers, as they may damage the ceramic surface. Use warm water and liquid detergent to clean the ceramic surface.
2. Do not allow cleansers containing petroleum distillates to remain in contact with ceramic surface for long periods of time.
3. Do not use metal tools or wire brushers to remove any plaster. Use a powder type detergent on a damp cloth to provide mild abrasive action to any residual plaster or white cement/putty. 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.
4. Please do not use cement at any hollow portion of the ceramic product.

Trouble Shooting, After-sales Services & Emergency Contact:

1. There is no major trouble shooting that will arise on a ceramic product but if a case arises then please contact CERA dealer from whom the product was purchased.
2. In case of any after sales query, customer can contact CERA dealer from whom the product was purchased.
3. Again if you or your plumber are facing difficulty during installation, please contact CERA dealer from whom the product was purchased.

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Dear Customer,

Thank you for choosing Senator faucet. Your Senator faucet has been crafted to indulge the royal in you. Senator faucets have been manufactured with highest quality and finest workmanship to ensure you get the best experience.

Warranty Chart

Product Category	Domestic use		Commercial use	
	CP Finish	PVD Stone Finish Special Finish	CP Finish	PVD Stone Finish Special Finish
CP Fittings (Faucet/Diverters/Concealed Bodies/Wall Mixer/Basin Mixer)	10 Years	10 Years	05 Years	05 Years
Sensor Faucets/Thermostatic Faucet	10 Years	10 Years	05 Years	05 Years
ABS - Overhead Shower/Rain Shower/Hand Shower	01 Year	01 Year	-	-
S.S. /Brass - Overhead Shower/Rain Shower/Hand Shower	05 Years	05 Years	-	-
Accessories, Flexible Hose Pipe, Holders, Connection Tubes, Arms	01 Year	01 Year	-	-
Consumable Parts like Battery, Aerators	NIL		NIL	


Terms and conditions:

1. This warranty is only effective if proof of purchase (original sales receipt) is produced with all warranty claims or requests.
2. This warranty policy confirms that Senator by Cera will rectify any fault that may arise due to defect in material/s or workmanship appearing within the warranty period, warranty is not transferable and is invalid if any alteration have been made.
3. An authorised person from Senator by Cera will check the defect in the faucet and replace or repair as may be necessary (under the warranty) within a reasonable period of time.
4. This warranty remains applicable only if the product has at all times been used strictly in accordance with the terms of this warranty and has not been improperly or negligently handled. Senator by Cera is not liable for any damage arising out of faulty installation.
5. Senator by Cera is not responsible for any additional/incidental work such as installation civil construction work, required during the repair or replacement.
6. Improper/wrong Installation of the products automatically terminates and nullifies this warranty and this warranty does not cover problems arising from low water pressure, more than recommended water pressure, and wear and tear, impurities/hardness beyond the norms of drinking water or improper care and cleaning.
7. The warranty shall not be applicable in case the defect is caused due to improper installation, undesirable working conditions such as contaminated water, hardness of water beyond the acceptable limits of drinking water or improper handling. Senator by Cera shall repair/replace defective components (after examination by authorised technician) on chargeable basis or free of charge as may be decided by Cera Care. For better performance of product we recommended water pressure be 2.5 bar to 3 bar.

Terms and conditions:

8. Senator by Cera reserves the right to examine product in question and its installation prior to replacement and will replace free of charge any part that proves defective in material and manufacturing workmanship, under normal installation, use and service.
9. In the event of any repairs/replacement of any parts of the product, this warranty shall thereafter continue and remain in force only for the unexpired period of the warranty. Any time consumed for the repair/ replacement of parts including transit of the product or its parts or any period during which the product has not been used whether under warranty or otherwise shall not be excluded from the warranty period and no extension of the warranty period will be granted.
10. This warranty does not include taxes and other expenses as applicable.
11. In the event of non-availability of components or parts due to any reason whatsoever, neither Senator by Cera nor its dealer will be responsible or liable for any delay that may be caused to service/repair of the product. In the event that the same model is not available for replacement, Senator by Cera will replace the defective product with an equivalent model, at its discretion.
12. Senator by Cera's liability shall not exceed the purchase price of the product under any circumstances.
13. Improper care and cleaning will void the warranty.

Care and cleaning guidelines:

1. Always test your cleaning solution on an inconspicuous area on the product before applying to entire surface, Senator by Cera recommends  Cerena Faucet Cleaner.
2. Use a soft dampened sponge or cloth to clean, never use abrasive material like a bristle brush or scouring pad.
3. **Do not use cleaners containing ammonia, bleach or acid.** Most toilet cleaning products have high acidic content which can damage the chrome finish, hence they should not be used to clean chrome finish.
4. Use a mild detergent (such as dishwashing soap). **Do not use abrasive cleaners.**
5. Rinse and be sure to wipe the entire surface dry.
6. For perfect foam flow of water, the aerators should be cleaned regularly

Customer guidelines:

1. To ensure uninterrupted pressure of water, it is advisable to keep the pipelines straight with minimum number of bends, which will support smooth flow of water.
2. All the supply lines must have air vent pipes. These vent pipes help in removing air-locking in the water supply to give a smooth flow of water from the fittings.
3. Use 25 mm pipeline rather than 20 mm which will help in overcoming scaling inside the pipelines and will allow sufficient space for the water to flow or consult your Architect/plumber consultant.
4. Prior to plastering or fixing tiles, test the working of all the installed concealed fittings on high pressure to check for leakage if any.
5. Place the outlet point in the overhead tank at least 25 mm above the ground level of the tank. This prevents the flow of foreign particles, sand etc., along with water supply into the fittings and thereby prevents the possible damage to the working parts. Clean the tank thoroughly before the supply starts. It is suggested that the overhead tank must be cleaned at regular intervals to avoid inflow of foreign particles.

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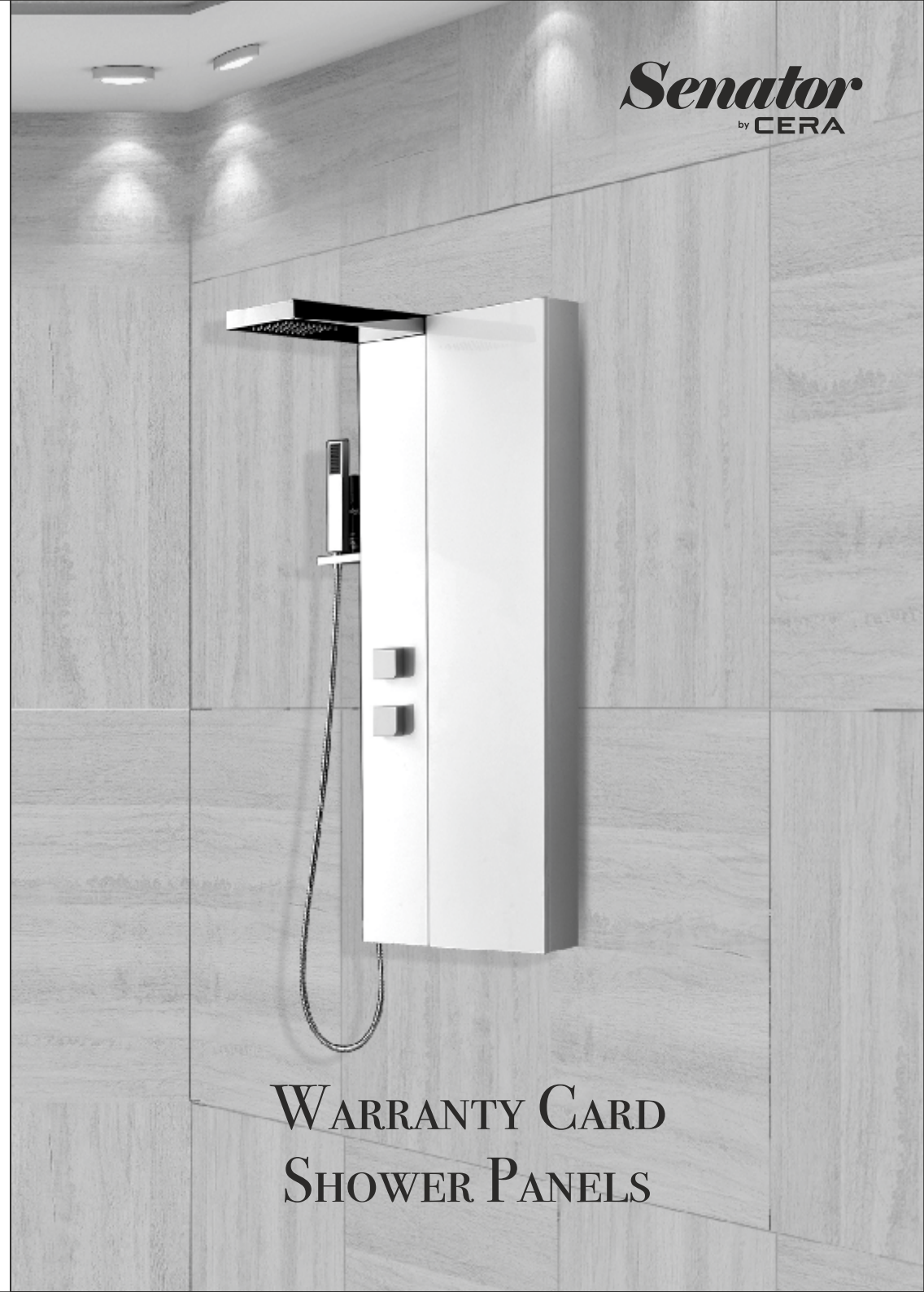
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Dealer signature with stamp



WARRANTY CARD
SHOWER PANELS

Dear Customer,

Thank you for choosing Senator Shower Panel. Your Senator Shower Panel has been crafted to indulge the royal in you. Senator Shower Panel has been manufactured with highest quality and finest workmanship to ensure you get the best experience.

Warranty Chart		
Product Category	Domestic use	Commercial use
Shower Panels	1 Year	6 months

Exclusions:

1. The warranty is not applicable on rubber, plastic parts, batteries, electrical and electronic parts (internal fittings).

Terms and conditions:

1. This warranty is only effective if proof of purchase (original sales receipt) is produced with all warranty claims or requests.
2. This warranty policy confirms that Senator by Cera will rectify any fault that may arise due to defect in material/s or workmanship appearing within the warranty period, warranty is not transferable and is invalid if any alteration have been made.
3. An authorised person from Senator by Cera will check the defect in the shower panel and replace or repair as may be necessary (under the warranty) within a reasonable period of time.
4. This warranty remains applicable only if the product has at all times been used strictly in accordance with the terms of this warranty and has not been improperly or negligently handled. Senator by Cera is not liable for any damage arising out of faulty installation.
5. Senator by Cera is not responsible for any additional/incidental work such as installation civil construction work, required during the repair or replacement.
6. Improper/wrong Installation of the products automatically terminates and nullifies this warranty and this warranty does not cover problems arising from low water pressure, more than recommended water pressure, and wear and tear, impurities/hardness beyond the norms of drinking water or improper care and cleaning.
7. The warranty shall not be applicable in case the defect is caused due to improper installation, undesirable working conditions such as contaminated water, hardness of water beyond the acceptable limits of drinking water or improper handling. Senator by Cera shall repair/replace defective components (after examination by authorised technician) on chargeable basis or free of charge as may be decided by Cera Care. For better performance of product we recommended water pressure be 2.5 bar to 3 bar.

Terms and conditions:

8. Senator by Cera reserves the right to examine product in question and its installation prior to replacement and will replace free of charge any part that proves defective in material and manufacturing workmanship, under normal installation, use and service.
9. In the event of any repairs/replacement of any parts of the product, this warranty shall thereafter continue and remain in force only for the unexpired period of the warranty. Any time consumed for the repair/ replacement of parts including transit of the product or its parts or any period during which the product has not been used whether under warranty or otherwise shall not be excluded from the warranty period and no extension of the warranty period will be granted.
10. This warranty does not include taxes and other expenses as applicable.
11. In the event of non-availability of components or parts due to any reason whatsoever, neither Senator by Cera nor its dealer will be responsible or liable for any delay that may be caused to service/repair of the product. In the event that the same model is not available for replacement, Senator by Cera will replace the defective product with an equivalent model, at its discretion.
12. Senator by Cera's liability shall not exceed the purchase price of the product under any circumstances.
13. Improper care will void the warranty.

Care and cleaning guidelines:

1. While cleaning the product after installation, do not use abrasive cleansers, as they may damage the surface. Use warm water and liquid detergent to clean the surface.
2. Do not allow cleansers containing petroleum distillates to remain in contact with metal / plastic surface for long periods of time.
3. Clean the outside surface of the metal / plastic product with mild soap and warm water. Wipe the entire surface completely dry with a clean, soft cloth.
4. For perfect foam flow of water, the aerators should be cleaned regularly.

Customer guidelines:

1. To ensure uninterrupted pressure of water, it is advisable to keep the pipelines straight with minimum number of bends, which will support smooth flow of water.
2. All the supply lines must have air vent pipes. These vent pipes help in removing air-locking in the water supply to give a smooth flow of water from the fittings.
3. Use 25 mm pipeline rather than 20 mm which will help in overcoming scaling inside the pipelines and will allow sufficient space for the water to flow or consult your Architect/plumber consultant.
4. Prior to plastering or fixing tiles, test the working of all the installed concealed fittings on high pressure to check for leakage if any.
5. Place the outlet point in the overhead tank at least 25 mm above the ground level of the tank. This prevents the flow of foreign particles, sand etc., along with water supply into the fittings and thereby prevents the possible damage to the working parts. Clean the tank thoroughly before the supply starts. It is suggested that the overhead tank must be cleaned at regular intervals to avoid inflow of foreign particles.