

CERA

— **WARRANTY CARD** —

Faucets

Dear Customer,

We congratulate you for having chosen a CERA product & thank you for your continuing trust in us. CERA promises quality of product & service thus making your experience with the product delightful.

CUSTOMER RESPONSIBILITY & MAINTENANCE:

Every product has limitations and in time may deteriorate from handling, cleaning or exposure to atmospheric conditions such as extreme climate, pollution, and proximity to salt water, humidity and ultraviolet rays. Eventual tarnishing is therefore, not a defect, but a normal process, which is unavoidable. Proper care would ensure that these products last a longer period.

While cleaning the faucets after installation, do not use abrasive cleansers and acidic chemicals, as they may damage the faucets' surface. Use warm water and liquid detergent to clean the faucets.

Clean the outside surface of the faucets with mild soap and warm water or chalk powder. Wipe the entire surface completely dry with a clean, soft cloth.

Remove and clean the 'ticky' and aerator mess from time to time to increase longevity and clean the dirt sedimentation, thus avoiding clogging.

For perfect foam flow of water, the aerators should be cleaned regularly.

Supply pipes should be provided with vent pipes to prevent air locking in pipes.

CERA is not liable or shall not be responsible for any such damage or for improper installation. The installation manual is enclosed along with the product which can be referred during the same.

ATTENTION: DO NOT OVERTIGHTEN THE FAUCETS TO THE WALL/WASH BASIN. TROUBLE SHOOTING, AFTER-SALES SERVICES & EMERGENCY CONTACT:

There is no major trouble shooting in faucets but if a case arises then please contact CERA Care 1800 200 1801 or ceracare@cera-india.com

Again if you or your plumber is facing difficulty during installation, please contact the CERA Care number mentioned herein.

Buy CERA products from authorized dealers only.

CERA is not liable or shall not be responsible for any such damage or for improper installation.

WARRANTY:

Warranty shall apply to products or parts thereof, which have been repaired by authorized or qualified persons using genuine spare parts.

CERA plumbing fixtures are warranted free of any manufacturing defects. Warranty is not transferable and is invalid if any alterations have been made to the certificate.

CERA will at its choice, repair, replace, or make appropriate adjustment where it's inspection discloses any such defects occurring in normal usage as per terms mentioned. CERA is not responsible for installation costs or any consequential expenses.

For sensors, there is a limited warranty of 6 months.

For any information on products warranty please contact us at 1800 200 1801 or ceracare@cera-india.com

Warranty Terms:

1. The warranty is applicable from the date of purchase.
2. The customer must produce the VAT paid invoice/warranty card in original to avail warranty service.
3. The company is not liable for any damage out of faulty installation.
4. The company is also not liable to pay for any civil or construction work required during installation of new products or replacement/repair of old products.
5. The warranty becomes null and void if installation is not done by qualified and experienced technician and/or as per the installation procedure laid down by the company.
6. The company is not liable for any consequential expenses or damages.
7. The company is not responsible for defects or damages arising from transportation, improper installation, usage of improper water, alteration, accidents, misuse or lack of proper maintenance.
8. An equivalent replacement at pro-rata basis shall be provided in case the product has been discontinued, where in the customer has to pay proportionate amount on the current MRP, given the product is within the aforementioned warranty terms.

Product: Faucets (Warranty: 7 years for residential installation & 1 year for commercial installation)

Exclusions: The warranty is not applicable for rubber parts. It is applicable only to body. CERA reserves the right to make changes in product characteristics, packaging or availability at any time without prior notice.

Plastic (Exposed Cisterns, Concealed Cisterns, Seat Covers)

Dear Customer,

We congratulate you for having chosen a CERA product & thank you for your continuing trust in us. CERA promises quality of product & service thus making your experience with the product delightful.

CUSTOMER RESPONSIBILITY & MAINTENANCE:

While cleaning the cistern/seat cover after installation, do not use abrasive cleansers, as they may damage the plastic surface. Use warm water and liquid detergent to clean the plastic surface.

Do not allow cleansers containing petroleum distillates to remain in contact with plastic surface for long periods of time.

Clean the outside surface of the polypropylene product with mild soap and warm water. Wipe the entire surface completely dry with a clean, soft cloth.

Do not use abrasive cleaners or solvents. Product containing chlorine can seriously damage fittings in the product which may lead to leakage and property damage.

CERA is not liable or shall not be responsible for any such damage or for improper installation. The installation manual is enclosed along with the product which can be referred during the same.

AFTER-SALES SERVICES & EMERGENCY CONTACT:

For any information on products warranty please contact us at 1800 200 1801 or ceracare@cera-india.com

WARRANTY:

CERA plumbing fixtures are warranted against any manufacturing defects for a period as per terms mentioned below.

CERA is not liable or shall not be responsible for any damage/malfunctioning due to improper installation.

It is advised that the installation should be done by qualified and experienced plumbing technicians.

For any information on products warranty please contact us at 1800 200 1801 or ceracare@cera-india.com

Warranty Terms:

1. The warranty is applicable from the date of purchase.
2. The customer must produce the VAT paid invoice/warranty card in original to avail warranty service.
3. The company is not liable for any damage out of faulty installation.
4. The company is also not liable to pay for any civil or construction work required during installation of new products or replacement/repair of old products.
5. The warranty becomes null and void if installation is not done by qualified and experienced technician and/or as per the installation procedure laid down by the company.
6. The company is not liable for any consequential expenses & damages.
7. The company is not responsible for defects or damages arising from transportation, improper installation, alteration, accidents, misuse or lack of proper maintenance.
8. An equivalent replacement at pro-rata basis shall be provided in case the product has been discontinued, where in the customer has to pay proportionate amount on the current MRP, given the product is within the aforementioned warranty terms.

Product: Exposed Cisterns and Seat Covers (Warranty: 1 year for residential installation & 6 months for commercial installation). Concealed Cistern (Warranty: 10 years against any manufacturing defect for residential installation & 5 years against any manufacturing defect for commercial installation)

Exclusions: The warranty is not applicable for electronic parts or rubber parts if any.

Ceramic (EWCs, Wash Basins, Urinals etc.)

Dear Customer,

We congratulate you for having chosen a CERA product & thank you for your continuing trust in us. CERA promises quality of product & service thus making your experience with the product delightful.

CUSTOMER RESPONSIBILITY & MAINTENANCE:

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.

Do not allow cleansers containing petroleum distillates to remain in contact with ceramic surface for long periods of time.

Do not use metal tools or wire brushes 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 vitreous china product with mild soap and warm water. Wipe the entire surface completely dry with a clean, soft cloth.

CERA is not liable or shall not be responsible for any such damage or for improper installation. The installation manual is enclosed along with the product which can be referred during the same.

Please do not use cement at any hollow portion of the vitreous China product.

TROUBLE SHOOTING, AFTER-SALES SERVICES & EMERGENCY CONTACT:

There is no major trouble shooting required for ceramic products but if a case arises then please contact CERA Care.

In case of any after sales query customer can contact CERA Care.

Again if you or your plumber is facing difficulty during installation, please contact the CERA Care number mentioned herein.

CERA is not liable or shall not be responsible for any such damage or for improper installation.

WARRANTY:

CERA plumbing fixtures are warranted free of any manufacturing defects.

CERA will at its choice, repair, replace, or make appropriate adjustment where it's inspection discloses any such defects occurring in normal usage as per terms mentioned below. CERA is not responsible for installation costs.

For any information on products warranty please contact us at 1800 200 1801 or ceracare@cera-india.com

Warranty Terms:

1. The warranty is applicable from the date of purchase.
2. The customer must produce the VAT paid invoice/warranty card in original to avail warranty service.
3. The company is not liable for any damage out of faulty installation.
4. The warranty becomes null and void if installation is not done by qualified and experienced technician and/or as per the installation procedure laid down by the company.
5. The company is also not liable to pay for any civil or construction work required during installation of new products or replacement/repair of old products.
6. The company is not liable for any consequential expenses or damages.
7. The company is not responsible for defects or damages arising from transportation, improper installation, alteration, accidents, misuse or lack of proper maintenance.
8. An equivalent replacement at pro-rata basis shall be provided in case the product has been discontinued, where in the customer has to pay proportionate amount on the current MRP, given the product is within the aforementioned warranty terms.
9. If the manufacturing defect is seen within the first year of purchase on the ceramic product, the customer is entitled for free replacement. In case the manufacturing defect is seen after the first year of purchase & before the warranty period expires, the customer has to pay the company on proportionate basis on current MRP for new replacement.

Product: EWC & Cistern (Warranty: 10 years for residential installation & 5 years for commercial installation)

Exclusions: The warranty is not applicable for rubber and plastic parts (internal fittings). It applies only to ceramic parts.

Sensors (Urinals and Taps)

Dear Customer,

We congratulate you for having chosen a CERA product & thank you for your continuing trust in us. CERA promises quality of product & service thus making your experience with the product delightful.

CUSTOMER RESPONSIBILITY & MAINTENANCE:

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.

Do not use caustic detergent. Do not ever strike at the machine directly.

Check the battery and power regularly. When the indicator flashes every four seconds, it is out of power. Please change the batteries.

Clean the filter net from time to time (every six or twelve months or whenever the water flow becomes less).

CERA is not liable or shall not be responsible for any such damage or for improper installation. The installation manual is enclosed along with the product which can be referred during the same.

AFTER-SALES SERVICES & EMERGENCY CONTACT:

In case of any after sales query customer can contact CERA Care.

Again if you or your plumber is facing difficulty during installation, please contact CERA Care number mentioned herein.

CERA is not liable or shall not be responsible for any such damage or for improper installation.

WARRANTY:

CERA plumbing fixtures are warranted free of any manufacturing defects.

CERA will at its choice, repair, replace, or make appropriate adjustment where its inspection discloses any such defects occurring in normal usage as per conditions mentioned. CERA is not responsible for installation costs.

For any information on products warranty please contact us at 1800 200 1801 or ceracare@cera-india.com

Warranty Terms:

1. The warranty is applicable from the date of purchase.
2. The customer must produce the VAT paid invoice/warranty card in original to avail warranty service.
3. The company is not liable for any damage out of faulty installation.
4. The warranty becomes null and void if installation is not done by qualified and experienced technician and/or as per the installation procedure laid down by the company.
5. The company is also not liable to pay for any civil or construction work required during installation of new products or replacement/repair of old products.
6. The company is not liable for any consequential expenses or damages.
7. The company is not responsible for defects or damages arising from transportation, improper installation, alteration, accidents, misuse or lack of proper maintenance.
8. An equivalent replacement at pro-rata basis shall be provided in case the product has been discontinued, where in the customer has to pay proportionate amount on the current MRP, given the product is within the aforementioned warranty terms.

Product: Sensor (Warranty: 6 months for residential installation & 6 months for commercial installation)

Exclusions: The warranty is not applicable for alkaline battery if any.

Personal Care

(Hand Dryers, Hair Dryers, Perfume Sprayers etc.)

Dear Customer,

We congratulate you for having chosen a CERA product & thank you for your continuing trust in us. CERA promises quality of product & service thus making your experience with the product delightful.

CUSTOMER RESPONSIBILITY & MAINTENANCE:

While cleaning the personal care products after installation, do not use abrasive cleansers, as they may damage the product surface. Only use wet cloth to clean the personal care product.

Remove stubborn stains, paints, or tar on the surface with turpentine or paint thinner. Do not use caustic detergent. Do not ever strike at the machine directly.

Check the battery and power regularly. Please change the batteries if it is out of power.

CERA is not liable or shall not be responsible for any such damage or for improper installation. The installation manual is enclosed along with the product which can be referred during the same.

AFTER-SALES SERVICES & EMERGENCY CONTACT:

In case of any after sales query customer can contact CERA Care.

Again if you or your plumber is facing difficulty during installation, please contact CERA Care number mentioned herein.

CERA is not liable or shall not be responsible for any such damage or for improper installation.

WARRANTY:

CERA plumbing fixtures are warranted free of any manufacturing defects.

CERA will at its choice, repair, replace, or make appropriate adjustment where it's inspection discloses any such defects occurring in normal usage as per conditions mentioned. CERA is not responsible for installation costs.

Warranty Terms:

1. The company is not liable for any damage out of faulty installation.
2. The company is also not liable to pay for any civil or construction work required during installation of new products or replacement/repair of old products.
3. The company is not liable for any consequential expenses or damages.
4. The company is not responsible for defects or damages arising from transportation, improper installation, alteration, accidents, misuse or lack of proper maintenance.
5. The company is only liable to pay in case of manufacturing defects.
6. The company does not offer any warranty for the aforementioned product.

Product: Personal Care Products (Warranty: 6 months against any manufacturing defect for residential installation & 6 months against any manufacturing defect for commercial installation)

Exclusions: The warranty is not applicable for alkaline battery or electronic parts if any. The warranty does not cover damage caused due to electric voltage fluctuations.

Shower Products

(Panels, Steam Rooms, Cubicles, Tubs etc.)

Dear Customer,

We congratulate you for having chosen a CERA product & thank you for your continuing trust in us. CERA promises quality of product & service thus making your experience with the product delightful.

CUSTOMER RESPONSIBILITY & MAINTENANCE:

While cleaning the shower product after installation, do not use abrasive cleansers, as they may damage the shower product surface. Use warm water and liquid detergent to clean the shower product.

Do not allow cleansers containing petroleum distillates to remain in contact with shower product surface for long periods of time.

Clean the outside surface of the acrylic product with mild soap and warm water. Wipe the entire surface completely dry with a clean, soft cloth.

Do not use electrical appliances such as heater or fan thus preventing any kind of electrical shocks.

CERA is not liable or shall not be responsible for any such damage or for improper installation. The installation manual is enclosed along with the product which can be referred during the same.

AFTER-SALES SERVICES & EMERGENCY CONTACT:

There is no major trouble shooting required for shower product but if a case arises then please contact CERA Care.

In case of any after sales query customer can contact CERA Care.

Again, if you or your plumber is facing difficulty during installation, please contact CERA Care number mentioned herein.

CERA is not liable or shall not be responsible for any such damage or for improper installation.

Warranty:

CERA plumbing fixtures are warranted free of any manufacturing defects.

CERA will at its choice, repair, replace, or make appropriate adjustment where its inspection discloses any such defects occurring in normal usage as per terms mentioned below. CERA is not responsible for installation costs.

For any information on products warranty please contact us at 1800 200 1801 or ceracare@cera-india.com

Warranty Terms

1. The warranty is applicable from the date of purchase.
2. The customer must produce the VAT paid invoice/warranty card in original to avail warranty service.
3. The company is not liable for any damage out of faulty installation.
4. The warranty becomes null and void if installation is not done by qualified and experienced technician and/or as per the installation procedure laid down by the company.
5. The company is not liable for any consequential expenses & damages.
6. The company is also not liable to pay for any civil or construction work required during installation of new products or replacement/repair of old products.
7. The company is not responsible for defects or damages arising from transportation, improper installation, alteration, accidents, misuse or lack of proper maintenance.
8. An equivalent replacement at pro-rata basis shall be provided in case the product has been discontinued, where in the customer has to pay proportionate amount on the current MRP, given the product is within the aforementioned warranty terms.

Product: Shower Products (Warranty: 1 year for residential installation & 6 months for commercial installation)

Exclusions: The warranty is not applicable for electronic parts if any.

Kitchen Sinks

Dear Customer,

We congratulate you for having chosen a CERA product & thank you for your continuing trust in us. CERA promises quality of product & service thus making your experience with the product delightful.

CUSTOMER RESPONSIBILITY & MAINTENANCE:

Every product has limitations and in time may deteriorate from handling, cleaning or exposure to atmospheric conditions such as extreme climate, pollution and proximity to salt water, humidity and ultraviolet rays. Eventual tarnishing is therefore, not a defect, but a normal process, which is unavoidable. Proper care would ensure that these products last a longer period.

Clean the sink at least once a week. When cleaning use mild soapy water and rub in the direction of the grain lines, rinse and towel dry.

Drying is important to eliminate collection of lime scale, mineral deposits and calcium stack.

Always rinse the sink after every use and wipe dry.

Avoid use of cleaners & bleachers containing harmful chemicals and acid.

Avoid prolonged contact with citric or high salt concentration food as it can lead to staining, pitting and corrosion of the sink.

Steel wool / wired brushes / abrasive sponge pads are not recommended for cleaning as it leads to scratches and rusting on the sink.

Do not use the sink drain board as a cutting or chopping board as it will leave scratches on the sink.

Prolonged exposure to sunlight will lead the film coating to stick to the sink and may be difficult to remove later.

Do not remove the film coating on the sink before installation to avoid scratches and damage during installation. Remove the film only after installation.

Remove all traces of cement, mortar, lime, POP etc. used during installation as it can lead to surface rusting or pitting.

TROUBLE SHOOTING, AFTER-SALES SERVICES & EMERGENCY CONTACT:

In case of any after sales query customer can contact CERA Care.

If you are facing difficulty during installation, please contact CERA Care number mentioned herein.

Buy CERA products from authorized CERA dealers/retailers only.

CERA is not liable or shall not be responsible for any such damage or for improper installation.

Warranty:

CERA stainless steel kitchen sinks are warranted against any manufacturing defects.

CERA will at its choice, replace or make appropriate adjustment where its inspection discloses any such defects occurring in normal usage as per terms mentioned. CERA is not responsible for installation costs or any consequential expenses.

For any information on products warranty please contact us at 1800 200 1801 or ceracare@cera-india.com

Warranty Terms

1. The warranty is applicable from the date of purchase.
2. The warranty applies to the buyer with original invoice / warranty card as a proof of purchase.
3. The installation and maintenance must be in accordance with CERA's instructions and damages caused by improper installation or improper maintenance would not be covered.
4. The warranty does not apply to any accessories that come along with the sink.
5. Normal wear of the product is excluded from this warranty.
6. Any replacement excludes transportation and any labor or re-installation cost.
7. Any product that has been repaired or altered in any manner outside CERA Care would void the warranty.
8. The warranty does not allow any recovery of loss due to any incidental or consequential damages.

Product: Kitchen Sinks 304 grade stainless steel (Warranty: 10 years against any manufacturing defect for residential installation & 5 years against any manufacturing defect for commercial installation)

Kitchen Sinks 202 grade stainless steel (Warranty: 1 year against any manufacturing defect for residential installation & 6 months against any manufacturing defect for commercial installation)

Exclusions: The warranty is not applicable for rubber parts. It is applicable only to the stainless steel parts.

CERA

Cera Sanitaryware Limited

Corporate Office:

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Sales & Marketing Office:

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Pune: Safalya, 2nd Floor, CTS No: 1103/A-9, Adarsh Colony, Opp. Vidya Bhawan, Shivaji Nagar, Pune 411005

Thiruvananthapuram: 2nd Floor, CPS Plaza, TC 79/342/5/6, Opp. Nissan Showroom, NH Bypass, Venpalavattom, Anayara P.O., Thiruvananthapuram 695029

Tel: +91 9020617385, 9020817385 Email: trivandrum@cera-india.com

Thrissur: Saraswathy Anugraha Apartments, Opp. Thejithukavu Temple, Ayyanthole, Thrissur 680003 Tel: +91 487 2364170 Email: trichur@cera-india.com

CERA Style Studio

Company Display Centre

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Thiruvananthapuram: 2nd Floor, CPS Plaza, TC 79/342/5/6, Opp. Nissan Showroom, NH Bypass, Venpalavattom, Anayara P.O., Thiruvananthapuram 695029

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For customer care,

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