

ALQON

ALQON® India Faucet, Sanitaryware and Bathing Products Limited Warranty

ALQON® India's Sanitaryware Products (Sanitary Ware like Faucets, Showers, Health Faucets, Flush Valves etc.), Faucets Products (Valves, Lavatory Faucets, Bath and Showers etc.) used in normal residential and non-residential commercial settings are warranted to be free of defects in the material and workmanship for the period of time set forth in the warranty coverage chart as detailed below, commencing from date of sale of ALQON India's Faucet, Sanitaryware and Bathing* Products to the original purchaser ("warranty period").

All the ALQON products, sold in India, are warranted against any defect in manufacturing or faulty workmanship for the period mentioned below beginning from the date of purchase.

Faucet Warranty Chart:

Product Category	Residential Use Warranty Period	Commercial Use Warranty Period
ALQON Faucets / Diverters / Concealed Bodies / Wall Mixers / - Basin Mixers (Brass Body)	10 Years	02 Years
Angle Valves	10 Years	02 Years
Kitchen Sinks	10 Years	01 Year
Internal Fittings for Diverters / Concealed Bodies / Flush Valves / Wall Mixer / Basin Mixer (Hot and Cold Mixer Cartridges & Diverter Cartridges)	02 Years	Nil
Internal Fitting for Faucets	05 Years	01 Year
Pressmatic Internal Fitting	01 Year	Nil
Internal Fitting for Metropole Flush Valve	01 Year	Nil
ABS - Overhead Shower / Rain Shower / Hand Shower	01 Year	06 Months
S.S. / Brass - Overhead Shower / Rain Shower / Hand Shower	01 Year	06 Months
Health Faucet - ABS / Brass	01 Year	06 Months
Flexible Spout (Single / Dual Flow)	03 Months	Nil
Accessories (Tumbler holder, Towel rack, Towel rail, Towel ring, Soap dispenser, Soap dish, Paper holder, Robe hook, Arms, Ageis Products)	01 Year	06 Months
Bottle Trap	01 Year	06 Months
Connection/Flexible Hoses	06 Months	06 Months
Electronic/Electrical assembly for Sensor Faucet	01 Year	Nil
Battery for Sensor Faucets	06 Months	Nil
Consumable Parts like Aerators, Washers, Rubbers, Battery, wear & tear parts	Nil	Nil

Warranty Terms & Conditions:

1. Chaudhary Metacrafts India offers ONSITE Warranty on all the products as per warranty period.
2. Chaudhary Metacrafts India or its Authorized Service Franchisee solely can service/repair the Product. This warranty is only effective if proof of purchase (original sales receipt) and warranty card is provided with all warranty claims or requests.
3. This warranty does not include payment of or responsibility for any excise duty, central taxes, state taxes and octroi or other local taxes assessed to the parts supplied, replacement unit or repaired during the warranty period.
4. This warranty is not valid and in-effective, if the Product is found tempered/misused, any warranty norms are violated, Customer is unable to produce copy of invoice and warranty card at the time of service visit, the breakdown is not arising out of manufacturing defect, but due to external reason such as: water impurities, masonry, electrical, plumbing error, faulty installation, water hardness beyond permissible limits, inadequate or excessive water pressure, defect is caused due to cause beyond control like lightning/acts of God, non-usage of product for more than 6 months, usage of abrasive cleaners, ammonia, bleach, acid, wax, alcohol, solvent or any other non-recommended items on product, or improper care and cleaning of the product.
5. Chaudhary Metacrafts India is not responsible for labour charges, installation or other incidental or consequential costs. Chaudhary Metacrafts India is not responsible or liable for any special or consequential damages due to the defective Product, or due to defects of any component or part thereof. In no event shall the liability of Chaudhary Metacrafts India exceed the purchase price of the Product.
6. The warranty doesn't cover any accessories external to the product. In case/s other than manufacturing defects are found in ALQON products, standard labor and parts charges will be collected from customers, as per prevailing rates of the company.
7. Internal and external Cleaning of the products, such as In-wall tank, drain and drain plugs, aerators, shower nozzles, faucet finishes are not covered under ALQON Limited warranty.
8. If in any case there is no Service Centre available or authorized Service Personnel nearby your place, then the customer will have to reach the product on registered company address and if sending the product through the courier, then customer is liable to pay courier charges.
9. If the Product is installed beyond the municipal limits of Chaudhary Metacrafts India's Branch Office /Authorized Service Franchisee locations, any and all costs and expenses incurred for repair /service of the Products in respect of a) to and from travel of service personnel and b) transportation of the Product and /or spare parts and /or components

from the location of Chaudhary Metacrafts India's branch office or Authorized Service Franchisee to customer's location and back shall be borne wholly and solely by the customer at the prevailing rates, and Chaudhary Metacrafts India shall not be liable for any damage caused to the Product in transit or delivery for repair.

10. The warranty does not cover components like washer, rubbers, springs and other plastic items.
11. Warranty period will start from date of invoice and shall automatically terminate upon the expiry of the warranty period even if the Product has not been installed after purchase or has not been in the use for any part or whole of the warranty period for any reason whatsoever.
12. If any colored internal or external components are replaced, there will be no commitment to ensure that the shades match with the original or other components. The replaced shades, patterns, tints may vary from the customer's unit due to continuous usage of the unit. Any matching components changed at customer's request will be on chargeable basis except the components which actually needed.
13. 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.
14. In the event of non-availability of components or parts due to any reason whatsoever, neither Chaudhary Metacrafts India nor its Authorized Service Franchisee nor the 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 or colour is not available for replacement, Chaudhary Metacrafts India or its Authorized Service Franchisee will replace the defective Product with an equivalent model or colour.
15. While the company will make every effort to carry out repairs at the earliest, it however is made expressly clear the company is under no obligation to do so in a specified period of time.
16. Chaudhary Metacrafts India may, at its discretion, retain any part or component replaced during the warranty period.
17. For Faucet, Sanitaryware and Bathing products sold in India, only this Warranty document is applicable. Any reference to any other warranty document will not be considered. This is Chaudhary Metacrafts India's exclusive written warranty. The decision of Chaudhary Metacrafts India regarding the warranty is final and binding. All disputes are subject to the exclusive jurisdiction of the courts of Delhi only.

Installation Guidelines:

1. For better performance of the product, ALQON recommended water pressure should be between 2.5 bar to 3 bar.
2. Better use 25mm pipeline instead of 20mm to ensure better pressure of water. Lay pipeline straight & vertical to get maximum water pressure.
3. 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.
4. All the supply lines must have vent pipes. These vent pipe help in removing air-locking in the water supply to give a smooth flow of water from the fittings.
5. Prior to plastering or fixing tiles, test the working of all installed concealed/diverter fittings on high pressure to check for leakage for insert, if any.
6. Place the outlet point in the overhead tank at least 25 cm 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 start. It is suggested that the overhead tank must be cleaned at regular intervals to avoid inflow of foreign particles.
7. It is suggested that center to center distance from hot & cold inlet for all types of wall mounted wall mixtures should be maintained at 150+/-10mm where any of our wall mixers from different ranges can be easily installed without any problem.
8. Excess length of the threads should be cut to suit inside the elbows; also wrenches and spanners should be softened by using or cotton inserts before tightening the taps.
9. Cover the taps/mixers with poly pack after installations, till they are put to regular use, to protect the fine finish of fittings from dust, strains, paint, chemicals and damages during construction.
10. Over-tightening gives friction to threads that reduces the life of the fitting.
11. Do not lean or put excessive weight on taps. Excessive weight can damage or even break the taps.
12. Fittings should be operated gently while turning on/off.
13. Buy ALQON products from company's authorized dealer's only to ensure genuine quality material.
14. Insist on genuine ALQON spares from company's local service center or its authorized dealers in case of any repair or replacement.

Care and Cleaning Guidelines:

1. Always test your cleaning solution on an inconspicuous area of the product before applying to entire surface of the product. ALQON recommends the use of ALQON Cleaning Solution.
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.

Caution:

Do not over tighten the faucets.

The installation of the product must be performed by qualified specialists.

Chaudhary Metacrafts India

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