

Warranty Information



Warranty Description	Product Category	Name of the Jaquar Products or Parts	Warranty - In Years		
The products are warranted against any manufacturing defect specified under the warranty period subject to terms and conditions specified in this warranty certification.	Faucets	Faucet, Accessory (Only Metal Parts) & Braded Hose	10		
		Sensor Faucet	5		
		Electronic/Electrical assembly for Sensor Faucet	5		
		Showertronic	5		
		Faucets with color finish only	5		
	Flushing Systems	Flush Valve	10		
		Concealed Cistern - Body & Working Mechanism	7		
		Wall Hung Cistern	2		
		Sensor based Flushing System - Body, Electronic / Electrical Assembly	5		
	Sanitary Ware	Ceramic Body	10		
		Mechanical Parts	2		
		UF Seat Cover	5		
		PP Seat Cover	2		
	Wellness	Electrical & electronic parts in all products	2		
		Free standing tub, bath tub, whirlpool, SPA, Steam Cabin, Sauna, Shower Panel : parts other than electrical & electronics parts	5		
		SPA - shell	10		
		Steam generator	2		
		Filter & other consumables	Nil		
	Shower Enclosures	Shower Enclosure hardware	5		
	Washroom Accessories	Hand Dryer, Soap Dispenser, Paper Towel Dispenser	2		
OUR WARRANTY DOES NOT COVER CERTAIN PRODUCT CONSUMABLES LIKE BATTERIES OR FRAGILE ITEMS LIKE GLASS					
		Warranty - In Years			
Product Category	Brand & Product	Tank	Heating Element	Other spare part	Compressor & sealed system
Hot Water Solution	Jaquar - Instant	5	2	2	NA
	Jaquar - Storage upto 100L	7	4	2	NA
	Jaquar - Storage above 100L	3	3	3	NA
	Jaquar - Tank Less	NA	3	1	NA
	Jaquar - Heat pump	4	2	1	2
	Jaquar - Gas geyser	1	NA	1	NA
	Essco - Instant & storage upto 100L	5	2	2	NA

MAINTENANCE GUIDELINES FOR JAQUAR PRODUCT

Kindly follow the guidelines mentioned below to give you the best results and to maintain the finishes and longevity of the product.

- Clean the product with water-soaked soft towel or bathing soap solution once in a day or two to keep the plated surface clean and free from any deposits.
- Don't use any type of cleaning/detergent agents which contain acids or chemicals such as flush cleaner, tile cleaner etc.
- Don't use salt or vinegar-based cleaning agents to remove scale or scale-related stains. They may damage the surface or finish of products.
- Special color combination products should not be rubbed by Emery paper/cleaning powder. This can cause abrasion.

You need to protect your product from:

1. **Water Scaling:** Due to presence of minerals and salt in water, scaling is formed on the product if it is not cleaned regularly. The products should be cleaned gently at regular intervals. Also, take extra care to clean the edges and corners of the products because these areas are more vulnerable for scale settling. Clean the aerators from time to time for a perfect foam flow of water from the fittings. The property of water being used is very important for your plumbing installations (Pipes etc.), as well as for your own hygiene. The hardness of water should not exceed 300-400ppm.
2. **Acid Fumes:** When we clean the tiles or floors in the bathroom with cleaning agents which contain acids or chemicals, acid fumes are formed. Because the basic material used in the products is brass, brass being an alloy of copper reacts with these acid fumes. With this reaction, a green colour layer is formed on the products resulting in damage to the outer finish or coating.
3. **Scratching while cleaning:** Scratching or scrubbing occurs due to hard nature of cloth or coarse cleaning powder being used for cleaning. Use a gentle fluffy soft cloth for cleaning the surface.
4. **Atmospheric conditions:** This condition applies mostly to salt content in the air in coastal areas, sometime the air reacts with brass and black spots emerge on the surface of product. Therefore, the product is required to be cleaned regularly. At the time of installation of these products, cover the products with the cloth covers provided in packaging or with polythene till the time you actually start using them.

Care and cleaning guidelines for Sanitary Ware Products

Vitreous china sanitary ware products are fragile in nature and need to be handled with care (to avoid personal injury) at all times during its storage, handling, installation and use thereafter.

- The wash basin and water closet are heavy and it is recommended that two persons hold it while it is being fixed.
 - Carefully inspect the new product for damage before installation.
 - Risk of product damage. Over tightening may cause breakage or chipping of vitreous china.
 - Risk of external leakage. Do not lift or rock the bowl after placement.
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- Always test product cleaning solution on an inconspicuous area on the product before applying it to the entire surface.
 - Do not allow cleaners to sit or soak on the product.
 - Use a soft, dampened sponge or cloth to clean. Never use abrasive material like a bristle brush or scouring pad.
 - Wipe surfaces clean and rinse completely with water immediately after applying cleaners.

WARRANTY TERMS & CONDITIONS:

1. Warranty is offered by Jaquar & Company Pvt. Ltd (hereinafter referred as company) as warranty on all its products as per warranty period ONSITE. The warranty period varies from product to product. Kindly refer Warranty Certificate for details.
2. The foregoing warranty constitutes Jaquar's sole warranty and Jaquar gives no warranty, express or implied, including warranties of fitness for a particular purpose and warranties of merchantability and there are no warranties which extend to use of the company's Products for the purposes beyond description and further company neither assumes nor makes nor authorizes any person to make representation that the product is of any particular quality or standard or is suitable for any particular purpose.
3. This warranty shall be governed by the laws of the land wherein the sale of the product is affected. The Courts within whose territorial jurisdiction such sale is affected shall have the exclusive jurisdiction to entertain any dispute regarding or arising out of this warranty and/or the sale of this product. Any claim of defect or replacement or any other complaint under this Limited Warranty Certificate shall be made to such Official Distributor/ Dealer Provider of the Company in the Country where the sale is finalised. The warranty for this product shall be valid only if the product has been purchased through an Official Distributor/ Dealer.
4. This original certificate must be preserved by the customer and produced whenever required.
5. During the warranty period and under normal use, if the product / component / part is found to be of faulty due to manufacturing defect, the same will be repaired or replaced upon production of this warranty certificate, without charges either for part or labor or both, the decision of company official will be final for fault qualifies for warranty.
6. Warranty remains applicable only if the products have at all times been used strictly in accordance with the terms of this warranty and has not been improperly or negligently handled and is not maintained in accordance to maintenance guidelines given.
7. In the event of non-availability of components or parts due to any reason whatsoever Company or its Authorized Service provider or the Dealer will not be responsible or liable for any delay that may be caused to service/repair of the Products; no claims financial or otherwise will be entertained.
8. Warranty on Wellness Products against defects in material or workmanship as follows: Company will repair at no charge for parts only or, at its option, replace any product or part which proves defective because of improper workmanship and/ or material, under normal installation, use, service and maintenance.
9. Company and customer agree that company will not be liable for any damages whatsoever arising out of use or inability to use its Company's Products. Jaquar bears no responsibility for incidental or consequential damages arising out of use or inability to use Company Product.
10. Company and customer agree that Company shall have no liability for any cargo loss, loss of use or any incidental or consequential damages arising out of this order which are alleged to have been caused by any of the goods delivered hereunder.
11. By purchasing this product, customer agrees to Company's aforesaid warranty on the product.
12. Company neither assumes nor authorizes any person to assume for us any other obligation or liability in connection with sale of this product.
13. Under no circumstances shall Jaquar be responsible for any incidental or consequential or any other damage or cost or expense, including but not limited to loss of profit or removal, transportation, handling or re-fixing costs and expenses.
14. Customer and Company agree that customer's sole remedy for any defects in goods hereunder shall be limited to the repair or replacement at the Company's option within warranty period after delivery of such goods to the first purchaser, of any defective goods, of which notice of defects is given by the Customer to the Company in accordance with terms of this warranty certificate. The part/product against replaced part/product will be property of Company.
15. Company Shall not be liable to Customer claiming the warranty under the terms of condition of this Limited Warranty Certificate, due to defects caused by rodents/pets or in the events 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, labour 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.
16. Company and customer agree that Jaquar 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. Company under all circumstances shall not be liable to uninstall the defective product or installed replacement product. In case replacement is the only option then the customer has to hand over the defective product to the seller from whom it was purchased and take the replacement product from there.
17. In order to claim warranty, this Limited Warranty Certificate, duly filled, stamped and signed by the Dealer must be submitted along with product on which warranty claim is made to attending authorized service personnel.

NOTWITHSTANDING THE ABOVE, THE FOREGOING WARRANTY SHALL NOT APPLY TO THE FOLLOWING:

1. Any defect or damage caused to the product due to natural wear and tear;
2. Any defect or damage arising from reasons attributable to the purchaser/ third party, including without limitation willful actions, negligence, mishandling, improper storage, improper fitting, misuse or improper repair, faulty installation, negligence, accidents and repairs by unauthorized person or maintenance practices and/or used in any manner contrary to any written instructions provided by Jaquar; **however the certificate entitles the customer to seek training for his plumber from nearest Jaquar office.**
3. Any other defect or damage occurring or being notified after the expiry of Warranty Period, including but not limited to any latent defect.
4. The problems arising from inadequate water pressure, water impurities or improper care and cleaning and Voltage fluctuations
5. In line water filters, should be used with faucets so that any damage to ceramic cartridges without the use of in line filters will void warranty
6. Intentional and Accidental use of cleaners containing abrasive cleansers, ammonia, bleach, hair dye, acids, waxes, alcohol, solvents, bath oil, bath salts or other products not recommended for Color and Coating and due to Improper cleaning or cleaning with coarse cloth also for fading of any material due to sun or chemical exposure
7. Any goods which after delivery hereunder have been repaired or modified or altered by anyone other than that has been authorized and approved by the Jaquar.
8. This warranty does not cover installation or any other labour charges associated with the job work or re-installation of Jaquar products.
9. When the product is not operated in accordance with the instructions concerning use and operating.
10. Damage to any products based on or resulting from installation or repair, misuse or abuse or alteration or adjustment, whether performance by a contractor, service company or yourself.
11. Damage resulting from failing to reasonably clean, care for or maintain a product.
12. This warranty does not cover the damages as a result of disaster such as fire or acts of God, including flooding, earthquake, or electric storms and other Force Measure.

Notwithstanding the above, the foregoing warranty shall not apply to the below mentioned conditions Related to Geysers:

1. Element bust and component failure due to calcium deposition.
2. Claim related to Shock coming from taps due to improper earth line.
3. Any damage to the unit, if safety valve & Proper rating of MCB was not installed.
4. Poor Installation resulting from not following and implementing the standard instruction and guidelines issued with product.
5. Leakage due to Poor quality of Braided hose, angle valve, in out knob if not from Jaquar Brand.
6. In extreme cold condition drain out water from water heater through safety valve after use. Don't allow water to freeze in the tank.
7. If anode rod, the consumable, is not replaced with new anode rod

Notwithstanding the above, the foregoing warranty shall not apply to the below mentioned conditions Related to Concealed Cisterns, Bathtubs, Whirlpool, and Steam Enclosures & Glass Shower Enclosures for the following:

1. Damage to the finish of fittings or accessories caused by the use of cleaning solvents/chemicals or improper cleaning methods.
2. Damage resulting from the use of chloramines, excessive concentration of chlorine in water.
3. Damage in shipping, handling or transportation. Please inspect the unit prior to installation to ensure the unit is free of any defect or damage.
4. The warranty does not cover glass breakage or the coating on the glass. By its nature, all glass has the potential to shatter; therefore, Jaquar use only toughened safety glass.