

# GROHE ■ DAWN



WATER TECHNOLOGY

PART OF LIXIL

# WARRANTY

## GROHE DAWN WATER TECHNOLOGY (GDWT)

warrants that their products will be clear of material and manufacturing defects. Appraisal of the above will be conducted according to ruling manufacturing specifications and standards at the date of manufacture. Defective products will be repaired or exchanged at GDWT's sole discretion. GDWT 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 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) or an equivalent international standard.
- Products not installed according to manufacturer's 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.
- If defect is attributable to the incorrect use or incorrect handling of the product.
- If 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 the surface of the product has been scratched.
- If products are used or intended for display purposes.
- If consumables (e.g. filters, filter cartridges, aerators or batteries) or materials subject to wear and tear (such as seals or hoses) are affected.
- If product damage is 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.

*GDWT may charge a discretionary service fee when called out to inspect non-GDWT products or if there is an illegitimate claim. Depending on requirements, replacement parts and consumables may also be charged for.*

## THE WARRANTY IS VALID FOR:

- 10 years: All Baths
- 3 years: Showerheads
- 10 years: All Sanitaryware
- 2 years: Valves (Geyser and Toilet)
- 20 years: Baths with Amazonite coating
- Spa Bath Fittings carry a one-year warranty.
- 10 years: Taps and Mixers, Wastes, Capillary and Compression Fittings
- 2 years: Electronic Mixers, Components and Valves
- 6 months: All Toilet Seats supplied by Vaal Sanitaryware
- Tanya, Widestar and Scarlett baths carry a one-year warranty
- 10 years: Cobra-Safe Multi-layer Pipe System (must be used with Cobra Compression Fittings and Cobra-Safe Inserts or Warranty shall be void)

## MISCELLANEOUS:

*This warranty shall apply to the above-mentioned scope and is subject to the above-mentioned prerequisites. Proof of purchase will be required. The Warranty is effective from date of purchase from a recognised stockist. The company liability is limited to the repair or replacement of faulty products only and will not cover (excludes installation) consequential damages. This GDWT warranty is carried by GDWT. Please contact our Service Department on 0861 212121 for warranty enquiries or further warranty information.*



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