



CONTEMPORARY BATHROOMS



**WARRANTY  
CARD 2026**

# CONDITIONS OF WARRANTY

AQUANT's products 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 AQUANT's products to the original purchaser ("warranty period"):

## WARRANTY CHART

| Products  | Residential Use | Non-Residential Commercial Use |
|---|-----------------|--------------------------------|
| Diverter  | 10 years        | 5 years                        |
| Brass Faucets   | 10 years        | 5 years                        |
| Concealed Multi-Function Showers  | 10 years        | 5 years                        |
| Brass Shower  | 10 years        | 5 years                        |
| Shower Panels   | 10 years        | 5 years                        |
| Kitchen Faucets   | 10 years        | 5 years                        |
| Kitchen Faucet's Rubber Tube and Flexible Tube  | 3 years         | 2 years                        |
| Kitchen Faucet's Pullout Tube   | 3 years         | 2 years                        |
| PVD Finishes (Bath Fittings & Accessories)  | 5 years         | 2.5 years                      |
| PVD Finishes (Health Faucet & Hose)   | 1 year          | 6 months                       |
| Pneumatic Concealed Cistern   | 10 years        | 5 years                        |
| Marble and Onyx Basins/Concrete Basins/SS PVD Finish Basins   | 3 years         | 2 years                        |
| Crystal & Glass Basins  | 1 year          | -                              |
| Vitreous China (Basins & WC) GlossyWhite  | 10 years        | 5 years                        |
| Sanitaryware Special Finishes (Matt/Glossy/Electroplating for Basins & WC)                              | 3 years         | 2 years                        |
| Ceramic Flush Tank Spare Parts  | 3 years         | 2 years                        |
| Toilet-Seat Soft Close Mechanism  | 1 year          | 6 months                       |
| Wooden Seat Cover   | 1 year          | -                              |
| Intelligent Toilet Seat Cover & Remote  | 3 years         | 1 year                         |
| LED Lights  | 2 years         | 1 year                         |
| Bath Chairs   | 2 years         | 1 year                         |
| ABS Showers (Hand & Head Shower)  | 1 year          | 6 months                       |
| Other Allied Products (Health Faucet, Shower Hose, Hand Shower, Bottle Trap, Drain Chanel & Angle Cock) | 1 year          | 6 months                       |
| Cartridge/Spindle   | 3 years         | 1 year                         |

**\*Warranty Coverage is available exclusively for products purchased from authorized dealers. The Original Sales Invoice is required for all warranty claims and Installation guidance requests.**

**Incase of purchase from Non - Dealers, service or visit charges will be applicable.**

**\*Products Not covered Under Warranty**

- 1) Cracks & Damage For Basins & Toilets.**
- 2) Scratches, Damage & Mishandling For All Fittings.**
- 3) All Rubber Parts (e.g shower nozzles & ring washers)**

Whether you have a spare-part requirement, installation guidance request or a technical problem - we would be happy to assist you further. Our Team is passionate about delivering Exceptional Customer Service. We have a dedicated Toll-Free Customer Helpline backed by Service-Centres across the country. For complete Warranty & Customer Care details, use the following link: [www.aquantindia.com/customer-care/](http://www.aquantindia.com/customer-care/)

To ensure your Aquant product performs & gives many years of use, please follow our cleaning & care recommendations carefully, as any damages resulting from poor maintenance are not covered under the warranty. Our care instructions are mentioned in our warranty card. You can also use the following link to view comprehensive maintenance guidelines: [www.aquantindia.com/cleaning-maintenance-guide/](http://www.aquantindia.com/cleaning-maintenance-guide/)

During the warranty period if (as determined by Aquant) the defect is due to defects in the material or workmanship, Aquant or its Authorized Service Franchisee/Representative will, at its sole option, repair or replace free of cost, any defective component or part of the product, subject to the terms and conditions described below:

1. Aquant or its Authorized Service Franchisee/Representative solely can service/repair the Product. This warranty will not be valid for the products or parts thereof that don't use original Aquant spare parts and which have been repaired or altered by unauthorized/unqualified persons. Any unauthorized alterations (such as color recoating, etc.) will void the warranty.
2. Aquant and its Authorized Service Franchisee/Representative will make unit repairs or replacements under this warranty within a reasonable period of time, as determined by Aquant or its Authorized Service Franchisee/Representative performing the repair or replacement.
3. **Only Original Sales Invoice from Authorized Dealers shall be considered valid for warranty claims and Installation guidance requests. In case of purchase from Non - Dealers, service or visit charges will be applicable.**
4. The service/repair of the warranty shall be provided only within the municipal limits of the town or city where an Authorized Aquant Dealer is located.
5. If the Product is installed beyond the municipal limits of Aquant Authorized Dealer locations, any and all costs and expenses incurred for repair/service of the Products in respect of a) to and fro travel of service personnel and b) transportation of the Product and/or spare parts and/or components from the location of Aquant's branch office to customer's location and back shall be borne wholly and solely by the customer at the prevailing rates, and Aquant shall not be liable for any damage caused to the Product in transit or delivery for repair.
6. 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.
7. This warranty specifically excludes rubber components and other consumables.
8. This warranty does not include payment of or responsibility for any taxes assessed to the parts supplied or repaired during the warranty period.
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. In case of plumbing/installation guide-lines and product demonstration requests, Aquant or its Authorized Service Franchisee/Representative will provide 3 complimentary technician visits at a customer's site purely for the sake of guiding the technician/plumber/interior architect, etc. on site. Irrespective of the number of Aquant products purchased by the customer, the total number of complimentary visits shall be restricted to 3. Any visit beyond the 3 complimentary visits will carry a visit charge which has to be paid by the customer as determined by Aquant or its Authorized Service Franchisee/Representative. **It is strongly recommended to avail installation guide-lines after the purchase of multi-function shower systems and diverters to avoid errors on site.**
11. 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. This warranty is not valid or effective if the Products are not installed according to the instruction manual or according to instructions provided via complimentary technician visits. Improper handling of the Products automatically terminates and nullifies this warranty. **This warranty does not cover problems arising from insufficient water pressure beyond there commended limits, excessive water impurities/hardness beyond the norms of drinking water or improper care and cleaning, and issues arising out of installing Rimless WCs with Flush Valves. Rimless / Tornado WC's should only be installed along with Concealed Flush Tanks.** Guidelines for proper care and cleaning\* are mentioned below. Aquant is not responsible for labor charges, installation or other incidental or consequential costs. **Improper installation, care and cleaning will void the warranty.**
12. Since products in Aquant's Stone Wash Basin category are artisan realizations made of natural stones, it is very likely that there are nuances of shades as well as various weight and dimensions between pieces. Among the characteristics of natural stones are the presence of various veins, colors, shades, and micro-cracks and pin-holes. They are part of naturalness of the products, not a defect. Each piece of stone is unique and will slightly differ in look and color. The colors illustrated on the website and/or catalogue should be used as a reference only, not as a final expectation.
13. Aquant shall not be liable for any incidental, consequential, exemplary, special or punitive damages, or for any loss of revenue, profit or use arising out of a breach of this warranty or in connection with the sale, maintenance, use, operation or repair of any Aquant product. In no event will Aquant be liable for any amount greater than the purchase price of a defective product.
14. In the event of non-availability of components or parts due to any reason whatsoever, neither Aquant nor the Authorized Aquant 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 color is not available for replacement, Aquant will replace the defective Product with an equivalent model or color.
15. Aquant may, at its discretion, retain any part or component replaced during the warranty period.

**This is Aquant's exclusive written warranty applicable in India. The decision of Aquant regarding the warranty is final and binding.**

## INSTRUCTIONS

### Care & Cleaning guidelines for Showering System & Faucets

- To ensure your Aquant product performs and gives many years of use, please follow these recommendations carefully, as any damages resulting from poor maintenance are not covered under the warranty.
- Most products can be cleaned with warm water, a mild soap and a clean, soft cloth.
- It is not required to use any abrasive cleaning pads, wire wool or micro-fibre cloths to clean the product. Avoid a vigorous cleaning action.
- Abrasive or strong cleaning products containing ammonia, bleaches, alcohol, dyes, acids (hydrochloric, formic, phosphorus, chlorine or acetic) will be detrimental to the product finish.
- If using a spray cleaner, apply the cleaning agent onto a soft cloth, never directly spray onto the product as the cleaner may enter gaps and openings and cause damage.
- Residues of toiletries such as liquid soaps, shower gels, shampoos, hair dyes, perfumes, lipstick, after shave and nail varnish can also cause damage, carefully clean these using the methods above.
- If a specialized cleaner is required, always follow the instructions provided on the cleaning product, this would include application and dosage.
- Always test the cleaning agent on an inconspicuous area before applying to the whole surface, do not allow the cleaner to remain on the product for an extended period. After cleaning, rinse thoroughly with clean water.
- We would not recommend the mixing of different cleaning agents. After cleaning, dry with a soft cloth.

### Caring for Chrome, PVD & other Special Finishes

- The ideal cleaning technique is to always blot dry any water from metal surfaces. Allowing water to evaporate on metal will form water deposits. It is important to use a dabbing action to dry metal, not a rubbing action. Cleaning with a damp sponge and buff drying should keep your faucet looking beautiful.
- Most toilet cleaning products have high acidic content which can damage the finish; hence they should not be used to clean chrome finishes or PVD Finishes.
- If limescale has built up on your product do not attempt to chip this off as this could damage the protective lacquer and lead to further damage. Several applications of lemon juice (not a concentrate) or white vinegar, followed by a thorough rinsing with clean water will slowly help to remove it.

### Caring for Artisanal Wash Basins & Special-Finish Ceramic Sanitaryware

- Do not place the product outdoors or in direct exposure to sun light.
- Stainless-steel may discolour if left in contact with salts or acids for extended periods.
- Residues of toiletries such as liquid soaps, shower gels, shampoos, hair dyes, perfumes, lipstick, after shave and nail varnish can also cause damage if not wiped up right away, this can allow the acids to react and eat away at the calcium carbonate in stone wash basins, creating permanent markings.
- Wherever Rose Gold/ Gold/ Silver/ Matt Finishes/ Marble Finishes or any other type of special finishes are used on ceramic products, use only warm water to clean and then dry with a soft cloth. Ensure that specialized cleaners are only applied to the specific area and do not meet other materials that could be affected by it.
- If you wish to use common cleaning products on Toilets with Rose Gold/ Gold/ Silver/ Matt Finishes, dilute the cleaning product with water. Do not allow the cleaning product to sit on the product, rinse immediately. Restrict use of cleaning product to only the inside of the toilet bowl and DO NOT allow the cleaning product to have contact with external surface finishes or the toilet seat. DO NOT use such cleaners on Wash Basins.

**\*DO NOT use any abrasive cleaning products on Toilet Seats or decorative surface finishes such as Rose Gold/Gold/Silver/Matt Finishes/Marble Finishes. This will void the warranty.**