

# CAROLIETO

INTELLIGENT BATHROOMS

## WARRANTY POLICY

Premium bathroom, sanitaryware, showering, bathing and kitchen solutions

Applicable to Carolieto products sold and installed in India

### Our Commitment

Carolieto products used under normal residential or commercial conditions are warranted against manufacturing defects in material and workmanship for the applicable period stated below, commencing from the date of the original sales invoice. Warranty applies only to the original purchaser and is subject to the terms, exclusions and conditions in this document.

# Glossary of Terms

## 1. Original Purchaser

The first buyer who purchases a genuine Carolieto product through Carolieto or an authorized sales channel in India.

## 2. Proof of Purchase

A valid tax invoice/sales receipt showing purchase date, product details and seller information. For project purchases, additional possession or handover documentation may be requested.

## 3. Residential Use

Use in a private residence by the end user under normal domestic conditions.

## 4. Commercial Use

Use in hotels, institutions, offices, malls, clubs, public areas, rental/commercial properties or other non-residential/high-frequency applications.

## 5. Manufacturing Defect

A defect attributable to material or workmanship under normal intended use. Wear, maintenance issues, water quality, installation errors and external causes are not manufacturing defects.

# Warranty Coverage Chart

Unless a product-specific written warranty states otherwise, the following periods apply.

| Category                | Sub-category / scope                                                                                 | Residential | Commercial |
|-------------------------|------------------------------------------------------------------------------------------------------|-------------|------------|
| Sanitaryware & Basins   | Ceramic sanitaryware: WC, basin, pedestal, urinal, ceramic body                                      | 10 Years    | 5 Years    |
|                         | Smart / intelligent toilet: ceramic body                                                             | 10 Years    | 5 Years    |
|                         | Smart / intelligent toilet: electronics & electrical parts                                           | 3 Years     | 1 Year     |
| Toilet Seats & Flushing | Standard seat covers / manual bidet seats                                                            | 2 Years     | 1 Year     |
|                         | Concealed cistern / in-wall tank body                                                                | 10 Years    | 5 Years    |
|                         | Flush plates / operating face plates                                                                 | 2 Years     | 1 Year     |
| Faucets                 | Faucet external body: basin mixer, pillar tap, wall/deck mixer, bib tap, kitchen faucet, bath filler | 10 Years    | 5 Years    |
|                         | PVD-finished faucet external body                                                                    | 8 Years     | 4 Years    |
|                         | Health faucet                                                                                        | 3 Years     | 1.5 Years  |
|                         | Faucet fittings: angle valve, stop valve, bottle trap, grid drain, floor/linear drain                | 2 Years     | 1 Year     |

|           |                                                                                                                        |          |         |
|-----------|------------------------------------------------------------------------------------------------------------------------|----------|---------|
| Showering | Mechanical shower valves/diverters/thermostatic & non-thermostatic external body                                       | 10 Years | 5 Years |
|           | PVD-finished mechanical showering external body / trim                                                                 | 8 Years  | 4 Years |
|           | Showering components: overhead/ceiling shower, rain panel, body jet, hand shower, shower arm, slide bar, shower column | 10 Years | 5 Years |
|           | PVD-finished showering components                                                                                      | 8 Years  | 4 Years |
|           | Shower Engine – controller/electronics/electrical components                                                           | 3 Years  | 1 Year  |
| Steam     | Steam generator – generator body / pressure vessel where applicable                                                    | 10 Years | 5 Years |
|           | Steam generator – electronics & electrical components                                                                  | 3 Years  | 1 Year  |

| Category             | Sub-category / scope                                                                                      | Residential | Commercial  |
|----------------------|-----------------------------------------------------------------------------------------------------------|-------------|-------------|
| Bathtubs & Wellness  | Acrylic                                                                                                   | 5 Years     | 3 Years     |
|                      | Whirlpool / Jacuzzi / bubble / hydro-massage tub body                                                     | 5 Years     | 3 Years     |
|                      | Whirlpool/Jacuzzi electronics, pumps, blowers, heaters, controllers, lights                               | 3 Years     | 1 Year      |
|                      | Bathtub fittings, jets, trims, pillows, drains and accessories                                            | 2 Years     | 1 Year      |
| Bathroom Accessories | Towel bars/rings, shelves, holders, robe hooks, dispensers, grab rails and similar accessories            | 2 Years     | 1 Year      |
| Kitchen Sinks        | Stainless steel pressed sink – external body                                                              | 10 Years    | 1 Year      |
|                      | Quartz / composite sink – external body                                                                   | 8 Years     | 1 Year      |
|                      | Sink components & plumbing accessories                                                                    | 2 Years     | 1 Year      |
| Components           | Functional components: cartridges, diverters, valves, hoses, handles, hardware, connectors, spindles etc. | 2 Years     | 1 Year      |
|                      | Electronics & electrical components unless otherwise specified                                            | 1 Year      | 6 Months    |
| Consumables          | Cartridges/filters, O-rings, washers, gaskets, aerators, batteries, seals and other consumable/wear parts | Not Covered | Not Covered |

## What is covered under the Warranty?

Subject to this policy, Carolieto or its authorized service representative may, at its discretion, repair or replace a genuine Carolieto component found to have a manufacturing defect within the applicable warranty period. Replacement parts become the property of Carolieto where required. Repair or replacement does not restart or extend the original warranty period.

## What is not covered under the Warranty?

The warranty does not cover consumables or normal-wear parts; routine internal/external cleaning; scaling, staining, clogging, corrosion or mineral deposits; damage from hard/impure water, inadequate filtration, excessive or inadequate water pressure; voltage fluctuation or unstable power; scratches, dents, fading, tarnishing or normal ageing; damage from acids, bleach, ammonia, abrasive cleaners, solvents or construction chemicals; improper installation, plumbing, masonry or electrical work; misuse, tampering, negligence, accident or use outside intended application; products purchased through unauthorized/grey channels; damage caused by pests, animals, fire, flood, earthquake, lightning or other force majeure; prolonged non-use; sunlight/chemical exposure; and any defect not attributable to manufacturing.

### Specific Exclusions

1. Cartridges, filter cartridges and other consumables are not covered as service-life items unless defective at the time of supply.
2. Civil/construction work, tile removal, wall cutting, waterproofing, masonry, carpentry, electrical rewiring, plumbing alteration and restoration required to access, repair or replace a product are excluded.
3. Glass breakage, cracking and chipping are excluded.
4. Finish damage due to improper cleaning, acid fumes, hard water, atmospheric conditions or construction exposure is excluded.
5. Performance issues caused by site water pressure, plumbing design, blocked pipelines, air locks, debris or unsuitable water quality are excluded.
6. Damage to electronic products caused by voltage fluctuation, improper earthing, moisture ingress due to incorrect installation, or use without recommended electrical protection is excluded.

## Warranty Claim Procedure

A warranty claim should be raised through Carolieto, the selling authorized dealer, or an authorized service channel. The customer must provide proof of purchase, product/model details, installation location, contact details, and clear photos/videos where requested. Carolieto may require inspection before approving repair or replacement. Warranty service is subject to product accessibility and safe site conditions.

## Service & Visit Charges

Service/inspection charges may apply for out-of-warranty products, claims without valid proof of purchase, cleaning/descaling, consumable replacement, installation correction, site-related issues, or visits where no manufacturing defect is found. Travel, freight and logistics outside normal serviceable

limits may be chargeable. Applicable charges will be communicated according to prevailing company policy.

## Care & Cleaning Guidelines

1. Test any cleaning solution on an inconspicuous area first.
2. Use a soft damp microfiber cloth and mild neutral detergent. Rinse with clean water and wipe dry.
3. Do not allow cleaners to soak or remain on product surfaces.
4. Do not use abrasive pads/brushes, acids, toilet cleaners, bleach, ammonia, wax, alcohol, strong solvents or chloride-based cleaners on decorative finishes.
5. For Chrome, PVD, Gold, Rose Gold, Black and other decorative finishes, clean gently and dry after use to minimize mineral deposits.
6. Clean stainless-steel surfaces regularly in the direction of the finish; avoid chloride contamination.
7. Use only water or mild soap solution on glass/mirror surfaces unless the product manual permits another cleaner.
8. Use inline filtration/strainers and, where necessary, a water softener to reduce sediment and scaling.
9. Maintain water pressure within the range stated in the product specification/manual.
10. For electronic products, provide correct earthing and suitable surge/voltage protection.

## Terms & Conditions

1. Warranty starts from the original invoice date, not the installation or commissioning date.
2. Warranty is valid only for genuine Carolieto products purchased and installed in India through authorized channels.
3. Proof of purchase is mandatory. Warranty is non-transferable and limited to the original purchaser unless otherwise required by applicable law.
4. Only Carolieto or an authorized service representative may perform warranty repairs. Unauthorized alteration or repair may void coverage for the affected defect.
5. Carolieto may repair or replace the defective component/product with an equivalent available model, finish or component where the original is discontinued or unavailable.
6. Any repaired/replaced part remains covered only for the balance of the original warranty period.
7. Product downtime, transit time, delayed installation or non-use does not extend the warranty period.
8. Where service requires travel or transportation beyond the normal service network, reasonable travel/logistics charges may be borne by the customer after prior communication.
9. Carolieto is not responsible for incidental or consequential loss, including damage to walls, floors, furniture, fixtures or finishes arising from installation, access, removal or site conditions, except where liability cannot legally be excluded.
10. Warranty does not cover taxes, statutory levies or charges that are legally payable by the customer unless expressly stated otherwise.

11. Product-specific warranty cards, technical manuals or written commercial agreements may contain special terms. Where expressly stated, such product-specific terms will apply to that product.
12. Carolieto may revise this policy prospectively. The warranty applicable to a purchase will be interpreted with reference to the policy/product warranty issued for that purchase and applicable law.
13. Any dispute shall be subject to the jurisdiction stated on the seller/company invoice or other applicable contractual documentation, subject to mandatory consumer law.

## **Product Guidance to Customers**

### **1. Optimal Water Supply Setup**

Keep pipelines properly sized, flushed and as direct as practical. Before tiling/plastering, pressure-test concealed plumbing. Clean overhead tanks and pipelines before commissioning. Follow the specified minimum/maximum operating pressure for each product.

### **2. Product Protection During Construction**

Cover installed fittings during construction. Protect surfaces from cement, grout, paint, acid fumes, dust and impact. Do not remove protective coverings until the area is ready for use.

### **3. Genuine Products & Spares**

Purchase through authorized channels and use genuine or approved spare parts. Non-genuine parts may affect safety, performance and warranty.

### **4. Installation**

Install strictly according to the supplied installation manual and technical drawings. Concealed products should be tested before closing walls or ceilings. Use competent installers.

### **5. Electronic & Smart Products**

Provide stable power, proper earthing, dry electrical connections and recommended surge/voltage protection. Follow ventilation and access requirements for shower engines, steam generators, smart toilets and control systems.

### **6. Post-Installation Care**

Flush pipelines before connecting faucets/showers. Clean aerators and strainers periodically. Address leakage, unusual noise, pressure changes or electrical faults promptly rather than continuing operation.

## **CAROLIETO — INTELLIGENT BATHROOMS**

For warranty registration, service requests and current customer-care contact details, please refer to your invoice, authorized dealer, product documentation or Carolieto's official customer-support channel.

Document note: This Carolieto policy has been structured as a complete brand-specific warranty document using the supplied reference policy as a framework, while incorporating Carolieto-specific product categories and warranty instructions provided by the company.