

# Warranty

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## General

### **LIMITED CONSUMER WARRANTY**

This product has been manufactured and tested to the highest quality standards by Hansgrohe, Inc. ("Hansgrohe"). This warranty is limited to Hansgrohe products that are purchased by a consumer in the United States or Canada after March 1, 1996, and installed in either the United States or in Canada.

### **WHO IS COVERED BY THE WARRANTY**

This warranty extends to the original purchaser only. This warranty is non-transferable.

### **WHAT IS COVERED BY THE WARRANTY**

The warranty covers only your Hansgrohe manufactured product. Hansgrohe warrants this product against defects in material or workmanship as follows: Hansgrohe will replace at no charge for parts only or, at its option, replace any product or part of the product that proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance. If Hansgrohe is unable to provide a replacement and repair is not practical or cannot be made in timely fashion, Hansgrohe may elect to refund the purchase price in exchange for the return of the product.

### **LENGTH OF WARRANTY**

Replacement or repaired parts of products will be covered for the term of this warranty, as stated in the following two sentences. If you are a consumer who purchased the product for use primarily for personal, family or household purposes, this warranty extends for as long as you own the product and the home in which the product is originally installed. If you purchased the product for use primarily for any other purpose, including, without limitation, a commercial purpose, this warranty extends only (i) for 1 year, with respect to Hansgrohe & Commercial products, and (ii) for 5 years, with respect to Axor products.

### **THIS WARRANTY DOES NOT COVER, AND HANSGROHE WILL NOT PAY FOR:**

- A. Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- B. Conditions, malfunctions or damage resulting from (1) normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration; (2) the use of abrasive or caustic cleaning agents or "no-rinse" cleaning products, or the use of the product in any manner contrary to the product instructions; or (3) conditions in the home such as excessive water pressure or corrosion.
- C. Labor and other expenses for disconnection, deinstallation, or return of the product for warranty service (including but not limited to proper packaging and shipping costs), or for installation or reinstallation of the product.
- D. Accessories, connected materials and products, or related products not manufactured by Hansgrohe.
- E. Any Hansgrohe or Axor product sold for display purposes.
- F. Hansgrohe Water Filtration System is subject to a 1-year limited warranty. Warranty does not include replacement filters.

### **TO OBTAIN WARRANTY PARTS OR INFORMATION**

Contact your Hansgrohe retailer, or contact Technical Service at:  
Hansgrohe, Inc.

1492 Bluegrass Lakes Parkway

Alpharetta, GA 30004

Toll-free 800-334-0455

In requesting warranty service, you will need to provide:

- 1 The sales receipt or other evidence of the date and place of purchase.
- 2 A description of the problem.
- 3 Delivery of the product or the defective part, postage prepaid and carefully packed and insured, to: Hansgrohe, Inc.

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Alpharetta, GA 30004

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