

**LavaPura Uno Shower Toilet E 305**  
22406007

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# Important Safeguards

When using electrical products, especially when children are present, basic safety precautions should always be followed, including the following:

- 1.The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
- 2.Children being supervised not to play with the appliance.
- 3.This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- 4.Children shall not play with the appliance.
- 5.Cleaning and user maintenance shall not be made by children without supervision.

## READ ALL INSTRUCTIONS BEFORE USING



**DANGER** –To reduce the risk of electrocution:

1. Do not use while bathing.
2. Do not place or store product where it can fall or be pulled into a tub or sink.
3. Do not place in or drop into water or other liquid.
4. Do not reach for a product that has fallen into water. Unplug immediately.
5. Do not wash the main unit or electrical plug with water or detergent.
6. Do not handle the electrical plug with wet hands.
7. Do not put a hand or other staff over the outlet of air dryer or block the outlet of air dryer.
8. Never disassemble,repair or modify this product.
9. During installation, disassembly, repaire and maintenance of the product,the power plug must be switched off and water supply be shut off.




**WARNING** – To reduce the risk of burns, electrocution, fire, or injury to persons.

1. Close supervision is necessary when this product is used by, on, or near children or invalids.
2. Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
3. Never operate this product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the product to a service center for examination and repair.
4. Keep the cord away from heated surfaces.
5. Never use while sleeping or drowsy.
6. Never drop or insert any object into any opening or hose.
7. Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
8. Connect this product to a properly grounded outlet only. See Grounding Instructions.
9. Do not throw cigarettes and other burning stuff into toilet, otherwise it might cause fire.
- 10.This product is electric appliance, so it must be placed far away from water. Please don't drench urine and other liquid to it.
- 11.Do not lay on side or upside the product during the electrical circuit.
- 12.It is prohibited to use other electric appliances in the same socket.
- 13.It is forbidden to use the power extension or unstable loose outlet.
- 14.The old aging water supply hose can not be used, otherwise it might cause leakage, fire or electrical shock.Installation of the bidet seat should include specified components and new water supply hose.

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# Important Safety Instructions

 **CAUTION** – Indicates that failure to follow the instruction may cause body injury or property damage.

1. Do not install or use the product in wet places as steam room etc.
2. It is recommended to use water-proof electrical outlet which should be installed in the place where is not easily got wet.
3. This product should be used with 230V/50Hz electrical current only, load current is at least 16A. Power plug must be equipped with ground fault circuit interrupter or ground fault electrical leakage protector or similar high sensitive, rapid type leakage switch (Rated sensitive current under 10mA).
4. When it thunders, it is strongly recommended to pull out the power plug.
5. Do not stand on ceramic toilet.
6. Ceramic toilet must install floor fixing bolt.
7. Do not stand on product unit, seat and cover.
8. Do not lean against the seat cover when using the product, to avoid damage.
9. This product is equipped with soft-closing seal cover. Heavy pressing or pushing may damage the soft-closing damper.
10. Do not use lacquer thinner, petrol, liquid medicine, detergent, insecticide, toilet cleanser and scrubbing brush to clean the product.
11. Exposure to direct sunlight is prohibited.
12. Only use tap water or potable water; otherwise it may cause chafing.
13. Do not connect water supply to heater outlet. Make sure inlet water temperature at 3~35 °C / 37.4~95 °F.
14. When the room temperature is under zero degree, please dry up the water tank, to avoid freezing.
15. Raise rest room temperature to prevent the toilet from damage due to freezing.
16. When move the product from cold or wet environment into normal room temperature, wait for 2 hours until the condensation water is fully volatilized. Doing so can prevent the product from electrical short-circuit.
17. When not using the product over three(3) days, drain the water out of the container and pull the electrical plug from the wall outlet.
18. Stop using the product and shut off the power when product malfunctions, please contact the service people for professional service.

## GROUNDING INSTRUCTIONS

This product should be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. This product is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.

 **DANGER** – Improper use of the grounding plug can result in a risk of electric shock.

If repair or replacement of the cord or plug is necessary, do not connect the grounding wire to either flat blade terminal. The wire with insulation having an outer surface that is green with or without yellow stripes is the grounding wire.

This product is factory equipped with a specific electric cord and plug to permit connection to a proper electric circuit. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product. Do not modify the plug provided – if it will not fit the outlet, have the proper outlet installed by a qualified electrician. If the product must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel.

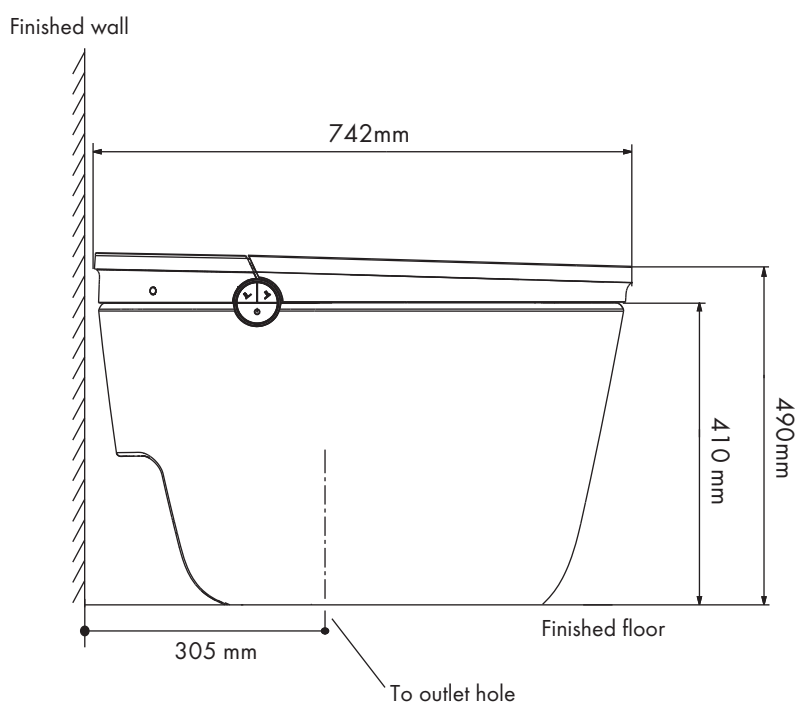
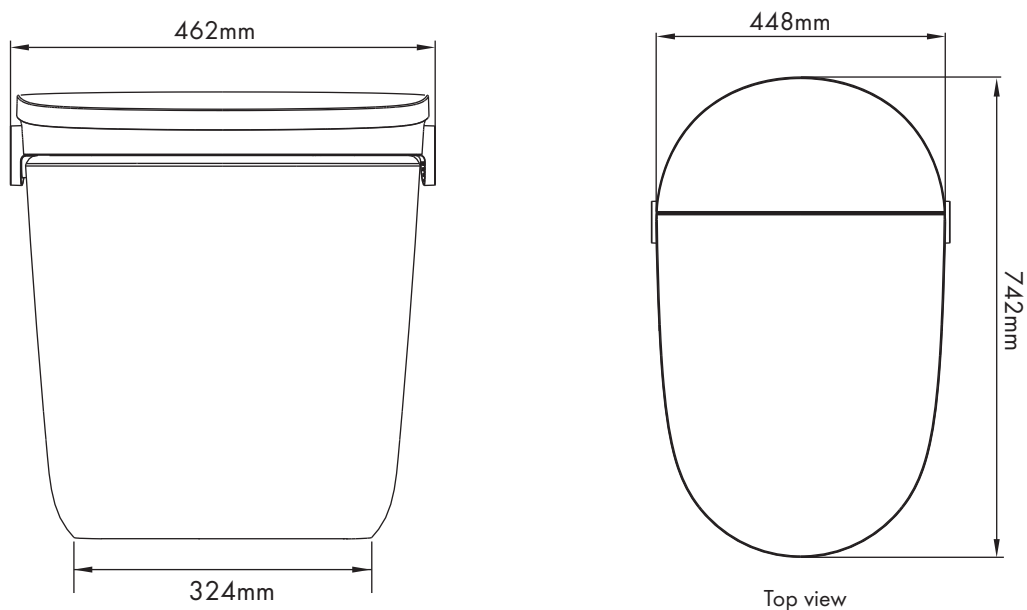
## Save These Instructions



# Tools and Materials Required (not supplied)

- Adjustable wrench × 2
- Measuring tape
- Teflon tape
- Utility knife
- Drill
- Sorts of screwdrivers
- Glass cement gun
- Glass cement
- Marking pen
- Level

## Dimensions

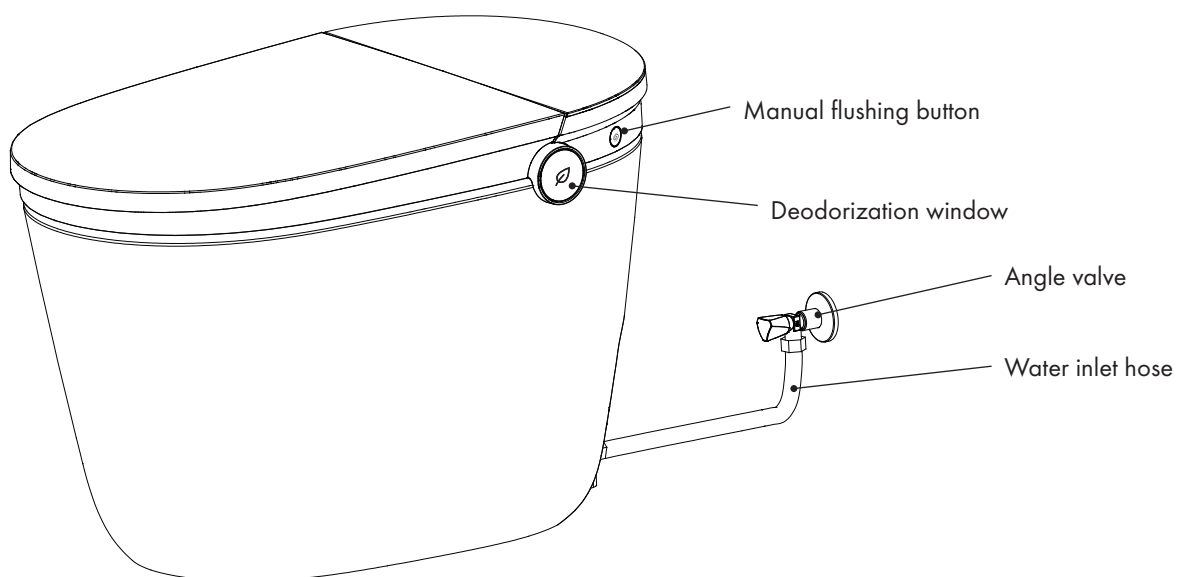
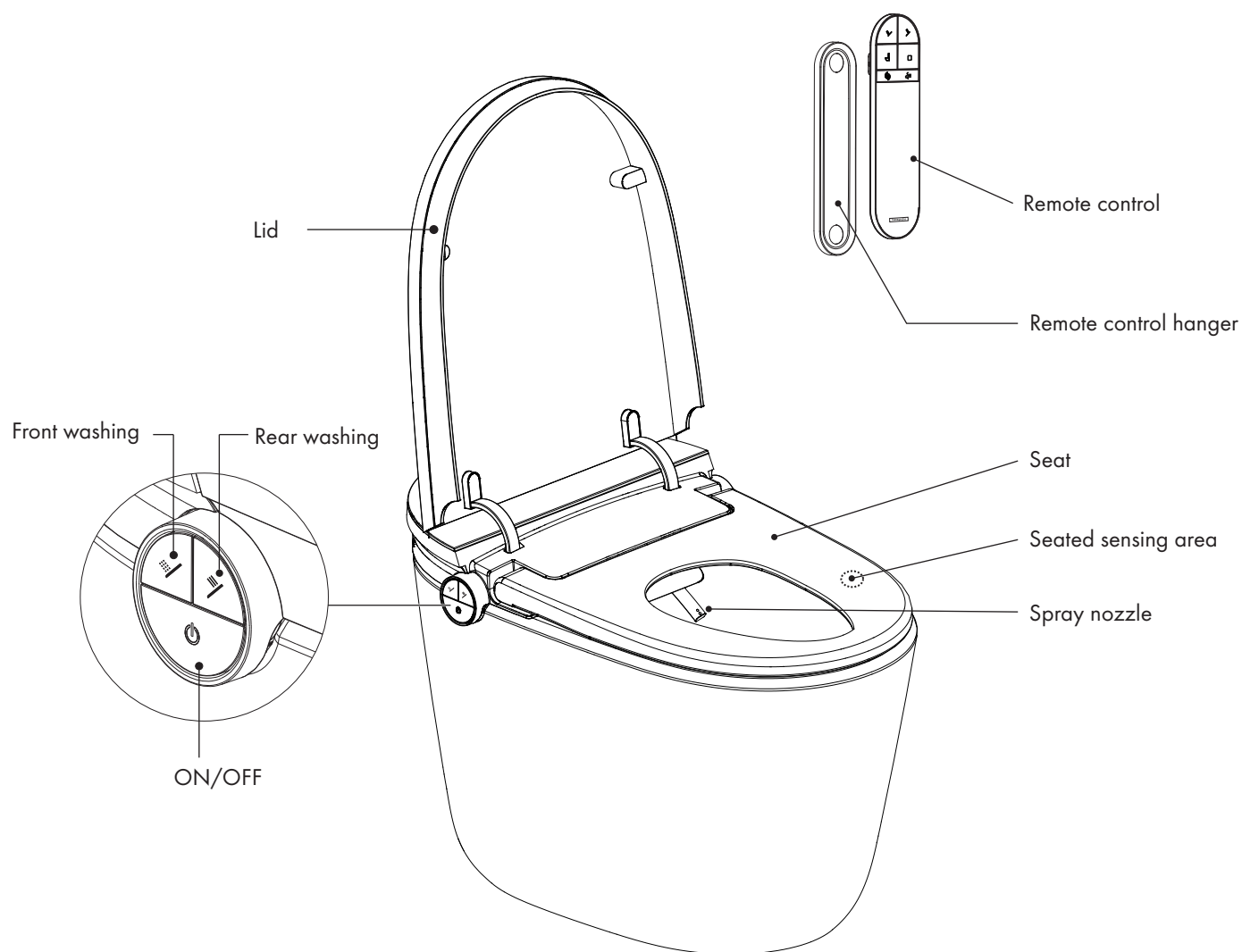


- Notes: 1. The sketch provided in the manual of this product is for reference only, and we reserve the right of modifying the form of this product.  
2. If there is any change to the appearance of this product, the actual product shall prevail.

# Technical Specifications

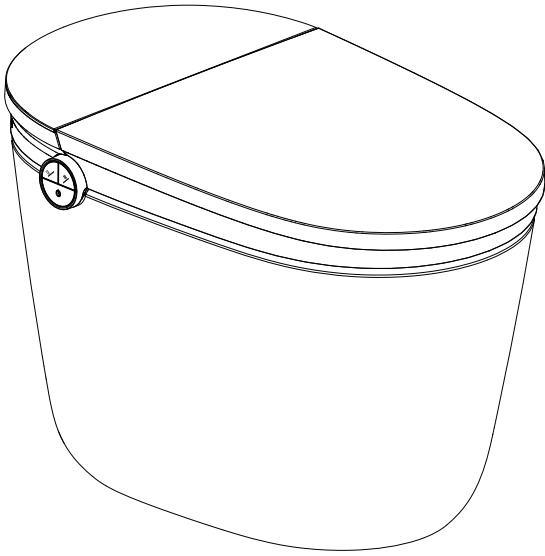
Items		22406007	
Rough-in distance		305 mm	
Rated power supply		AC 230V 50Hz/60Hz	
Rated power		1120 W	
Length of water inlet hose		appr. 680 mm	
Length of power cord		appr. 1.5m	
Overall unit waterproof		IPX4	
Ceramic toilet	Flush volume	4.8L (Full 6.0L/Half 4.2L)	
	Water inlet method	Direct to water supply	
	Flushing mode	Siphonic jet	
	Outside diameter of drain outlet	80-95 mm	
	Drainage method	Down-drain	
Functional section	Cleaning device	Heating method	Instant heat type
		Water temperature	Temperature adjusting range: OFF/appr. 32-39 °C
		Heating power	1600W
		Water volume	3-Level adjustment
		Cleansing mode	Rear washing, front washing, mobile washing, massage cleaning, cold and hot washing
		Spray cleansing location	3-Level adjustment
		Water pressure protection	Pressure stabilizing device, automatic pressure discharging device
		Anti-fouling device	Automatic spray washing device, anti-siphon device, anti-backflow device, filter device
	Safety device	Thermal fuse, water temperature sensor, grounding protection, temperature controller, leakage protection	
	Warm wind device	Warm wind temperature	Temperature adjusting range: appr. 43-53 °C
		Warm wind speed	≥ 0.2m <sup>3</sup> /min
		Heating power	200W
		Safety device	Thermostat, thermal fuse, leakage protection
	Heated seat	Surface temperature	Temperature adjusting range: OFF/appr. 31-39 °C
		Heating power	50W
		Heated burning protection	After 10 minutes of use, the seat temperature automatically decreases to a low level slowly (about 31 °C)
		Safety device	Seating sensor, temperature sensor, thermal fuse, thermostat, leakage protection
	Deodorization device	Mode	Diatoms deodorization
	Caring device	Night light setting	Smart
		Automatic flushing	Automatic flushing
Flushing upon power off		Manual flushing	
Lid opening/closing		Automatic lid opening/closing	
Charging method of remote control		Wireless charging	
Inlet water pressure		0.08MPa (hydrodynamic pressure) - 0.8MPa (hydrostatic pressure)	
Inlet water temperature		3°C-35°C	
Ambient temperature		1°C-40°C	
Antibacterial site		Seat, nozzle	
Sterilization site		Spray nozzle	
Product Dimensions		742 mm (length) × 462 mm (width) × 490 mm (height)	
Product Weight		50kg	

# Sketch

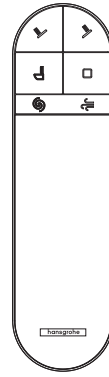


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# List of Materials



Main unit



Remote control



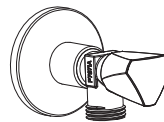
Sealing flange



Alignment hole cardboard



Manual



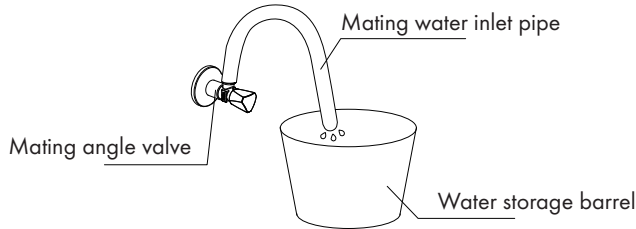
Angle valve

# Installation of the ceramic toilet

## Precautions before installation:

- Minimum dynamic operating water pressure: 0.08 MPa or more (flowing at 14 L/min or more). The flushing effect may be affected if failed to meet this pressure.

Tips: If no water pressure tester is available, you may refer to the following method.



Open the angle valve to let water flow for 10s. When the water volume reaches 2.35 L or more, the lowest water pressure of this product can be ensured.

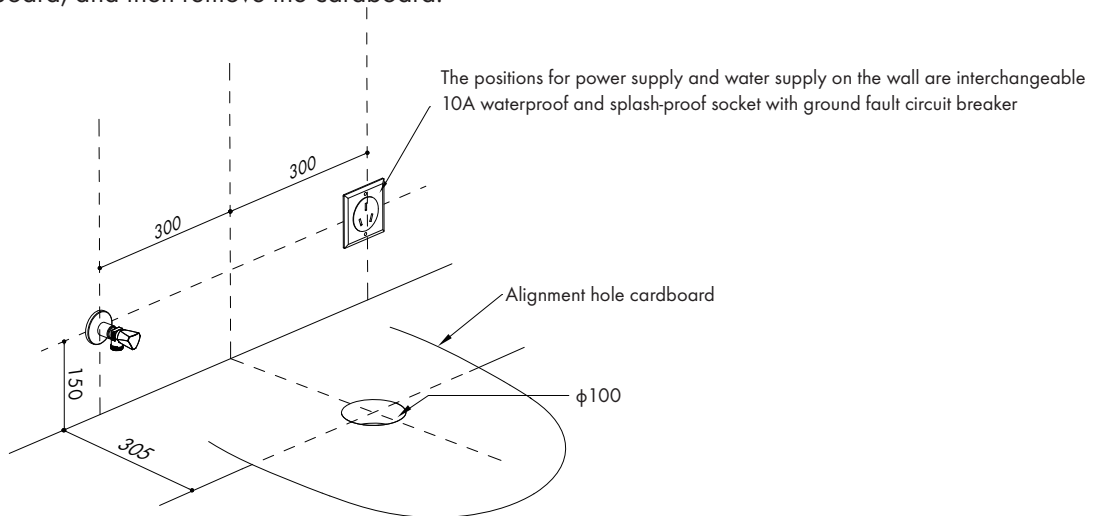
## 1. Installation of the mating angle valve

- Mark the center line of the outfall on the floor, and install the water inlet angle valve at a proper position on the wall according to the dimensions of the toilet.

## 2. Installation of alignment hole cardboard

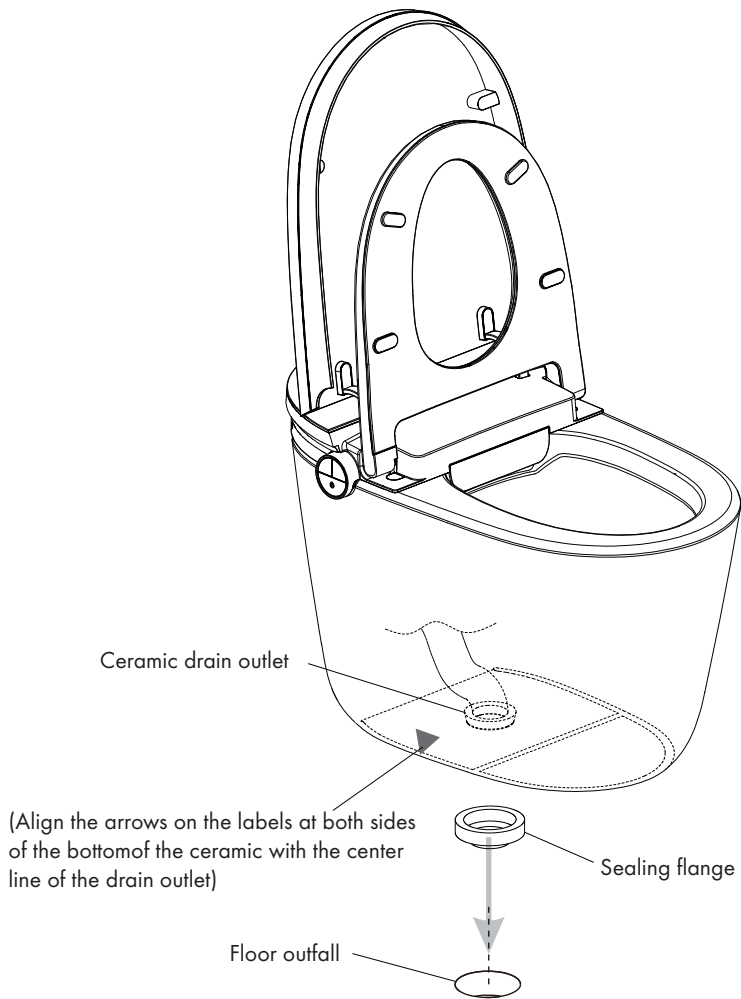
- Measure the floor levelness with a horizon, to make sure the floor of the installation area is level.
- Align the alignment hole cardboard with the center line of the outfall, draw a corresponding contour line based on the alignment hole cardboard, and then remove the cardboard.

Unit: mm



## 3. Installation of ceramic toilet

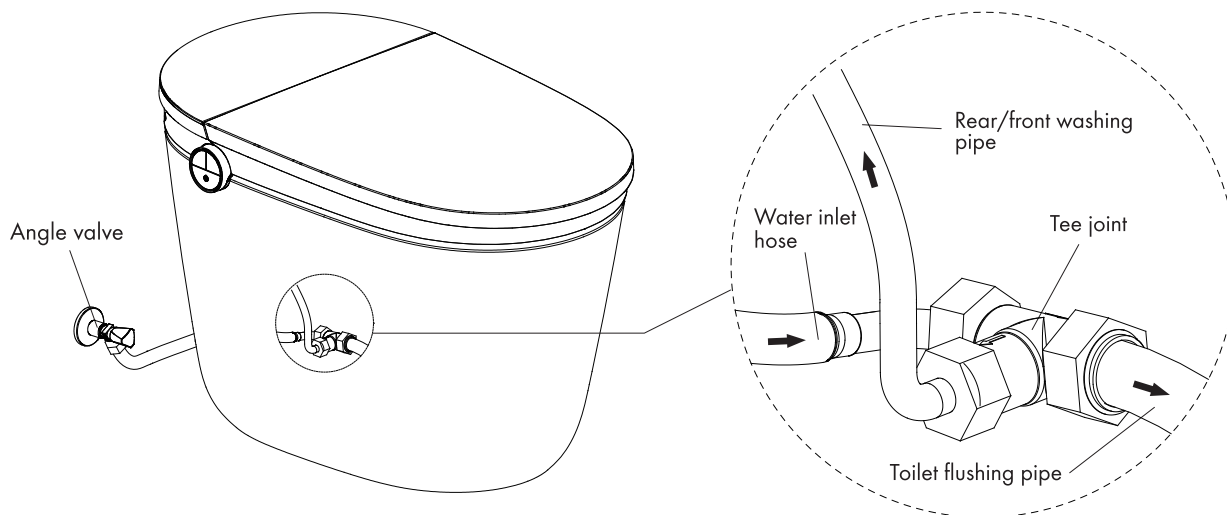
- Insert the sealing flange into the drain outlet of the toilet;
- Mount the toilet to the corresponding position according to the drawn contour line.



Tips: It is suggested to lift and open the seat by two persons since the one-piece toilet is heavy.

#### 4. Installation of water inlet hose

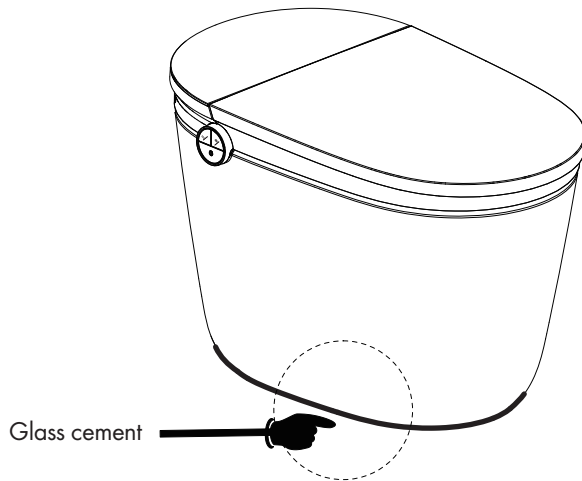
- Connect the tee joint of the toilet to the angle valve with the water inlet hose attached in the package.



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## 5. Application of the glass cement

- Apply high-quality mildew-proof glass cement around the lower edge of the toilet.



Tips: Clean the garbage and other dirt on drain outlet; and when installing the toilet, make sure the drain outlet of the toilet drain and the floor outfall are installed in place.

# Installation of the remote control

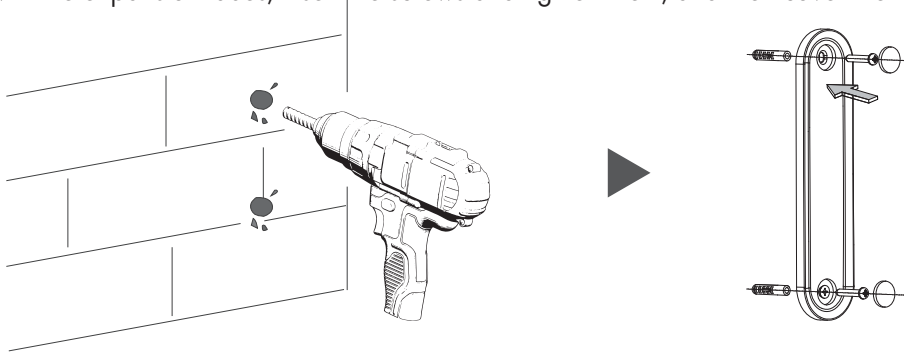
Do not install and use this product in a damp environment. Do not place it in a place where it is likely to be damped with water.

## 1. Installation of remote control hanger

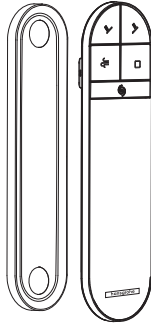
- ① Press the remote control hanger upright against the pre-installation area on the wall, and mark the positions of the two mounting holes on the wall with the marking pen. Drill holes at the positions marked on the wall with a  $\phi 6$  mm drill bit, at a depth of 35 mm.

(When determining the installation position, you need to mark sure that a person can easily reach the remote control by hand when sitting on the seat)

- ② Insert the expansion tubes into the holes in the wall; press the hanger against the wall, with the holes on the hanger aligned with the expansion tubes; insert the screws and tighten them; and then cover them with the silicone pads.

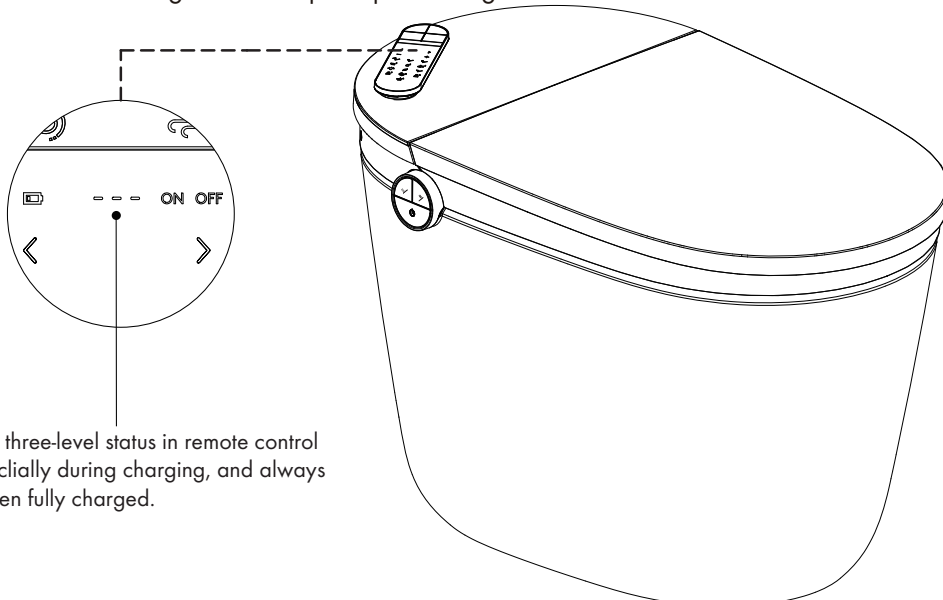


- ③ Place the remote control in the hanger (which has a magnetic absorption function).



## 2. Charging method of the wireless rechargeable remote control :

Remove the remote control from the hanger, and place it on the lid (at the area shown in the figure below) for wireless charging. This area has a magnetic absorption positioning function.



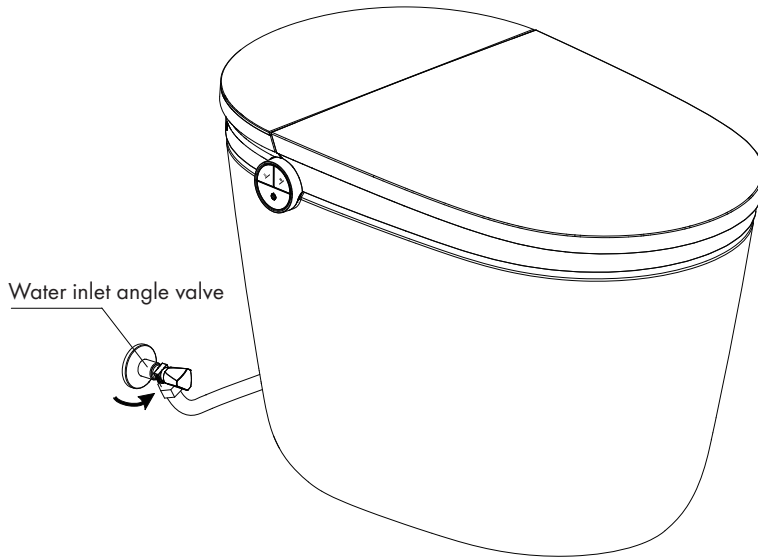
Indicator of three-level status in remote control lights up cyclically during charging, and always turns on when fully charged.



# Preparation before Use

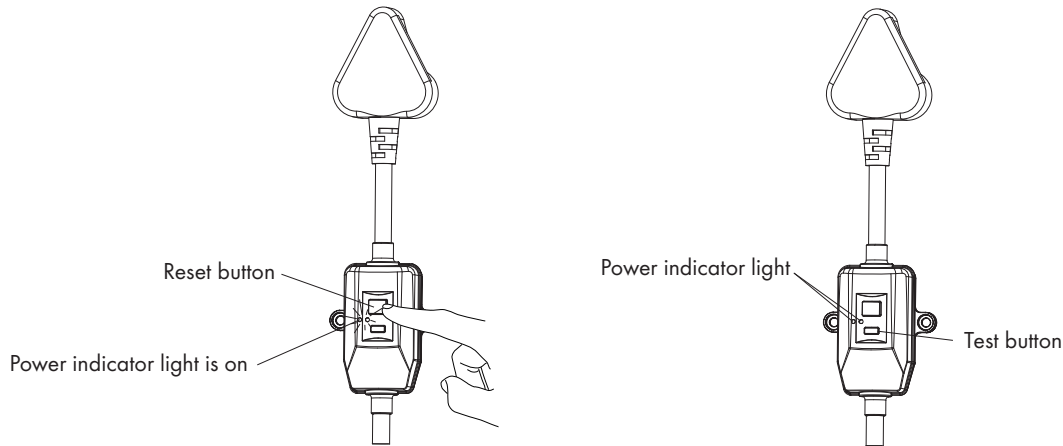
## 1. Turn on the angle valve

To check the tightness of the pipe connections and make sure that there is no water leakage, turn the angle valve counterclockwise to adjust the opening to the maximum.



## 2. Switch on the power supply

Plug the leakage protection plug of the power cord into the power socket, and press the reset button. If the power indicator light is on, it indicates that the power is on.




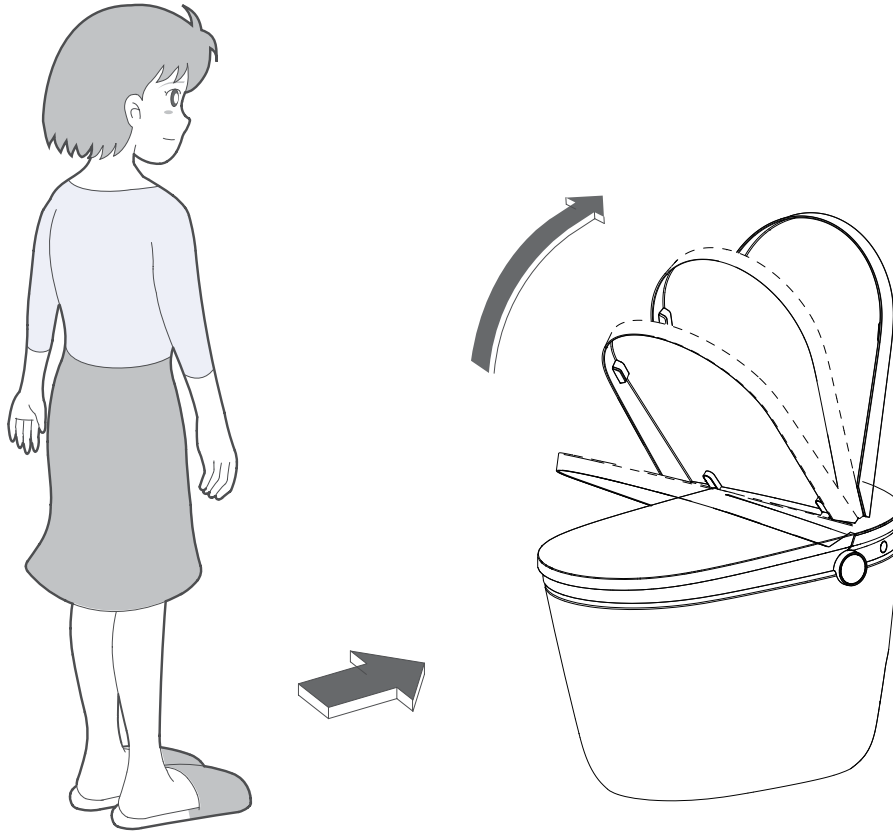
Tips: Press the leakage test button before use. If the reset button bounces, it indicates that the leakage protection function is normal.

## 3. Safety self-inspection

- ① After power-on, the night light flashes and the self-inspection starts;
- ② When the buzzer of the main unit beeps once, the self-inspection is completed, and the night light stops flashing;
- ③ The function mode is on, and the toilet can be used normally.

# Automatic lid opening/closing function

If you are purchasing an electronic toilet with automatic lid opening/closing function, it has the feature of automatically opening/closing the lid. ( The auto open&close function of lid is set to off by default. For the first use, you need to press the remote control's auto switch"  " to open the function. For details, see page 19. )



## 1. When a user gets close to the toilet

When a human body gets close to the toilet, the main unit detects the action of the human body, and opens the lid automatically.

## 2. When using the toilet

The lid will be closed automatically within about 90s after the human body leaves the toilet.

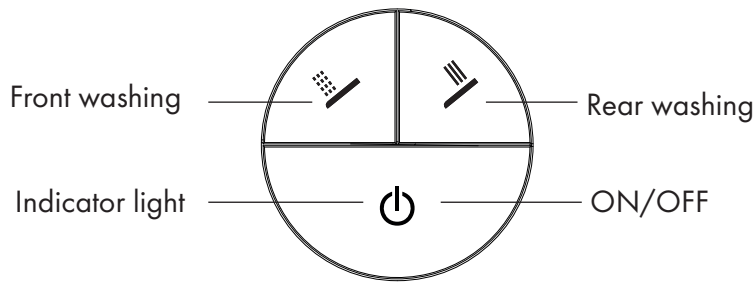
## 3. When a male user stands to use the toilet

Open the seat with the remote control or manually.

The lid and seat will be closed automatically within about 90 seconds after the human body uses and leaves the toilet.

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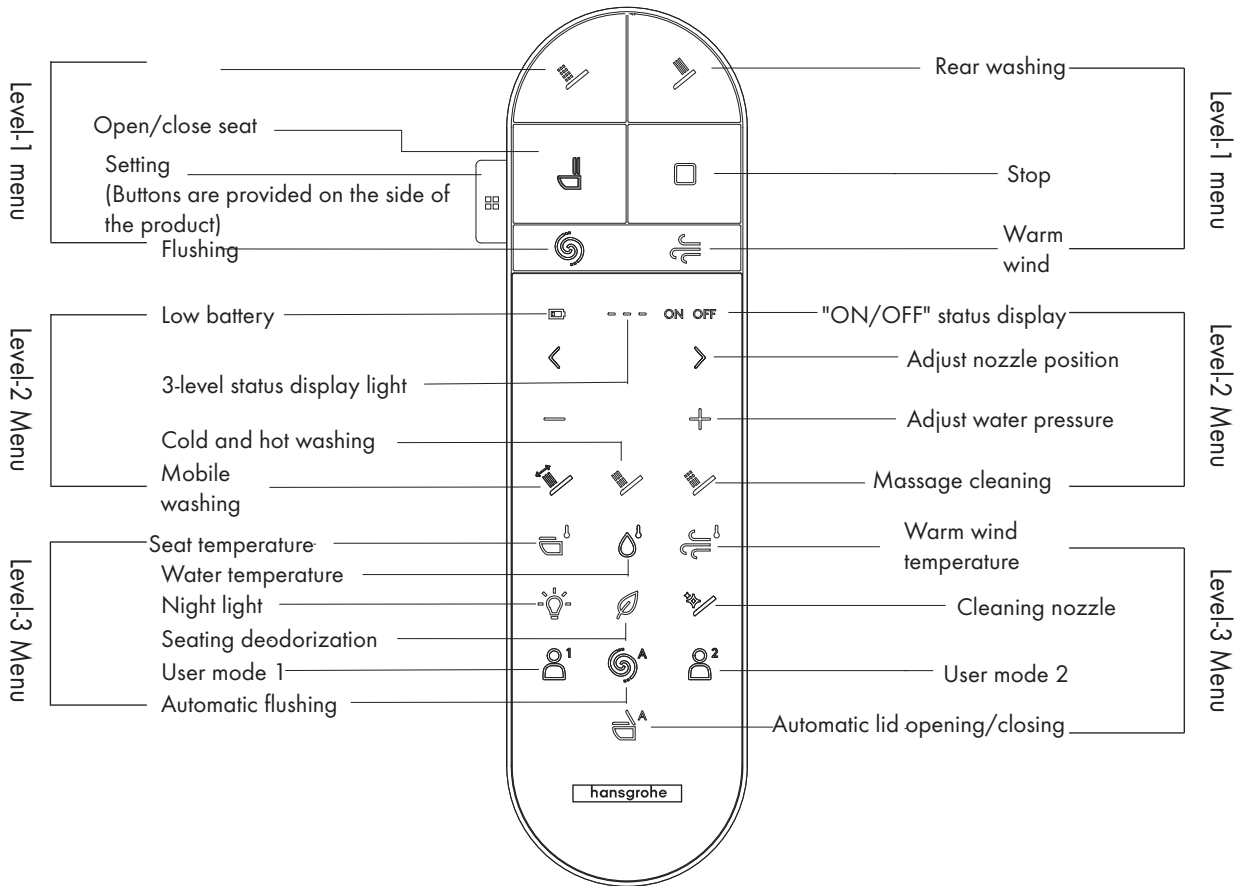
## Functional Buttons of Main Unit



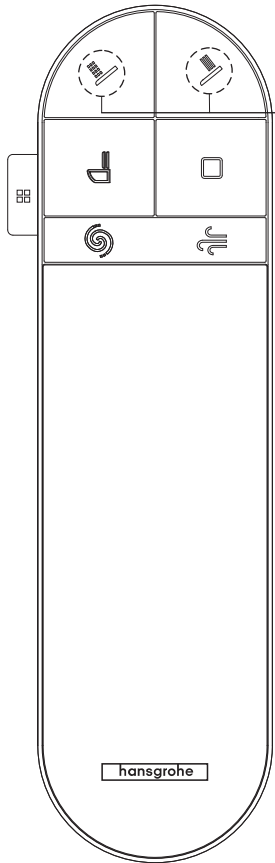
### Operation instructions of buttons:

1. When sitting on the seat, short press the feminine/rear washing button to activate the feminine/rear washing function.
2. When the feminine/rear washing function is being activated, short press the ON/OFF button to shut down the function.
3. When leaving the seat, short press the rear washing button to execute the manual nozzle cleaning function, and short press the ON/OFF button to shut down the function.
4. Press and hold the rear washing button and the front washing button simultaneously for more than 3s to turn on/off the automatic power save function.
5. With the automatic power save function activated, the seat heating function will be deactivated when more than 48 hours passes after leaving the seat, and will return to the last level used when sitting on the seat.
6. When leaving the seat in the power-on status, long press the ON/OFF button to enter the standby status, where the white light on the unit is off and the orange light is on.
7. In the standby status, long press the ON/OFF button to exit the standby status, where the white light on the unit is on and the orange light is off.
8. Short press the ON/OFF button to stop the rear washing, front washing and warm wind functions.

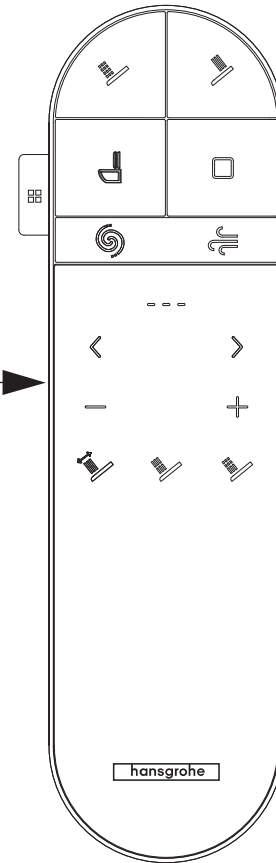
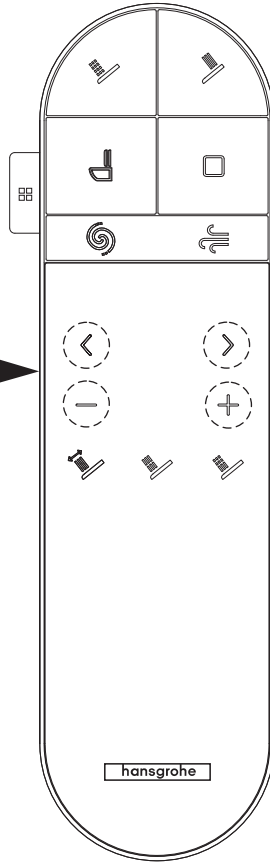
# Usage of Remote Control



## Initial position



## Rear/front washing



When in a seated status, The feminine/rear washing starts, and the nozzle stretches out, and starts to spray.

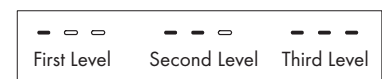
The level-2 button appears when water spraying begins, and the following is operable:  
 -Mobile washing/cold and hot washing/massage washing  
 -Washing position/water volume adjustment

\* Before the end of water spraying (within 120 seconds), the user may stop the program by pressing the feminine/rear washing button or stop button at any time.

\* Before the end of water spraying (within 120 seconds), the user may wake up the screen for 10s by touching the screen area of the level-2 button, and then operate the level-2 button.

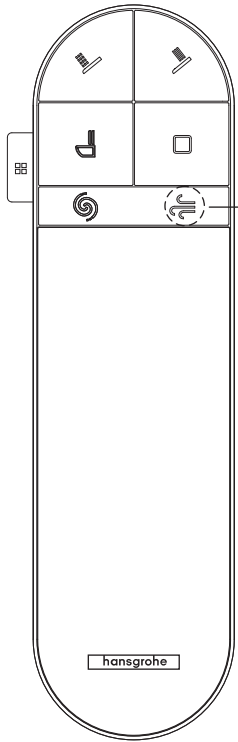
\* The level-2 button is on, and slowly goes out when there is no subsequent operation within 10 seconds.

Once pressing the nozzle position/water pressure adjusting button, the Level-3 status indicator light is on to show the current status, and then is off when there is no subsequent operation within 10s.

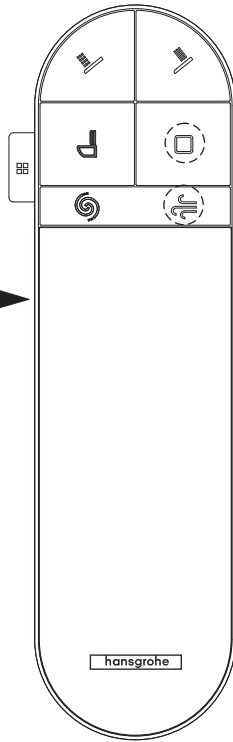


Indicator light display and levels

Initial position



Warm wind

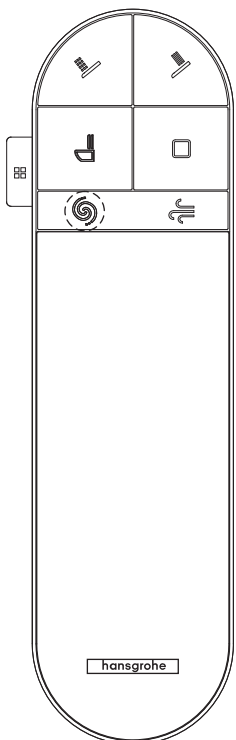


When in a seated status,  
The warm wind function is activated to start blowing.

The level-2 button does not appear

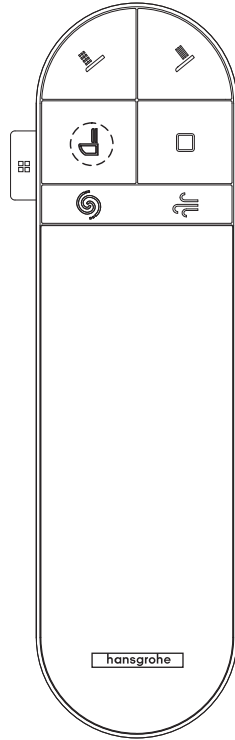
Before the warm wind ends (within 300 seconds),the  
user may stop the warm wind by pressing the warm  
wind button or the stop button to stop the warm wind.

Flushing



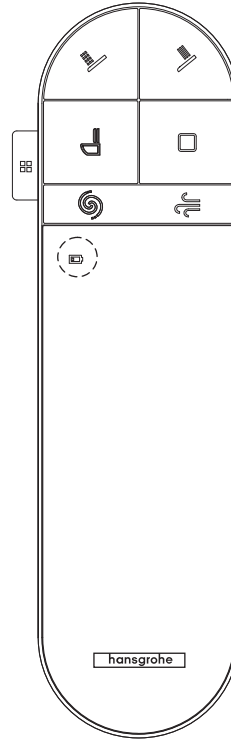
Flushing function:  
The level-2 button does not appear;  
Short press the flushing button:  
high-flow flushing;  
Long press the flushing button:  
low-flow flushing.

Open/close



Open/close seat function;the level-2  
button does not appear.

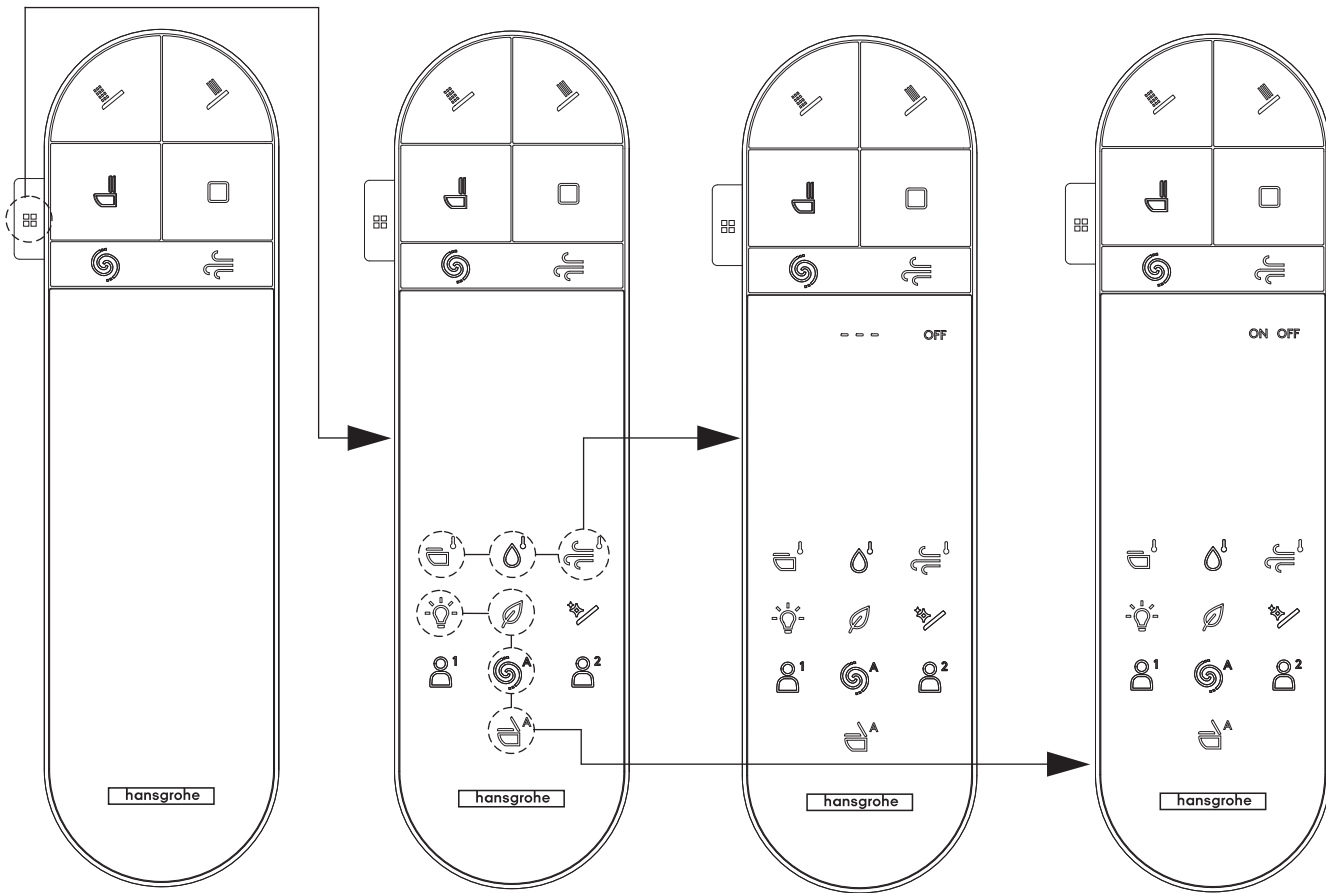
Low battery



The low battery indicator light (red)  
automatically appears when the  
battery is low.

\* Only when the remote control is  
operated

## Setting



Press the setting button to enter the Setting mode.

The Level-3 button appears, and the following is operable:

- Adjust the seat temperature/ water temperature/ warm wind temperature
- ON/OFF: Smart night light/ seating deodorization/ automatic lid opening/ automatic flushing

\* The backlight of the Level-3 button is off when there is no subsequent operation within 10s.

Once pressing the seat temperature/ water temperature/ warm wind temperature button, the Level-3 indicator light in the status bar is on to indicate the current status;

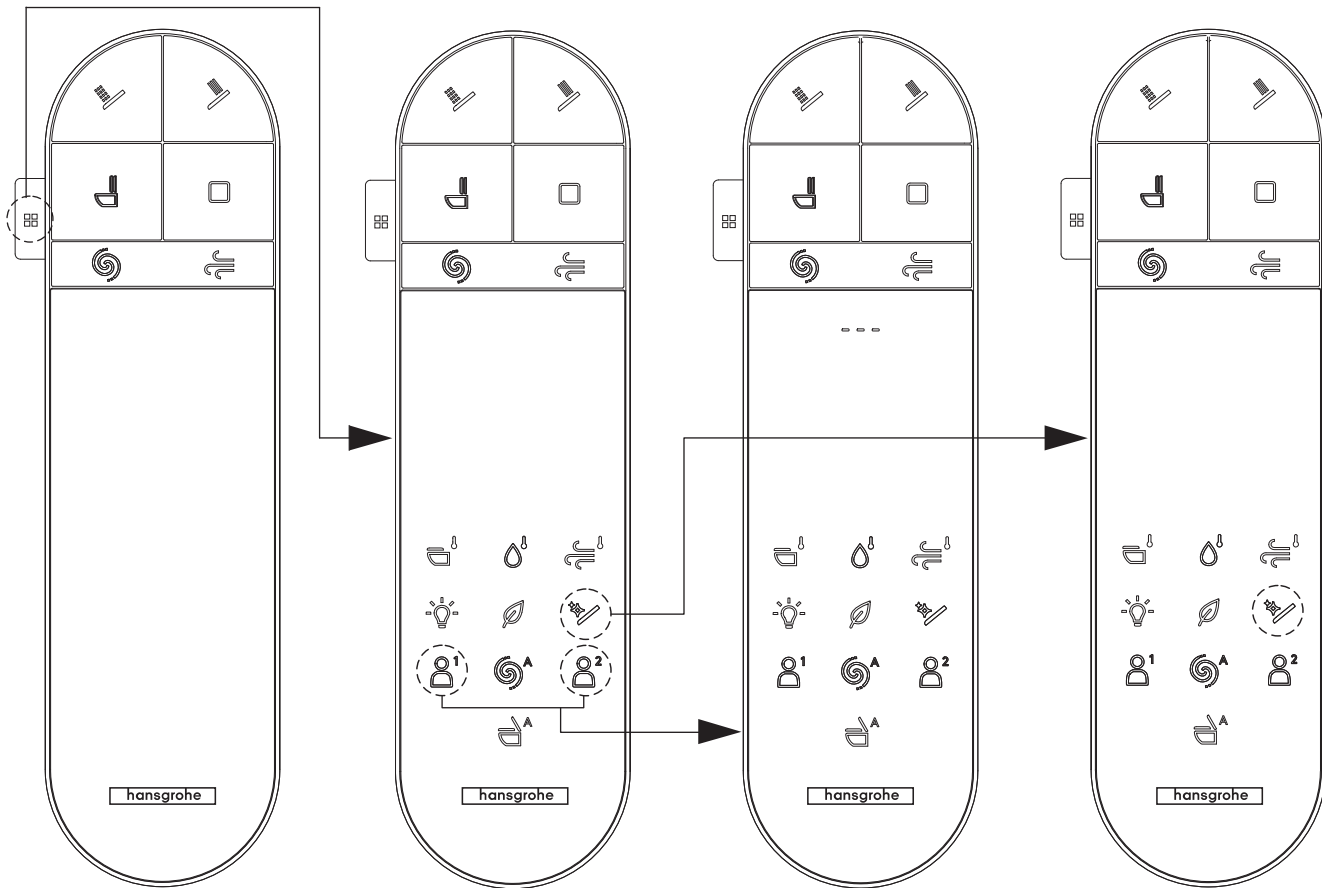
Repeat pressing the button to cycle the level as follows: off-1-2-3-off...

\* The indicator light is off when there is no subsequent operation within 10s.

Once pressing the night light/ seating deodorization/ automatic lid opening/ auto flushing button, the ON/OFF indicator light in the status bar is cyclically on or off, indicating the ON/OFF of the corresponding function.

\* The indicator light is off when there is no subsequent operation within 10s.

## Setting



Press the setting button to enter the Setting mode.

The Level-3 button appears, and the following is operable:

- User settings 1 and 2 (Deluxe version only)
- nozzle cleaning function

Long press the user mode 1 or 2:  
The screen backlight flashes three times, to save the current water temperature, nozzle position, water pressure intensity, and warm wind temperature level to the corresponding mode;

Short press the user mode 1 or 2:  
The screen backlight flashes once to call the level parameters saved in the corresponding mode.

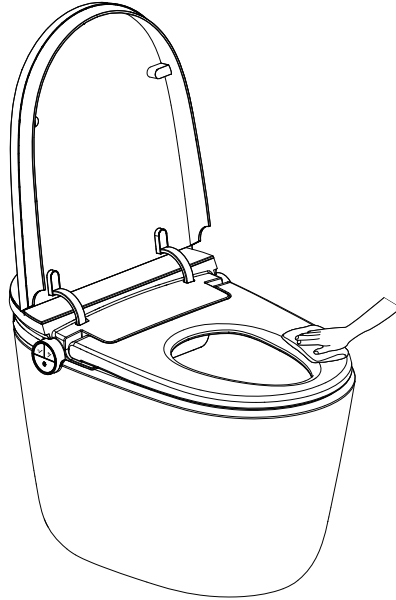
When in the off-seat status, short press the nozzle cleaning button to execute the nozzle cleaning function.



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## Maintenance and Care of Main Unit

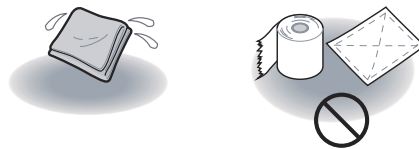
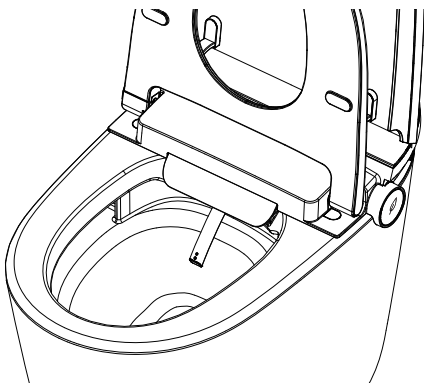
1. Cut off the power: Please cut off the power before maintaining the main unit.
2. Wipe with a soft rag: Please wipe the dirty area with a wrung-out soft rag.
3. Safety self-inspection: Please reconnect the power after wiping.
4. If you find that the toilet is moving or shaking during usage, check if the silicone is loosened due to aging, and remove and reapply the silicone if it is loosened.



## Maintenance and Care of Spray Nozzle

1. Stretch the nozzle: Where there is no human body on the seat, short press rear washing button of the unit to activate the manual nozzle washing function. The nozzle will stretch out automatically.
2. Wipe the nozzle: After the nozzle stretches out automatically, wipe it with a soft rag or a soft brush (neutral cleaner);

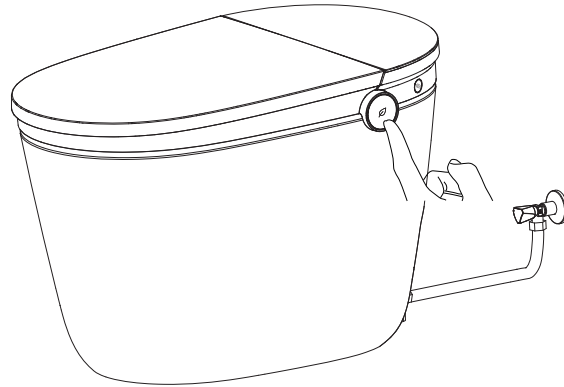
Do not pull out or push in the spray wand to avoid damaging the wand or motor.



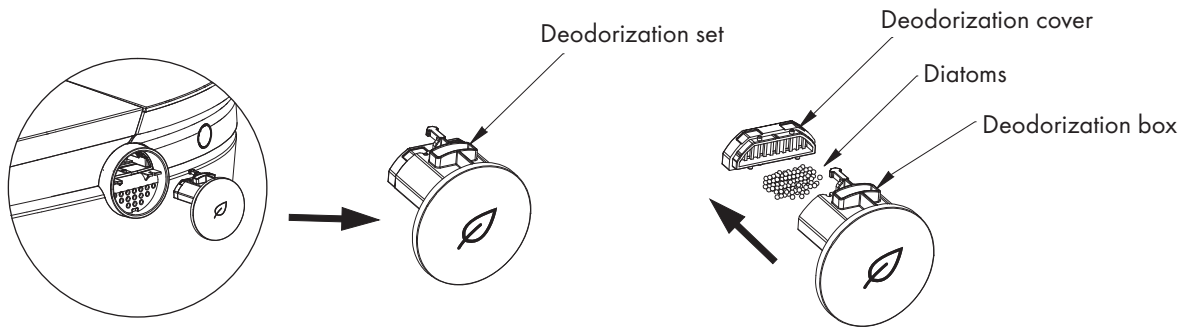
3. Retract the nozzle: Short press the ON/OFF function button of the unit to automatically retract the nozzle.

# Diatoms replacement

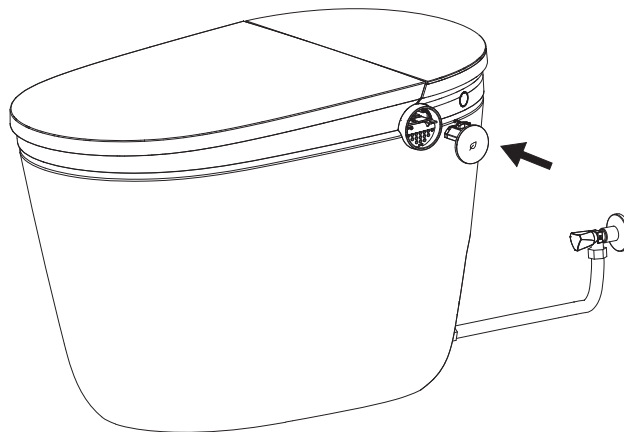
1. As shown in the figure, press the deodorization set to pop up the deodorization box;



2. Take out the deodorization box, disassemble the deodorization box with your hands, and replace the diatoms;

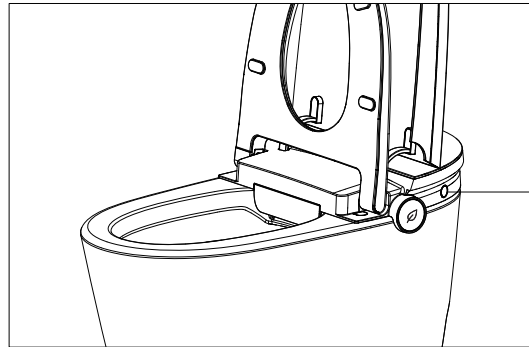


3. After the replacement is completed, assemble the deodorization box, place it at the original position on the lid and press the deodorization box again, completing the replacement of the diatoms.



## When the electricity and water supply is cut-off

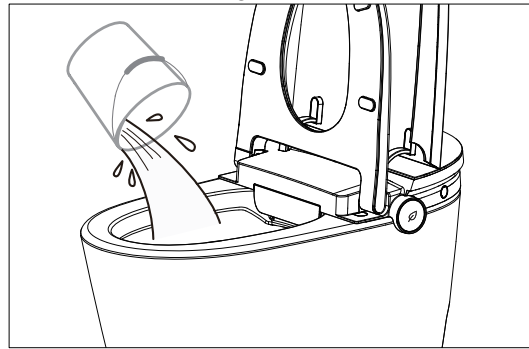
1. How to flush the toilet during interruption of power supply: Press the manual flushing button (Press and hold for more than 4 seconds) to flush it.



Manual flushing button  
(Press and hold for more than 4 seconds)

2. How to flush the toilet during interruption of water supply:

Pour the water into a large bucket (about 8 L) and flush the toilet around the bowl face of the toilet. Here, you should take care to prevent water from overflowing from the toilet.

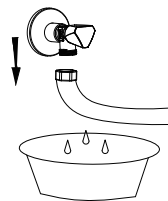


## When this product is left unused for a long time

Especially in winter, when you are not at home for a long time, please make sure to drain the water in the water tank and the pipeline to prevent freezing.

To discharge water

1. Drain the water in the water tank of the toilet: Start the flushing once and immediately close the water inlet angle valve.
2. Drain the water in the pipeline: loosen the hose from the angle valve, drain the water in the pipeline and reinstall the hose.



3. Unplug the power plug to cut off the power

4. Dispose of the water in the toilet: For the sake of safety, it is recommended to pour the antifreeze into the water in the toilet.

Tips: Before drainage, you must cut off the power!

When using the toilet again, please make sure to turn on the water and power again.

# Fault Analysis and Solution

Problem	Cause	Solution
No flushing	The water inlet hose buckles to cause blockage	Solve the buckling
	The fill valve is off	Turn on the fill valve
	Water supply is cut off	Wait for water supply restoration
	Filter blockage	Replace the filter
Poor flushing	The water inlet hose buckles to cause partial blockage	Solve the buckling
	The fill valve is not fully turned on	Turn on the fill valve fully
	Filter blockage	Replace the filter
Low water temperature	The water temperature is set at the normal temperature level	Reset the water temperature
Low seat temperature	The seat temperature is set at the normal temperature level	Reset the seat temperature
	In standby or power save mode	Switch to the function mode and use it after 3 minutes
Low wind temperature	The wind temperature is set at the normal temperature level	Reset the wind temperature
No wind out	In standby mode	Switch to the function mode to use the warm wind function
The spray wand cannot retract	Power off	Push back the spray wand lightly and wait for the power
	Get stuck by impurities	Clear away the impurities
The spray wand cannot stretch out	Power off	Wait for power restoration
	Not sitting in the sensing area	Sit right in the sensing area
The remote control is failed	The remote control is low on power	Wireless charging
The deodorization does not function normally.	The user doesn't reach the sensing area in the seat	Adjust to reach the sensing area in the seat
	Deodorization function keeps working after the user leaves	After the user leaves the seat, the deodorization function will continue working for a while to make sure to eliminate the odor completely, which is normal
	If the fault still exists after taking the measures above, you should cut off the power, and contact the service provider to ask a professional to repair it	
	If the power leakage protection switch often trips, this product is indicated to undergo electric leakage. Please cut off the power, and contact the service provider to ask a professional to repair it	

## Warranty Policy – Hansgrohe India

### **I. General Provisions**

Hansgrohe India offers this Manufacturer's Warranty to customers of Hansgrohe products. It is applicable notwithstanding any imperative liability provisions of the applicable law.

A "customer" in the sense of this Manufacturer's Warranty is any person who is the first owner/user of the Hansgrohe's product for a consideration which has been paid and which it/he/she did not purchase the product with the intention of resale or for any commercial purpose. The warranty is confined to customers who are the first to buy the product from Hansgrohe India, a dealer or any other natural or legal person who sells or installs the product within the limits of its/his/ her business activity or independent occupation. By purchasing this product, customer agrees to Hansgrohe India's warranty on the product.

The foregoing warranty constitutes Hansgrohe India's sole warranty and no other warranty, express or implied, including warranties of fitness for a particular purpose and warranties of merchantability is given to the customer and there are no warranties which extend to use of the Hansgrohe's products for the purposes beyond description. Hansgrohe India 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, otherwise as stated.

This warranty is only effective if proof of purchase (original sales receipt) is provided with all warranty claims or requests. Further, in order to claim warranty, limited warranty certificate, duly filled, stamped and signed by the authorised dealer or authorised channel sales partners must be submitted along with product on which warranty claim is made to attending authorized service personnel. This original certificate must be preserved by the customer and produced whenever required.

### **II. Scope of warranty**

Valid for Hansgrohe's products purchased by customers on or after 01 /01/2010 (purchase receipt / Invoice):

Hansgrohe India assures customers that its products are free from material, manufacturing and design faults. The latest science and technology at the time of manufacture is decisive in this regard. For claiming warranty, the defect giving rise to the damage must already have been present in the product at that time.

Depending upon the product category and residential/ non residential /commercial settings/projects, this Warranty shall be valid for all eligible Hansgrohe products for a period of five (5) years or three (3) years or two (2) years, as applicable, from the purchase date by the primary customer as provided in the Warranty Chart provided at the end of this Policy. In the event of repair/replacement of any part/s of the unit of the product, this warranty will thereafter, continue and remain in force only for unexpired period of warranty. Moreover, the time taken for repair/replacement of the product in transit, whether under the warranty or otherwise, shall not be excluded from the warranty period. The warranty period shall not be extended due to the provision of services within the scope of this Warranty, especially not in the event of servicing or replacement or product is not installed or not used from date of purchase of product. In such cases, the Warranty period shall also not start anew.

Hansgrohe India shall make its best endeavor to provide onsite warranty services but due to unavoidable/ in exceptional circumstances the product may be required for offsite inspection at Hansgrohe India's service center/service center of Hansgrohe India's authorized service associate.

Hansgrohe India operates business through their authorized channel sales partners. Customers are strongly suggested to purchase Hansgrohe product through the authorized channel sales partner. Hansgrohe India is not bound to support under warranty for any product purchased through unauthorized seller / supplier / re-seller.

Hansgrohe India's service working hours are Monday to Saturday from 9:30 Hrs. to 18:00 Hrs, except all public & National holidays or force majeure conditions. Any service specifically requested after service working hours will be on chargeable basis subject to being agreed & approved by Hansgrohe India. Hansgrohe India reserves right of denial of such request on its sole discretion.

### **III. Notification of Defects under warranty**

The customer can claim the rights under this Warranty by written notification of the defect within the warranty period to Hansgrohe India on [service@hansgrohe.in](mailto:service@hansgrohe.in) or by calling at Hansgrohe India Toll Free no. 1800- 209-3246 between 09.30 Hrs. and 18.30 Hrs. Monday to Saturday, except public and national holidays or force majeure conditions.

While registering claim under warranty customer should provide below details to Hansgrohe India.

1. Customer name / contact number / complete address with pin code / email address.
2. Type of product and date of purchase.
3. Nature of problem customer facing with Hansgrohe product.
4. Customer should produce original product purchase invoice or receipt along with the warranty certificate, at the time of issue reported.

#### **IV. Benefits of the Hansgrohe India's Manufacturer's Warranty**

Hansgrohe India shall, at its sole discretion repair or replace the defective product.

Hansgrohe India will make every effort to carry out repairs at the earliest within a reasonable period of time. Notwithstanding anything provided earlier, it is expressly clear that Hansgrohe India is under no obligation to do so in a specified period of time.

During 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 relevant documents as provided herein earlier, at the sole discretion of Hansgrohe India's trained official. Hansgrohe India or its authorized customer care agents / authorized dealer agents certified will repair or replace with new or functionally operative parts free of charge, any part or parts of the product when it is identified that the defect to a duly covered product, is solely attributable to manufacturing fault and not caused due to improper installation, unauthorized repair / service or usage and other exclusions provided in this policy below. Spares and/or labor costs shall be charged according to the conditions of the warranty coverage listed. The customer must grant access to the product. In the event of non-availability of components or parts due to any reason whatsoever Hansgrohe India or its authorized customer care agents / authorized dealer agents will not be responsible or liable for any delay that may be caused to service/repair of the products and no claims financial or otherwise will be entertained.

It is entirely left to Hansgrohe India's discretion to effect repairs/replacements of parts or components of the sealed system at the site of installation or at the service stations of its branches or authorized customer care agents / authorized dealer agents or at its works.

Hansgrohe India and its authorized customer care agents / authorized dealer agents reserves the right to retain any part/s or component/s replaced at its discretion in the event of a defect noticed in the product during the warranty period. In case of replacement of product, the defective product shall be replaced free of charge by a new product of the similar kind and quality. If the product in question is no longer manufactured at the time of the notification of the defect, Hansgrohe India shall deliver a similar model of product.

If the product is installed beyond the municipal limits of Hansgrohe India's authorized customer care agents / authorized dealer agents or reseller / channel sales partner's locations, any and all costs and expenses incurred for repair/service of the products in respect of (a) to and from travel of service personnel and (b) transportation of the product and/or spare parts and/or components from the location of Hansgrohe India's branch office or authorized customer care agents / authorized dealer agents or reseller / channel sales partner, to customer's location and back shall be borne wholly and solely by the customer at the prevailing rates, and Hansgrohe India shall not be liable for any damage caused to the product in transit or delivery for repair. The transport or shipment to and from Hansgrohe India or to and from the dealer, respectively, any removal and any reinstallation of the product, or any other particular measure may only be performed upon prior written consent by Hansgrohe India. The customer shall be obliged to pick up the product himself/ herself at the nearest Hansgrohe dealer/ authorized dealer agents unless anything to the contrary is agreed upon. Hansgrohe India and customer agree that Hansgrohe India shall have no liability for any cargo loss, loss of use or any incidental or consequential damages.

In exceptional circumstances, if Hansgrohe India, at its discretion, decides to refund the purchase price and confirms this in writing, the customer shall return the defective product and Hansgrohe India shall reimburse the purchase price mentioned in the invoice of the defective product.

This warranty does not include payment of or responsibility for any excise duty, central taxes, state taxes and octroi or other local taxes assessed to the parts supplied, replacement unit or repaired during the warranty period.

Customer and Hansgrohe India agree that customer's sole remedy for any defects in goods hereunder shall be limited to the repair or replacement at Hansgrohe India'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 Hansgrohe India in accordance with terms of this warranty certificate.

Hansgrohe India's liability will be limited and restricted to the product replacement/value of the product sold. Hansgrohe India 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 dealer / re-seller/supplier from whom it was purchased and take the replacement product.

## **V. Conditions and Exclusions**

This warranty does not extend to incidental or consequential damages, losses or expenses arising out of ignorance, negligence, willful damaging, damage in transit, mishandling, voltage fluctuations, electric faults, unauthorized alteration or repair and accidents either due to faulty installation or otherwise. Also this warranty does not cover incidental, special, loss of business, consequential damage / defects of any nature resulting from improper selection / improper installation and use of the product. The conditions for the effectiveness of this Warranty are the professional installation and maintenance according to the operating instructions and the generally acknowledged rules of technology (e.g. by a master craftsman or an authorized specialist) and the compliance with the operating instructions and the use of the Hansgrohe products according to Hansgrohe India's technical and care instructions.

This includes, among others but not exclusively, that supply water pipes are rinsed professionally and thoroughly according to applicable standards in particular before the products are installed or after any building activities have been carried out, that plumbing's are in conformity with the enclosed graphical representations, and that the operating pressure in the water network is checked as concerns the technical provisions. Customers are advised that they can use appropriate pressure pump to have adequate pressure of water for optimum performance of products.

Before final tiling work, all plumbing lines & concealed fixtures to be checked for any leakage or any other functional issue to avoid any issue in product performance.

Mounting instructions and instructions for use and care are enclosed to each product and are also available at [www.hansgrohe.com](http://www.hansgrohe.com)



The warranty does not cover:

- Wearing parts, such as e.g., seals, rubber parts hoses, washers, universal angle valves, jets, seat cover hinges etc.
- Fragile parts, such as for example glass, electric bulbs, by breaking.
- Consumables, such as e.g. batteries, filters or aerators, by consumption.
- Minor deviations of the Hansgrohe products from the nominal condition that have no influence on the serviceability of the product.
- Incoming dirt, water hammers, in particular warm water hammers, furring's, operating errors and operator's mistakes, damages due to aggressive environmental influences, chemicals, cleansing agents.
- Product defects caused by the installation, transport and trial run of the bought product

In addition to the exclusions earlier provided, the Warranty does **not apply** in case of:

- If customer fails to produce product purchase invoice / receipt / warranty certificate.
- Non-conformity with the mounting instructions and instructions for use and care that were provided or are available at [www.hansgrohe.com](http://www.hansgrohe.com)
- Installation, maintenance, repair or care by non-professional persons.
- Product defects that have been caused by the customer, plumber or third persons.
- Damage attributed to normal wear and tear.
- Any defect or damage arising from reasons attributable to the customer/ 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 Hansgrohe India.
- Lack of or incorrect maintenance.
- problems arising from insufficient water pressure, water impurities or improper care and cleaning and Voltage fluctuations.
- 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.
- Any other defect or damage occurring or being notified after the expiry of Warranty Period, including but not limited to any latent defect.
- Any goods which after delivery hereunder have been repaired or modified or altered by anyone other than that has been authorized and approved by Hansgrohe India.

Hansgrohe India shall also not be liable to customer claiming the warranty under the terms of condition of this limited warranty, 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, explosion, national calamity, epidemic or pandemic or any other circumstance or event or by any enactment of law, or by order of

any legally constituted authority, or government restriction and/or restraining order or by any other similar cause of the Hansgrohe India or beyond the reasonable control of the party relying upon such circumstance or event.

#### **VI. Non-applicability of the Warranty**

This warranty will automatically terminate on the expiry of the warranty period, even if the product may not be in use for any time during the warranty period for any reason. Additionally, if it turns out that a product defect is not covered by this Warranty, the costs arising due to the shipping and transport of this product shall be borne by the customer himself/ herself. Moreover, the customer shall bear the costs, including any labor costs, that arise due to the inspection of the product, as well as the costs for the removal and reinstallation of the product. If the customer requires that the repair be executed after he/she has been informed about the non-applicability of the Warranty and about the expected costs for the repair, he/she must also bear the costs for the spare parts and the labor costs.

If the product did not already have the defect at the time of delivery of the same, Hansgrohe India shall decide in each individual case whether a repair will be performed by good will. In this case, the customer shall have no legal basis to claim benefits from this Warranty.

#### **VII. Place of Performance, Place of Jurisdiction and Applicable Right**

This Warranty policy is of Hansgrohe India Private Limited, Office No. 5, 7th Floor, Fountainhead Tower 2 Viman Nagar, Pune 411014, Pune, Maharashtra, India.

This warranty shall be governed by laws of India and the Courts at Pune, Maharashtra shall have exclusive jurisdiction to entertain any dispute regarding or arising out of this warranty or the sale of the product.

#### **Hansgrohe India Private Limited**

Office No. 5, 7th Floor, Fountainhead Tower 2  
Viman Nagar, Pune 411014, Pune, Maharashtra, India

Phone: +91 2066259500

Internet: [www.hansgrohe.com](http://www.hansgrohe.com)



**This warranty chart is the part and parcel of Warranty Policy**

<b>WARRANTY PERIOD CHART</b>		
<b>Product Category</b>	<b>Proposed Warranty Period for Hansgrohe</b>	
	<b>Residential</b>	<b>Commercial Projects</b>
Shower Toilet Ceramic Bowl	5 Year	2 Year
Electronic & Electrical Components *inside Shower Toilet Seat Covers	1 Year	6 Months

\*Electrical / Electronic Components such as Sensors/ Motors/ Pumps/ Solenoid Valves/ Heaters/ Circuits Boards/ Blower / Filler Valve/ Discharge Valve / Battery / Power Adapters / Power Cables Controllers are considered as Electronic/Electric Components.