



# HÄFELE (THAILAND) LIMITED

## Warranty Terms and Conditions Bathroom Products

- The product is under warranty for the stipulated period as mentioned in the warranty chart (effective from June 1, 2021 onwards).
- Warranty period is valid from date of purchase of the product. Benefits of warranty can only be availed subject to verification of invoice and warranty card by HÄFELE. Customers are therefore required to keep the original invoice and warranty card of product safely.
- HÄFELE's obligation under this warranty shall be limited to repair or providing replacement of defective parts/product only under the warranty period.
- Warranty does not cover cost of labour, defects or damage caused by installer or user, or resulting from any other person careless or improper handling, modification of any type for any reason, improper installation, lack of proper routine maintenance or use of abrasive or improper cleaners.
- HÄFELE is not liable for any special or consequential damages due to defective product/component or part thereof.
- HÄFELE is not liable for any implied warranties other than those mentioned in the terms and conditions of the warranty.
- This warranty automatically expires after completion of period mentioned in the warranty chart even if the product may not be in use for any time during the warranty period for any reason.
- In the event of repair/replacement of any part/s of the unit, this warranty will thereafter continue and remain in force only for unexpired period of warranty. Moreover, the time taken for repair/replacement in transit, whether under the warranty or otherwise, shall not be excluded from the warranty period.
- HÄFELE 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.
- This Warranty does not apply to any kind of product that has been discontinued under any circumstances.
- In case of any dispute, this warranty is subject to jurisdiction of Thai Courts only.

Product Type	Warranty Products	Warranty period	Remarks
Smart Toilets and Electronic Seats	• Toilet bowls only	Lifetime Warranty	-
	• Electronic circuit boards of smart sanitary ware	3 Years	-
	• Electronic seats with remote control	3 Years	-
Sanitary Ware (ceramic)	• Toilet bowl, urinal, wash basin, sink stand	Lifetime Warranty	-
	• Soft Close/ normal toilet seat and accessories	2 Years	-
	• Internal equipment of the water tank and mechanism ie. flush valve and fill valve	1 Year	-
Conceal Cistern and Glass Conceal Tank	• Conceal Cistern/ Glass Conceal Tank	1 Year	-
Faucets, Showers and Faucet Accessories	• Faucet	5 Years *	Only the leakage in the faucet housing
	• Ceramic valve	Lifetime Warranty *	Only the leakage at the tap mouth
	• Hand shower	5 Years*	Only the leakage
	• Shower head	5 Years *	Only the leakage
	• Shower column	5 Years*	Only the leakage
	• Handspray Stainless, Brass	5 Years*	Only the leakage
	• Handspray ABS	2 Years*	Only the leakage
	• Flexible Hose	1 Year	-
	• Flush valve	1 Year	-
	• Stop valve	1 Year	-
Sensor Faucets and Sensor Valve	• Sensor faucet	3 Years	-
	• Sensor flush valve	3 Years	-
Acrylic Bathtub	• Acrylic tub	5 Years	-
	• Bubble massage system	3 Years	-
	• Water pump, air compressor pump (vortex system)	3 Years	-
	• Sink accessories such as handles, pillows	3 Years	-
Cast Iron Products	• Cast iron bathtub	10 Years	-
	• Accessories such as pillows, sinks	3 Years	-
Bathroom Furniture	• Furniture cabinet	1 Year	-
	• Glass cabinet	1 Year	-
	• Mirror	1 Year	-
	• Smart mirror	2 Years	-
Water Heater	• General	1 Year	-
	• Boiler	5 Years	-
	• Circuit board	3 Years	-
Shower Enclosures and Shower Screens	• Glass and accessories (Check condition)	2 Years *	Only the castors
Pipes	• Smart Pipe (Check condition)	Lifetime Warranty*	Not include any damage sustained during installation.
Other Products	• Other products (except the warranty for all types of batteries used in the product assembly).	1Year	-

### Service Charges

- Free 1 year service charge (only for manufacturing defect problems)
- Free spare parts during the spare parts warranty period. If the warranty is expired, the price is calculated according to the spare parts quotation.
- Sanitary ware / faucet repair service fee 600 baht / set (the next set will be charged at 400 baht per set)
- Bathtub repair service / equipment replacement 800 baht / set
- Water heater repair service fee 600 baht / set (the next set will be charged at 400 baht per set)

- Toilet bowl installation service fee 1,500 baht / set (including dismantling fee)
- Service fee for installing furniture cabinet, sink 1,500 baht / set
- Smart mirror installation fee 900 baht / set

