

WARRANTY CERTIFICATE LAUFEN CZ

JIKA

The term of warranty period for Jika products:

If a separate warranty certificate is enclosed with the product, the indicated warranty period will apply to the product.

Sanitary ware	10 years
Flush sets in JIKA combi toilets	5 years
Concealed modules (frame)	10 years
Concealed modules (tank)	5 years
Steel enamel bathtubs	5 years
Tanza plus bathtub	30 years
Acrylic bathtubs	5 years
Bathroom accessories - surface	10 years
JIKA water faucets – surface and cartridge	5 years
Duroplastic toilet seats	5 years
Showers and bathtub enclosures / screens	3 years
CUBITO Pure and TIGO showers	5 years
Universum accessories (stainless steel)	30 years

Warranty period for any non-listed products — 2 years

LAUFEN

The term of warranty period for Laufen products:

If a separate warranty certificate is enclosed with the product, the indicated warranty period will apply to the product

Sanitary ware	5 years
Flush mechanism	5 years
Steel enamel bathtubs	30 years
Acrylic bathtubs	5 years
WC Cleanet Riva, Navia 2/3**	2 years
Duroplastic toilet seats	5 years
Laufen water faucets - surface and cartridge	5 years
Bathroom accessories – surface	10 years
Acrylic bathtubs with the system	2/5* years

*When you register a toilet at www.laufen-cleanet.com, you get an extra 1-year warranty (installation is included in the price of the product)

Warranty period for any non-listed products — 2 years

Roca

The term of warranty period for Roca products:

If a separate warranty certificate is enclosed with the product, the indicated warranty period will apply to the product.
This provision does not apply to Roca water faucets.

Sanitary ware	5 years
ROCA flush mechanism	5 years
Steel enamel bathtubs	5 years
Acrylic bathtubs	5 years
ROCA cast iron bathtubs	30 years
ROCA water faucets - surface and cartridge	5 years
Duroplastic toilet seats	5 years

Warranty period for any non-listed products — 2 years

Product type

Product no.

Dealer's stamp and signature, Reg. no.

Date sold

Installation company's stamp and signature

Installation date

If any defect is identified on the product during the warranty period, please contact directly the service technician of LAUFEN CZ s.r.o. in the region where the product is installed.

For the list of service centers visit:

www.jika.eu
www.laufen.com
www.roca.com

The data are subject to change. Warranty certificate version: 3/2019

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- 1/ The customer (buyer, installation company, or the end user) must check the product at receipt in the store and before installation. Later complaints against installed products with apparent defects and products with incorrect color shades will not be accepted.
- 2/ The warranty does not apply to damage incurred due to non-compliance with the instructions provided in the installation guide for given product.
- 3/ The warranty does not apply to any damage of the product caused by the customer, transportation, improper handling and storage of the product, or improper installation, inadequate use or improper maintenance of the product, and by dirt penetrating into the product. The product should be installed in strict compliance with the installation instructions. Laufen levelling compound, or the adequate Laufen sound reduction pads must be used for installation of Jika, Laufen, Roca ceramic products.
- 4/ Bathtubs must be installed according to the installation instructions. The LAUFEN CZ Company will not reimburse any costs associated with damage to tiling, paving or masonry which may be incurred if these instructions are not followed. In case of any complaint, the product should be easily removable.
- 5/ Only suitable detergents may be used for cleaning of products.
- 6/ Any complaint will be managed by the dealer who sold the product subject to complaint to the customer, or by an authorized service center.
- 7/ The warranty period will commence from the receipt of the product by the customer (printed by the dealer on this warranty certificate). If the purchased product should be installed by a person other than the selling (installation) company, the warranty period will commence from the date that the product is put in operation if the installation is ordered by the customer within three weeks from the receipt of the product.
- 8/ A product complaint will not be accepted without proof of purchase.
- 9/ The customer will bear all costs of the service technician associated with an unjustified complaint if the unjustified complaint involves a trip of the service technician to the customer.
- 10/ Bathroom furniture cannot be exposed to long-term effect of standing water or extremely high air humidity. Use only non-abrasive cleaners, e.g. soft cloth and soapy water, for furniture cleaning, and dry up furniture after cleaning.
- 11/ The warranty does not apply to any product samples acquired from exhibitions and showrooms.

Additional warranty conditions applicable to water faucets:

- 1/ Water faucets must be cleaned regularly using detergents solely intended for this purpose to avoid scale build-up.
- 2/ Use a spray bottle to apply detergent to the surface to be cleaned. Aerosole may penetrate into the inner parts of valves causing damage. Therefore, apply detergent to a cloth or sponge and only then clean the surface.
- 3/ Do not use cleaning agents containing acetic, phosphoric, formic, or hydrochloric acid. Further, do not use chlorine-based bleaching agents. They may cause irreparable damage to the product.
- 4/ Do not use scrubbers, sponges and cleaning detergents that may scratch the surface.
- 5/ Remove detergent residue from the product within 10 minutes using a sufficient amount of clean water.