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CERA

Warranty & Instruction Manual for India

Sanitaryware | Faucets | Kitchen Sinks | Wellness | Mirrors

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Introduction:

We congratulate you for having chosen a CERA products & thank you for your continuing trust in us. CERA promises quality of product and service thus making your experience with the product delightful.

Warranty for CERA Products:

Warranty Charts			Warranty in Years	
Warranty Description	Product Category	Product Description	Residential Use	Commercial Use
The products are warranted against any manufacturing defect specified under the warranty period subject to terms and conditions specified in this warranty certification	Sanitaryware	Vitrified Ceramic Body (EWCs, Wash Basins, Urinals, Pedestals and Cisterns etc.)	10	5
	Seat Covers	UF Seat Covers	2	1
		PP Seat Covers	2	1
	Concealed Cistern	Concealed Cistern - Body	10	5
		Concealed Cistern - Internal Fittings & Knobs	2	1
	Exposed Cistern	Exposed Cistern - Body	2	1
		Exposed Cistern - Internal Fittings & Knobs	2	1
	Sensor Urinals	Ceramic Urinals Body	10	5
		Sensor based Flushing Systems - Electronic Assembly	1	0.5
	Faucets	C.P. Fittings (Faucets/Diverter/Wall Mixers/ Basin Mixers)	15	5
		Pressmatic Faucets Body	15	5
		Pressmatic Faucets Cartridge	1	0.5
		Sensor Faucets Body	15	5
		Sensor Faucets/Electronics parts	1	0.5
		ABS- Overhead Showers/Rain Showers/ Hand Showers	1	0.5
		Stainless Steel/Brass - Overhead Showers/ Rain Showers/Hand Showers	5	1
		Health Faucets - ABS/Brass	1	1
		Small Angle Valves	5	1
		Accessories, Flexible Hoses, Pipes, Holders	1	-
		Connection Tubes, Shower Arms	Nil	Nil
	Consumable Parts- Aerators, Batteries, Glass	Nil	Nil	
	Wellness Products	Bath Tubs, Whirlpools, Steam Cabins, Shower Panels	1	0.5
		Electric/Electronic Parts	1	0.5
Filters and other Consumables Parts		Nil	Nil	
Kitchen Sinks	Stainless Steel -304 Grade	10	5	
	Stainless Steel -202 Grade	1	0.5	
Mirrors	Mirrors	1	1	

Terms & Conditions:

We thank you for choosing CERA for your home/office and wish you a very pleasant experience.

Although our products are made to work for much longer period than the warranty periods, proper installation by trained technician and maintenance of the products are needed to get optimum performance.

Kindly go through the installation and maintenance guidelines and follow the same.

CERA also offers preventive annual maintenance at a nominal cost. Please write to ceracare@cera-india.com for further details.

Care and cleaning guidelines for Sanitaryware products:

- Kindly inspect the products at the time of taking delivery.
- CERA is not responsible for any damage occurred in transit.
- The installation should be done by trained technician.
- CERA is not responsible for damage/malfunctioning due to improper installation.
- While cleaning the ceramic products after installation, please do not use any abrasive cleansers, as they may damage the ceramic surface. Use warm water and liquid detergent to clean the ceramic surface. Always test product cleaning solution on an inconspicuous area of the product before applying it to the entire surface.
- Over tightening may cause breakage or chipping of vitreous china.
- The wash basin and water closet are heavy and it is recommended that two persons hold it while being fixed.
- Do not use metal tools or wire brushers to remove any plaster. Use powder type detergent on a damp cloth to provide mild abrasive action to remove any residual plaster or white cement/putty. Clean the outside surface of the vitreous china product with mild soap and warm water. Wipe the entire surface completely dry with a clean, soft cloth.
- Please do not use cement at any hollow portion of the vitreous China product.
- Improper/wrong installation of the products automatically terminates and nullifies this warranty. Also it does not cover normal wear and tear.
- Do not allow cleansers containing petroleum distillates to remain in contact with ceramic surface for long periods of time.
- Carefully inspect the new product for damage before installation.
- CERA is not liable or shall not be responsible for any such damage/scratch or for improper installation.

Care and cleaning guidelines for Faucetware products:

- Carefully inspect the new product for damage before installation.
- CERA is not liable or shall not be responsible for any such damage/scratch or for improper installation.
- The installation should be done by trained technician.
- Due to presence of minerals and salt in water, scaling is formed on the product if it is not cleaned regularly. The products should be cleaned gently at regular intervals. Also, take extra care to clean the edges and corners of the products because these areas are more vulnerable for scale settling.
- Clean the aerators from time to time for a perfect foam flow of water from the faucet. The property of water being used is very important for your plumbing installations (Pipes etc.), as well as for your own hygiene. The hardness of water should not exceed 300-400ppm.
- During cleaning of the tiles or floors in the bathroom with cleaning agents which contain acids or chemicals, acid fumes are formed. Because the basic material used in the Faucet is brass and brass being an alloy of

Care and cleaning guidelines for Faucetware products:

copper, reacts with these acid fumes. With this reaction, a green color layer / Black Spots are formed on the products resulting in damage to the outer finish or coating. It is recommended the faucets be covered with cloth before doing such floor cleaning, to protect them from acidic fumes.

- Scratching or scrubbing occurs due to hard nature of cloth or coarse cleaning powder being used for cleaning. Use a gentle fluffy soft cloth for cleaning the surface.
- Always test your cleaning solution on an inconspicuous area of the product before applying to entire surface of the product or CERA recommends the use of Cerena Cleaning Solution.
- Atmospheric condition applies mostly to salt content in the air in coastal areas, sometime the air reacts with brass and black spots emerge on the surface of product. Therefore, the product is required to be cleaned regularly. At the time of installation of these products, cover the products with the cloth covers provided in packaging or with polythene till the time you actually start using them.
- Improper/wrong installation of the products automatically terminates and nullifies this warranty and this warranty does not cover problems arising from low water pressure, more than recommended water pressure, and wear and tear, impurities/hardness beyond the norms of drinking water or improper care and cleaning.
- The warranty shall not be applicable, in case, if the defect is caused due to improper installation, undesirable working environments such as contaminated water, hardness of water beyond the acceptable limits of drinking water or even by improper handling. CERA shall repair/replace defective components (after examination by authorized technician) on either chargeable basis or free of charge, as is decided by CERA CARE. For better performance of the product, we recommended water pressure should be between 2.5 bar to 3 bar.
- Carefully inspect the new product for damage before installation.
- CERA is not liable or shall not be responsible for any such damage/scratch or for improper installation.

Care and cleaning guidelines for Plastic products:

- While cleaning the cistern/Seat cover after installation, do not use abrasive cleansers, as they may damage the Plastic Products.
- Do not allow cleansers containing petroleum distillates, abrasive cleaners or solvents and Product containing chlorine to remain in contact with ceramic surface and damage fittings for long periods of time which may lead to leakage and property damage.
- Clean the outside surface of the polypropylene product with mild soap and warm water. Wipe the entire surface completely dry with a clean, soft cloth.
- Carefully inspect the new product for damage before installation.
- CERA is not liable or shall not be responsible for any such damage/scratch or for improper installation.

Care and cleaning guidelines for Stainless Steel Kitchen Sinks:

- Carefully inspect the new product for any damage before installation.
- CERA is not liable or shall not be responsible for any such damage or for improper installation.
- The installation should be done by trained technician.
- Every product has limitations and in time may deteriorate from handling, cleaning or exposure to atmospheric conditions such as extreme climate, pollution and proximity to salt water, humidity and ultraviolet rays. Eventual tarnishing is therefore, not a defect, but a normal process, which is unavoidable. Proper care would ensure that these products last a longer period.
- Clean the sink at least once a week. When cleaning use mild soapy water and rub in the direction of the grain lines, rinse and towel dry.
- Drying is important to eliminate collection of lime scale, mineral deposits and calcium stack.

Care and cleaning guidelines for Stainless Steel Kitchen Sinks:

- Always rinse the sink after every use and wipe dry.
- Avoid use of cleaners & bleachers containing harmful chemicals and acid.
- Avoid prolonged contact with citric or high salt concentration food as it can lead to staining, pitting and corrosion of the sink.
- Steel wool / wired brushes / abrasive sponge pads are not recommended for cleaning as it leads to scratches and rusting on the sink.
- Do not use the sink drain board as a cutting or chopping board as it will leave scratches on the sink.
- Prolonged exposure to sunlight will lead the film coating to stick to the sink and may be difficult to remove later.
- Do not remove the film coating on the sink before installation to avoid scratches and damage during installation. Remove the film only after installation.
- Remove all traces of cement, mortar, lime, POP etc. used during installation as it can lead to surface rusting or pitting.
- Carefully inspect the new product for damage before installation.
- CERA is not liable or shall not be responsible for any such damage/scratch or for improper installation.

Care and cleaning guidelines for Wellness products:

- Carefully inspect the new product for any damage before installation.
- CERA is not liable or shall not be responsible for any such damage or for improper installation.
- The installation should be done by trained technician.
- Cleaning is an important maintenance procedure because it keeps the unit stain free. Since steam showers produce moisture, they need to be cleaned and dried regularly. Stains growth can be cleaned using all-purpose cleaners or simple home remedies, such as vinegar cleaning solutions.
- Provide ventilation in the room where the unit is installed. Install an exhaust fan or open the windows every once in a while to provide air circulation. Allow the unit to be opened to make sure that the moisture escapes.
- If the silicone seals are loose, replace them. Sealing the doors and walls is quite easy. Nozzles, joints, and drainage systems can be tightened or repaired using the most basic plumbing skills.
- Clean the outside surface of the acrylic product with mild soap and warm water. Wipe the entire surface completely dry with a clean, soft cloth.
- Do not use electrical appliances such as heater or fanner thus preventing any kind of electrical shocks.
- Carefully inspect the new product for damage before installation.
- CERA is not liable or shall not be responsible for any such damage/scratch or for improper installation.
- Since regular maintenance is required for whirlpools, steam cubicles, etc. it is recommended that you enter into a preventive maintenance contract with CERA. For details, please contact: ceracare@cera-india.com

Care and cleaning guidelines for Sensor products:

- While cleaning the sensor after installation, do not use abrasive cleansers, as they may damage the sensor's surface. Do not use water to clean the sensor.
- Do not use caustic detergent. Do not ever strike at the machine directly.
- Check the battery and power regularly. When the indicator flashes every four seconds, it is out of power. Please change the batteries.
- Clean the filter net from time to time (every six or twelve months or whenever the water flow becomes less).
- CERA is not liable or shall not be responsible for any such damage or for improper installation. The installation manual is enclosed along with the product which can be referred during the same.

Care and cleaning guidelines for Sensor products:

- Carefully inspect the new product for damage before installation.
- CERA is not liable or shall not be responsible for any such damage/scratch or for improper installation.

Value Added Services:

- In case of any after sales query customer can contact CERA Care by email ceracare@cera-india.com or toll free number 1800 258 5500
- Again if you or your technician is facing difficulty during installation of any of our products, please contact the CERA Care number mentioned above for guidance.
- As proactive service we offer Preventive Maintenance Contract (PMC). PMC is peace of mind for regular check-up and maintenance of Company products at a nominal price.
- To maintain sheen and shine of Nickel/Chrome surface of the product we offer Cerena, a cleaning agent for the purpose.

Warranty:

- CERA plumbing fixtures are warranted free of any manufacturing defects.
- CERA will at its choice, repair, replace, or make appropriate adjustment where its inspection discloses any such defects occurring in normal usage as per terms mentioned below. CERA is not responsible for installation costs.
- CERA reserves the right to examine product in question, and its installation, prior to replacement and will replace free of charge any part that proves defective in material and manufacturing workmanship under normal installation, use and service.
- To obtain warranty service, contact CERA either through your dealer or plumbing contractor or writing to CERA.

Warranty Terms:

- The warranty is applicable from the date of purchase.
- The customer must produce the VAT/GST paid invoice/warranty card in original to avail warranty service. In case the purchase has been done by the developer of the apartment, the possession letter from the developer will be treated as equivalent to bill.
- The company is not liable for any damage out of faulty installation.
- The warranty becomes null and void if installation is not done by qualified and experienced technician and/or as per the installation procedure laid down by the company.
- The company is also not liable to pay for any civil or construction work required during installation of new products or replacement/repair of old products.
- The company is not liable for any consequential expenses or damages.
- An equivalent replacement at pro-rata basis shall be provided in case the product has been discontinued, where in the customer has to pay proportionate amount on the current MRP, given the product is within the aforementioned warranty terms.
- If the manufacturing defect is seen within the first year of purchase on the ceramic product, the customer is entitled for free replacement. In case the manufacturing defect is seen after the first year of purchase & before the warranty period expires, the customer has to pay the company on proportionate basis on current MRP for new replacement.
- During the 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 this warranty

Warranty Terms:

certificate, without charges either for part or labour or both, the decision of company official will be final for fault qualifies for warranty.

- Warranty remains applicable only if the products have at all times been used strictly in accordance with the terms of this warranty and has not been improperly or negligently handled and is not maintained in accordance to maintenance guidelines given.
- In the event of non-availability of components or parts due to any reason whatsoever Company or its Authorized Service provider or the Dealer will not be responsible or liable for any delay that may be caused to service/repair of the Products; no claims financial or otherwise will be entertained.
- Company and customer agree that company will not be liable for any damages whatsoever arising out of use or inability to use its Company's Products. Cera bears no responsibility for incidental or consequential damages arising out of use or inability to use Company Product.
- By purchasing this product, customer agrees to Company's aforesaid warranty on the product.
- Company neither assumes nor authorizes any person to assume for us any other obligation or liability in connection with sale of this product.
- Customer and Company agree that customer's sole remedy for any defects in goods hereunder shall be limited to the repair or replacement at the Company'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 the Company in accordance with terms of this warranty certificate. The part/product against replaced part/product will be property of Company.
- Company shall not be liable to Customer claiming the warranty under the terms of condition of this Limited Warranty Certificate, 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, labor conditions, unavoidable accident, nuclear explosion, national calamity, or any other circumstance or event or by any enactment of law, or by order of any legally constituted authority, or by any other similar cause of the Company or beyond the reasonable control of the party relying upon such circumstance or event.
- Company and customer agree that Cera bears no responsibility for incidental and / or consequential damage arising out of use and for inability to use a product. Company liability will be limited and restricted to the product replacement/value of the product sold. Company 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 seller from whom it was purchased and take the replacement product from there.



**ANYDAY, ANYWHERE.
FIND US HERE.**



Call 24x7 on:

Toll Free: 1800 258 5500



CERA Customer App

(Android/iOS)



CERA Dealer App

(Android/iOS)



Share your views. Email us at:

ceracare@cera-india.com



To know more, visit our webpage at:

www.cera-india.com/servicerequest/



To know more, visit our webpage at:

www.cera-india.com/warranty-registration/



CERA

Sanitaryware | Faucets | Tiles



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