SOMANY
Bathware

Warranty & Instruction Manual for India

Sanitaryware I Bath Fitting I Water Heater I Faucet Cleaner

SOMANY Bathware

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1. Introduction:

We thank you for choosing SOMANY for your home/office and wish you a very pleasant experience. SOMANY promises quality of product and service thus making your experience with the product delightful.

2. SOMANY Bathware product carries the warranty as mentioned below.

Please preserve the GST bill/invoice and ensure that is duly stamped and signed by the dealer.

Warranty Description: Warranty against failure arising through faulty designs material or workmanship as mentioned below from the date of purchase, subject to certain terms and conditions specified in warranty manual

PRODUCT CATEGORY	SUB CATEGORY	NAME OF THE PRODUCT OR PART	WARRANTY PERIOD	
			RESIDENTIAL	COMMERCIAL
Sanitaryware	Ceramic	SOMANY/SOMANY Signature/French Collection/Echo/Swachh - Ceramic Body (EWC's, Wash Basins, Urinals, Pedestals and Cisterns etc all ceramic products.)	10 Years	5 Years
	Concealed Cistern	Concealed Cistern Shell/Body only		
	Internal Fitting of Concealed Cistern	Primus Internal Fitting	3 Years	1.5 Years
	Internal Fitting of Concealed Cistern & WC's	Fill Valve, Flush Valve, Push Knob & Internal Fittings	2 Years	1 Year
	Concealed Cistern	Press Panels - All Models		
	Exposed Cistern	PP Cisterns/Glass Cistern		
	Automatic/Sensor /Electronic WC's	Seat cover, Internal Fitting, Plastic Parts and other parts (Electrical/Electronic Components Sensors, Motor, Pump, Solenoid Valve, Heater, Circuit Boards & Blower controllers)		
	Seat Cover	PP Seat Covers, UF Seat Covers, Hinges, Soft Close Mechanism		
	Glass/Cabinet Cistern	Glass Cisterns / Cabinet Cistern		
	Internal Fitting of Concealed Cistern & WC's	Fill Valve, Flush Valve, Push Knob & Internal Fittings		
	Cabinets/Vanity	Cabinet, Channels, Hinges, Legs		
		Mirrors and LED lights		
	Rubber Parts & Battery	Misc Rubber Parts, Battery, Connection pipe Springs, Plastic items or other consumables	NIL	NIL
Bath Fittings	FC Surface Colour Products	Coloured Products with PVD (Except Accessories)	12 Years	6 Years
	FC Chrome Plated Products	All Chrome Plated Faucets including Thermostatic Products, Shower Column, etc. (Except Accessories)		
	Faucets SOMANY	All Faucets (including Thermostatic Products/Shower Column/Angle Valve)	10 Years	5 Years
	Ball Valve/Flush Valve	Ball Valve/Flush Valve		
	Showers Premium (SS)	Rain shower, Cascade, Ultra Slim, (Any Shower) (SOMANY & FC)	5 Years	2 Years
	Commercial Products	Pressmatic Tap, Flush Cock, Flexible Spout Kitchen Faucet	2 Years	1 Year
	Showers Panels	Shower Panel		
	Showers Regular (ABS)	Hand Shower/Overhead Shower (Any showers)	1 Year	1 Year
	Sensor/Electronic /LED /Bluetooth Faucets	Faucet/Shower/Accessories		
	Accessories (PVD/Chrome)	Hair Dryer/Hand Dryer/Bath Accessories/Sliding Bar (ABS), (SOMANY & FC)		
	Health Faucets	All Health Faucets (SOMANY & FC)		
	Allied & OTC Products	Bottle Trap/L-Jet/Drain Channel/etc & OTC Products (except Angle Valve)		
	Coating	PVD Color Coating	5 Years	5 Years
		Chrome Coating	1 Year	1 Year
	Misc Consumables	Misc Rubber Parts, Battery, Springs, Connection pipe, Braided hoses, Plastic items or other consumables	NIL	NIL

			TANK	ELEMENT	COMPREHENSIVE
Water Heaters	Storage Water Heater	Elise Digi / Elise Neo / Elise - U / Elise - Ultra	8 Years	4 Years	2 Years
		Picardy / Picardy Neo / Picardy - U	8 Years	4 Years	2 Years
		Picardy Ace	7 Years	2 Years	2 Years
		Picardy Lava	2 Years	2 Years	2 Years
	Instant Water Heater	Instant Elise - U (3 Ltr.)	8 Years	4 Years	2 Years
		Instant Water Heater (3 Ltr.)	5 Years	2 Years	2 Years
	Gas Water Heater	Elise - M (LPG)	2 Years	2 Years	2 Years

* Above given warranty is restricted to functional and manufacturing defects only.

3. Terms & Conditions:

We thank you for choosing SOMANY 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/plumber and maintenance of the products are needed to get optimum performance.

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

4. Installation and Maintenance guidelines for Sanitaryware products:

- Carefully inspect the new product for damage/defect at the time of taking delivery and before installation.
- SOMANY is not responsible for any damage occurred in transit/installation.
- The installation should be done by trained technician/plumber. Product damaged during faulty installation is not covered under warranty.
- The wash basin and water closet are heavy and it is recommended that two persons hold it while being fixed.
- SOMANY is not liable or shall not be responsible for any damage/malfunctioning/scratches due to improper installation. Improper/wrong installation of the products automatically terminates and nullifies the warranty. Warranty does not cover normal wear and tear.
- Over tightening may cause breakage or chipping of vitreous china.
- 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.
- For concealed products/parts : The same are to be pre tested before plastering and tiling for proper functionality. If any issue / complaint is reported after installation or plastering and tiling, then it will be considered null and void.
- Replacement of parts would be purely at the discretion of SCL alone. In case the replacement of the entire unit is being made, (subject to the sole discretion of SCL), the same model shall be replaced and in the event model has been discontinued, it shall be replaced with the model of price equivalent at the time of purchase.
- Do not allow cleansers containing petroleum distillates to remain in contact with ceramic surface for long period of time.
- External jet placement is not recommended with any soft close seat cover, because it can damage the soft close mechanism, hinges or seat cover.
- Do not use any chemical based products to clean seat covers (UF/PP)/Push buttons/Rubbe parts/Internal parts/Press panels etc..
- Use of any kind of cement is not recommenced at the time of installation, use silicon to fill joints/gaps.
- It is advised to through the water in line before connecting the product.
- Vanity Cabinets are water resistant (Not Waterproof), hence need regular cleaning & maintenance to avoid any damages.

5. Installation and Maintenance guidelines for Bath Fitting products:

- Carefully inspect the new product for damage/defect at the time of taking delivery and before installation.
- SOMANY is not responsible for any damage occurred in transit/installation.
- The installation should be done by trained technician/plumber. Product damaged during faulty installation is not covered under warranty.
- SOMANY is not liable or shall not be responsible for any damage/scratch or for improper installation.
- To avoid damage, do not over tight the product. Such damages are not covered under warranty.
- Improper/wrong installation of the products automatically terminates and nullifies this warranty. This warranty does not cover problems arising from low water pressure, more than recommended water pressure, and wear and tear, impurities.
- It is advised to keep minimum bends in pipe to get maximum pressure in line. For better experience of the product.
- 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.
- SOMANY shall repair/replace defective components (after examination by authorized agency/technician) on either chargeable basis or free of charge, as decided by SOMANY CARE. For better performance of the product, we recommend water pressure should be between 2.5 bar to 3 bar.
- Replacement of parts would be purely at the discretion of SCL alone. In case the replacement of the entire unit is being made, (subject to the sole discretion of SCL), the same model shall be replaced and in the event model has been discontinued, it shall be replaced with the model of price equivalent at the time of purchase.

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- During cleaning of the tiles or floor 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 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 chrome finish or coating. It is recommended the faucets to be covered with a cloth/polybag before doing such floor cleaning to protect them from acidic fumes and keep the product shining. If such case is reported warranty will be null/void.
- For concealed products/parts : The same are to be pre tested before plastering and tiling for proper functionality. If any issue / complaint is reported after installation or plastering and tiling, then it will be considered null and void.
- Warranty void if residual salt water found in slim shower.
- 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.
- 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.
- Always test your cleaning solution on an inconspicuous area of the product before applying to entire surface of the product.
- 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 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.
- It is advised to through the water in line before connecting the product.
- It is advised not to use any acid based cleaner like Harpic/Lizol/Colin to clean the faucets, use only Somany made faucet cleaner to clean the products.
- In order to remain shiny and prevent instances of water spots, soap scum and mineral deposits building up on them, make sure that after every day's use, you wipe the chrome faucets and wash them throughly at least once a week.

6. Installation and Maintenance guidelines for Water Heaters:

- The warranty is confirmed to the original purchaser or to the owner who uses the product at first installation place.
- All the parts of the product which prove to be defective in workmanship and/or materials shall be repaired or replaced free of charge on intimation to the company.
- Only the company or its Authorized Service Centre can service/repair the product.
- This warranty will not be applicable, if defect arise/caused by accidents, alteration, misuse, abuse, substitution of original components with non-genuine components, ailed (by household pets, fire, flood, earthquake, lightening and/or any other act of God/natural calamities).
- The warranty shall be automatically terminated on the expiry of warranty period specified herein above, even if the unit may be not in use for any time during the warranty period for any reason whatsoever.
- SOMANY or its Authorized Service Agent reserves the right to retain any part or component replaced at its discretion in the event of a defect noticed in the equipment during warranty period.
- While the Company will make every efforts to carry out repair/replacement under warranty as soon as possible, it is explicitly made clear that the Company shall not liable to do so within the specified time.
- In no event shall the Company/its Authorized Service Agent/Dealer liable for special or consequential damages or resulting liability, damage or less arising directly or indirectly for any delay in the performance of this warranty due to causes beyond the control.
- Replacement of parts would be purely at the discretion of SCL alone. In case the replacement of the entire unit is being made, (subject to the sole discretion of SCL), the same model shall be replaced and in the event model has been discontinued, it shall be replaced with the model of price equivalent at the time of purchase.
- Consumable items like AL anode & flexible connection pipes would be replaced on chargeable basis.
- This warranty shall not cover any consequential or resulting liability, damage or loss to property or life arising indirectly out of any defect in the product.
- The company's obligation under this warranty shall be limited to repair or providing replacement of defective parts/products only under the warranty period.
- **Gas Geyser** are advised to install in open area like balcony/hall etc. and not to install inside bathroom.
- **3Ltr. Instant Geyser** are meant to install in kitchen area not in the bathroom.
- SCL will not be responsible for any loss/damage acure/arise later on installation done by the company person.
- This warranty shall be governed by laws of India and all disputes are subject to Bahadurgarh (Haryana) jurisdiction.

7. How to clean PVD Taps:

- **Dusting Off :** Use a dry, soft microfiber cloth to gently dust off any loose particles. This prevents scratching during the cleaning process.
- **Prepare Cleaning Solution :** Mix a small amount of mild soap with warm water in a bowl. Avoid harsh chemicals or abrasive cleaners as they can damage the PVD finish.
- **Wipe Down :** Dampen the microfiber cloth with the soapy water solution. Wring out excess water to avoid dripping. Gently wipe the surface of the PVD finish. Use light, circular motions to clean without applying too much pressure.
- **Rinse :** Dampen another microfiber cloth with clean, warm water. Wipe down the surface to remove any soap residue.
- **Drying :** Use a dry, clean good quality chamois leather cloth to gently dry the surface. Make sure no water spots are left, as they can leave marks.

8. What to avoid when cleaning PVD Taps:

- Avoid cleaning PVD by using any kind of metal polish liquid, paste, or spray.
- Avoid using abrasive powders or creams.
- Avoid using nylon pads or fine steel wool.
- Avoid cleaning PVD with other commercial cleaning detergents as these may contain acids, alkaline, or solvents.

9. Care and cleaning guidelines for Plastic products:

- Carefully inspect the new product for damage/defect at the time of taking delivery and before installation.
- While cleaning the cistern/seat cover after installation, do not use abrasive cleansers/chemical/acid based cleaner as they may damage the Plastic Products.
- Clean the outside surface of the polypropylene/plastic product with mild soap and warm water. Wipe the entire surface completely dry with a clean, soft cloth.
- SOMANY is not liable or shall not be responsible for any such damage/scratch or for improper installation.
- External jet placement is not recommended with any soft close seat cover, Because it can cause damage to soft close mechanism, hinges or seat cover.

10. Care and cleaning guidelines for Sensor products:

- Carefully inspect the new product for damage/defect at the time of taking delivery and before installation.
- SOMANY is not liable or shall not be responsible for any such damage/scratch or for improper installation.
- The installation manual is enclosed along with the product which can be referred during installation.
- While cleaning the sensor after installation, do not use abrasive cleansers, as they may damage the product and sensors surface.
- Do not use water, caustic detergent to clean the sensor.
- Do not ever strike at the machine directly.
- Check the battery or power regularly. When the indicator flashes every four seconds, it is out of power. Please change the batteries (every six or twelve months or whenever the water flow becomes less).
- It is recommended to use only alkaline batteries for longer life.

11. Care for Water Heaters:

DO's

- The Gate Valve at the inlet should always be kept open.
- To minimize scaling of heating element & the tank, which happens more in the areas with hard water, drain the water from heater unit periodically. However, get this done through qualifies technician/plumber only.
- Always get the unit serviced once in a year.
- Use genuine spare parts when replacement is necessary.
- Switch Off the power supply & drain out the water when Heater is not in use. This prevent scaling of element.
- In case both the lamps do not glow, do not start the unit by resetting the thermal cutout, instead contact the nearest SCL Customer care center.
- Always drain out the water when the unit is not in use for extended periods. This prolongs the life of the element.
- Max rated pressure should be 0.8 mpa (8 bar).

DON'T's

- Safety devices like, safety valve, multi valve function valve etc are pre-set and sensitive. Do not tamper with them. This could be hazardous.
- Do not switch ON the heater till it is completely filled with water.
- In case you observe any abnormality of operation, immediately switch OFF the main power supply to unit & contact the nearest customer care center.
- Never install a pressure reducer valve at the inlet.
- Please ensure water tank is filled before switching on the power.
- Dry heating will not be covered in warranty.

12. Care for Vanity:

DO's

- Clean vanity base/surface after every use. Keep it dry After use.
- Clean with soft cloth only.
- Wipe off excess water lying on the vanity after every use.
- Ensure no leakage of water in any area of vanity as it is harmful for the body of the product.
- Clean hinges/channel regularly with soft cloth, don't allow any water or dust to accumulate on the product.
- Ensure no weight or unnecessary pressure is put on vanity as it may damage the product.

DON'T's

- Don't clean vanity with hard water, cleaning agent or chemical, it may damage the product.
- Don't use any rough cloth to clean the vanity.
- Don't allow water to remain on the vanity after use.
- Don't ignore any leakage of water inside/on vanity.
- Don't use water during cleaning of hinges/channel of the vanity.
- Don't put any unnecessary weight on vanity while using.
- Vanity Cabinets are water resistant (Not Waterproof), hence need regular cleaning & maintenance to avoid any damages.

13. Warranty Terms:

- The warranty is applicable from the date of purchase.
- The customer must produce the VAT/GST paid invoice 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.
- SOMANY products are warranted free of any manufacturing defects.
- The company is not liable for any damage out of faulty/wrong installation.
- SOMANY will at its choice, make appropriate adjustment repair or replace where its inspection discloses any such defects occurring in normal usage as per terms mentioned below. SOMANY is not responsible for installation costs.
- SOMANY 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.
- The warranty becomes null and void if installation is not done by qualified and experienced technician/plumber 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.
- 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 prorata basis on current MRP for new replacement.

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- 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.
- 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 GST/VAT bill, 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 Center 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. SOMANY 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 SOMANY 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 with authorised replacement paper issued by company official. To the seller and take the replacement product from there.
- Product design improvement is a continuation process and it is possible to change in part/design/asthetics/dimension/color hence it is advised to check the product for plumbing, company is not responsible for any consequential expense/losses.

14. This warranty is not applicable in case of the following events

- Any defect or damage caused to the product due to natural wear and tear.
- The product is not installed and maintained according to the instruction given in Maintenance Booklet or in the Instruction Manual.
- Any repair work is carried out by the persons other than authorised service personal
- If the product is taken out of India.
- Any Modification/Alteration in the original unit or component will lead to void the warranty.
- This warranty becomes null and void if any alterations in basic structure, or parts either by way of adjustments, addition, or which has been subjected to negligence, abuse, misuse or accident, damage caused by repairs or while in transit, in case it is done other than the Company may be provided.
- This warranty will continue to be in force for the terms specified above irrespective of what replacements under it and such replacements shall not attract any fresh period of warranty beyond the period specified above.
- The product is not installed and maintained according to the instruction given in Maintenance Guidelines or in the instruction book.
- If cleaning agent is used on products for more than specified period it can damage the sheen /shine of the product.

15. Value Added Services:

- In case of any after sales query/complaint registration customer can contact Customer Care on toll free number 1800-103-0004 (Monday to Saturday) 09:30 am to 06:30 pm, email customer.support@somanyceramics.com or through Whatsapp chat bot (24x7) @ 9319601428.
- Again if your technician/plumber is facing difficulty during installation of any of our products, please contact the SOMANY Customer Care toll free number mentioned above for guidance.
- To maintain sheen/shine of Nickel/Chrome surface of the product we offer SOMANY Brass Beauty Faucet Cleaner.



CONNECT US HERE

Scan QR Code to Register Complaint (24x7)
or Complaint via WhatsApp Chatbot on **+91-9319601428**

Toll Free/Customer Care No.
1800-103-0004 (Mon-Sat; 09:30 am to 06:30 pm)

Share your views, E-mail us at:
customer.support@somanyceramics.com

To know more, visit our webpage at:
www.somanyceramics.com

SOMANY
Bathware

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CUSTOMER CARE / TOLL FREE NO. 1800 103 0004

(Time: 9:30am to 6:30pm; Monday-Saturday)
E-mail - customer.support@somanyceramics.com
visit us at www.somanyceramics.com

Scan the QR Code to Register Your Complaint Anytime
(24x7 Available)

OR

Register Your Complaint via WhatsApp Chatbot on +91-9319601428