

## FAUCETS LIMITED LIFETIME WARRANTY

GROHE provides the following warranties on its products to the original purchaser installed in a residential application. This warranty is effective for all products sold after July 1, 2020. For products sold prior to July 1, 2020, [click here](#).

### WHAT WARRANTIES ARE PROVIDED?

#### MECHANICAL WARRANTY:

A Limited Lifetime Warranty is provided on all mechanical parts to be free from manufacturing defects in materials and workmanship under normal use for as long as the original purchaser owns their home.

#### ELECTRONIC FAUCETS, VALVES AND CONTROLS WARRANTY:

GROHE warrants that its electronic faucets, valves, and controls to be free from manufacturing defects in material and workmanship under normal use for five (5) years from the date of purchase by or for the original consumer owner.

#### FINISH WARRANTY:

A Limited Lifetime Warranty is provided on all GROHE product finishes to the original purchaser against manufacturing defects in materials and workmanship.

#### COMMERCIAL PRODUCTS:

GROHE warrants its products installed in a commercial application to be free from manufacturing defects in materials and workmanship under normal commercial use for a period of five (5) years from the date of purchase by or for the original consumer owner. GROHE warrants all wall carrier products installed in a commercial application to be free from manufacturing defects for a period of ten (10) years from the date of acquisition by the original owner. Commercial application is defined as installations in apartments and other rental units, non-residential facilities, hotels, commercial businesses and/ or other public accommodations.

#### WHAT LIMITATIONS DO APPLY?

Please note that our products are stringently tested against common use situations, however they are not tested in an outside environment in which products may be exposed to salt, temperature changes, harsh conditions or other weather-related elements that may affect finishes. It is critical to protect products from frost by removing them during the winter months. Products used outside will be protected by one-year warranty only.

Please note: warranties do not cover normal "wear and tear."

THIS WARRANTY IS LIMITED SOLELY TO THE ABOVE AND THIS WARRANTY AND ANY WARRANTIES IMPLIED BY STATE LAW WILL APPLY ONLY FOR THE APPLICABLE WARRANTY PERIOD SPECIFIED HEREIN. ALSO, GROHE WILL NOT BE LIABLE FOR ANY LOSS, DAMAGE, EXPENSE OR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, WHETHER BASED ON WARRANTY, CONTRACT OR NEGLIGENCE AND ARISING IN CONNECTION WITH THE SALE, USE OR REPAIR OF THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. UNLESS OTHERWISE CONTRARY TO STATE LAW GOVERNING THE PURCHASE, GROHE'S LIABILITY WILL NOT EXCEED THE CONTRACT PRICE FOR THE PRODUCT CLAIMED TO BE DEFECTIVE OR UNSUITABLE.

#### WHAT IS EXCLUDED FROM THIS WARRANTY?

This warranty is extended to the original consumer owner, but does not cover installation, labor charges or other incidental or consequential costs and shall not apply to any products or parts of products which have been:

- A) Repaired by unqualified persons or not using original GROHE spare parts or altered in any manner unless previously authorized in writing by GROHE; or
- B) Damaged as a result of misuse, negligence, accident or faulty installation or maintenance; or
- C) Installed or used in a manner contrary to GROHE's printed instructions; or
- D) Damaged by the effects of dirt, limescale or aggressive cleaners.

This is the exclusive warranty by GROHE, which does not make any other warranty of any kind, including the implied warranty of merchantability. This warranty excludes all filter, cooler & heater parts and accessories; outdoor, marine applications, industrial, commercial, and business usage, whose purchasers are extended a one (1) year limited warranty from the date of purchase, with all other terms of this warranty.

Because GROHE cannot control the quality of products sold by unauthorized sellers, this warranty applies only to GROHE products that were purchased from AS America, Inc. or an authorized seller of GROHE products, unless otherwise prohibited by law. GROHE reserves the right to reject warranty claims from purchasers for products purchased from unauthorized sellers, including unauthorized Internet sites.

#### WHAT WILL GROHE DO IN CASE OF A WARRANTY CLAIM?

At the company's discretion, GROHE will repair or replace any part or finish that proves to be defective in material and/or workmanship under normal installation, use, and service.

Replaced products or parts are warranted only for the period remaining under the initial warranty at the time of replacement.

For Commercial warranties – standard batteries, Aquatunes, F-Digital, GROHE Blue® and Touch are not included in the warranty.

#### WHAT IS NECESSARY TO CLAIM A WARRANTY?

Proof of purchase (copy of your original receipt, purchase order or invoice), the date the product was purchased and the installation date will be required.

#### HOW TO FILE A WARRANTY CLAIM?

If you believe that you have a warranty claim, contact AS America, Inc., either through an authorized GROHE dealer or re-seller, or by writing:

In the United States

AS America, Inc.  
865 Centennial Ave  
Piscataway, NJ 08854

Attn: Director of Consumer Affairs

For residents of the United States, warranty information may also be obtained by calling the following toll-free number:

(800) 444-7643

or visiting: [https://www.grohe.us/en\\_us/our-service/warranty/](https://www.grohe.us/en_us/our-service/warranty/)

Please be sure to provide all pertinent information regarding your claim, including your sales receipt, a complete description of the problem, the product, model number, color, finish, purchase date, installation date, and from whom the product was purchased.

For other information, or to obtain the name and address of the service and repair facility nearest you, call (800) 444-7643 in the United States.

Please allow 7 to 14 business days for warranty processing.

## TOILET LIMITED WARRANTY

This toilet comes with a limited lifetime warranty on chinaware, a limited 5-year warranty on all mechanical parts of the toilet, and a limited 1-year warranty on the toilet seat if included with the product. If inspection of this GROHE plumbing product, inclusive of the chinaware and all mechanical parts, confirms that it is defective in materials or workmanship, GROHE will repair or, at its option, exchange the product for the same or a similar model.

This limited warranty applies only to the original purchase and installation of the products. In the event of a limited warranty claim, proof of purchase will be required – save sales receipts.

For this warranty to become effective, the warranty registration process must be completed via the internet or telephone per the warranty registration instructions.

This limited warranty does not apply to commercial installations. The warranty for commercial installations is 1 year on chinaware and mechanical parts, and 1 year on the toilet seat if included with the product.

This warranty does not apply to local building code compliance. Since local building codes vary considerably, the purchaser of the product should check with a local building or plumbing contractor to ensure local code compliance before installation.

This warranty will be void if the product has been moved from its initial place of installation; if it has been subjected to faulty maintenance, abuse, misuse, accident or other damage; if it was not installed in accordance with GROHE instructions; or if it has been modified in a manner inconsistent with the product as shipped by GROHE.

**WARNING:** This warranty DOES NOT COVER any damages caused by the use of in-tank cleaners. These products can seriously corrode the fittings in the tank. This damage can cause leakage and property damage. GROHE will not be responsible or liable for any damage caused by the use of in-tank cleaners.

GROHE's option to repair or exchange the product under this warranty does not cover any labor or other costs of removal or installation, including any costs of any surrounding material such as tile or marble. GROHE is not responsible for any other incidental or consequential damages attributed to a product defect or to the repair or exchange of a defective product, all of which are expressly excluded from this warranty. (Some states or provinces do not allow the exclusion or limitation of implied warranties, so this exclusion may not apply to you.)

This warranty gives you specific rights. You may have other statutory rights that may vary from state to state or province to province, in which case this warranty does not affect such statutory rights.

## ELECTRONIC BIDET TOILET LIMITED WARRANTY

This electronic bidet toilet comes with a limited 3-year warranty on all mechanical parts of the bidet toilet. If inspection of this GROHE plumbing product, inclusive of the chinaware and all mechanical parts, confirms that it is defective in materials or workmanship, GROHE will repair or, at its option, exchange the product for the same or a similar model.

This limited warranty applies only to the original purchase and installation of the products. In the event of a limited warranty claim, proof of purchase will be required – save sales receipts.

For this warranty to become effective, the warranty registration process must be completed via the internet or telephone per the warranty registration instructions.

This limited warranty does not apply to commercial installations. The warranty for commercial installations is 1 year on chinaware and mechanical parts.

This warranty does not apply to local building code compliance. Since local building codes vary considerably, the purchaser of the product should check with a local building or plumbing contractor to ensure local code compliance before installation.

This warranty will be void if the product has been moved from its initial place of installation; if it has been subjected to faulty maintenance, abuse, misuse, accident or other damage; if it was not installed in accordance with GROHE instructions; or if it has been modified in a manner inconsistent with the product as shipped by GROHE.

**WARNING:** This warranty DOES NOT COVER any damages caused by the use of in-tank cleaners. These products can seriously corrode the fittings in the tank. This damage can cause leakage and property damage. GROHE will not be responsible or liable for any damage caused by the use of in-tank cleaners.

GROHE's option to repair or exchange the product under this warranty does not cover any labor or other costs of removal or installation, including any costs of any surrounding material such as tile or marble. GROHE is not responsible for any other incidental or consequential damages attributed to a product defect or to the repair or exchange of a defective product, all of which are expressly excluded from this warranty. (Some states or provinces do not allow the exclusion or limitation of implied warranties, so this exclusion may not apply to you.)

This warranty gives you specific rights. You may have other statutory rights that may vary from state to state or province to province, in which case this warranty does not affect such statutory rights.

## **CHINAWARE LIMITED WARRANTY**

This chinaware comes with a Limited 5-year warranty. If inspection of this GROHE chinaware product, within five years after its initial purchase, confirms that it is defective in materials or workmanship, GROHE will repair or, at its option, exchange the product for a similar model.

This limited warranty applies only to the original purchase and installation of the products. In the event of a limited warranty claim, proof of purchase will be required – save sales receipts.

For this warranty to become effective, the warranty registration process must be completed via the internet or telephone per the warranty registration instructions.

This limited warranty does not apply to local building code compliance. Since local building codes vary considerably, the purchaser of this product should check with a local building or plumbing contractor to ensure local code compliance before installation.

This warranty shall be void if the product has been moved from its initial place of installation; if it has been subjected to faulty maintenance, abuse, misuse, accident or other damages; if it was not installed in accordance with GROHE instructions; or if it has been modified in a manner inconsistent with the product as shipped by GROHE.

GROHE's option to repair or exchange the product under this warranty does not cover any labor or other costs of removal or installation, nor shall GROHE be responsible for any other incidental or consequential damages attributable to a product defect or to the repair or exchange of a defective product, all of which are expressly excluded from this warranty. (Some states or provinces do not allow the exclusion or limitation of implied warranties, so this exclusion may not apply to you.)

This warranty gives you specific legal rights. You may have other statutory rights that vary from state to state or from province to province, in which case this warranty does not affect such statutory rights.

## **U.S. SAFE DRINKING WATER**

GROHE America, Inc. assures all of our customers that we test each and every one of our products to ensure they meet the safety standards accorded to by law. GROHE America, Inc. has always abided by all U.S. Safe Drinking Water and NSF 61 regulations concerning all potable water material and toxins in food and drinking water and continues to meet the new regulations outlined in the RLDWA and the NSF 61.