

MANUFACTURER'S LIMITED WARRANTY



Gessi North America, Inc.
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MANUFACTURER'S LIMITED WARRANTY: CONSUMER

Dear Valued Customer,

CONGRATULATIONS AND THANK YOU FOR THE PURCHASE OF A GESSI PRODUCT.

Gessi North America, Inc. ("Gessi North America") is the US official distributor of the product designed and manufactured by Gessi SpA ("Gessi") one of the world's most renowned manufacturers of home plumbing fixtures, bathroom and kitchen faucets and bathroom accessories.

All of Gessi products are manufactured with the highest degree of workmanship, technology, quality, design and with a view towards their safety in use and installation.

As a result, we proudly offer you the following warranty.

RESIDENTIAL PRODUCTS

Warranty on Mechanical Parts

Gessi provides to the original purchaser of its products purchased and installed for residential application in the U.S. and Canada a limited lifetime warranty from the date of installation on all mechanical parts (except drains, for which only their chrome finishes are warranted) against manufacturing defects in material and workmanship during their normal usage under the terms and conditions set forth in this warranty.

Warranty on Valves and Cartridges

Gessi provides to the original purchaser of its valves purchased and installed for residential application in the U.S. and Canada the following limited warranties against manufacturing defects in material and workmanship during their normal usage: (1) ceramic disc valves and single lever mixer cartridges: five (5) year limited warranty from the date of installation; (2) all other non-ceramic valve cartridges (pressure balance, thermostatic, diverter, etc.) are under a limited warranty for a two (2) year period from the date of installation.

Warranty on Finishes

Gessi provides to the original purchaser of its products purchased and installed for residential application in the U.S. and Canada, from the date of installation a PVD finishes carry a limited lifetime warranty and a limited 5 years warranty on all other finishes.

Gloss staining and alkaline buildup may affect wear of the finish, over time and are not an indication of a defect, but of normal wear and tear; climate, atmospheric and other local conditions may increase normal wear. Products used under severe marine conditions and with heavy water are warranted for a period of one (1) year from the date of installation. All chrome drain finishes carry a (1) year warranty only.

Any possible imperfection in the natural materials employed to manufacture Gessi products is not to be considered as a defect, but as a feature of Gessi products handwork.

Remedies under Warranty

Gessi (through its US distributor Gessi North America) will provide free of charge at its sole option, replacement part(s) or product (or if no longer available, a comparable product) to replace those which have proven defective in materials or workmanship.

If you believe that you have a warranty claim for a Gessi product, the product must be returned to the dealer where originally purchased along with proof of purchase and a pertinent description of the problem and of your claim. A Return Goods Authorization ("RGA") Form must be requested and submitted to Gessi North America with an authorized RGA number assigned by Gessi North America together with proper documentation for all warranty claims.

This warranty applies to the original consumer owner; **IT DOES NOT COVER INSTALLATION OR ANY OTHER LABOR CHARGES AND SHALL NOT APPLY TO ANY PRODUCTS OR PARTS OF PRODUCTS WHEN:**

- ▶ the repairs and/or installations covering the products were not made by an officially licensed installer or were negligently performed, and/or Gessi spare parts, or parts that have been altered in any manner were used, unless previously authorized in writing by Gessi North America; or,
- ▶ the covered products were damaged as a result of misuse, negligence, accident or faulty installation or maintenance performed by a plumber, contractor, service provider or member of the purchaser's household; or,

- ▶ the covered products were installed or used in a manner contrary to a product's printed instructions or this warranty's instructions for filing a claim were not followed by the consumer; or,
- ▶ the covered products were damaged by the effects of severe air or water conditions, dirt, limescale or harsh, abrasive or aggressive cleaners and/or materials; or,
- ▶ the covered products were damaged as a result of conditions, malfunctions or defects derived from normal wear and tear; or,
- ▶ the covered products were damaged by ice and/or impurities present in the pipes; or,
- ▶ the covered products were used as a tool, hammer or for any purposes other than the one it has been designed for; or,
- ▶ electric cables were attached to the products; or,
- ▶ the warranty claim on the covered product(s) resulting from filter taps not being installed in the main water system or not installed before the supply hoses of the faucet.

THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY GRANTED BY GESSI AND IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND GESSI NORTH AMERICA OR FITNESS FOR A PARTICULAR PURPOSE, AND IS LIMITED TO DEFECTIVE PARTS REPLACEMENT ONLY. THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

THIS WARRANTY IS LIMITED SOLELY TO THE ABOVE AND THIS WARRANTY AND ANY WARRANTIES IMPLIED BY STATE LAW; IF ANY WILL APPLY ONLY FOR THE APPLICABLE WARRANTY PERIOD SPECIFIED HEREIN. GESSI AND ITS US AUTHORIZED DISTRIBUTOR GESSI NORTH AMERICA 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 GESSI PRODUCTS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL DAMAGE OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. AS A RESULT, IN CERTAIN STATES 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, GESSI LIABILITY WILL NOT EXCEED THE CONTRACT PRICE FOR THE PRODUCT CLAIMED TO BE COVERED UNDER A WARRANTY CLAIM.

For service under this warranty, a request should be made through the contractor or dealer from whom the product was purchased, or a service request (including a description of the product model and nature of the defect with a request for a RGA) be sent to the following address:

Gessi North America, Inc.
704 North Valley Street, Suite E
Anaheim, California 92801 USA

Please include in your letter:

- ▶ data of purchase and installation
- ▶ model, serial number of product, description of part to consider
- ▶ description of the defect
- ▶ copy of the original sales receipt (without a sales receipt this warranty will not be honoured).

APPLICATION LAW

If your purchase was made directly from Gessi S.p.A. the UCC applies and application of the UN Convention on International Sales of Goods is expressly excluded.

This is the Gessi exclusive written warranty to the consumer.

MANUFACTURER'S LIMITED WARRANTY: COMMERCIAL WARRANTY

Gessi provides the following a limited warranty for commercial application of its products: Gessi warrants that its products shall be free from defects in finish, material and workmanship for a period of one (1) year from the date of commercial installation. Parts made of glass, porcelain or wood, and all finishes on lavatory and bath drains are excluded from this warranty.

Gessi warrants all widespread faucet ceramic disc valve cartridges and all other valves and to be free from defects in material and workmanship for a period of one (1) year from the date of installation.

This warranty does not include shipping cost for returning covered products for repairs or replacement under this limited warranty and labor or other cost incurred in connection with product removal or installation under this limited warranty.

Responsibility for compliance with local code requirements: since local code requirements vary greatly, distributors, retailers, dealers, installation contractors and users of plumbing products should determine whether there are any code restrictions on the installation or use of a specific product. This warranty does not apply in case of violation of local compliance rules.

THIS WARRANTY IS THE EXCLUSIVE COMMERCIAL WARRANTY GRANTED BY GESSI AND IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND GESSI USA OR FITNESS FOR A PARTICULAR PURPOSE.

THIS WARRANTY IS LIMITED SOLELY TO THE ABOVE AND THIS WARRANTY AND ANY WARRANTIES IMPLIED BY STATE LAW; IF ANY WILL APPLY ONLY FOR THE APPLICABLE WARRANTY PERIOD SPECIFIED HEREIN. GESSI AND ITS US AUTHORIZED DISTRIBUTOR GESSI NORTH AMERICA 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 GESSI PRODUCTS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL DAMAGE OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. AS A RESULT, IN CERTAIN STATES 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, GESSI LIABILITY WILL NOT EXCEED THE CONTRACT PRICE FOR THE PRODUCT CLAIMED TO BE COVERED UNDER A WARRANTY CLAIM.

For service under this warranty, a claim should be made through the contractor or dealer from whom the product was purchased, or a service request (including a description of the product model and nature of the defect with a request for a RGA) be sent to the following address:

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Anaheim, California 92801 USA

Please include in your letter:

- ▶ data of purchase and installation
- ▶ model, serial number of product, description of part to consider
- ▶ description of the defect
- ▶ copy of the original sales receipt (without a sales receipt Gessi will not honor this warranty; the warranty rights are not valid).

APPLICABLE LAW

This warranty is governed by California without effect to its conflict of laws rules. If your purchase was made directly from Gessi S.p.A. the California Commercial Code applies and application of the UN Convention on International Sales of Goods is expressly excluded.

This is the Gessi' s exclusive commercial written warranty

Products Warnings and Recommendations

- ▶ DUE TO THE DESIGN OF SOME PARTS/PRODUCTS, SHARP EDGES MAY CAUSE INJURIES IF MISHANDLED OR TOUCHED.
- ▶ DO NOT LET CHILDREN PLAY WITH THE HANDLES OR LEVERS OF THE FAUCETS OR REVOLVING SPOUTS, HANDSPRAY. MISUSE SUCH AS CHILD' S PLAY MAY COMPROMISE THE CORRECT FUNCTION OF THE PRODUCTS OR RESULT IN BREAKAGE.
- ▶ DO NOT LEAVE CHILDREN UNATTENDED CLOSE TO BATH / SHOWER UNITS. SLIPPERY BATH/ SHOWER FLOORS MAY RESULT IN SERIOUS INJURY INCLUDING CHILDREN OR ADULTS SLIPPING AND HITTING SHARP EDGES.
- ▶ OUR PRODUCTS HAVE SHARP EDGES: PLEASE HANDLE CAREFULLY TO AVOID POTENTIALLY SERIOUS INJURY.
- ▶ DO NOT LET FAUCETS DROP ON THE GROUND.
- ▶ DO NOT HIT FAUCETS WITH ANY OBJECT: ITS SURFACE AND THE SHAPE MAY BE DAMAGED.
- ▶ EXCESSIVE OR SUDDEN FORCE IN THE OPERATION OF THE LEVERS OF FAUCETS MAY BREAK THE INTERNAL COMPONENTS AND CAUSE CARTRIDGE LEAKS.
- ▶ KEEP YOUR PRODUCT SALE'S RECEIPT – MOUNTING INSTRUCTION AND THE WARRANTY – IN CASE OF DEFECT OR QUESTION. WITHOUT PURCHASE RECEIPTS WARRANTY CLAIMS WILL NOT BE HONORED.
- ▶ THE INSTRUCTIONS MANUAL SHOULD CAREFULLY READ BEFORE INSTALLATION AND THE INSTALLATION PROCEDURE PROVIDED THEREIN MUST BE PROPERLY FOLLOWED AND COMPLIED WITH
- ▶ ALL SHOWER UNITS EQUIPPED WITH A FLOW RESTRICTOR TO 2.5 GPM, PLEASE DO NOT REMOVE IT.
- ▶ WHEN YOU LEAVE HOME FOR MORE THAN ONE (1 DAY), REMEMBER TO SHUT OFF THE WATER MAIN SYSTEM – CHANGE IN PRESSURE MAY BREAK THE SUPPLY HOSES.
- ▶ USE ONLY ORIGINAL GESSI SPARE PARTS.
- ▶ DURING THE INSTALLATION THE USE OF EXCESSIVE FORCE SHOULD BE AVOIDED IN ORDER AVOID DAMAGES TO THE PRODUCT AND / OR ITS COMPONENTS AND PIECES. NEVER FORCE A COMPONENT OR PIECE INTO ANOTHER. NEVER FORCE SCREWS OR OVER TIGHT SCREWS.

Failure to follow the above warnings and recommendations may void your warranty

Use Precautions / Maintenance / Suggestions

Cleaning recommendation for Gessi products

Gessi products are manufactured of different materials to comply with the each markets needs, design and functionality.

- ▶ The surfaces of Gessi fittings are produced using the finest materials and manufacturing processes and are constantly improved by advanced quality assurance methods. To fully enjoy your Gessi products and to preserve their appearance, please note the following.
 1. Water contains lime, to a greater or lesser extent, which is retained on the surface of the fitting, leaving deposits after the water has evaporated. You can prevent lime deposits forming and keep your fitting clean by always wiping the fitting dry immediately after use.
 2. Do not use detergents, solvents, chemical or abrasive agents, metallic sponges, alcohol, etc. to clean the surface of Gessi products: permanent damage to the surface of the product, its appearance and aesthetics, the brightness and the mat finishing may result. Clean only with a soft sponge and soapy water. Clean and dry properly the faucet in case of very hard water, whose deposits could damage the surface.
 3. Clean periodically the filter of the aerator after unscrewing it and removing limescales that obstruct the openings.

Cleaning instructions

- ▶ Clean as and when required.
- ▶ The cleaning dosage and time the cleaner needs to take effect should be adjusted according to the product. Test cleaner on a inconspicuous part of the product before applying to the product
- ▶ Regular cleaning can prevent calcification.
- ▶ When using a spray cleaner, spray first into a cloth or sponge never directly onto the product, as drops could

enter openings and gaps and cause damage.

- After cleaning, rinse thoroughly with clean water to remove any residue.

IMPORTANT: residues of liquid soaps, shampoos and shower foams can also cause damage. Rinse with clean water after using. If the surface is already damaged, the effect of cleaning materials will cause further damage.

Precautions for Installation

- Before installing the faucet flush the water supply lines of all debris.
- After installation, a plumber should check for any leakage, by leaving water running for two 15 -minute periods. After this procedure, it is suggested to inspect or have inspected the flexible supply hoses periodically for damage.
- Always turn water OFF on both hot and cold water supply lines before removing existing faucet or disassembling the valve. Open faucet handle to relieve water pressure and ensure that complete water shut – off has occurred.

Technical Data and Compliance Requirements

- Working pressure should not be lower than 0,5 bar (7,25 psi) and not be higher than 5 bar (72 Psi). In case of higher working pressure use a pressure reducer valve.
- Maximum test installation pressure: 8 bar (116 psi).
- Avoid major pressure differences between hot and cold water supply. Differences in pressure, water with high mineral content, and soapy substances can corrode the internal and external parts of the hoses and slowly break it, causing leakage.
- Maximum working temperature for Gessi products is 70 °C (158 °F).

Internet Purchase and Unauthorized Sellers:

Gessi and its authorized US distributor Gessi North America warns against buying its products from any reseller or retailer that is not an authorized Gessi reseller located within or outside the US and Canada. Sometimes the price quoted may be lower in order to induce customers to purchase, especially in the case of Internet sales. However, products offered for sale by unauthorized resellers may be non-genuine Gessi products or may not be modified to US / Canadian standards, resulting in installation and performance-related problems.

ONLY GESSI PRODUCTS SOLD BY AUTHORIZED DEALER AND RESELLERS ARE COVERED BY THE GESSI WARRANTY.

To obtain warranty repair or replacement service write to:

Gessi North America, Inc.

704 North Valley Street, Suite E
Anaheim, California 92801 USA

Please include in your letter

- data of purchase and installation
- model, serial number of product, description of part to consider
- description of the defect
- copy of the original sales receipt (without a sales receipt Gessi will not honor this warranty; the warranty rights are not valid).

ANY MODIFICATION TO THE PRESENT WARRANTY IS VALID ONLY IF IN WRITING EXECUTED BY GESSI. GESSI AND GESSI NORTH AMERICA'S SALES PERSONS AND /OR DISTRIBUTOR OR DEALERS MAY NOT MODIFY THIS WARRANTY IN ANY MANNER WHATSOEVER GESSI AND GESSI NORTH AMERICA RESERVE THE RIGHT TO MODIFY ITS PRODUCTS OFFERINGS AND WARRANTIES AT ANY TIME WITHOUT PRIOR NOTICE.

