

Warranty Policy of Sanpress Inox

Viega India Private Limited (“VIPL”) warrants that the following products used for residential and commercial use (the “**Products**”) will be free from defects in material(s) and/or workmanship for the following period(s) from the date of purchase. This warranty is effective for all Products sold after June 1st, 2018.

Product Category	Residential + Retail	Commercial
Sanpress Inox - Stainless Steel Pipe	10 Years	5 years
Fittings: Stainless Steel, Gunmetal, Brass, Copper, Soldered	5 years	5 years
Press Gun, Hand Press Tool	2 years	1 year
Others - Battery for Press gun, Press Jaws, insulation cover, power pack, Battery charger,	Nil	Nil

This warranty policy confirms that VIPL will rectify free of charge any such fault that may arise due to defect in material(s) and/or workmanship appearing within the warranty period indicated above subject to the terms and conditions described below:

- a) VIPL or its Authorized Service Franchisee solely can service/repair the Products and will make unit repairs or replacements under this warranty within a reasonable period of time, as determined by VIPL or its Authorized Service Franchisee performing the repair or replacement.
- b) This warranty is only effective if the Products are purchased from authorized dealers and proof of purchase (original sales receipt) or e-warranty certificate is provided with all warranty claims or requests.
- c) The service/repair of the warranty shall be provided only within the municipal limits of the town or city where the office of VIPL or its Authorized Service Franchisee is located except in the event of compliance with clause i.
- d) This warranty does not include payment of or responsibility for any excise duty, central taxes, state taxes and octroi or other local taxes assessed to the Products supplied or repaired during the warranty period.
- e) The warranty period will start from the date of invoice and shall automatically terminate upon the expiry of the warranty period even if the Products have not been installed after purchase or have not been in use for any part or whole of the warranty period for any reason whatsoever.
- f) In the event of any repairs/replacement of any parts of the Products, this warranty shall thereafter continue and remain in force only for the unexpired period of the warranty. Any time consumed for the repair/replacement of Products including transit of the Products or their parts or any period during which the Products have not been used whether under warranty or otherwise shall not be excluded from the warranty period and no extension of the warranty period will be granted.

- g) This warranty remains applicable only if the Products have at all times been used and maintained strictly in accordance with the terms of this warranty and have not been improperly or negligently handled.
- h) This warranty is not valid or effective if: 1) working conditions do not correspond to the ones prescribed by the Company, 2) pipe is utilised with non-compatible products, 3) the installation instructions are not followed, 4) the pipe demonstrates an evident imperfection before its installation, or 5) the fault is noticed during the first working test, and despite of which the pipe is not replaced and the installation continues until conclusion. 6) The pipe is handled in different ways from those prescribed. 7) When the Products are not installed by qualified and experienced technicians following the instruction manual.
- i) If the Products are installed beyond the municipal limits of the town or city where VIPL's branch office or its Authorized Service Franchisee is located, any and all costs and expenses incurred for repair/service of the Products in respect of a) to and from travel of service personnel and b) transportation of the Products and/or spare parts and/or components from the location of VIPL's branch office or Authorized Service Franchisee to customer's location and back shall be borne wholly and solely by the customer at the prevailing rates, and VIPL shall not be liable for any damage caused to the Products in transit or delivery for repair.
- j) In order for this Warranty to be valid or effective the following installation prerequisites must be assessed in accordance with the recommended amounts:: A) Water Hardness: Water over 100 ppm is extremely hard and not fit for drinking. Majority of drinking water regulations set a maximum limit value for chloride of 150Mg/L. This will definitely have a serious effect on household fixtures, piping and appliances. Hence it is recommended to use soft water for Sanitary ware plumbing and fittings, B) Water Pressure: as per specifications, C) Plumbing Configuration: Standard plumbing configurations as per Viega Specifications. Customer may contact Viega Customer Service team for further assistance.
- k) Improper handling of the Products automatically terminates and nullifies this warranty. This warranty does not cover problems arising from insufficient water pressure beyond the recommended limits, excessive water impurities/hardness beyond the norms of drinking water or improper care and cleaning. Guidelines for proper care ** are mentioned herein below. VIPL is not responsible for labour charges, installation or other incidental or consequential costs or expenses.
- l) To the largest extent permitted by the applicable law, VIPL does not accept any responsibility or liability whatsoever for any special or consequential damage due to the defective Products, or due to defects of any component or part thereof. In no event shall the liability of VIPL exceed the purchase price of the Product(s) with regard to which warranty and/or liability claims are brought. This means if a Product is defective, VIPL's liability shall be limited, at VIPL's

option, to replacing or repairing the defective Product in question or providing a refund of the defective Product's purchase price.

- m) In the event of non-availability of components or parts due to any reason whatsoever, neither VIPL nor its Authorised Service Franchisee will be responsible or liable for any delay that may be caused to service/repair of the Products. In the event that the same model or colour is not available for replacement, VIPL or its Authorized Service Franchisee will replace the defective Products with an equivalent model or colour wherein the customer shall pay the proportionate amount on the current MRP.
- n) VIPL may, at its discretion, retain any part or component replaced during the warranty period.
- o) This Warranty document is only applicable for Products sold in India. Any reference to any other warranty document will not be considered.
- p) Other Exclusions: VIPL shall not be liable for the products failure to comply with the warranty if the products were damaged due to product abuse or vandalism, natural disasters or force majeure –(in particular, but not limited to, floods, storms, lighting strikes, earthquakes), modification, changes or add-ons not approved by VIPL in writing, , corrosive substances or other harmful environments, sub-zero temperature.
- q) VIPL shall only be liable for the products' failure to comply with the warranty if the following conditions are met: 1) products are used for sanitary/heating purposes and not for industrial application, 2) the Products are not subject to any temperatures which exceed the limits and specifications quoted in the applicable assembly instructions or product descriptions; 3) the Products remain at the place of original installation; 4) the Products are connected to active supply lines used for applications approved by VIPL; 5) the Products show no signs of , accidental damage;

How to make a Warranty Claim:

- To submit and/or avail a warranty claim, please contact VIPL Customer Service at customercare@viega.in. Telephonic enquiries shall be directed to VIPL toll free no. 18001020054 between 09.00 hrs. and 18.00 hrs. all days of the week, however excluding public and national holidays. Please provide all applicable information regarding your claim including the follow]Product/Model Number/Article no;
- Proof-of-purchase (copy of your original sales receipt, purchase order, or invoice), the date when the Product was purchased from a VIPL channel partner or directly;
- Complete description of the problem with supporting documentation/s as applicable.

** Dos & Don'ts:

- Consult with a licensed professional contractor to develop the appropriate inspection and maintenance schedule for your system.
- Perform visual inspection, at least annually, of all accessible system components to ensure products are functioning as intended.
- Do not modify or alter the piping system. Only a licensed professional contractor who is familiar with its operation should service or alter the system.
- Follow all manufacturer recommendations for service and operation.
- Do not expose VIEGA products to harmful chemicals, oil or petroleum products, paint, adhesives, solvents, household cleaners or aggressive water.
- Do not expose the piping system to freezing conditions. If the system will remain inoperative for a period of time, arrange for the proper winterization of the system by a licensed professional contractor. For heating and geothermal applications, if freezing conditions are likely to occur, then a freeze protection fluid should be used.
- Do not allow the piping system to be exposed to temperatures and pressures above those printed on the pipe.
- Use caution when drilling or nailing into the area where the VIEGA Metallic pipes are installed. Identify the location of the pipes to ensure that nails or screws do not puncture the pipe.
- **Corrosion of Stainless steel caused by Chloride:** Excess chloride can corrode stainless steel pipes in drinking water supply systems. It is for this reason that the following factors need to be taken into account
 - Insulating materials must not exceed a percentage by weight of water-soluble chloride ions of 0.05 %
 - Sound insulation inserts for pipe clamps must not contain any diffusing chloride
 - Stainless steel pipes must not come into contact with materials containing chloride
 - Stainless steel pipes exposed to gases or vapours containing chloride (in paint shops or surface treatment (HDG) facilities) must be protected by a plastic coating compliant with national guidelines