

Meissen Keramik

WARRANTY CARD

shower toilet

GENERA Comfort/Ultimate

Product name		Purchase date	
Seller's details		Proof of purchase number	
Product serial number		Installation date	
Service technician / installer's details		Signature of the service technician / installer	

SHOWER TOILETS

Manufacturer: Meissen Keramik GmbH, Fabrikstr. 9/10, 01662 Meißen, Germany, provides warranty under the following conditions:

1. Warranty period (counted from the date of purchase):

- 120 months for the properties of ceramics (enamel color, cracking)
- 24 months for other elements of the shower toilet (valves, hoses, electronic parts, toilet seat)

2. Warranty conditions:

- 2.1 The Purchaser is obliged to read, understand and comply with the conditions of the warranty, installation manual and principles of usage (contained in item 4 of this Warranty Card).
- 2.2 The Manufacturer shall not be liable for any damage and defects resulting from the use by the purchaser of materials used for the installation of the Product which do not directly originate with the Manufacturer, and which the purchaser had chosen at his own risk and responsibility.
- 2.3 The Manufacturer shall not be liable for any damage and defects of the products, which are attached to the Product, and which had not been manufactured by the Manufacturer.
- 2.4 The product should be inspected before installation. If you spot any identifiable defects, do not install the appliance and report the defects in line with the principles of claim settlement.
- 2.5 The warranty does not cover Products, the damage of which had been the result of:
 - Intentional damage or negligence;
 - Accident, fire, flood, explosion or other Force Majeure exposure;
 - Faulty installation of the Product or installation not in line with the installation manual or relevant regulations;
 - Malfunction or damage caused by connecting the appliance to an improper power source not in line with the manual (voltage, frequency);
 - Contamination or damage caused by the use of chemicals other than descaling agent dosed into the product tank, or by supplying contaminated water to the appliance.
 - Use inconsistent with the installation manual and operating principles;
 - Damage of the Product resulting from improper: storage, transport or maintenance of the Product with caustic or grainy agents;
 - Mechanical, physical, chemical damage caused by external forces and factors;
 - Damage resulting from scale or ferrous scale;
 - Making structural changes or unauthorized alterations;
 - Use of unoriginal spare parts;
 - Exposing the product to negative temperatures;
 - Misuse;
 - Natural wear.

3. Principles of complaint settlement:

- 3.1 The complaint will be considered only if the Customer can demonstrate the date of purchase of the Product (e.g. on the basis of a receipt or invoice) and is in the possession of a completed Warranty Card and Product Service Card.
- 3.2 Complaints must be reported within the warranty period;
- 3.3 Complaints shall be submitted directly at the place of the Product's purchase or in electronic form via the submission form available at www.meissen-keramik.com
- 3.4 The Manufacturer will, at its own discretion, repair or replace the Product found to be defective.
- 3.5 The complaint will be considered only if the Buyer notified the Manufacturer of the defect within 7 days from the date on which the Buyer detected or should have detected the defect during the warranty period.
- 3.6 Complaints will be considered only upon presentation of the proof of purchase of the Product together with the Warranty Card, however, in the case of electronic submission, the above documents shall be verified by the service technician during the processing of the complaint.
- 3.7 Complaints shall be dealt with within 14 days from the date of its submission.
- 3.8 Product defects revealed during the warranty period shall be removed within 21 days from the date of positive complaint resolution. Decisions on the manner of repair shall be made by an authorized maintenance technician of the Manufacturer. In the case of warranty replacement, only parts recommended and supplied by the Manufacturer will be used. The replaced parts become the property of the Manufacturer.
- 3.9 The period of warranty shall be extended by the time passing between the date of claim submission and the date of performance of repair.
- 3.10 The Manufacturer shall not bear costs paid by the Buyer to third parties in connection with the defective Product, unless it has been accepted by the Manufacturer.
- 3.11 If the warranty is honored, the Manufacturer undertakes to repair or replace the defective appliance free of charge.
- 3.12 The product subject to complaint should meet the basic principles of hygiene.
- 3.13 The warranty covers only the manufacturing defects of the Product.

4. Principles of use necessary to maintain the warranty:

- 4.1 The product should be installed in accordance with the installation manual attached or available on the www.meissen-keramik.com website
- 4.2 The product should be used in accordance with the user manual attached.
- 4.3 The water pressure in the water supply system in the building should be no less than 2 bar and no more than 6 bar.
- 4.4 In the case of necessity to replace the defective parts, it is required to use original Manufacturer's parts.

5. Remarks:

- 5.1 The warranty does not exclude, limit or suspend the purchaser's rights stemming from statutory guarantee;
- 5.2 The warranty is free of charge.
- 5.3 Should the Product's manufacturing defect occur, the Customer shall be obligated to undertake any and all actions aiming at limiting the possible damage that may arise from that defect.
- 5.4 The warranty shall be valid within the territory of the country of purchase.
- 5.5 No duplicate Warranty Card will be issued, please keep the original.
- 5.6 Only an authorized service technician or seller can make entries in the Warranty Card.
- 5.7 A correctly filled in Warranty Card should contain:
 - product name
 - product serial number
 - date of purchase
 - seller's details
 - proof of purchase no.
 - installation date
 - service technician/installer's details
 - signature of the service technician/installer

Service card			
Date of service completion	Scope of service	Service technician data	Service technician's signature

Meissen Keramik

Thank you for trusting us