WARRANTY CONDITIONS **ROCA BULGARIA**

GENERAL RULES

1/ The customer (buyer, installation company, or the end user) must check the product at receipt in the store and before installation. Later complaints against installed products with obvious defects at the appearance and products with incorrect color shades will not be accepted.

2/ The warranty does not apply to damage incurred due to non-compliance with the instructions provided in the installation guide for given product.

3/ The warranty does not apply to any damage of the product caused by : the customer, the transportation, the improper handling and storage the product not correctly, as well as inadequate use or maintenance of the product, and by dirt penetrating into the product. The product should be installed in strict compliance with the installation instructions. Laufen levelling compound, or the adequate Laufen sound reduction pads must be used for installation of Jika, Laufen, Roca ceramic products.

4/ Bathtubs must be installed according to the installation instructions. The Roca Bulgaria company will not reimburse any costs associated with damage to tiling, paving or masonry which may be incurred if these instructions are not followed. In case of any complaint, the product should be easily removable.

5/ Only suitable detergents may be used for cleaning of products.

6/ Any complaint will be managed by the dealer who sold the product, causing the complaint.

7/ The warranty period will start from the receipt of the product by the customer (printed by the dealer on this warranty certificate). If the purchased product should be installed by a person other than the selling (installation) company, the warranty period will commence from the date that the product is put in operation if the installation is ordered by the customer within one month from the receipt of the product.

8/ No claim can be made without a document for the acquisition of the product.

9/ In the event of unjustified claim related to a visit in the customer place from an authorized service, all costs of the service/visit shall be covered by the customer.

SANITARY (Ceramic) PRODUCTS

Sanitary products must be protected from impacts with hard objects. The use of abrasive or aggressive chemicals (acids, bases, etc.) for the maintenance of ceramic products and toilet seats is prohibited. After each use, the surface must be wiped with a sponge and soapy water.

FAUCETS

For the maintenance of the faucet, it is necessary to use soapy water, then wipe dry with a soft cloth. The faucet aerator requires regular cleaning. The use of aggressive cleaning agents (especially those containing hydrochloric acid) is prohibited.

When using a mixer, avoid poor quality water (mechanical impurities, turbidity, etc.) and connection to a water supply network with parameters that do not comply with the operating instructions. It is recommended to install filters that prevent mechanical impurities from entering the interior of the product.

FURNITURE

It is recommended that furniture be placed away from the bathtub or shower.

Try to avoid getting water on furniture. Regardless of the material it is made of, if water gets on its surface, wipe it with a soft, dry cloth.
The use of solvents or abrasive materials when maintaining furniture is unacceptable.

BATHTUBS

It is recommended to wipe the bathtub with a sponge soaked in liquid cleaning agent after each use. The use of products containing acids and bases (toilet cleaner, etc.), abrasives and materials that form scratches is prohibited. The use of a wire sponge or metal brush is prohibited. To remove stains, use liquid household cleaners, following the manufacturer's instructions.

Acrylic bathtubs should also be protected from impacts with heavy objects and contact with a lit cigarette to avoid deformation of the surface.

FAYANS

Warranty period duration according to the FAYANS brand product group.

If the product is installed by a professionally trained plumbing company, plumber or service partner, and the warranty card is confirmed by them, the warranty period below is valid.

Ceramic products	10 years
Installation systems	10 years
Flushing mechanisms in structures and cisterns	5 years
Seat and covers	2 years
Faucets	5 years
Bathroom accessories	5 years
Steel bathtubs	5 years
Electronic fluxers	3 years
Shower cabins	2 years
Warranty period for types of products not listed above	2 years

Warranty period duration according to the Roca brand product group.

If the product is installed by a professionally trained plumbing company, plumber or service partner, and the warranty card is confirmed by them, the warranty period below is valid.

Ceramic products	10 years
Acrylic products	10 years
Installation systems	10 years
Mechanisms in the Installation systems ROCA	5 years
Faucets	5 years
Accessories for bathroom	5 years
Stonex and Surfex	5 years
Flushing mechanisms in cisterns ROCA	3 years
Seat and covers	2 years
Multiclan	2 years
Shower cabins Roca	2 years
Roca (SPA)	2 years
Furniture ROCA	2 years
Kitchen sinks	2 years
Cast iron bathtubs ROCA	2 years
Steel bathtubs ROCA	2 years

WARRANTY CONDITIONS **ROCA BULGARIA**

Hydromassage bathtubs ROCA	2 years
Hydromassage columns ROCA	2 years
LED lights for furniture Roca	5 years
Shower trays TERRAN	2 years
Warranty period for types of products not listed above	2 years

LAUFEN

Warranty period duration according to the LAIFEN brand product group.

If the product is installed by a professionally trained plumbing company, plumber or service partner, and the warranty card is confirmed by them, the warranty period below is valid.

Ceramic products	10 years
Installation systems (IS) Laufen	10 years
Flushing mechanisms in IS Laufen	5 years
Flushing mechanisms for cisterns	5 years
Acrylic products	5 years
Seat and covers	5 years
Faucets Laufen	5 years
Furniture Laufen	5 years
Accessories for bathroom	5 years
Warranty period for types of products not listed above	2 years