

Bathsense Warranty – Terms & Conditions

Installation Guidelines

Asian Paints Bathrooms continually interacts with consumers and strives to make its products consumer-friendly. The company's trained staff and executives maintain a direct interface with consumers, educating them about product quality, convenience, and maintenance. Asian Paints Bathrooms also believes that consumers must get the best out of its products. It has evolved a set of consumer guidelines, which if followed, ensure optimum and trouble-free performance with enhanced durability of Asian Paints Bathroom products for years to come.

During Installation

- Use a 25 mm pipeline instead of 20 mm for optimal water flow. As far as possible, lay the pipelines straight and vertical
- Keep the number of bends in the pipelines to a minimum to maintain adequate water pressure. All supply lines must have vent pipes, which prevent vacuum formation and ensure that water flows smoothly.
- Maintain a centre-to-centre distance of 165 mm for both Hot and Cold inlets on all wall-mounted fixtures. This ensures a fuss-free, easy installation of the wall mixers.
- Place the outlet point in the overhead tank at least 2.5 cm above the ground level of the tank. This prevents the flow of foreign particles, sand, etc., into the water supply and the fittings, and prevents possible damage to working parts.

Post Installation

- Cover the tap polypacks before or after their installation until they are ready for actual use to protect the fine finish from dirt, stains and other damage.
- Do not use harsh cleaning agents containing abrasives and acids. Instead, use a soft sponge or wet cloth with soapy water/diluted vinegar to protect the colour finish.
- Clean the aerators at regular intervals for a perfect flow of water from the fittings. To clean the aerator, remove it, knock out the silver insert and rinse thoroughly with water.
- Clean the overhead tank thoroughly before the supply starts. It is suggested that the overhead tank must be cleaned at regular intervals to avoid deposition of foreign particles. To prevent any foreign material from passing through the tap, use a mesh or jali.

Maintenance Guide

Dos

1. Clean the fitting with just a little soap or mild detergent (such as dish washing soap) and a soft dampened sponge or cloth. Then simply rinse off and wipe dry. You can prevent lime scale by drying the fitting after each use.
2. Always test your cleaning solution on an inconspicuous area on the product before applying on the entire surface.
3. The ideal cleaning technique is to always blot dry any water from metal surfaces. Allowing water to evaporate on metal will form water deposits.
4. It is important to use a dabbing action to dry metal, not an abrasive or rubbing action. Cleaning with a damp sponge and buff drying should keep your faucet looking beautiful and spotless.

Don'ts

1. Do not use any abrasive sponges or scouring agents for cleaning.
2. We also strongly prohibit the use of any cleaning agents containing ammonia, bleach, acids, waxes, alcohol, solvents or other products not recommended for chrome. Most toilet cleaning products have high acidic content which can damage the chrome finish, leaving it dull and scratched; hence they should be strictly avoided. No warranty will be valid if the chrome finish is disfigured by means of applying of such chemicals

Any violation to Dos & Don't will automatically absolve us from Warranty obligation.

Warranty Details

Asian Paints Limited ("Company") Bathroom products used in normal residential and non-residential segments are warranted to be free of defects in the material and workmanship for the period of time set forth in the warranty coverage table as detailed below, commencing from the date of sale of Asian Paints Limited Bathroom products to the original purchaser.

Product	Residential use	Commercial use
Concealed body (Except Flush valve)	12 yrs.	12 yrs.
Flush Valve, shower Accessories	3yrs.	2 yrs.
Bottle Traps, waste couplings & shower Arm	12 yrs.	12 yrs.

Health faucets	5yrs.(puranxt) 3 yrs. (others)	3 yrs. (puranxt) 2 yrs. (others)
Basin Sanitary Appliances(wash basin, pedestals, urinals, cistern, water closet)	10 yrs.	10 yrs.
Ceramics ware(cover basins & closets)	10 yrs.	10 yrs.
Toilet seat Covers & PVC cisterns	2yrs.	1 yrs.
Fittings(fill & flush valves Kit)	2 yrs.	1 yrs.

1. The warranty period is not renewed or extended on supply of spare parts during the warranty. The company will at sole discretion, repair or replace any defective component or part of product with or without cost.
2. The warranty shall commence on the date that the consumer telephonically lodges his/her warranty with the company; and furnishes all the purchase and personal details requested by the company ("the commencement date"), within 15 days of purchase.
3. The company or its Authorized Service Franchisee solely can service/repair the produce.
4. The warranty becomes null and void if installation is not done by a qualified and experienced technician and/or as per the installation procedure laid down by the company- and/or the company is not liable for any damage out of faulty installation.
5. Hoses, rubber parts, plastic parts and consumable are not included in warranty. In case of defects on such product arising prior to installation, the company will decide on repair/replacement after inspection.
6. This warranty is only effective if proof of purchase (original sales receipt) or the e-warranty card issued by the company at the time of registration is provided with all warranty claim or requests.
7. The warranty will cover only manufacturing defects of the product and will not cover any defects arising out of the control of the company, like insufficient water pressure, high water impurities/hardness, breakage of part due to excessive force etc. in no event shall the liability of the company exceed the purchase price of the product. Improper care and cleaning will void the warranty.
8. For optimum bathing experience, maintain a minimum water pressure of 1 bar (10 psi) and maximum of 5 bar (50 psi). In case of lower/ higher pressure, use external pressure pumps or pressure reduction valves respectively is recommended.
9. Do not use cleaners/detergent agents which contain chemical/bleach/ACID etc. Most of the toilet cleaning product have high acid content, which may damage the product surface/finish.
10. Asian paints Nepal limited is not responsible for the cost of removal, return and /or reinstallation of the product. The company is not also liable to pay for any civil work or construction work required during the installation of any new product or replacement/repairs of product.

Process to Register Warranty

You will need to provide your details along with the soft copy of the invoice. The registration can be done via our website, toll-free number, email, or social media handles. We believe in a paper-free warranty; So, once you register your warranty with us, you will not have to retain the copy of the invoice. Your registered mobile number shall be your unique customer identification number.

Register Complaint

You Register your complaint via our website, toll-free number, email, or social media handles; and our service representatives will connect back on your registered number at the earliest to understand the concern