



## WARRANTY

### WARRANTY INFORMATION

Since 1978, Waterworks has been producing the finest products for the home in the world, providing highly personalized service and detailed support to help you achieve a smooth design and build experience.

Every Waterworks product embodies our design integrity and aesthetic sensibility, the highest quality and craftsmanship and effortless functionality. All of our materials are the finest in their class. Attention to detail, quality and craftsmanship are an integral part of our manufacturing process. Our mode of manufacture is carefully controlled to create products to satisfy the most demanding tastes.

### REPAIRING OR REPLACEMENT

The Waterworks warranty covers repair and replacement of Waterworks products. If within the applicable warranty period the covered products shall be proved to the satisfaction of Waterworks to be defective, Waterworks will, at its option, repair or replace such products provided that repair or replacement does not include installation costs, labor charges, or other incidental or consequential costs. If the products are used commercially the foregoing warranty is limited to a period of one (1) year from the date the product is purchased. All warranty claims must be made within the warranty period and must be accompanied by proof of purchase (original sales invoice). Waterworks' warranty obligations are subject to the conditions and limitations set forth in this warranty information statement.

### RESIDENTIAL LIFETIME LIMITED MECHANICAL WARRANTY

Waterworks warrants to the original purchaser or initial homeowner that all Waterworks plumbing and accessory products installed in a residence and used solely for residential purposes will be free of mechanical defects for as long as the original purchaser or initial homeowner continues to own and maintain the residence where the products are initially installed.

### 3 YEAR WEARABLE SERVICE PARTS

Waterworks warrants wearable service parts for a period of 3 years from the initial date of delivery. Such parts include but are not limited to: flexible hoses, hand sprayers, seals and washers, diverter plungers, and cartridges.

### THREE YEAR LIMITED METAL FINISH WARRANTY

Waterworks warrants to the original purchaser or initial homeowner that the finish of all Waterworks plumbing and accessory products installed and used solely for residential purposes will be free from manufacturing defects in materials and workmanship for a period of three (3) years from the date of product purchase, so long as the purchaser continues to own and maintain the residence where the products are initially installed. Waterworks Metal Finishes include living and electroplated finishes that will naturally patina in all residential environments and are not covered by manufacturing defect.

All metal finished products must be maintained and cleaned in accordance with [Waterworks Care & Cleaning Guidelines](#). Cleaning practices including without limitation the use of cleaners containing abrasive cleansers, ammonia, bleach, acid, waxes, alcohol or solvents will void this warranty. Gloss reduction, scratching, staining and alkaline etching of the finish over time due to use, cleaning practices, water or atmospheric conditions are not manufacturing defects but are indicative of normal wear and patina.

### FIVE YEAR LIMITED CABINET & WOOD FURNITURE WARRANTY

Waterworks warrants to the original purchaser or initial homeowner that all Waterworks cabinet & wood furniture products installed in a residence and used solely for residential purposes will be free from manufacturing defects in materials and workmanship for a period of five (5) years from the date of purchase of the products so long as the purchaser continues to own and maintain the residence where the products are initially installed. Cabinet & wood furniture will have natural variation in grain structure, color shade, and inherent characteristics such as streaks which are not considered defects. All wood products are designed, produced and intended for installation into controlled interior applications only. Any solid wood products will respond adversely to extreme conditions, especially low or high humidity conditions. Joints in woodwork are especially vulnerable to movement under these extreme conditions. Gaps that may develop at joints are not subject to replacement under this warranty.

Painted finishes will be free from defects which develop under conditions of normal use, service, maintenance and care for a period of three (3) years from the time of walkthrough for final completion of work. Waterworks does not warranty any white paint finish against yellowing. As white paint finishes age, they naturally show yellowing due to their environment. Interior painted cabinetry is recommended for decorative purposes only; therefore Waterworks does not warranty interior painted cabinets. Stained finishes will be free from defects which develop under conditions of normal use, service, maintenance and care for a period of five (5) years from the Delivery date.

All drawer guides, hinges and door and drawer hardware will be free from defects which develop under conditions of normal use, service and maintenance and care for a period of five (5) years from the Delivery date.

### CAST IRON LIFETIME LIMITED FINISH WARRANTY

Waterworks warrants to the original purchaser or initial homeowner that the enamel surface of all Waterworks cast iron products used in a residence and used solely for residential purposes will be free of mechanical defects for as long as the original purchaser or initial homeowner continues to own and maintain the residence where the products are initially installed. In case of cast iron products with an exterior painted surface, the foregoing warranty is limited to a period of five (5) years from the date of purchase. In the case of cast iron products with a primed exterior surface, the foregoing warranty is limited to a period of one (1) year from the date of purchase and is conditional upon the proper finishing of the exterior surface of such product following adequate painting procedures prior to installation.

### ONE YEAR LIMITED ELECTRICAL TUB COMPONENTS, WATER CLOSETS, GLASS, ACRYLIC AND PORCELAIN WARRANTY

Waterworks warrants to the original purchaser or initial homeowner that all Waterworks electrical tub components, vitreous china, glass components, acrylic fixtures, and water closet internal components installed in a residence and used solely for residential purposes will be free from manufacturing defects in materials and workmanship for a period of one (1) year from the date of the purchase of the products so long as the purchaser continues to own and maintain the residence where the products are initially installed.

### STEAM GENERATOR FIVE-YEAR LIMITED WARRANTY

Waterworks warrants to the original purchaser or initial homeowner that all Waterworks steam generators and control products installed in a residence and used solely for residential purposes will be warranted to be free of manufacturing defects in material and workmanship for a period of five (5) years so long as the purchaser continues to own and maintain the residence where the products are initially installed.

### LIMITATIONS ON WARRANTY COVERAGE

The warranties set forth above shall be extended only to the original purchaser or initial homeowner, and apply only to products purchased after October 1, 2015, and do not apply to any products used in whole or in part for commercial purposes unless otherwise noted. The warranties do not apply to:

- Damage caused by normal wear and tear;
- Products which have been repaired, altered or modified in any way by the original purchaser or any person other than Waterworks, unless previously authorized in writing by Waterworks;
- Products repaired with parts other than original Waterworks service parts, unless previously authorized in writing by Waterworks;
- Products which have been installed, used, maintained or stored other than in accordance with the care and cleaning guidelines, installation guidelines and or product specifications provided to the purchaser by Waterworks;
- Products which have been used for purposes other than or in a manner contrary to the intended and normal use;
- Products that have been used outdoors;
- Products which have been damaged as a result of misuse, negligence, freezing, accidental or faulty installation or maintenance;
- Product damaged by the effects of dirt, salt water, air, hard water, lime scale, demineralized or highly purified water (including but not limited to reverse osmosis water), or abrasive/aggressive cleaners;
- Products damaged from exposure to extremes of high or low humidity and/or to rapid temperature change as well as variations in appearance which result from the normal expansion and contraction of wood as it responds to climatic changes in the home;
- Products installed in a manner that does not comply with local code requirements; or
- Products sold "as is" and from store displays.

If the normal life span of any product is shorter than the applicable warranty period, the warranty shall apply only during the period of such shorter life span. In no event shall Waterworks be liable for any indirect, special, incidental or consequential damages or losses (including damages for loss of business, loss of profits, or the like) incurred by the purchaser. In no event shall the liability of Waterworks under the warranty for any product exceed the purchase price of the product. For any discontinued product or part with a warranty period of longer than ten years, Waterworks' warranty obligation shall expire on the earlier of ten years after the date of purchase of such product or part, or such time as a replacement product or part is no longer reasonably available to Waterworks.

IMPLIED WARRANTIES INCLUDING THAT OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. WATERWORKS AND/OR SELLER DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some states/provinces do not allow limitations on the duration of an implied warranty, or the exclusion or limitation of special, incidental or consequential damages; where this is the case these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state/province to state/province. While Waterworks uses reasonable efforts to include accurate and up-to-date information and photographs in the catalog and on the website, Waterworks makes no warranties or representations as to the accuracy of this information and these photographs. Waterworks assumes no liability or responsibility for any errors or omissions in the content or photographs in the catalog or on the website. Waterworks is a registered trademark of Waterworks Operating Co., LLC

### WARRANTY SERVICES CONTACTS

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