



## Warranty Guidelines

At **Ganga Bath Fittings Limited** (Formally Known As Ganga Plast Industries Limited), we stand behind the quality and durability of our luxury bathroom fittings. All our products are manufactured using the finest materials and cutting-edge technology to ensure long-lasting performance and customer satisfaction.

We proudly offer a **10-Year Warranty** on our bath fitting products, subject to the terms and conditions outlined below.

## GANGA BATH FITTINGS LIMITED

### General Instructions & Maintenance Guide for Customers

#### Thank You for Choosing Ganga Bath Fittings

We appreciate your trust in **GANGA BATH FITTINGS LIMITED** (Formally Known As Ganga Plast Industries Limited). Our products are designed for long-lasting performance, elegant aesthetics, and user comfort. To ensure optimal functionality and extended product life, please follow the general guidelines and maintenance tips below.

- Buy GANGA products from company's authorized dealers only to ensure genuine quality material.
- Insist on genuine spares from company's local service center or its authorized stockist in case of repair or replacement.
- Please strictly follow the instructions manual whenever provided for individual items in their packing boxes for their correct installation & maintenance.
- For any type of technical or service assistance, please contact the nearest GANGA branch office, area representative or dealer.

#### Installation Instructions

- Always have your bath fittings installed by a licensed plumber to ensure proper function and avoid damage.
- Ensure your water supply pressure is within the recommended range:

- Minimum: 0.5 Bar
  - Maximum: 5 Bar
- Excess pressure can damage internal components.

- Use 25mm pipes rather than 20mm to ensure better water flow and to overcome reduction in dia of pipeline due to scaling inside the pipeline.
- Keep the minimum number of bends in the pipelines and make it travel straight and vertical as far as possible.
- All the supply must have vent pipes. These vent pipes help in removing air-locking in the water supply to give a flow of water from the fittings.
- Test the working of all the concealed fittings installed on a high pressure for leakage before plastering or fixing the line.
- Place the outlet point in the overhead tank at least **25feet to 30feet** above the ground level of the tank. This prevents the flow of foreign particles, sand etc., along with water supply into the fittings and thereby preventing the possible damage to the working parts. Clean the tank thoroughly before the supply starts. It is suggested that the overhead tank must be cleaned at regular interval to avoid deposition of foreign particles.
- To protect the fine finish of fittings from dirt stains and other damages, cover them with cloth/polypack after their installation till they come into actual use.
- It is suggested that centre to center distance for hot & cold inter for all types of wall mounted mixers should be maintained at 165mm in which case any of our wall mixers from different ranges can be easily installed without any problem.
- **Use Appropriate Tools**  
Avoid using heavy or sharp tools directly on the product's surface to prevent scratches or deformation.

### Cleaning & Maintenance Tips

- Wipe the surface with a soft cloth and mild soap solution weekly to keep it shiny and clean.
- Do not use acids, bleach, or abrasive cleaning agents. These can damage the finish and internal components.
- Avoid using metal scrubbers or rough materials that can scratch chrome or stainless steel surfaces.

- **Check for Drips or Leaks,** If you notice dripping taps or showerheads, have them checked promptly to prevent water wastage and internal wear.
- Clean the aerators provided in the items at regular intervals for a perfect foam flow of water from the fittings.

## WARRANTY TERMS & CONDITIONS

PRODUCTS	WARRANTY PERIOD	COMMERCIAL USE
Ganga Faucets(c.p. products & pvd coated items)	10 year	3YEAR
Sensor faucets and other commercial products	1 year	1year
Sensor, Electronic Circuits and Electrical Assemble	1 year	1 year
Battery for Sensor Faucets	Null	Null
Showers & Health Faucets	1 year	Null

(\*Commercial Terms apply to Hotels, Restaurants, Resorts, Hospitals, Offices/Factories, Party Halls, Cinema Theatres, Educational Institutions, Gyms/Playgrounds, or any such equivalent properties)

- The product is warranted by Ganga Bath Fittings Limited (Formally Known As Ganga Plast Industries Limited) to be free of defects in material and workmanship for a period of 10 years from the **Manufacturing date / Up To 6 Month From Manufacturing Date**. during this period and under normal use, if the product is found to be of faulty manufacture, the same will be repaired or replaced upon proof of purchase, at our option, without charge either for part or labour.
- The warranty will be void and not valid, and Ganga Bath Fittings Limited(Formally Known As Ganga Plast Industries Limited) will have no liability if The product is not installed, operated and serviced in compliance with instructions and recommendations of Ganga Bath Fittings Limited(Formally Known As Ganga Plast Industries Limited) for trouble free fittings.

- PRODUCTS are not covered when not in use for a long period, or washrooms are closed for a long period without air circulation, thus spoiling external & internal parts.
- Modifications, repairs or service are made to the product, nature of the product/logo has been altered, defaced or removed, or the warranty card has been altered.
- Problems arising from normal wear and tear, improper maintenance or improper use/application of product or components of the same or use of poor/bad quality of water.
- To ensure long-lasting performance and prevent internal damage to bath fittings, please maintain the following water quality standards:

**TDS (Total Dissolved Solids) should be below 250 mg/L**

**Chlorine levels should be below 250 mg/L**

High levels of TDS or chlorine can lead to corrosion, scaling, and reduced product lifespan, and may void the warranty if damage occurs due to poor water quality.

- Chrome finishes on our products are warranted against **peeling, blistering, or corrosion** due to manufacturing defects for a period of **10 years** under normal residential use. To maintain the finish, customers must follow proper cleaning guidelines using mild soap and water. Damage due to abrasive cleaners or harsh chemicals is not covered.

## **NOT COVERED IN WARRANTY:**

- Damage due to falling of building materials, improper care, poor maintenance, foul odour, contaminated air or usage of harsh chemicals & cleaning agents, unfavourable environmental condition in areas where WATER-FIXTURES are installed or exposed to radiation will cause pitting, blackening & damage to Plated Parts.
- The product has been installed and operated outside its designated plumbing conditions and parameters.
- Cleaning/ service of Aerators, Water Nozzles, Shower Nozzles, Spray Plates or External Plated/Coated Parts.
- Warranty is not Applicable in Any type Of Breakages & Damages.
- Normal wear and tear (e.g., scratches, fading over time)

- Natural wear and tear (aerators, washers, rubber seals, O-rings, etc.)
- This warranty does **not cover damage to the chrome finish** caused by improper cleaning practices, exposure to harsh chemicals (Acid, Phynile, Harpic, vinegar, etc...), or use of abrasive materials. Discoloration, scratches, or wear caused by misuse or poor water quality (e.g., hard water or high chlorine content) are also excluded.

## How to Claim Warranty

To make a warranty claim, please follow these steps:

### 1. Contact our Customer Support Team via:

Phone: [ 76000 58000 ]

Email: [ [customercare@gangabathfittings.com](mailto:customercare@gangabathfittings.com) ]

**Service Hours:** Monday to Saturday, 10 AM to 7 PM

### 2. Provide the following information:

Proof of purchase (invoice/bill/warranty card)

Product details (model number, date of purchase)

Description and photos of the issue

Our service team will inspect and assess the product. If the claim is approved, the necessary action will be taken as per the warranty terms.

## Warranty Terms – Total 10 Years

**GANGA BATH FITTINGS LIMITED** (Formally Known As Ganga Plast Industries Limited) stands by the quality and reliability of every product we manufacture. We offer a comprehensive **10-year warranty** structured as follows:

## **First 7 Years – Warranty**

- Covers **both parts and service**.
- Applies to any manufacturing defect or functional failure under normal usage.
- Free replacement of faulty components and free service during this period.

## **Next 3 Years – Service Warranty Only**

- Covers Plumber **service only. (Parts Will Be Not Cover After 7 Year)**
- Our technicians will provide service and repairs Product at free of labour charges.
- Replacement parts, if needed, will be charged as per actual cost.

**Note: This Terms of Warranty Will Be Applicable After The Purchase From 1<sup>st</sup> June 2025.**

## **CAUTION:**

- Improper/ poor drainage or poor gas exhaust vent will retain harsh odours/ chemical clouds.
- Also, use of harsh cleaning chemicals/ harsh phenyls in bathrooms with poor ventilation, will lead to formation of black spots or blackening of plated parts of WATER-FIXTURES or other metallic objects in bathrooms.
- Replacement of parts under warranty does not renew or extend the original warranty period.

## **SERVICE LIMITATIONS:**

- Ganga Bath Fittings Limited (Formally Known As Ganga Plast Industries Limited) Service Providers will not be responsible & will not be able to provide service/ carry out repairs in case of inability to approach Main Water Valves or shut down water supply in the said bathroom/ washroom.
- Company will provide service/ repairs within reasonable time. However, for reasons beyond control, like unavailability of Service Technicians, spares or special tools required for service/ repair or any other reasons,

Company shall not be responsible or be liable for any claim or compensation for the same.

- In case of replacement of Product/ Assemblies/ Parts, Company reserves the right to alter/ change product design/ material in view of improvements without prior notice & without any prejudice as per Product/ Parts in production or as per availability.
- Free service (under warranty) will be available within the municipal limits of the city where Ganga Bath Fittings Limited (Formally Known As Ganga Plast Industries Limited) has an authorized dealer / representative / franchisee; otherwise, visit charges, conveyance & other incidental charges, which will be intimated by the Ganga Bath Fittings Limited (Formally Known As Ganga Plast Industries Limited) Customer Care Team, are payable in advance by the customer.

## **NOTE:**

- This warranty is valid only within the country of original purchase and is non-transferable. Ganga Bath Fittings Limited (Formally Known As Ganga Plast Industries Limited) reserves the right to make the final decision on warranty claims.
- In Case of any Dispute, this Warranty is Subject to Jurisdiction of Rajkot Courts Only.