

# GROHE WARRANTY

- ✓ **Probably the FASTEST SERVICE** in the industry
- ✓ **FREE** spare parts under warranty
- ✓ **FREE** inspection check
- ✓ **FREE** repair
- ✓ **Liability insurance** covering all service visits

PROFESSIONAL

**GROHE**





# WE'RE HERE **FOR YOU**



**Dedicated hotline:**

+968-91979094



From 9am till 5pm



**Email:**

service.omn@lixil.com



# GROHE QUALITY

## THE FOUNDATION OF EVERYTHING WE DO

**1. THE CUSTOMER IS ALWAYS RIGHT**  
We aim to exceed customers' expectations and strive to provide a professional high-quality service.

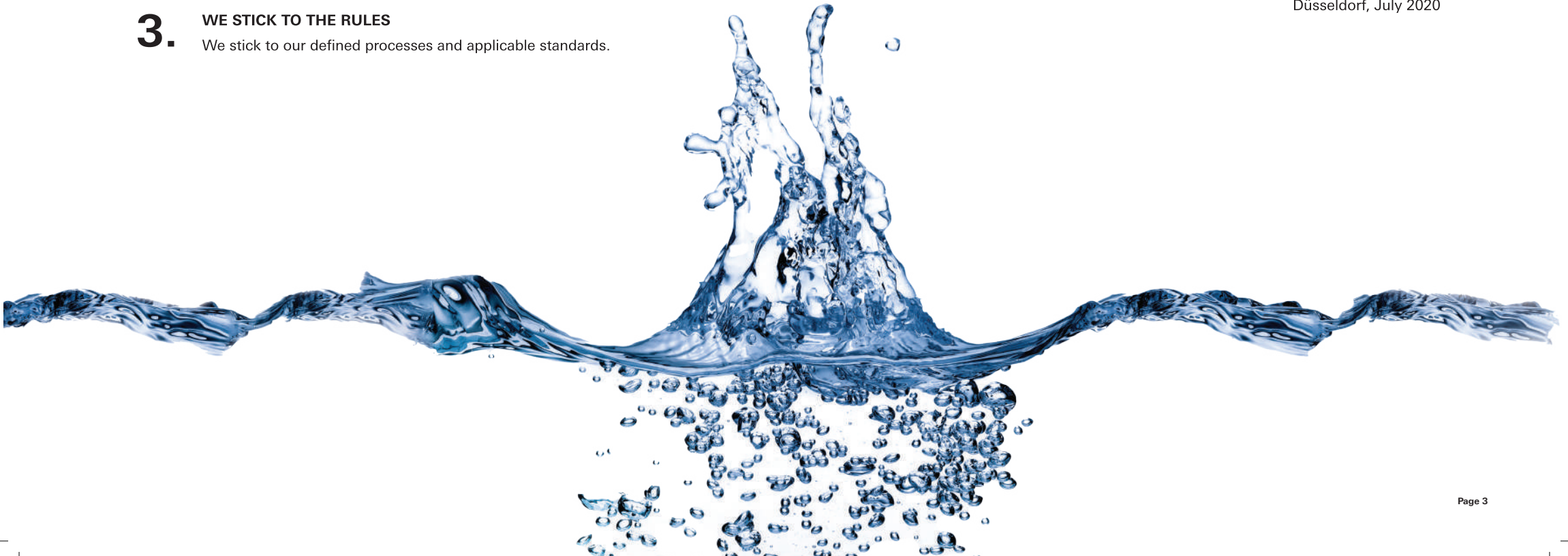
**2. GROHE QUALITY IS MADE BY ALL OF US**  
Every employee is responsible of maintaining GROHE Brand's Image, ensuring an outstanding service while providing an outstanding product for our customers.

**3. WE STICK TO THE RULES**  
We stick to our defined processes and applicable standards.

**4. EXECUTE WITH URGENCY**  
Speak out loud if issues occur and correct immediately.

**5. INCH BY INCH**  
We will not be content with our results and therefore commit ourselves to continuous improvement. Standing still is moving backward.

Düsseldorf, July 2020



# EXCEPTIONAL SERVICES FOR THE PERFECT HOME



## INTERNAL EXPERTS

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**Hassle FREE installation**  
Provided by internal technical experts and authorized GROHE professionals.



## FREE TECHNICAL SUPPORT

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**Unlimited phone consultancies**  
in terms of product usage & care.



## AVAILABLE SPARE PARTS

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**15 years** for concealed products.  
**10 years** for exposed products.



## WARRANTY SERVICES

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**Probably the fastest**  
warranty service in the industry.  
**FREE inspection visit.**  
**FREE repair.**



# GROHE WARRANTY BASED ON PRODUCT TYPE



**CONCEALED  
ITEMS**



**EXPOSED  
PRODUCTS**



**ELECTRONIC  
PRODUCTS**

Next terms apply only for end-consumers and valid for private usage, residential projects and hospital rooms.

10 years warranty	5 years warranty	2+1 years warranty
Wall-mounted frame based elushing systems (Rapid SL,Rapid SLX) and frameless flushing systems & tanks (Unisets, GD2).	<b>Any concealed or exposed:</b> <ul style="list-style-type: none"><li>• Shower systems or trays</li><li>• Shower hoses or hygienic shower hoses</li><li>• Mixers, faucets of all types</li><li>• Flushing plates</li><li>• Thermostatic shower mixers</li><li>• Hand or head showers</li><li>• Angle valves</li><li>• InfraRed devices</li><li>• Accessories</li><li>• Ceramics and Composite products</li><li>• (WCs, Bidets, Sinks)</li></ul>	GROHE Blue Professional
<b>*Concealed body of:</b> <ul style="list-style-type: none"><li>• shower systems,</li><li>• basin mixers or</li><li>• thermostats,</li><li>• IR mixers, flushing valves,</li></ul>		GROHE Blue Home
		GROHE Red
		Sensia Arena

\*Concealed body hereby means interim chain mechanism between actual performing mechanism (such as mixer, thermostat, flush valve, etc). which takes the main function and piping and/or drainage system.

\*Spare parts have 1 year warranty only if replaced by authorized service partner or internal GROHE technical specialist.

\*Consumable filters, battery, seal, aerator, rubber plastic buttons, bulbs, and connection hoses are under warranty for 2 years after purchase date.

\*Replacement of spare parts does not affect the original product warranty terms.

# WARRANTY TREATMENT

- ☒ Warranty is on manufacturing defects and not defects caused by improper product storing, improper product care, improper installation, or improper use.
- ☒ GROHE warrants that new products coming in the GROHE branded product package under GROHE brand manufactured for GROHE shall be free and clear of any material, manufacturing, design, and functional defects.
- ☒ In assessing whether a product is defective, production date shall be used as the basis and should not exceed +5 years since date of purchase (proof of purchase required to decide) or 6 years from the date of production.
- ☒ Any defects that occur shall be rectified by GROHE at its own expense by way of repair or replacement at GROHE's discretion.
- ☒ Warranty is provided based on the existing service structure & service network in the country, where product is installed.
- ☒ Warranty treatment is decided based on existing service capabilities, structure, product's technical construction, spare parts & components availability, as well as existing regulations on the date of the customer's claim.
- ☒ Warranty is provided on the product. Additional +1 year on warranty on service is only granted if warranty service is provided by authorized service providers
- ☒ Field inspection is included under warranty and would include disassembly/ assembly/installation on-site spare parts as well and/or components and/or product change. (Only if result of inspection proves the incident is a warranty case).
- ☒ GROHE does not take any responsibility for any service provided by any other third-party (be it direct or indirect B2B customer).
- ☒ Warranty is only valid when using original spare parts and components.
- ☒ Paid repairs are only warrantied for the part replaced and only for 1 year from the invoice.
- ☒ Wear & tear parts (hand showers, hoses) are not covered by service visits, and shall be delivered to service the center by customer.
- ☒ Warranty is approved only by GROHE or authorized by GROHE service providers and not by any other party not designated by GROHE.
- ☒ Product must be properly installed as per GROHE TPI information provided in the product's box.
- ☒ Product must be used as per the original designated design recommended by the manufacturer.





## TECHNICAL REQUIREMENTS

- ☒ Operating pressure max. 5 bars.
- ☒ Recommended operating pressure 2-3 bars, min pressure 1 bar, max. 5 bars.
- ☒ Hot water temperature should not exceed 65C.
- ☒ Hot / cold inlet pipes should be correctly positioned (hot left, cold right if looking from the customer perspective).
- ☒ Hot / cold water pressure difference should not exceed 10% to ensure optimal product performance.
- ☒ Products designed for indoor use should not be installed outside.
- ☒ Mesh filtration 100nm.
- ☒ Lime scaling prevention filters.

## DO'S

- ☒ Do reach out to GROHE for assistance on proper product installation.
- ☒ Service is provided by internal technical experts or authorized certified partners to provide hasslefree solution for you.
- ☒ Do refer to the TPI enclosed within every product packaging for all installation / maintenance / care recommendations.
- ☒ Do reach out to GROHE customer care for any product performance questions.
- ☒ Do close angle valve after every usage as this is the only way to prevent hydro kick in the piping system. (Causes liability issue.)
- ☒ Do provide your feedback about our products & services so we could continuously provide you with a better service.



## DON'TS

- ❌ In case of uncertainty on how to setup one of our products, always be sure that TPI is there to assist you or simply call our call-center (see last page).
- ❌ Don't let wrong installation ruin your customer experience, our products are perfectly designed to ensure a higher experience, one of our technicians is always ready to assist you.
- ❌ Don't use GROHE products under higher pressure than the one recommended in the technical requirements, this might cause health injuries, product or property damages & liability issues.
- ❌ Do not leave angle valve open on trigger spray to avoid flooding, especially if you are leaving property for a long time.





## OUT OF WARRANTY:

- ✓ Products that are not installed properly and/or not used as per original function.
- ✓ Missing items and components, broken products and/or used products claimed as new.
- ✓ Products that are affected by limescale, dirt, sand, concrete, hair, metal chip as root cause of insufficient filtration.
- ✓ Products affected by impurities and abrasive materials, acids, alkaline and any aggressive chemical components.
- ✓ Products performance affected by events beyond the manufacturer such as natural disasters, fires, and insects.
- ✓ Liability cases or damages caused by shut off valve of trigger sprays improper usage are not covered by GROHE warranty.
- ✓ Products that are not produced by GROHE.
- ✓ Products which production dates exceeds 6 years.

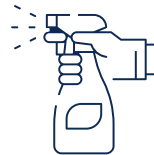
# PRODUCT LISTS

SKU	Product Name	Purchase Point	Purchase Date

## GROHE PRODUCT CLEANING AND UP KEEP



All GROHE products  
must be cleaned with  
**GROHClean** ONLY



Cleaning agent  
reference number  
**48166000**

### MAINTENANCE AND CARE

- ☒ The products require careful care.
- ☒ Surface integrity is achieved by using the recommended cleaning products.
- ☒ GROHClean care products (except composite sinks).
- ☒ When cleaning, do not use abrasive cleaners that leave scratches sponges, cleaning agents containing acids or solvents, lime removers, food grade vinegar and cleaning products containing acetic acid.

GET YOURS TODAY  
**POWERFUL & GENTLE CARE**  
FOR FITTINGS & BATHROOMS  
GROHCLEAN





**The warranty for the entire product is valid until the expiration of the warranty’s period. Only in case of repair or replacement of spare parts by an authorized service partner or personnel with making appropriate notes in the warranty booklet. Independent repair will void the manufacturer’s warranty on the entire product.**

In the event of a paid repair, warranty service only applies to replaced parts and is valid for a year. Easily removable parts of the product (shower hoses, shower heads, bars, etc.) are repaired or replaced at a service partner’s workshop or delivered to the client. The service partner does not provide field services for these categories’ goods. Products are accepted for repair in their pure form.

When buying, the client must check the completeness, appearance of the product and the correctness filling out the warranty booklet. It is not allowed to make any changes or additions to the coupon. In case of incorrect or incomplete filling of the coupon, contact the seller immediately.

Inspection date	Spare parts SKU	ASP notes	ASP stamp and signature	ASP Service Area Code	ASP Name	Responsible Technician

# CUSTOMER SIGNATURE & DISCLAIMER

- ☒ I have been provided with all the needed information regarding the purchased item.
- ☒ The product purchased is new and will be installed in private setting.
- ☒ I do not have any complaints about the product look and completeness.

I have read and been informed about the warranty conditions.

Customer signature

Date

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**We also provide:**

- ☒ Official Installation service
- ☒ Individual service package



# CUSTOMER SERVICE

Below you can find contact information for call centers across the MENA region.

## CYPRUS

☎ +357-80011111  
✉ service.cyprus@lixil.com

## MALTA

☎ +356-21234527  
✉ service.malta@lixil.com

## LEBANON

☎ +961-4-525068  
✉ service.lebanon@lixil.com

## JORDAN

☎ +962-790593959  
✉ service.jordan@lixil.com

## IRAQ

☎ +964-7501136936  
✉ service.iraq@lixil.com

## UAE

☎ +971-800800100  
✉ service.uae@lixil.com

## BAHRAIN

☎ +973-80007779  
✉ service.bahrain@lixil.com

## OMAN

☎ +968-91979094  
✉ service.omn@lixil.com

## PAKISTAN

☎ +92-3400276666  
✉ service.pakistan@lixil.com

## QATAR

☎ +974-8001191  
✉ service.qatar@lixil.com

## MOROCCO

☎ 0800 097088  
✉ service.morocco@lixil.com

## EGYPT

☎ 19031  
✉ service.egypt@lixil.com

## LIBYA

☎ 19031  
✉ service.libya@lixil.com

## KUWAIT

☎ +965-63339111  
✉ service.kuwait@lixil.com

## SUDAN

☎ 19031  
✉ service.sudan@lixil.com

## KSA

☎ 126126631  
✉ service.ksa@lixil.com

## NIGERIA

☎ +234-8020370702  
✉ service.nigeria@lixil.com

## TÜRKIYE

☎ +90-8503087643  
✉ service.turkey@lixil.com

## AZERBAIJAN

☎ +99 412 497 09 74  
✉ service.azerbaijan@lixil.com

## WEST AFRICA

☎ +234 - 8020370702  
✉ service.westafrica@lixil.com

## ALGERIA

☎ 9082405218  
✉ service.algeria@lixil.com

## ISRAEL

☎ +97233188888  
✉ service.israel@lixil.com



GROHE-MENA.COM



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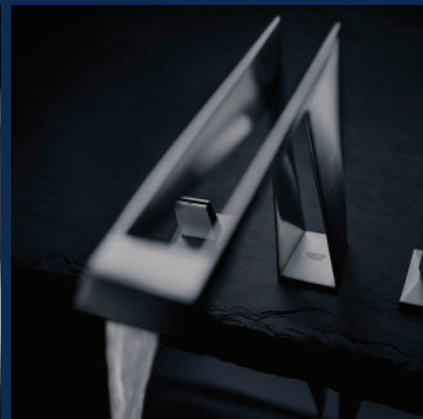
## QUALITY

***"No. 1** most trusted brand  
in the sanitary industry"-  
Wirtschaftswoche, 2017*



## TECHNOLOGY

***"Top 50** companies  
to change the world"-  
Fortune Magazine, 2017*



## DESIGN

*Over **400 design awards**  
won since 2003*



## SUSTAINABILITY

***Double award winner**  
of the German Sustainability  
Award 2021*

T +968-91979094  
E [service.omn@lixil.com](mailto:service.omn@lixil.com)

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