

Warranty & Service



No. 148, West Boulevard Road, Opposite Old Passport Office, Tiruchirapalli - 620008
Phone : 0431-2707632, 2707122 | email : kamakassociates@gmail.com

Warranty & Service



- Please retain the bill copy with you, since the manufacturers warranty claim requires it
- Some products will have the warranty printed on the box, some will have a card inside the box. Warranty period for each product will vary. The warranty period ranges from 2 years to 10 years depending on the product and its usage. For commercial establishments the warranty period would be reduced.
- On-site customer service during warranty period is available for Roca, Parryware, Grohe, American Standard and Essess. You need not bring the product here for service. Please contact the Toll-free number from your mobile and register your complaint. The Company Technician will come to your site and render service.
- Toll free customer care numbers : Parryware 1800 274 6060 Whatsapp 9176746060 Roca- 1800 274 6060 | Grohe -18001024475 | American Standard - 18001028372 Essess (Asian Paints) - 1800 266 2079 | Grundfos Toll Free - 1800 345 4555 & 94421 12344 Carysil Toll Free No. : 18003 000 8833 & Technician No. : 9894904619
- You can also mail them your complaint : Parryware - parrywarecare@in.roca.com Roca - rocacare@in.roca.com | Grohe- customercare.in@grohe.com American Standard - indiamarketing@amstd.com | Essess - bathsolutions@asianpaints.com
- In bath fittings the warranty covers manufacturing defects like Pin-holes on body, rusting, leaking inner fitting, parts not fitting properly. What the warranty will not cover is - broken parts, damage, abuse, scratches, hardwater sedimentation, foam-flow, washers, plastic and rubber parts which will require regular replacement under normal use.
- In Sanitaryware the warranty covers manufacturing defects like warpage, hairline-cracks, parts not fitting, leakage, pin-holes, improper glazing. What the warranty does not cover is impact cracks, breakage, abuse, improper installation, parts that require regular replacement through normal use.
- In all cases warranty will be void if it has been tampered or installed by un-qualified or inexperienced persons
- Non-performance or failure of the product due to high-water pressure or low-water pressure is not considered as a manufacturing defect. Please check your water pressure at site before purchase.

Pre-Installation of bath fixtures

- Ensure that the person installing your fittings is experienced and knowledgeable on the product. All our Manufacturers conduct regular training programs for Plumbers and Technicians.
- Install a Line-strainer on your delivery line. It filters out all dirt, sand and loose particles which will block or damage your inner fittings.
- For low-pressure problem install a Pressure booster pump. Most divertors, Basin mixers, Rain showers do not function properly without adequate water pressure.

- All fittings come with a wrapper in the box. Use the wrapper to cover the fittings at your worksite till the work is complete. This will prevent the fittings from being scratched and damaged.
- Most fittings consist of several small parts like screws, allen key, washers, flanges etc. At the worksite these are the most common things that get lost, so keep them safe till its installed.
- Before installing any fixture with ceramic disc inner fitting please ensure that you flush out all sand, dust particles in the pipe line else it will damage the ceramic disc and cause leakage
- Free Pre-installation guidance is available for most products so please check with the Toll free number before you start the work. Product Installation videos are available online. Please ensure that your Plumber sees it before installation.
- Most fittings can be easily installed using teflon tape seal and hand tightening. Incase a spanner or allen key is to be used, mild force will be enough to tighten it. Do not use pipe wrenches and worn out spanners as it would permanently damage the fittings.

Packing and Delivery

- Before the product is delivered to you it is our duty to thoroughly check the material in your presence. This is to ensure that damaged or incomplete sets are not delivered. Even sealed boxes containing parts will be opened for your inspection.
- You are requested to sign the copy of the bill only after you are satisfied with the checked materials.
- Once the materials leave our Godown we will not be responsible for any damage or missing items.
- Most products come in carton boxes. However if you require special packing with straw, cardboard, plastic bag etc the same will be done at an additional cost
- If you require transport to deliver the materials to your site, we will assist you in arranging the same

Sales Return Policy

- Product must be accompanied with original bill and in original packing.
- If there is any damage, breakage, missing parts, scratches, soiled packing, the product cannot be returned
- Items that have been specially ordered by the customer cannot be returned
- Sales return will not be accepted after 30 days.
- If the sale was made on a Credit/Debit card ; 2% Card charges will be deducted in the refund value
- The sales returns process takes about 30 minutes, so customers are requested to come between 2-4pm when the process would be much faster.

How to make a Service Complaint

- Contact the Customer care number from your mobile phone
- On registering your complaint, you will be given a Complaint number.
- Most Call centers work between 10 am - 5pm on weekdays only.

- The Company will send a Service Technician to your site.
- The decision to repair or replace will be the at the sole discretion of the manufacturer.
- At the site he will ask for the Original Sales Bill and also verify if the nature of the complaint comes under the warranty clause. If not, the cost for the parts and service will be charged to the customer

Care and Cleaning Tips

Faucets

- Do not allow water to dry on surface after use. Wipe it dry and occasionally use a mild soap.
- Scale deposits form quickly when hard water dries on the fitting. Over a period of time the lime scale will permanently damage the chrome surface, hence wiping off the water after use is best prevention
- Ocassionally use Grohe Clean and Parryware Glow Cleaning liquid to remove mild scales, soap scum and also to restore the shine to your fittings
- Never use abrasive, scouring pads, chemicals, Household cleaners, stain-removers, acids etc to clean. On the completion of tile laying, most tile-layers use a strong acid or detergent to clean the place and this will corrode your fitting
- People have had great success using White Vinegar to clean limescale off the faucets. Its cheap and eco-friendly. However please test it on a small area before you use it.
- All Faucets have a aerator which can be removed at home. Hardwater, dust and sand can clog up the aerator and hence it will require you to remove and scrub it with an old toothbrush
- All showerheads also have a mesh-filter fitted at the end of the shower-arm. Remove it often and inspect it, if clogged clean it with a old toothbrush

Sanitaryware

- Here too people have had great success with Baking soda and Vinegar. Use the vinegar to scrub the ceramic surface. Allow it to set. Then sprinkle some baking powder and scrub again and then allow it to soak for some time before you wash it off. Subborn stains inside water closets too have been removed this way.
- Do not use any acid or stain remover as it would corrode the glazing layer and speed up the scale formation.
- The rubber washers in the flush tanks can be replaced periodically to ensure smooth flushing and also prevent water seepage
- All Health Faucets require periodic service if you use hardwater.