

WARRANTY POLICY

Jupiter Aqua Lines Ltd. (JAL) products are covered by a warranty against manufacturing defects for a specific period, starting from the date of purchase. The warranty period varies depending on the product type and usage (residential or commercial), as detailed below:

WARRANTY CHART					
Products	Residential Use		Commercial Use		Warranty Against
	CP Finish	PVD	CP Finish	PVD	
Faucets Bodies	10 Years	10 Years	6 Years	6 Years	Manufacturing Defects
Internal Fittings (Spindle Assemblies/Inner Head)	5 Years	5 Years	3 Years	3 Years	Manufacturing Defects
Internal Fittings for Single Lever Faucets (Cartridges)	2 Years	2 Years	1 Year	1 Year	Manufacturing Defects
Sensor Faucet Bodies	10 Years	10 Years	6 Years	6 Years	Manufacturing Defects
Sensor Faucet Electronic Parts	1 Year	1 Year	1 Year	1 Year	Manufacturing Defects
PVC / Braided connection pipes	2 Years	2 Years	2 Years	2 Years	Manufacturing Defects
Overhead Shower / Hand Shower Bodies – ABS	1 Year	1 Year	1 Year	1 Year	Manufacturing Defects
Overhead Shower / Hand Shower Bodies – Metal	10 Years	10 Years	6 Years	6 Years	Manufacturing Defects
Health Faucets	1 Year	1 Year	1 Year	1 Year	Manufacturing Defects
Thermostatic Divertor Bodies	10 Years	10 Years	6 Years	6 Years	Manufacturing Defects
Cartridges / Internal parts of Thermostatic Diverters / Mixers	2 Year	2 Years	1 Year	1 Year	Manufacturing Defects
PTMT Products	3 Years	-	1 Year	-	Manufacturing Defects
Battery for Sensor Faucets	NIL				
Water Heaters					
Products	Residential Use		Commercial Use		Warranty Against

Storage Water Heater – GL Tanks	7 Years	3 Years	Manufacturing Defects
Storage Water Heater – SS Tanks	5 Years	2 Years	Manufacturing Defects
Instant Water Heater	5 Years	1 Year	Manufacturing Defects
Geyser Heating Elements, Internal Parts and accessories	2 Years	1 Year	Manufacturing Defects
Sanitary Wares			
All type of Sanitary Wares /Ceramic coated bodies other than internal parts	10 Years	6 Years	Manufacturing Defects
All types of seats cover	1 Year	1 Year	Manufacturing Defects
Concealed Flushing Cistern Bodies and Frames	7 Years	5 Years	Manufacturing Defects
Internal parts of Concealed Flushing Cistern / EWC	2 Years	1 Year	Manufacturing Defects
Exposed PVC Flushing Cistern Bodies	3 Years	2 Years	Manufacturing Defects
Internal parts of Exposed PVC Flushing Cisterns	2 Years	1 Year	Manufacturing Defects
Wellness			
Wash Room Cabinets / Vanity Cabinets	1 Year	1 Year	Manufacturing Defects
Bath Tubs, Whirlpool systems and Multi Systems	1 Year	1 Year	Manufacturing Defects
Sauna Rooms	1 Year	1 Year	Manufacturing Defects
Shower Panels	1 Year	1 Year	Manufacturing Defects
All Plastic, Acrylic, ABS, Electrical / Electronic Components	1 Year	1 Year	Manufacturing Defects
SS Kitchen Sinks			
Kitchen Sinks	Life Time	Life Time	Cracks



WARRANTY TERMS AND CONDITIONS:

1. Jupiter Aqua Lines Ltd. (JAL) provides an onsite warranty for all its products, with the warranty period varying depending on the product as per warranty chart.
2. The warranty period begins on the date of purchase. Customers are advised to retain the original invoice for the product. Warranty claims will only be honoured if proof of purchase (original sales receipt) is provided.
3. The warranty is void if the product is not installed as per the instruction manual, has been tampered with, misused, or if any warranty terms are violated. Additionally, the warranty does not cover issues caused by external factors, including but not limited to:
 - Masonry work
 - Water impurities
 - Electrical or plumbing errors
 - Water hardness exceeding permissible limits
 - Inadequate or excessive water pressure
 - Improper care or cleaning of the product
 - Use of abrasive cleaners, ammonia, bleach, acid, wax, alcohol, solvents, or other non-recommended substances
4. In the event of non-availability of components or parts for any reason, JAL, its authorized service providers, or dealers will not be held responsible for any delays in servicing or repairing the product. No financial or other claims will be entertained in such cases. If the same model or colour is unavailable for replacement, JAL or its authorized service franchisee will replace the defective product with an equivalent model or colour.
5. JAL's liability is limited to the replacement of the product or the value of the product sold.
6. JAL will not be responsible for uninstalling defective products or installing replacements under any circumstances. If a replacement is required, the customer must return the defective product to the original seller and collect the replacement from the same location.
7. JAL shall not be liable for warranty claims under the terms and conditions of this Limited Warranty Policy if defects are caused by rodents, pets, or events of force majeure. "Force majeure" refers to any disaster, act of God, or public enemy, as well as accidents, explosions, lockouts, strikes, labour disputes, fires, storms, floods, earthquakes, electrical storms, tornadoes, casualties, nuclear incidents, national calamities, or any similar events beyond the reasonable control of JAL. It also includes circumstances arising from legal enactments or orders of legally constituted authorities.
8. If the product is installed outside the municipal limits of the company's service centre or an associated service centre, all costs and expenses related to service or repair, including travel, conveyance, and other incidental expenses incurred for deploying service personnel, will be borne by the customer.
9. The replacement of parts will be solely at JAL's discretion. If the entire unit is replaced (at JAL's sole discretion), the same model will be provided. In the event the model has been discontinued, it will be replaced with a model of equivalent price at the time of purchase.

10. This warranty does not cover any consequential or resulting liability, damage, or loss to property or life arising directly or indirectly from any defect in the product. The company's obligation under this warranty is limited to the repair or replacement of defective parts/products only within the warranty period.
11. The warranty period will begin from the date of the invoice and will automatically terminate at the end of the warranty period, even if the product has not been installed or used, in whole or in part, for any reason during the warranty period.
12. In cases of product damage, misuse, repairs by unauthorized personnel, or customer abuse as determined by the service personnel, the warranty will not apply. Repairs will be carried out only if parts are available and will be chargeable.
13. While the company will make every effort to carry out repairs promptly, it is expressly stated that the company is not obligated to complete them within a specific timeframe.
14. By purchasing this product, the customer agrees to the company's warranty terms and conditions for the product.
15. In case of any dispute, this warranty shall be subject to the jurisdiction of the courts in Mohali (Punjab) only.

This warranty is not applicable in the following cases:

1. If the original proof of purchase (such as an invoice) or warranty card is not provided to the company's authorized service personnel at the time of repair or making a claim, service will still be provided. However, it will be charged according to the standard labour and/or parts rates prevailing at that time.
2. Problems arising from inadequate water pressure, water impurities, improper care and cleaning, or voltage fluctuations.
3. Intentional or accidental use of cleaners containing abrasive substances, ammonia, bleach, hair dye, acids, waxes, alcohol, solvents, bath oils, bath salts, or other products not recommended for use on colour and coatings; improper cleaning or cleaning with coarse cloths; and fading of any material due to sun or chemical exposure.
4. This warranty will automatically terminate at the end of the warranty period, even if the product has not been in use for any period during the warranty, for any reason whatsoever.



MAINTENANCE GUIDELINES

1. Do not use strong detergents, acids, chemicals, or steel wool to clean the products, as this may damage the surface finish.
2. Clean the products gently with a soft, damp cloth and dry them with a soft cotton cloth.
3. We recommend using 'JAL Care,' a hard-scale remover, to maintain the product's lustrous shine.
4. Minerals and salts present in the water can cause scaling on the product. In coastal areas, airborne substances may sometimes react with surface coatings or base materials, leading to black spots on the product. Therefore, we recommend regularly cleaning the products
5. Please do not remove the protective coating from the sinks before installation, as this may cause scratches or damage during the process. Remove the coating only after the installation is complete.
6. Cover the product with a polybag or masking tape during installation to protect its finish.

INVOICE REGISTRATION FOR CLAIMING WARRANTY

1. It is mandatory to register the invoice or purchase bill issued by an authorized channel partner of JAL bath fittings. You can register your invoice by visiting the customer portal at www.jaljoy.com.
2. You will need to sign in and provide the following details to register your invoice or purchase bill with the company:
 - i) Customer Name
 - ii) Mobile No.
 - iii) Email ID
 - iv) Address
 - v) Name of the Product
 - vi) Dealer's Shop Name
 - vii) Date of Purchase
 - viii) Soft Copy of the Invoice
3. Please retain the original invoice throughout the warranty period.

WARRANTY CLAIMS

1. For warranty-related issues or any other queries, please feel free to call us at 1800-212-0192 between 9:00 AM and 5:30 PM on working days.
2. Customers can also lodge their complaints and queries anytime by visiting www.jaljoy.com and clicking on 'Service Request' in the customer portal.
3. When registering your complaint with us, please provide complete details such as your name, address, phone number, product details, etc. The company reserves the right to inspect the product. Before any inspection or testing, the customer is not entitled to repair, tamper with, or remove any part of the product.