

Warranty Sloan Mexico

We warrant our products to be free of manufacturing defects under the following terms:

Electrical parts: One year

Mechanical parts: Three years

Manual faucets: One year

Hand dryers: Three years

Finishes: Five years

Flush/Mate tanks: Five years

Batteries: No warranty applies in this case

Diaphragms and pistons: Six months

Our hardware is warranted to be free of manufacturing defects:

In order to make valid the warranty, the claim must be done through our

Technical Service Department:

Technical Service Department Coordinator

Email: servicio.tecnico@sloan.com.mx

It will be necessary to include the following information in the email:

- Copy of purchase invoice
- Complete address where the product is installed
- Full name of the person our Support Department will contact with
- Phone number (10-digit number or cell phone number)
- Model of the defective product
- Number of purchased products to report
- Description of the defect
- Video or photograph where the problem or defect is shown

The warranty is valid from the date of original retail purchase shown in the invoice, which will be necessary to present in order to confirm that the products reported are within the warranty period.

Sloan Mexico warrants that its products are manufactured free from defects in materials and workmanship and consents to replace or repair the defective products in accordance with the results of the diagnosis carried out by our Support Department and/or an Authorized and Certified Technical Service Center, as long as the warranty is within the warranty period and the defective product was properly installed, operated and subject to the appropriate service, as it is explained in the Instructions Manual included in the product. The expenses derived from the workmanship and the shipping, related to the warranty, will be covered by Sloan Mexico.

In case of non-compliance with all the above, Sloan Mexico will no longer be responsible for any expense related to this event.

Service and reparations can only be handled by Sloan Mexico authorized technicians or any individual approved by our Technical Service Department. Any unauthorized repair or alteration to the product will nullify the warranty, with the exception of preventive maintenance (if you don't know how to carry it out, please contact us). The polished chrome finish of our products can get damaged by the use of some cleaning products and corrosive acids, including the ones for domestic use and the most common used one for cleaning painting or cement. If that ever occurred, the warranty will become invalid and will not cover the finish.

The Technical Service Department will keep track of any report, generating a tracking number for the Technical Service Center. The

Center will have 24 to 72 hours to give attention to the report, starting with a phone diagnosis. In order to perform the diagnosis, the hardware must be installed. In case needed, a technician will be sent to check the product and a person must be present when the technician arrives. If the absence of preventive maintenance was detected by the technician during the inspection, a training will be given in order to learn to perform it.

This service is not considered as part of the warranty and a second visit for the same cause will represent a cost for the customer of \$550 pesos. This amount will have to be covered the moment the technician arrives to perform the service.

Thanking you in advance for your attention to the present, receive a warm greeting, I remain at your service for further questions on this matter.

Porcelain Warranty Sloan Mexico

Sloan Mexico warrants that its products are manufactured with first-class materials, free from defects in materials and workmanship when used normally and to perform the service for which it was manufactured in a totally efficient and reliable way whenever they are installed properly and given the appropriate service for a period of 3 years (one year for special finishes) from the date of original retail purchase.

In order to make valid the warranty, the claim must be done through our Technical Service Department:

Technical Service Department Coordinator

Email: servicio.tecnico@sloan.com.mx

It will be necessary to include the following information in the email

- Copy of purchase invoice
- Complete address where the products is installed
- Full name of the person our Support Department will contact with
- Phone number (10-digit number or cell phone number)
- Model of the defective product
- Number of purchased products to report
- Description of the defect
- Video or photograph where the problem or defect is shown

With this information, we will proceed to validate the warranty. Once the information is verified, our department will contact the person previously designated to diagnose the equipment.

Once the equipment is diagnosed and the reposition is determined to proceed, the replacement piece shall be sent out. Once the replacement product is received, it is necessary to destroy the defective product that presents the confirmed flaw and a photograph with the evidence of the destruction will be required. This for the sole purpose of removing the defective product from the market to avoid that the same defective piece can be once again installed by mistake, bringing about a new claim by the same or new consumer.

For pieces with transport damage, the consumer shall be responsible for checking the product the moment it is received. If a damage is detected, a report must be placed within the first 72 hours after the delivery took place. If a report is placed this period of time, the damage warranty shall not be considered as applicable