



Warranty and Services by LIXIL

Under our comprehensive warranty and services provided by specialists, you can rest assured that you will be getting high quality products and support from LIXIL.

Product Warranty Period

Eligible Products	Warranty Period
1. Ceramic products, e.g., toilet, basin, and urinal	lifetime
2. Component parts, e.g., seat & cover, tank fittings, etc.	1 year
3. Transmitter/receiver of Sensor Flush toilet technology: Model 2531SCTL, 2530SCTL, 2630SCNFTL, 2893SCTL	3 years
4. Electrical parts of Smart Toilet	1 year
5. Acrylic bathtub, shower tray which are manufactured in Thailand	5 years
6. Pump for whirlpool, airpool bathtub	2 years
7. Bathtub components	1 year
8. Faucet	
8.1 EasyFLO cartridges (leakage only)	lifetime
8.2 Ceramic cartridges	5 years
8.3 Other valve types	1 year
8.4 Other components	1 year
8.5 Self-closing faucet and Sensor faucet	1 year
9. Rain Shower set: Slim	5 years
Shower set: Slim, Smart, RainClick, and DuoStix	2 years
Shower set and Rain Shower set	1 year
10. Stop valves: Model A-5601, A-5602, and A-5603	2 years
11. Hygienic Spray: A-4900	5 years
Hygienic Spray: Model A-4700, A-4800, A-5604, and DuoStix	2 years
Hygienic Spray: Model F75006	1 year
12. Flexible hose (lead-free type)	10 years
13. Flush valves	1 year
14. Shower enclosures	1 year
15. Other products (excluding batteries)	1 year

Service Charges (In case out of warranty)

	Fee (baht)	Inspection Fee (baht)	Transportation Fee (baht)	Total Fee (baht)
Inspection services: 1-4 sets (excluding repair)	-	-	500	500
Inspection services: 5 th set onwards (excluding repair)	-	100/piece	500	100/piece + 500
Sanitary ware services without dismantling	200/piece	-	500	200/piece + 500
Sanitary ware, Smart toilets and E-bidets services with dismantling	500/piece	-	500	500/piece + 500
Tank fitting services excluding full set replacement	200/piece	-	500	200/piece + 500
Tank fitting services including full set replacement	500/piece	-	500	500/piece + 500
Tank fitting services with dismantling of cistern	500/piece	-	500	500/piece + 500
Faucets and flush valves services	200/piece	-	500	200/piece + 500
Bathtubs services	500/piece	-	500	500/piece + 500
Installation service for seat & cover	200/piece	-	500	200/piece + 500
Installation service for hygienic spray	500/piece	-	500	500/piece + 500

Note:

- Warranty periods are applicable for American Standard products ("Product") purchased from **1 June 2022 onwards**.
- The Product purchased before the aforementioned date shall be in accordance with the warranty condition effective at the time of purchased except service charges which shall be in accordance with this document.
- The Service Charges under this document shall not include other costs and/or expenses, such as but not limited to, price of spare parts, cost of installation, cost of removal, etc. Service Charges shall be applicable limited to provinces where service centers are located.
- Except as stated herein, other Service Charges shall be a sole discretion of the representative of service center ("Representative").
- The Service Charges are inclusive of VAT.

Terms and Conditions of Warranty

Within the warrant period, the Company agrees to replace the defective part free of charges for the defects resulting from the Company's manufacturing and in accordance with the following warranty conditions.

- The Product is currently available and has not been discontinued.
- The Product has been successfully registered on the **LIXIL Customer Care** website or proven of purchase has been presented to the Company prior to the services being performed.
- The warranty shall not include damages or defects caused by transportation, accident, force majeure, modification, corrosive chemicals, failure to comply with instruction for installation and or manual.
- Responsible under the warranty shall be limited to the Product only. Other cost and expenses arising from, such as but not limited to, transportation, spare parts, installation and/or removal, shall not be responsible by the Company.
- Except as stated herein, the Company reserved the right to consider applicable of other terms and conditions of warranty. Other warranty conditions shall be a sole discretion of the Representative.
- Notwithstanding anything contain herein to the contrary and to the fullest extent permitted by law, The Company shall in no case be responsible for other costs or damages, such as but not limited to, property damages, bodily injury, etc., and shall in no case be responsible for indirect or consequential loss, including but not limited to loss of use, loss of revenue, loss of opportunity, etc.

- Please refer to installation manual before installation. For further inquiries, please contact **LIXIL Customer Care** near you.
- The company reserves the right to change the condition without prior notice.



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<https://www.lxilapps.com/LIXIL/CustomerCare>

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