



Gracias por adquirir nuestro producto. En el presente documento encontrará una descripción de los términos asociados con la garantía del producto los cuales le recomendamos leer atentamente.

1. Tiempo de la Garantía Pfister y Condiciones Particulares:

1.1 **Estructura del Producto - el tiempo de garantía es de 25 años, desde la fecha de entrega del producto al consumidor final:** Respecto de la estructura del producto entendida esta como el cuerpo o el chasis, el cual no sufre desgaste por el uso diario. **Excepción:** En caso de que el Producto se utilice con fines comerciales y/o industriales el término de garantía será de 1 año a partir de la entrega del producto al consumidor final.

1.2 **Garantía de componentes - el tiempo de garantía es de 5 años, desde la fecha de entrega del producto al consumidor final:** Respecto de aquellas piezas y elementos que sufren desgaste por el funcionamiento normal, tales como unidades de sello (embolo), empaques y manijas que por la manipulación y ambiente puedan desgastarse. La presente garantía podrá hacerse efectiva en la medida en que las condiciones de uso, instalación y mantenimiento sigan las indicaciones de la hoja de instrucciones; y no se extiende a daños derivados de errores de instalación, residuos sólidos en el sistema hidráulico o uso indebido del producto (uso doméstico). Al presentarse el reclamo por garantía, Pfister podrá enviar un técnico especializado para verificar el cumplimiento de las anteriores condiciones.

1.3 **Garantía de acabados - el tiempo de garantía es de 5 años, desde la fecha de entrega del productor consumidor final:** Respecto del acabado y brillo del producto. Para conservar el acabado externo del producto es indispensable una limpieza profunda únicamente con agua y jabón suave, y un secado con un paño de algodón limpio. Se recomienda seguir este procedimiento dos veces por semana, y en zonas costeras (con cercanía al mar) a diario. Bajo ninguna circunstancia se pueden utilizar elementos abrasivos, ácidos, corrosivos o disolventes al producto. En caso de no seguirse estas instrucciones la garantía de acabados no será aplicable. **Excepción:** En caso de que el Producto se utilice con fines comerciales y/o industriales el término de garantía será de un (1) año a partir de la entrega del producto al consumidor final.

1.4 **Garantía para válvulas- el tiempo de garantía es de 2 años, desde la fecha de entrega del producto al consumidor final.** Aplica en relación con la fabricación y funcionamiento de las llaves de jardín y válvulas de paso o de gas, exclusivamente.

2. **EXCEPCIÓN GENERAL DE LA GARANTÍA- INADECUADO USO DEL PRODUCTO:** Esta garantía está sujeta en todos los casos al correcto y adecuado uso de los productos de acuerdo con las instrucciones del fabricante. En consecuencia, estarán excluidos de esta garantía los daños ocasionados al producto por el uso indebido al mismo, incluyendo pero sin limitación: (i) uso de fuerza que exceda los torques permisibles; (ii) manipulación indebida de los productos; (iii) apertura de unidades selladas y en general, (iv) cualquier utilización de los productos para fines distintos para los que fue diseñado y construido.

3. **Daños a otros bienes.** Pfister no se hará en ninguna circunstancia responsable por daños causados a otros bienes, que hayan tenido lugar en la instalación, reparación no autorizada, o uso inadecuado de los productos.
4. **Productos Descontinuados:** Cuando se requiera repuestos de las partes funcionales, Pfister garantizará el suministro de los mismos por un término de **5 años** a partir de la fecha en que el producto sea descontinuado. Para todos los efectos se entenderá que el producto Pfister o cualquier parte cubierta por estas garantías, ha sido descontinuado en el momento en que sea reemplazado por una nueva referencia o si Pfister determina simplemente con descontinuarlo.
5. **Cumplimiento de Garantía:** Para el cubrimiento de la garantía, Pfister se reserva el derecho de: (i) sustituir un producto alternativo; y (ii) aceptar o rechazar un producto alternativo propuesto como reemplazo, cuando el valor es más alto que el del producto originalmente comprado. De conformidad con las condiciones anteriores, Pfister reparará o reemplazará el producto por uno de características y funcionalidades iguales o similares teniendo en cuenta la tecnología de producto existente al momento de hacerse efectiva la garantía, previo diagnóstico de falla.
6. **Ejercicio de la Garantía:** Para el ejercicio de la garantía del fabricante establecida en este documento, Pfister deberá ser informado sobre la respectiva falla o defecto. Dicha notificación podrá surtirse por alguna de las siguientes vías:
 - 6.1 Notificar el distribuidor local de Pfister donde se adquirió el producto;
 - 6.2 Envío de correo electrónico al departamento de servicio al consumidor de Pfister™ a través de la página web pfisterlatam@spectrumbrands.com;
 - 6.3 Vía telefónica en los siguientes teléfonos:
 - Colombia servicio al cliente teléfono **+(57) 01 8000 510012**
 - México servicio al cliente 01 800 714 2503, +(52) 55 5831 7070

En la medida que lo permitan las normas aplicables de tiempo en tiempo, Pfister se reserva el derecho de solicitar el envío del producto para una inspección, así como la presentación de una prueba que acredite la compra y entrega del producto.

7. **Limitaciones y Exclusiones:** En la medida que lo permitan las normas aplicables de tiempo, en tiempo Pfister NO SE HARÁ RESPONSABLE DE NINGÚN OTRO DAÑO O PERJUICIO, INCLUYENDO, PERO SIN ESTAR LIMITADO A DAÑOS INCIDENTALES Y/O CONSECUENTES, SIN IMPORTAR LA TEORÍA LEGAL A LA QUE SE ALEGUE, INCLUYENDO TODO RECLAMO O VIOLACIÓN DE LA GARANTÍA PRESENTE O CUALQUIER OTRA CAUSA, Y YA SEAN COMO RESULTADO DE LA LEY CONTRACTUAL O LA DE ANTECEDENTES (incluyendo negligencia y responsabilidad estricta). NO HAY GARANTÍA QUE SE EXTIENDAN MÁS ALLÁ DE LAS INDICADA AQUÍ. CUALQUIER GARANTÍA IMPLÍCITA QUE PUEDA SER APLICABLE A PRODUCTOS, INCLUYENDO GARANTÍAS IMPLÍCITAS DE COMERCIABILIDAD O APTITUD PARA UN PROPÓSITO PARTICULAR, SON DURACIÓN LIMITADA A LA DURACIÓN DE ESTA GARANTÍA. ALGUNOS ESTADOS NO PERMITEN LIMITACIONES SOBRE LA DURACIÓN EXPLICITA.

PFISTER® LIFETIME LIMITED WARRANTIES

Lifetime Limited Warranties – Residential

Mechanical Limited Warranty: Except as otherwise provided below, Spectrum Brands, Inc., for its Pfister brand products (“Pfister”), warrants to the original residential purchaser that their Pfister product (the “Product,” excluding the electronic sensor, control box, power unit, GE filter manifold and GE filter cartridges) will be free of all defects in material and workmanship that would impair the intended and proper use of the Product for the lifetime of the Product, and the “lifetime” of the Product shall be from the date of purchase for as long as the original purchaser occupies the residential premises in which the Product was originally installed.

Electrical Component Limited Warranty: Except as otherwise provided below, for electrical components, including the electronic sensor, control box and power unit (battery pack or AC adapter), Pfister warrants to the original residential purchaser that the electrical components of their Product will be free of all defects in material and workmanship for the lifetime of the Product, and the “lifetime” of the Product shall be for a period of five (5) years from the date of purchase, as long as the original purchaser occupies the residential premises in which the Product was originally installed.

GE Filter Manifold and Cartridges Limited Warranty: Except as otherwise provided below, for GE filter manifold and cartridges, Pfister warrants to the original residential purchaser that their Product will be free of all defects in material and workmanship for the lifetime of the Product, and the “lifetime” of the Product shall be for a period of one (1) year from the date of purchase for the GE filter manifold and thirty (30) days from the date of purchase for the GE filter cartridges, as long as the original purchaser occupies the residential premises in which the Product was originally installed.

Finish Limited Warranty: Except as otherwise provided below, Pfister warrants to the original residential purchaser against deterioration of the Product’s finish for the lifetime of the Product, and the “lifetime” of the Product shall be from the date of purchase for as long as the original purchaser occupies the residential premises in which the Product was originally installed.

Lifetime Limited Warranties – Commercial

Mechanical Limited Warranty: Except as otherwise provided below, if the Product is installed in a commercial application, Pfister warrants to the original commercial purchaser that their Product will be free of all defects in material and workmanship that would impair the intended and proper use of the Product for the lifetime of the Product, and the “lifetime” of the Product shall be limited to a period of ten (10) years from the date of purchase, as long as the original purchaser owns the commercial premises in which the Product was originally installed.

Electrical Component Limited Warranty: Except as otherwise provided below, if the Product is installed in a commercial application, Pfister warrants to the original commercial purchaser that the electrical components of their Product will be free of all defects in material and workmanship for the lifetime of the Product, and the “lifetime” of the Product shall be limited to a period of three (3) years from the date of purchase, as long as the original purchaser owns the commercial premises in which the Product was originally installed.

GE Filter Manifold and Cartridges Limited Warranty: Except as otherwise provided below, if the Product is installed in a commercial application, Pfister warrants to the original commercial purchaser that their Product will be free of all defects in material and workmanship for the lifetime of the Product, and the “lifetime” of the Product shall be limited to a period of one (1) year from the date of purchase for the GE filter manifold, and a period of thirty (30) days from the date of purchase for the GE filter cartridges, as long as the original purchaser owns the commercial premises in which the Product was originally installed.

Finish Limited Warranty: Except as otherwise provided below, if the Product is installed in a commercial application, Pfister warrants to the original commercial purchaser against deterioration of the Product’s finish for the lifetime of the Product, and the “lifetime” of the Product shall be limited to a period of ten (10) years from the date of purchase, as long as the original purchaser owns the commercial premises in which the Product was originally installed.

Authorized Sellers: These residential and commercial warranties apply only to Products purchased from Pfister or a Pfister authorized seller, unless otherwise prohibited by law. Pfister Products are legitimately sold only by authorized sellers who are required to follow Pfister’s policies, procedures, and quality control standards. Pfister reserves the right to reject warranty claims from purchasers for Products purchased from unauthorized sellers, including unauthorized Internet

sites. If you have any questions about whether a seller is authorized, please contact us at 1-800-Pfaucet (1-800-732-8238).

Exclusions from Warranties

Pfister produces all Products in accordance with the Pfister Standards of Excellence. However, the Products are susceptible to indentation and imperfections due to specific processes, malleability of the material, and the elements of human intervention during manufacture. Although our internal safeguards protect us against shipping Products of unacceptable quality, an imperfection or surface blemish may be considered the highest quality standard obtainable on a particular Product. All final decisions of quality remain exclusively in the discretion of Pfister.

Conditions that are not covered by these warranties include:

1. Any Pfister Product installed prior to January 1, 1997 is not covered by these warranties.
2. Any Pfister Product which has been damaged as a result of installation contrary to any of Pfister’s written installation instructions is not covered by these warranties.
3. Any Pfister Product which has been modified by any non-Pfister component is not covered by these warranties.
4. Any Pfister Product having a defect caused by neglect, misuse, abuse, or unreasonable or extraordinary use, or improper maintenance or repair, or accidents or acts of God, is not covered by these warranties.
5. Any Pfister Product having a defect due to use of paints, solvents, or other chemicals is not covered by these warranties.
6. Any Pfister Product that is used in combination with assemblies, aerators, cartridges, handles, hoses, spouts, or any other component other than those manufactured by Pfister and designated for use with the applicable Product is not covered by these warranties.
7. Any Pfister Product that was purchased from an unauthorized seller is not covered by these warranties.

These warranties are not transferable. Except as otherwise stated herein, if there are any differences between these warranties and warranties printed in marketing or other Product materials, these warranties shall control.

Warranty Claims

Any Product believed to be defective as covered by these warranties may not be returned for warranty service without prior authorization from Pfister. Purchasers who wish to make a warranty claim based upon a Product defect must contact Pfister within thirty (30) days from the date of discovery of the alleged defect(s). In order to notify Pfister and receive assistance or service under these warranties, you may: (1) speak with a consumer service representative by calling 1-800-Pfaucet (1-800-732-8238), or (2) write the consumer service department c/o Pfister Inc., 19701 DaVinci, Lake Forest, CA 92610, and include a description of the claimed defect, model number, your name, address, phone number, the date of purchase, and a dated proof of purchase, or (3) email Pfister’s customer service department by going to www.pfisterfaucets.com, or (4) notify the location or distributor from which the Product was purchased.

Please note that, for all warranty claims, you will be required to provide a description of any claimed defect(s) and a dated proof of purchase from Pfister or the Pfister authorized seller to verify warranty eligibility. Pfister reserves the right to request other information and evidence reasonably required to verify warranty eligibility and, if requested, you must permit inspection of the Product by Pfister or its representatives. If, after investigation, Pfister honors the warranty claim, the remedy will be performed by or on behalf of Pfister in accordance with the below heading, “Remedies.” Please note that Products may not be returned to Pfister without prior authorization from Pfister. If authorized by Pfister, you will need to mail your Product to Pfister Inc., 19701 DaVinci, Lake Forest, CA 92610.

Remedies

For certain claimed defect(s) covered by these warranties, as determined by Pfister, Pfister will provide you with troubleshooting steps. For other claimed defect(s) covered by these warranties, as determined by Pfister, Pfister will replace the defective Product or part. If a Pfister Product, which is the same as the Pfister Product or any part covered by these warranties, has been discontinued at the time of replacement or if Pfister determines, in its sole discretion, that such replacement is inappropriate, Pfister reserves the right to

reject an alternative product proposed as a replacement, when the value is higher than that of the Product originally purchased by the purchaser. Except as expressly provided in these warranties to the contrary, PFISTER SHALL NOT BE OBLIGATED OR LIABLE FOR LABOR CHARGES OR OTHER CHARGES RELATED TO INSTALLATION, REPAIR OR REPLACEMENT OF A PFISTER PRODUCT, OR FOR LOSS OF, OR DAMAGE TO, ANY MATERIAL WHICH IS NOT SOLD BY PFISTER.

Limitation of Liabilities

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE STATED HEREIN. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. UNDER NO CIRCUMSTANCES SHALL PFISTER BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT, OR STRICT LIABILITY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

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