

## Dyconn Limited Warranty

All Dyconn Faucet products are manufactured and tested with the highest quality standards and rigorous quality control process. This warranty is limited to the non-commercial use of Dyconn Faucet products purchased and installed in the United States and Canada.

### Dyconn Faucet Brand Limited Warranty on Faucets and Kitchen/Bath Accessories

Dyconn Faucet warrants its faucet products to be free from manufacturing defects in material and workmanship during the normal non-commercial use for a period of (3) three years for all non-electrical component items and (1) one year for all electronic component related items (such as, but are not limited to, products like the sensor faucet and bidet toilet) from the initial purchase date by the original owner/end-user for personal household use. Dyconn Faucet also warrants its part and accessory products to be free from manufacturing defects in material and workmanship during the normal non-commercial use for a period of one (1) year from the initial purchase date by the original owner/end-user for personal household use. This warranty is non-transferable between homes or owners and only applicable for residential use. Any commercial or industrial use of Dyconn Faucet products automatically voids the warranty. Any warranty claim must include the original sales receipt as proof of purchase from an Authorized Dealer or Distributor of Dyconn Faucet products. (Authorized Dealers can be found on the Dyconn Faucet website).

Dyconn Faucet recommends installation of all Dyconn Faucet products by licensed professionals. Dyconn Faucet will not be held responsible for any damages or product failure due to improper installation, misuse or the failure to adequately utilize a licensed professional. Proper care and maintenance for all products is standard, like any other household appliances and fixtures to ensure proper function and a lasting product. Instructions are provided in your manual on the proper care and maintenance of Dyconn Faucet products.

This warranty will not cover any damages that might be caused by the product. (In some instances, specific states do not allow for such limitations, therefore, this may not apply to all owners).

Any and all warranty claims must include the original sales receipt as proof of purchase from an Authorized Dealer or Distributor of Dyconn Faucet products. Please contact Dyconn Faucet Support or Sales Department for assistance with the verification process. Any product reported to Dyconn Faucet as defective will be repaired or replaced (with a product of equal value) at the company's discretion. If Dyconn Faucet is not able to replace or repair the product, Dyconn Faucet may elect to refund the original purchase price to the original purchaser in exchange for the product's return. Dyconn Faucet has full rights to inspect any Dyconn Faucet product reported as defective prior to repair or replacement. Any repair and replacement costs EXCLUDE shipping, labor for removal or re-installation, and any consequential or special damages associated with the return, replacement, and installation of your product. To ease the duration and financial burdens of the warranty process for our customers, Dyconn Faucet may request images and/or videos of products to assess the product's condition and determine the necessary replacement parts. Replacement parts and warranty claims may be obtained by contacting us using one of the following methods:

Phone: 1-855-239-2666 (in the U.S. and Canada)

Email: [info@dyconnfaucet.com](mailto:info@dyconnfaucet.com)

<http://www.dyconnfaucet.com/index.php/support/warranty>

Write to us:  
Dyconn Faucet Warranty  
382 N. Lemon Avenue #122  
Walnut, CA 91789

Dyconn Faucet reserves the right to modify the warranty at any time, it being understood that any such modifications will not supersede warranty conditions that are applicable at the time of the original sale of products in question.

Though Dyconn Faucet products are certified by various agencies, Dyconn Faucet makes no implication that products comply with any or all local building or plumbing codes. It is the consumer's responsibility to determine any code compliances when installing and using Dyconn Faucet products.

Limitations of Warranty:

The warranty shall not apply and be void for incorrect operating procedures, breakages and/or damages caused by fault through improper installation, carelessness, abuse, misuse, misapplication, improper maintenance and alteration of product;

damages caused by chemicals, natural corrosion, accident, fire, flood, an act of God, or any casualty. Avoid abrasive cleaners, materials, steel wools and harsh chemicals as these will scratch, damage, and/or dull the products and/or finish of the products and void the warranty. The proper installation of product covered is the responsibility of the original owner/purchaser of the product. Dyconn Faucet neither installs nor supervises the installation nor hires contractors for this purpose; consequently, Dyconn Faucet cannot be held responsible for any default breakage, or damages caused thereby or resulting thereof, either directly or indirectly.

This warranty does not apply to products that have not been installed or operated in accordance with instructions supplied by Dyconn Faucet and all applicable rules, regulations, and legislation pertaining to such installations.

This warranty does not apply to commercial or industrial applications of Dyconn Faucet products.

Dyconn Faucet is not responsible or liable for personal injuries or deaths to any person for any direct, special, incidental, or consequential damage, loss of time, loss of profits, inconvenience, incidental expenses, labor or material charges, or any other cost resulting from the use of the product or equipment or pertaining to the application of the present warranty, or resulting from the removal or replacement of any product or element or part covered by this warranty.

In any case, Dyconn Faucet is not liable for any amount over and above the purchase price paid for the product by the original owner/end-user.