



FV INTERNATIONAL WARRANTY

1. PURPOSE AND SCOPE

This Comprehensive International Warranty sets forth the conditions under which FV S.A. and the companies comprising its corporate group (hereinafter, "FV") guarantee the quality, reliability, and proper functioning of the products marketed under their brands (the "Products").

The Products have been developed and manufactured using advanced technology and high-quality materials, in accordance with FV's technical standards.

This warranty is granted without prejudice to any rights the user may have under the legislation applicable in the country of purchase.

using non-original parts, insofar as such intervention is the cause of the defect.

- The warranty covers exclusively manufacturing defects and does not constitute general insurance or coverage against any damage to or deterioration of the Product. Parts or components subject to periodic replacement are covered solely in the event of manufacturing defects; their durability or service life may vary depending on conditions of use, installation, and maintenance, as well as external factors beyond FV's control.

2. APPLICATION CONDITIONS

This Warranty applies provided that the Product:

- is used under normal operating conditions and in accordance with its intended purpose;
- is installed in accordance with the relevant technical instructions and by qualified personnel when necessary;
- receives proper use, cleaning, and maintenance;
- has not been modified, altered, or repaired

Warranty periods are subject to compliance with the conditions of use, installation, and maintenance set forth in this warranty and in the Product's technical documentation.

3. COVERAGE BY PRODUCT TYPE

3.1. Faucets

This coverage applies to faucets installed and used in dwellings intended for residential use. Installations intended for commercial, industrial, institutional, public, or collective use are excluded from this category.

PRODUCTS FOR RESIDENTIAL USE	
Faucets	Warranty period
Manufacturing defects	Limited Lifetime Warranty*
Surface finishes: chrome, stainless steel, PVD (ORR, OPR, and GM)	5 years
Surface finishes: paint (Matte Black) and/or lacquer (QLR)	1 year
Parts, pieces, components, and operating mechanisms	2 years
Spare parts for discontinued products	20 years
Electronic systems	1 year

* For the purposes of this warranty, a manufacturing defect is defined as any failure, flaw, or anomaly originating during the product's design, manufacturing, assembly, or quality control processes that affects its proper assembly, installation, or operation in accordance with FV's technical specifications. This includes, among others, parts damaged upon opening, thread defects affecting proper assembly or installation, porosity, or any other condition attributable to the manufacturing process.



The following warranty conditions shall apply to faucets originally intended for residential use when installed or used in commercial, industrial, or institutional establishments, public spaces, or areas for collective use, as well as to those installed outside the Americas:

RESIDENTIAL PRODUCTS FOR OTHER USES	
Faucets	Warranty period
Manufacturing defects	Limited Lifetime Warranty*
Surface finishes: chrome, stainless steel, PVD (ORR, OPR, and GM)	3 years
Surface finishes: paint (Matte Black) and/or lacquer (QLR)	1 year
Parts, pieces, components, and operating mechanisms	2 years
Spare parts for discontinued products	20 years
Electronic systems	1 year

.....
* For the purposes of this warranty, a manufacturing defect is defined as any failure, flaw, or anomaly originating during the product's design, manufacturing, assembly, or quality control processes that affects its proper assembly, installation, or operation in accordance with FV's technical specifications. This includes, among others, parts damaged upon opening, thread defects affecting proper assembly or installation, porosity, or any other condition attributable to the manufacturing process.

COMMERCIAL PRODUCTS	
Faucets	Warranty period
Manufacturing defects	2 years
Chrome or stainless steel surface finishes.	3 years
Parts, pieces, components, and operating mechanisms	2 years
Spare parts for discontinued products	20 years
Electronic systems	1 year



3.2. Sanitary Ware

FV warrants the sanitary fixtures included in this category against material defects, in accordance with the conditions and timeframes set forth in the tables below. A material defect is defined as any fault or anomaly inherent to

the materials used in the product's manufacture that affects its quality or normal operation; this excludes damage resulting from installation, use, maintenance, normal wear and tear, or external factors.

PRODUCTS FOR RESIDENTIAL USE	
Sanitary (Smart toilets excluded)	Warranty period
Hydraulic flushing performance in sanitary ware and vitreous china products.	Limited Lifetime Warranty***
Surface finishes in white, soft colors, strong colors and black.	2 years
Surface finishes in white, soft colors, strong colors and black.	1 year
Electronic systems	1 year
Concealed tanks, plastic components, internal valves, and metal support structures.	5 years
Installation accessories and internal valves.	1 year
Seats, hardware, push-buttons, and handles.	2 years
Spare parts for discontinued products.	5 years

.....
** For the purposes of this warranty, a defect in the hydraulic drainage function is defined as any failure, flaw, or anomaly originating during the design, manufacturing, or quality control processes of the washbasin that affects its proper installation or operation in accordance with FV's technical specifications. This includes, among other things, obstructions, deformations, porosity, cracks, or any other condition arising from the manufacturing process that compromises the product's proper hydraulic performance.

RESIDENTIAL PRODUCTS – FV Comfort Segment	
Product	Warranty period
Hydraulic flushing performance in sanitary ware and vitreous china products.	Limited Lifetime Warranty***
Surface finishes in white, soft colors, strong colors and black.	1 year
Installation accessories and internal valves.	6 months
Seats, hardware, push-buttons, and handles.	1 year
Spare parts for discontinued products.	-

.....
** For the purposes of this warranty, a defect in the hydraulic drainage function is defined as any failure, flaw, or anomaly originating during the design, manufacturing, or quality control processes of the washbasin that affects its proper installation or operation in accordance with FV's technical specifications. This includes, among other things, obstructions, deformations, porosity, cracks, or any other condition arising from the manufacturing process that compromises the product's proper hydraulic performance.



PRODUCTS FOR COMMERCIAL USE

Product	Warranty period
Hydraulic flushing performance in sanitary ware and vitreous china products.	Limited Lifetime Warranty***
Surface finishes in white, chrome, and stainless steel.	1 year
Electronic systems.	1 year
Concealed tanks, plastic components, internal valves, and metal support structures.	2 years
Installation accessories and internal valves.	1 year
Seats, hardware, push-buttons, and handles.	1 year
Spare parts for discontinued products.	5 years

.....
** For the purposes of this warranty, a defect in the hydraulic drainage function is defined as any failure, flaw, or anomaly originating during the design, manufacturing, or quality control processes of the washbasin that affects its proper installation or operation in accordance with FV's technical specifications. This includes, among other things, obstructions, deformations, porosity, cracks, or any other condition arising from the manufacturing process that compromises the product's proper hydraulic performance.

PRODUCTS FOR RESIDENTIAL USE

Product	Warranty period
Hydraulic flushing performance in toilet bowls.	Limited Lifetime Warranty***
Toilet seats, flush buttons, and handles.	1 year
Surface finish in white, soft, bold, and black colors.	1 year
Electronic components and internal mechanisms.	1 year

.....
** For the purposes of this warranty, a defect in the hydraulic drainage function is defined as any failure, flaw, or anomaly originating during the design, manufacturing, or quality control processes of the washbasin that affects its proper installation or operation in accordance with FV's technical specifications. This includes, among other things, obstructions, deformations, porosity, cracks, or any other condition arising from the manufacturing process that compromises the product's proper hydraulic performance.

3.3. Washbasin

Product	Warranty period
Hydraulic performance of vitreous china and porcelain washbasins.	Limited Lifetime Warranty***
Surface finish in white, soft, bold, and black colors.	2 years
Textured surface finish.	1 year

.....
*** For the purposes of this warranty, a manufacturing defect is defined as any failure, flaw, or anomaly originating during the design, manufacturing, or quality control processes of the washbasin that affects its proper installation, operation, or original finish in accordance with FV's technical specifications. This includes, among others, deformations, porosity, cracks, or any other condition attributable to the manufacturing process.

3.6. Other products

Furniture, accessories, and other products

OTHER PRODUCTS FOR RESIDENTIAL AND COMMERCIAL USE	
Product	Warranty period
Bathroom furniture	1 year
Stainless steel kitchen sinks	5 years
Shower enclosures and screens	1 year
Accessories	1 year
Brass accessories in chrome, stainless steel, and PVD finishes.	5 years
Brass accessories in paint and lacquer finishes	1 year
Plastic and Zamak accessories	1 year

3.7. Electric showers

- 1 year for manufacturing defects.

Conditions of Use:

- **Warranty exclusion:** Connection to an incorrect voltage or burnout of the heating element due to operation without water circulation constitutes misuse and voids the warranty coverage.
- **Heating Elements:** The heating element is a component subject to normal wear and tear. Its service life depends on usage, water quality, and mains conditions.



4. EXCLUSIONS

This warranty shall not apply when the damage or defect does not originate from a manufacturing defect.

EXCLUDED, AMONG OTHERS, ARE:
Improper or negligent use, or use contrary to the product's intended purpose.
Incorrect installation or installation outside technical specifications.
Blows, impacts, or physical damage.
Normal wear and tear.
Use of non-original spare parts, when they are the cause of the issue.
Improper cleaning or use of abrasive products or harsh chemicals.
Unauthorized interventions or repairs.
Damage resulting from contact with foreign substances or elements, such as greases, adhesives, tapes, glue residues, the use of cements, cement mortar, or other agents that may affect the product.
External factors, including but not limited to environmental conditions, water quality, the presence of debris or sediment, chemical agents, pressure variations, drastic or extreme temperature fluctuations, or any other condition beyond FV's control that affects the proper functioning of the product.

5. CONDITIONS FOR ACTIVATING THE WARRANTY

- Use the Product in accordance with FV's instructions;
- Not having altered its operation through improper interventions;
- Report the issue to FV:
 - o Argentina: fvresponde@fvsa.com
 - o Ecuador: fvresponde@fvandina.com
 - o Rest of the world: WhatsApp: +54 9 11 4447 6211 or complete information on the website: <https://fv-internacional.com/service>
- Present proof of purchase or an equivalent document;
- Allow a technical inspection of the Product.

6. WARRANTY REMEDIES

FV supports its Products through its network of authorized service providers (validate in Service FV:

- o Argentina: fvresponde@fvsa.com
- o Ecuador: fvresponde@fvandina.com
- o Rest of the world: WhatsApp +54 9 11 4447 6211

Once a covered defect has been verified, FV will determine, based on technical criteria, the most appropriate warranty action given the specific circumstances of the case, prioritizing the restoration of the Product's proper functioning. To this end, it may:

- Repair the Product;
- Replace the Product or its components, in whole or in part;
- Replace it with another one offering equivalent performance.



Warranty actions will be carried out within a reasonable timeframe, taking into account the nature of the product and the availability of spare parts.

7. PROCEDURE

The user shall:

1. Contact your distributor or FV Technical Support:
 - Argentina: fvresponde@fvsa.com
 - Ecuador: fvresponde@fvandina.com
 - Rest of the world: WhatsApp: +54 9 11 4447 6211 or complete information on the website: <https://fv-internacional.com/service>.
1. Report the defect;
2. Provide proof of purchase;
3. Facilitate the technical evaluation.

If necessary, FV will provide technical assistance throughout the evaluation and resolution process to ensure an appropriate response to the user.

8. RESPONSIBILITY

Without prejudice to FV's commitment to the quality and safety of its Products, FV will not be responsible for damages to third parties resulting from:

- Misuse of the Product;
- Incorrect installation;
- Unauthorized interventions;
- Failure to follow instructions;
- External factors or conditions beyond FV's control.

This limitation shall not apply when liability arises from a manufacturing defect or when applicable mandatory regulations provide otherwise.

9. CLEANING AND MAINTENANCE

To preserve the quality of the product:

- Do not use abrasive cleaners, scouring powders, metal sponges, or acids;
- Use neutral soap or neutral detergent;
- Dry with a soft cloth after cleaning.

Periodic cleaning—preferably weekly—is recommended using a damp cloth and neutral soap. Do not use chlorine-based products (such as hypochlorite, bleach, or other harsh agents) or metal scouring pads. Silicone-based protective wax may be applied occasionally.

Warning:

Conditions such as enclosed environments, high humidity, elevated temperatures, saline environments, or poor water quality can accelerate material deterioration. Certain components are consumables and may require periodic replacement.

10. CONDITIONS OF VALIDITY

The validity of the warranty shall be subject to the Product having been:

- Installed in accordance with technical specifications and by a qualified professional;
- Used and maintained properly;
- Serviced by qualified personnel, where applicable.

The use of non-genuine spare parts or servicing by unauthorized personnel may affect warranty coverage if such actions are the cause of the defect.

FV reserves the right to request proof of purchase.

Costs associated with installation, removal, or non-covered servicing shall be borne by the user, unless otherwise provided by law. If an evaluation by FV's Technical Service—or by authorized third parties acting on its behalf in accordance with FV's technical standards and guidelines—determines that required installation conditions were not met, the warranty will not cover damage resulting from such non-compliance.

We remind all customers that FV products must be installed by a qualified professional to ensure proper installation. To assist the installer, our product packaging features a QR code that, when scanned, directs them to the specific product's installation manual.



11. SUPPLEMENTARY PROVISIONS

- Parts subject to normal wear and tear shall be covered for up to two (2) years, where applicable;
- Products installed in public spaces, areas for collective use, or outdoor environments shall carry a two (2) year warranty, with the exception of electronic components;
- Electrical, electronic, or industrial products shall carry a one (1) year warranty;
- In the event of specific conditions in the product manuals, these shall prevail;

Coverage identified as “Lifetime” applies exclusively to manufacturing or material defects, as applicable to each product category, and is subject to compliance with the conditions regarding use, installation, maintenance, and other requirements set forth in this warranty. Such coverage does not extend to normal wear and tear, deterioration, loss of

finish, or any other alteration occurring after the product’s manufacture, nor to components, electronic systems, or any other element for which a specific warranty period is expressly established.

FV may introduce improvements or modifications to its products without incurring any obligation to update products previously sold.

12. LEGISLATION AND CONSUMER RIGHTS

This warranty shall be governed by the laws applicable in the User’s place of residence. In the event of a conflict, the rule most favorable to the consumer shall prevail.

This warranty does not limit or modify the rights granted to the end consumer by applicable law against the product’s seller or distributor—and, where applicable, against the manufacturer in accordance with such regulations—particularly when the product has been purchased through an authorized distributor.

13. FV CUSTOMER SUPPORT

FV ARGENTINA	FV ECUADOR	FV REST OF THE WORLD
fvresponde@fvsa.com www.fvsa.com	fvresponde@fvandina.com www.fvandina.com	WhatsApp: +54 9 11 4447 6211 service@grupofv.com www.fv-internacional.com/service www.fv-internacional.com