



Warranty & Instruction Manual

Faucets | Sanitary ware | Kitchen Sinks | Wellness

Effective Date - 01/05/2026

We appreciate your choice of ARIS. With your trust, we remain dedicated to delivering uncompromising quality and a truly refined experience.

Warranty for ARIS Products:

Warranty Charts			Warranty in Years	
Warranty Description	Product Category	Product Description	Residential Use	Commercial Use
The products are warranted against any manufacturing defect specified under the warranty period subject to terms and conditions specified in this warranty certification	Faucets	C.P. Fittings (Faucets/Diverter/Wall Mixers/ Basin Mixers)	10	5
		Pressmatic Faucet	10	5
		ABS- Overhead Showers/Rain Showers/ Hand Showers	1	0.5
		Stainless Steel/Brass - Overhead Showers/ Rain Showers/Hand Showers	3	1
		Health Faucets - ABS/Brass	1	1
		Small Angle Valves	5	1
		Accessories, Flexible Hoses, Pipes, Holders	1	-
		Connection Tubes, Shower Arms	Nil	Nil
		Consumable Parts- Aerators	Nil	Nil
	Sanitaryware	Vitrified Ceramic Body (EWCs, Wash Basins, Urinals, Pedestals and Cisterns etc.)	10	5
	Concealed Cistern	Concealed Cistern - Body	5	3
		Concealed Cistern - Internal Fittings & Knobs	2	1
	Exposed Cistern	Exposed Cistern - Body	1.5	1
		Exposed Cistern - Internal Fittings & Knobs	1.5	1
	Sensor Urinals	Ceramic Urinals Body	10	5
		Sensor based Flushing Systems - Electronic Assembly	1	0.5
	Wellness Products	Bath Tubs	1	0.5
	Kitchen Sinks	Stainless Steel -304 Grade	10	5
		Stainless Steel -202 Grade	1	1

Kindly follow the guidelines mentioned below to achieve the best results and to maintain the finish and longevity of the ARIS Faucets:

- Clean the product with water-soaked soft cloth or a mild bathing soap solution once or twice a day to keep the plated surface clean and free from any deposits.
- Do not use cleaning agents or detergents containing acids or harsh chemicals such as flush cleaners or tile cleaners.
- Avoid using salt or vinegar-based cleaning agents to remove scale or stains, as these may damage the surface finish of the product.
- Do not rub the product with abrasive materials such as emery paper or harsh cleaning powders, as these can cause scratches and surface damage.

You need to protect your product from:

1. Water Scaling:

Due to the presence of minerals and salts in water, scaling may occur if the product is not cleaned regularly. Clean the product gently at regular intervals, paying extra attention to edges and corners where scale tends to accumulate. Ensure aerators are cleaned periodically for a smooth water flow. The quality and hardness of water (ideal range: 300–400 ppm) also play a crucial role in maintaining both plumbing systems and personal hygiene.

2. Acid Fumes:

The use of acid-based cleaning agents, especially on bathroom floors, can release fumes. These fumes may react with materials like brass, leading to surface discoloration or damage to the coating.

3. Scratching During Cleaning:

Scrubbing the surface with hard materials or abrasive powders can damage the finish. Always use a soft cloth for cleaning to preserve the product's appearance.

4. Atmospheric Conditions:

In coastal regions, salt content in the air may react with brass surfaces and cause black spots. Regular cleaning is essential in such environments. At the time of installation, keep the product covered with the protective cloth provided in the packaging or with polythene until it is ready for use.

CARE AND CLEANING GUIDELINES FOR ARIS SANITARY WARE PRODUCTS

- Kindly inspect all products thoroughly at the time of delivery.
- ARIS shall not be responsible for any damage incurred during transit.
- Installation must be carried out by a qualified technician to ensure proper functioning.
- ARIS is not liable for any damage or malfunction resulting from improper or incorrect installation.
- After installation, clean ceramic surfaces using warm water and a mild liquid detergent only. Avoid abrasive cleaners, as they may damage the surface finish. Always test any cleaning solution on a small, inconspicuous area before applying it to the entire product.
- Avoid over-tightening during installation, as it may cause cracks, breakage, or chipping.
- Wash basins and water closets are heavy; it is recommended that at least two persons handle and install them safely.
- Do not use metal tools or wire brushes to remove plaster or residue. Instead, use a damp cloth with a mild powder detergent for gentle cleaning. After cleaning, rinse thoroughly and wipe dry with a soft, clean cloth.
- Do not use cement in any hollow portions of the product, as it may lead to damage or improper fitting.
- Improper or incorrect installation will automatically void the warranty. The warranty also does not cover normal wear and tear.
- Avoid prolonged contact of ceramic surfaces with cleaning agents containing petroleum distillates.
- Carefully inspect the product for any defects or damage before installation.
- ARIS shall not be held liable for any scratches, damages, or issues arising due to improper installation, handling, or misuse.

CARE & CLEANING GUIDELINES FOR PLASTIC PRODUCTS – ARIS

- After installation, clean cisterns and seat covers using a soft cloth and mild cleaning solution. Avoid abrasive cleansers, as they may damage the plastic surface and finish.
- Do not allow cleaning agents containing petroleum distillates, harsh chemicals, solvents, or chlorine-based substances to remain in contact with the product or fittings for extended periods, as this may lead to damage, leakage, or potential property loss.
- Clean the external surface of polypropylene products using mild soap and warm water, then wipe thoroughly with a soft, clean cloth to maintain hygiene and appearance.
- Carefully inspect the product for any damage or defects prior to installation.
- ARIS shall not be held liable for any damage, scratches, or issues arising due to improper installation, handling, or misuse of the product.

CARE & CLEANING GUIDELINES FOR STAINLESS STEEL KITCHEN SINKS – ARIS

- Carefully inspect the product for any damage or defects prior to installation.
- ARIS shall not be held liable for any damage or issues arising due to improper installation or handling.
- Installation must be carried out by a qualified technician to ensure optimal performance and longevity.
- Every product has inherent limitations and may gradually show signs of wear over time due to handling, cleaning practices, or exposure to environmental conditions such as extreme temperatures, pollution, humidity, proximity to saltwater, and ultraviolet (UV) rays. Such tarnishing or surface changes are natural and unavoidable, and shall not be considered manufacturing defects. Proper care and maintenance will significantly enhance the lifespan of the product.
- It is recommended to clean the sink at least once a week using mild soapy water. Always rub gently in the direction of the grain lines, rinse thoroughly, and wipe dry with a soft cloth to maintain the finish.
- Thorough drying after cleaning is essential to prevent the buildup of limescale, mineral deposits, and calcium accumulation, ensuring long-lasting shine and hygiene.
- Always rinse the sink after each use and wipe it dry with a soft cloth to maintain its shine and prevent water spots.
- Avoid the use of cleaners or bleaching agents containing harsh chemicals or acids, as they may damage the surface finish.
- Do not use steel wool, wire brushes, or abrasive scouring pads for cleaning, as these may cause scratches and promote rust formation.
- Avoid using the drainboard or sink surface as a cutting or chopping area, as sharp tools may leave permanent scratches.
- Prolonged exposure to direct sunlight may cause the protective film coating to adhere strongly to the surface, making it difficult to remove later.
- Do not remove the protective film before installation to prevent scratches or damage during handling. The film should be removed only after installation is complete.
- Ensure all traces of cement, mortar, lime, plaster of Paris (POP), or similar materials used during installation are thoroughly cleaned, as residue may lead to surface rusting or pitting.
- Carefully inspect the product for any damage or defects prior to installation.
- ARIS shall not be held liable for any damage, scratches, or issues arising due to improper installation, handling, or misuse of the product.

CARE & CLEANING GUIDELINES FOR WELLNESS PRODUCTS – ARIS

- Carefully inspect the product for any damage or defects prior to installation.
- ARIS shall not be held liable for any damage, scratches, or issues arising due to improper installation, handling, or misuse.
- Installation must be carried out by a qualified technician to ensure safe and efficient operation.
- Regular cleaning is essential to maintain hygiene and prevent stains. Since steam showers generate moisture, the unit should be cleaned and dried frequently. Stain buildup can be removed using mild all-purpose cleaners or simple solutions such as diluted vinegar.
- Ensure proper ventilation in the installation area. Use an exhaust fan or keep windows open periodically to allow adequate air circulation and prevent moisture accumulation. Keeping the unit open after use helps in faster drying.
- Inspect silicone seals periodically. If found loose or damaged, they should be replaced to prevent leakage. Basic components such as nozzles, joints, and drainage systems should be checked and tightened when required.
- Clean the external surface of acrylic components using mild soap and warm water, and wipe thoroughly with a soft, clean cloth to maintain appearance and durability.
- Avoid using electrical appliances such as heaters or fans in close proximity to the unit, as this may pose a risk of electrical hazards.

CARE & CLEANING GUIDELINES FOR SENSOR PRODUCTS – ARIS

- While cleaning the sensor unit after installation, avoid using abrasive cleansers, as they may damage the surface and affect performance. Do not use water directly on the sensor for cleaning.
- Do not use caustic or harsh detergents. Avoid striking or applying impact to the unit, as this may damage the internal components.
- Clean the filter net periodically—every six to twelve months, or whenever a reduction in water flow is observed—to ensure optimal performance.
- ARIS shall not be held liable for any damage or malfunction arising due to improper installation, handling, or misuse. Installation instructions are provided with the product and must be followed carefully during setup.

WARRANTY – SANITARYWARE PRODUCTS (ARIS)

- ARIS sanitaryware products are warranted against any manufacturing defects under normal usage conditions.
- At its sole discretion, ARIS will repair, replace, or make appropriate adjustments to the product if any defect is identified upon inspection, in accordance with the terms of this warranty.
- ARIS shall not be responsible for installation or related labor costs.
- ARIS reserves the right to inspect the product and its installation before approving any warranty claim. Any part found to be defective due to material or manufacturing faults under normal installation, usage, and service conditions will be repaired or replaced free of charge.
- To avail warranty service, customers may contact ARIS through an authorized dealer, plumbing contractor, or by directly reaching out to ARIS through official communication channels.

WARRANTY TERMS – SANITARYWARE PRODUCTS (ARIS)

- The warranty is applicable from the date of purchase.
- To avail warranty service, the customer must present the original GST/VAT-paid invoice or Warranty Card. In cases where the purchase is made by a builder/developer, the possession letter shall be considered equivalent to the purchase invoice.
- ARIS shall not be held liable for any damage resulting from faulty or improper installation.
- The warranty shall become null and void if installation is not carried out by a qualified and experienced technician or is not in accordance with ARIS installation guidelines.
- ARIS shall not be responsible for any civil work, structural modifications, or additional expenses required during installation, repair, or replacement of products.
- ARIS shall not be liable for any incidental or consequential damages or expenses arising from the use or inability to use the product.
- In case a product is discontinued, an equivalent replacement shall be provided on a pro-rata basis, wherein the customer will be required to pay the proportionate amount based on the current MRP, subject to warranty terms.
- If a manufacturing defect is identified within the first year of purchase, the customer shall be entitled to a free replacement. If the defect is identified after the first year but within the warranty period, replacement shall be provided on a pro-rata basis as per the prevailing MRP.
- During the warranty period and under normal usage, if any product, component, or part is found to be defective due to a manufacturing fault, it will be repaired or replaced upon submission of a valid warranty certificate.

- Free plumbing service will be provided within Gujarat state.
- For other states, replacement parts will be sent via courier at no cost, and installation must be carried out by a plumber arranged by the customer.
- The decision of ARIS regarding whether the defect qualifies under warranty shall be final and binding.
- The warranty shall remain valid only if the product has been used in accordance with the prescribed guidelines and has not been subjected to misuse, negligence, or improper maintenance.
- In the event of non-availability of components or parts, ARIS, its authorized service providers, or dealers shall not be held responsible for any delay in service or repair. No financial or other claims shall be entertained in such cases.
- ARIS shall not be liable for any damages arising out of the use or inability to use the product, including incidental or consequential damages.
- By purchasing the product, the customer acknowledges and agrees to the terms and conditions of this warranty.
- ARIS does not authorize any person or entity to assume any additional obligation or liability in connection with the sale of its products.
- The customer's sole remedy under this warranty shall be limited to repair or replacement of defective parts/products, at the discretion of ARIS, within the warranty period. Any replaced part or product shall become the property of ARIS.

WARRANTY TERMS & CONDITIONS – ARIS Faucets

1. Sadgururupa Cock Industries (hereinafter referred to as “ARIS”) provides a warranty on all its products as per the specified warranty period. Customers are advised to retain the Warranty Certificate for future reference.
2. This warranty constitutes ARIS’s sole warranty and supersedes all other warranties, whether express or implied, including warranties of merchantability or fitness for a particular purpose. The Company does not authorize any third party to extend or modify this warranty on its behalf.
3. During the warranty period, and under normal usage conditions, if any product, component, or part is found to be defective due to a manufacturing fault, it will be repaired or replaced upon presentation of a valid Warranty Certificate, without any charges for parts or labor. The decision of ARIS regarding whether the defect qualifies under warranty shall be final and binding.
4. Warranty claims must be supported by a valid purchase invoice and a duly filled Warranty Certificate issued by an authorized ARIS dealer.
5. During the warranty period, ARIS will provide free plumbing service within Gujarat state; for customers in other states, replacement parts will be dispatched via courier, and installation must be carried out by a plumber arranged by the customer.
6. The warranty does not cover damages resulting from:
 - Improper installation or handling
 - Negligence or misuse
 - Normal wear and tear
 - Use of harsh or inappropriate cleaning agents
 - Failure to follow recommended maintenance guidelines
7. This warranty is non-transferable and is valid only for the original purchaser of the product.
8. ARIS shall not be liable for any incidental or consequential damages arising from the use or inability to use the product.
9. The Company is not responsible for damage occurring during transportation or improper handling after purchase.
10. ARIS reserves the right to inspect the product before approving any warranty claim and to decide the appropriate course of action.
11. The Company’s liability is limited strictly to the value of the defective product or part and does not extend to any additional costs or losses.
12. ARIS shall not be held liable for failure to fulfill warranty obligations due to events beyond its control, including natural disasters, accidents, or legal restrictions
13. To avail warranty service, customers must present the duly completed Warranty Certificate along with the original purchase invoice to an authorized ARIS Customer Care.
14. The decision of ARIS regarding warranty claims shall be final and binding.

We provide this warranty as a commitment from Team ARIS to deliver reliable quality and ensure complete customer satisfaction through dedicated service.

Notwithstanding anything stated above, this warranty shall not apply under the following conditions :

1. Any defect or damage caused due to normal wear and tear over time.
2. Any defect or damage arising from actions attributable to the purchaser or third parties, including but not limited to: willful damage, negligence, mishandling, improper storage, incorrect fitting, misuse, faulty or improper installation, accidents, or repairs carried out by unskilled persons. Products used contrary to written instructions provided by ARIS will not be covered under warranty.
3. Any defect or damage reported after the expiry of the warranty period, including latent or hidden defects.
4. Issues arising due to inadequate water pressure, water impurities, voltage fluctuations, or improper cleaning and maintenance practices.
5. Damage to components such as cartridges due to the absence of recommended in-line water filters.
6. Damage caused by the use of unsuitable or harsh cleaning agents, including but not limited to abrasive cleaners, ammonia, bleach, hair dyes, acids, waxes, alcohol, solvents, bath oils, bath salts, or any chemicals not recommended for maintaining the product finish. Use of rough or coarse cloths leading to fading or surface damage is also excluded.
7. Any product that has been repaired, modified, or altered by any unskilled person.
8. This warranty does not cover installation charges, labor costs, or re-installation expenses associated with the product.
9. Damage resulting from failure to operate or maintain the product in accordance with the provided instructions.
10. Damage caused by improper installation, misuse, abuse, or unauthorized adjustments carried out by contractors, service personnel, or the user.
11. Damage resulting from failure to regularly clean, care for, or maintain the product as recommended.
12. Damage caused by external factors or force majeure events such as fire, floods, earthquakes, electrical disturbances, natural calamities, or other unforeseen circumstances beyond the control of ARIS.

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