

Sustainable Solutions warrants its **Caroma® brand toilets** to be free from defects in materials and workmanship under normal residential or commercial use, according to the following warranty terms:

Warranty Coverage:

- Vitreous china components: **5 Year Limited Warranty** (60 months)
- Mechanical components, (e.g. tank internals, handles and plastic parts): **3 Year Limited Warranty** (36 months)
- Toilet seats included with purchase: **2 Year Limited Warranty** (24 months).

Warranty Conditions:

- Warranty applies only to the **original purchaser** and the **original installation**.
- A **dated proof of purchase** is required.
- Sustainable Solutions reserves the right to **inspect the product and its installation** before approving any warranty claim.
- This warranty is limited to the **replacement of defective parts only**.
- All **labor, removal, reinstallation, and transportation costs** associated with warranty service are the responsibility of the product owner.

Exclusions - this warranty does not cover:

- Faulty or improper installation
- Use of the toilet in combination with non-Caroma® components (e.g., forming a toilet suite)
- Use or modification of the product for purposes other than its intended use
- Damage caused by accidents, misuse, abuse, or improper cleaning*
- Use of in-tank toilet cleaners, which may damage internal components
- Damage caused by hard water, mineral buildup, or corrosion (e.g., chloramines, chlorine, lime, or iron sediments)
- Effects from potassium- or salt-based water softener systems
- Exposure to corrosive substances or environments

***Important: Improper care and cleaning will void this warranty. This includes, but is not limited to, the use of abrasive or caustic cleansers, bleach, and in-tank cleaning products.**

Statutory Rights: This warranty does not override any legal rights you may have under applicable state or provincial laws, which may vary.

Replacement parts may be obtained through your local dealer or directly from a Sustainable Solutions Distribution Centre. Shipping charges may apply.