

Warranty 2025

TARIFA DISTRIBUCIÓN

To ensure the quality of our products, GRIFERÍAS GRB S.L. – GRB –, has established strict controls on its manufacturing processes.

Both processes and products are audited by prestigious external entities to ensure and keep a high-quality level of the product.

GRB WARRANTY

GRB offers a 5-year warranty on its products, from the installation date.

A limitation of **3 years** exists for:

- Batteries for products with electronic system and its solenoid valves.
- Hoses, showerheads, hand shower and supports (fixed and sliding).
- Valves.
- Finishes in Rosé, gold, brushed gold, maple wood and walnut wood.
- Any specification or special adaptation to a client or user, except stated otherwise.
- Any outdated product from its discontinuation date.

EterNice® coating


WARRANTY
20 YEARS

GRB offers a 20-year guarantee for its EterNice products for use in private homes and 10 years for community installations.

This guarantee is specific to the EterNice finish in the event of any detachment, deterioration, abrasion, color change, corrosion, etc. under normal cleaning conditions. The guarantee does not cover treatments with acids or hydrochloric acids (Salfuman).

For the rest of components, the 5- or 3-years general warranty mentioned in this catalogue will be applied.

WHAT DOES OUR WARRANTY COVER?

This warranty covers all products from the catalogue against material and manufacturing faults, either by replacing the faulty component or replacing the whole product, if GRB technical department states so.

To accredit warranty period, the warranty document of the product or the corresponding invoice are required. Warranty document should be stamped by the distributor or the installer.

The warranty applies provided that:

- The product has been used in accordance with the recommended by the instructions of user manual.
- It has been installed in accordance with the technical instructions in force and always by a qualified professional.
- The products have been properly maintained (e.g. proper cleaning of filters or replacement of filters or replacement of a suitable battery).
- The warranty covers exclusively and during the indicated period, replacements of the faulty parts, and if it's not replaceable, the replacement of full tap is provided; thus, the buyer must return the product by their own to our facilities in Zaragoza, Spain.

In any case, it is necessary the approving of the GRB technical department to give validation to the warranty.

WHAT OUR WARRANTY DOES NOT COVER?

The warranty excludes:

- The consequential damages caused during transport if that wasn't performed by GRB.
- If the product was installed incorrectly if the product has an abrasion or damage due to improper handling or installation, defective storage, etc.
- If the product has signals of premature abrasion or damage due to an external cause (like abnormal pressure, extreme weather conditions, external installation, deficiency on the cleaning) as well as

- Products that have been used in public facilities are not covered by this warranty and require an extension requested to the manufacturer.
- This warranty does not include components like aerator or flow limiter, etc., that might have been obstructed by suspended particles of water or by the failure to install preventive filters provided with the product, as in the case of thermostatic mixer taps.
- The warranty does not cover consumable items such as batteries, activated carbon filters, etc.
- Complaints of erroneous contents inside the boxes will be considered at the most within one month after the invoice date.

WARRANTY LIMITATIONS

GRB does not assume freight cost of faulty materials

Defects that are previously shown they are not covered by this warranty.

GRB does not assume the cost of own product inspection, as well as the costs resulting from its disassembly and reinstallation.

The distributor or installer that requires GRB to perform a repair, must formalize a document of acceptance of replacements and spare parts costs, workforce, or transport, if the incident is not attributable to GRB.

The eventual repair, replacement or any other service on the affected product does not extend the warranty.

HOW TO RESOLVE ANY PROBLEM, AND POTENTIALLY ACCESS THE WARRANTY?

You can access <http://after-sales.grb.es> once you submit the form with the product information and problem description, GRB will respond and guide you to the appropriate solution for each case, including the appeal of the warranty.

MAINTENANCE OF OUR TAPS

Each product has precise instructions for the optimal maintenance of the tap, which are also specified on page 560 of this Catalogue. Follow and recommend these instructions to the user to achieve an optimal use of the tap.



Premier



Tender



Eco-Prime



Ten Pro



Showerheads



Handshowers & hoses



Bars & Supports



Kits



Jets & Spouts



Valves



Accessories



Collectivities



GRB
General Conditions