

MELANSTAR SINK WARRANTY TERMS

Melanstar's warranty covers products manufactured without material or workmanship defects and which, when used correctly under household conditions and in accordance with the installation and user instructions, will operate efficiently. These warranty terms apply to products purchased and installed within the territory of the Republic of Poland.

WARRANTY COVERS

The warranty applies exclusively to defects resulting from manufacturing or material issues discovered in the product.

In the case of a defect, we provide free repair or replacement of parts, and if repair is not possible – replacement of the entire sink.

The buyer is required to return the defective product to the seller to file a claim.

Claims must be reported within 1 month of discovering the defect, at the place of purchase.

To submit a claim, you must present:

Proof of purchase

A warranty card signed by the installer or store

The date of sale

This is a necessary condition for accepting the claim.

No duplicates of the warranty card will be issued.

If the warranty card is lost, the warranty rights are forfeited.

Warranty claims will be processed within 21 business days from the date of submission.

We reserve the right to extend this period up to 45 days in circumstances beyond the guarantor's control, in which case the claimant will be informed.

During the defect resolution process, we reserve the right to decide whether the product will be repaired or replaced with a new one.

WARRANTY PERIOD

2 years for sink material (stainless steel or granite), including hidden material defects, deformations, and distortions resulting from the manufacturing process.

2 years for the drain, siphon, and other accessories.

IMPORTANT PRODUCT INFORMATION

PVD Coating

The PVD coating (Physical Vapor Deposition) used on Melanstar sinks is a protective layer that withstands up to 1.5 kg per point pressure.

Despite its high resistance, the coating may be damaged by excessive pressure or contact with hard, sharp objects.

Stainless Steel

Stainless steel is corrosion-resistant and easy to maintain but not entirely scratch-proof.

Scratches caused by contact with sharp objects do not qualify for warranty claims.

WARRANTY DOES NOT COVER

Claims will not be considered in the following cases:

Alteration of warranty card data by unauthorized persons

Non-compliance with user, maintenance, installation, or operation instructions

Missing or improperly completed warranty card

Damage caused by external factors (mechanical, thermal, chemical)

Using the product contrary to its intended purpose

Water contamination affecting product performance

Repairs or modifications performed by unauthorized individuals

Using non-original parts

Normal wear and tear during regular use

Using the product in non-household conditions

Warranty repairs do not include:

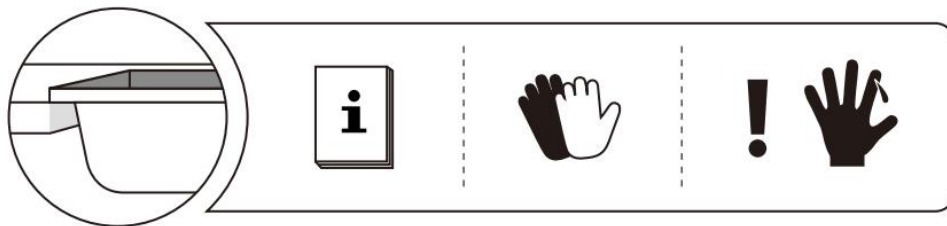
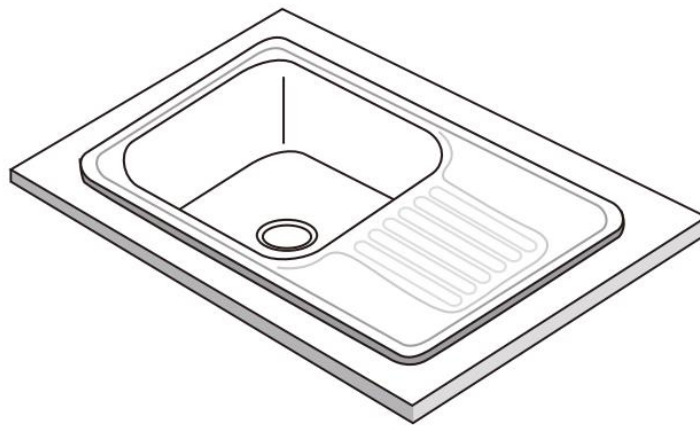
Regular maintenance, descaling, or cleaning — these are the user's responsibility

Costs of replacing the sink if it was installed in a way that prevents removal without damaging other kitchen elements (including the countertop)

NOTICE

This warranty does not affect the consumer's rights under the Consumer Rights Act of May 30, 2014 and the Civil Code of April 23, 1964.

MELANSTAR DROP-IN SINK INSTALLATION GUIDE



Preparation Before Installation

Checking the Set Contents

Before starting installation, make sure the set includes all necessary components:

Sink

Silicone

Mounting accessories (e.g., clips, if included)

Inspect the sink carefully for any transport damage.

Safety Guidelines

Use protective gloves – to protect yourself from sharp edges, chemicals, and dirt

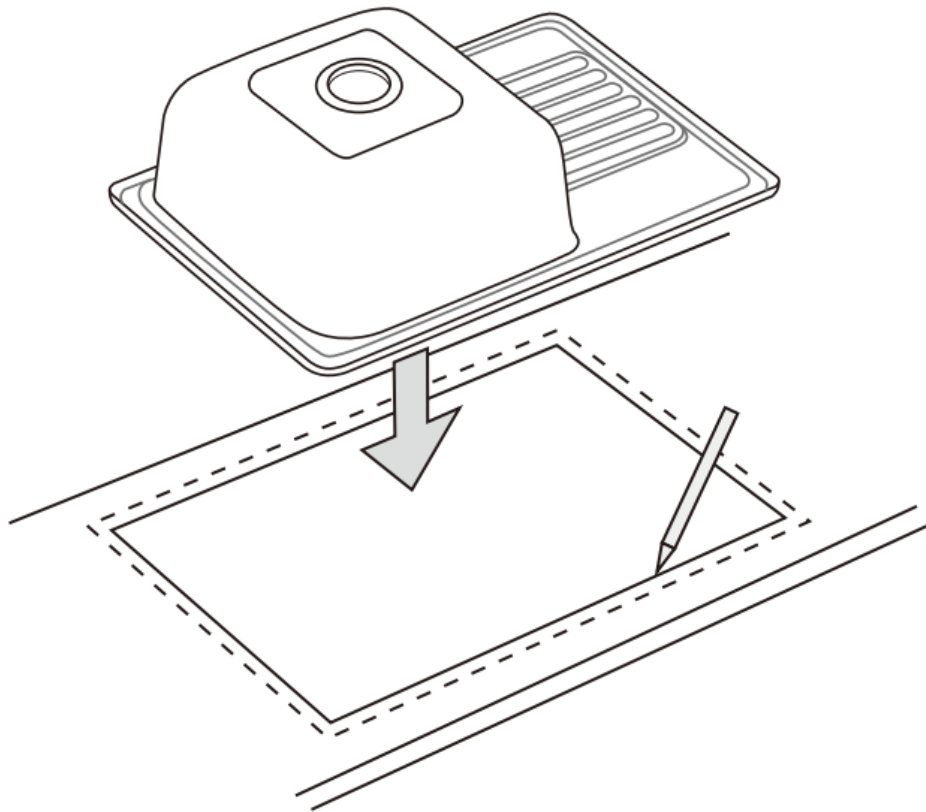
Wear safety goggles – especially when cutting the countertop, to protect your eyes from dust and debris

Use proper tools – such as a jigsaw, spirit level, measuring tape, and a tightening key if mounting clips are included

Step-by-Step Installation Instructions

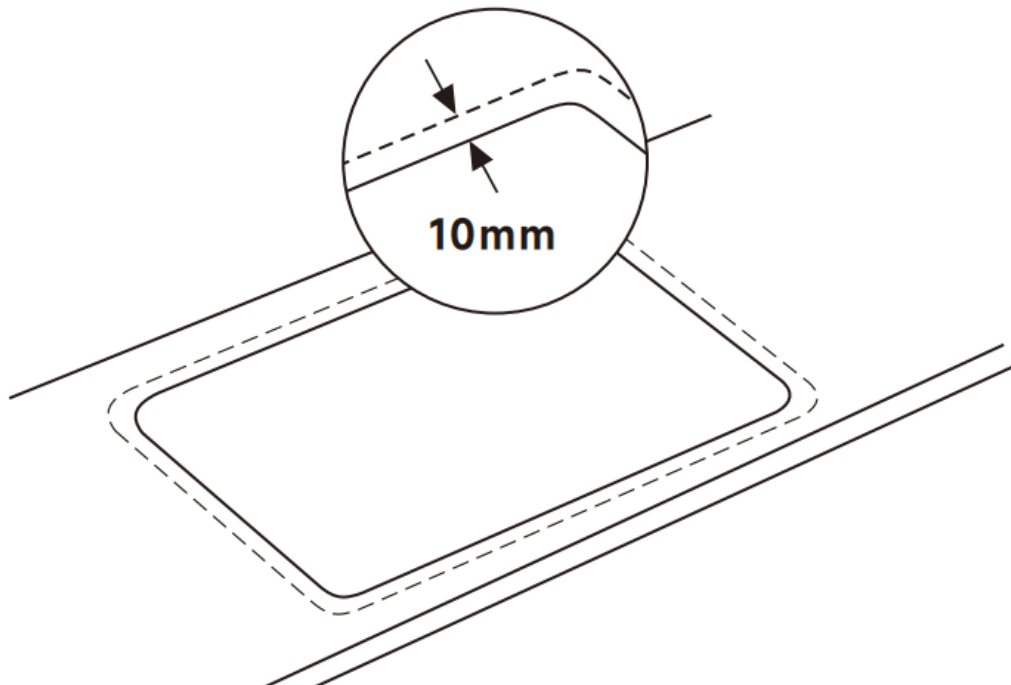
1. Marking the Installation Area

Place the sink upside down on the top surface of the countertop



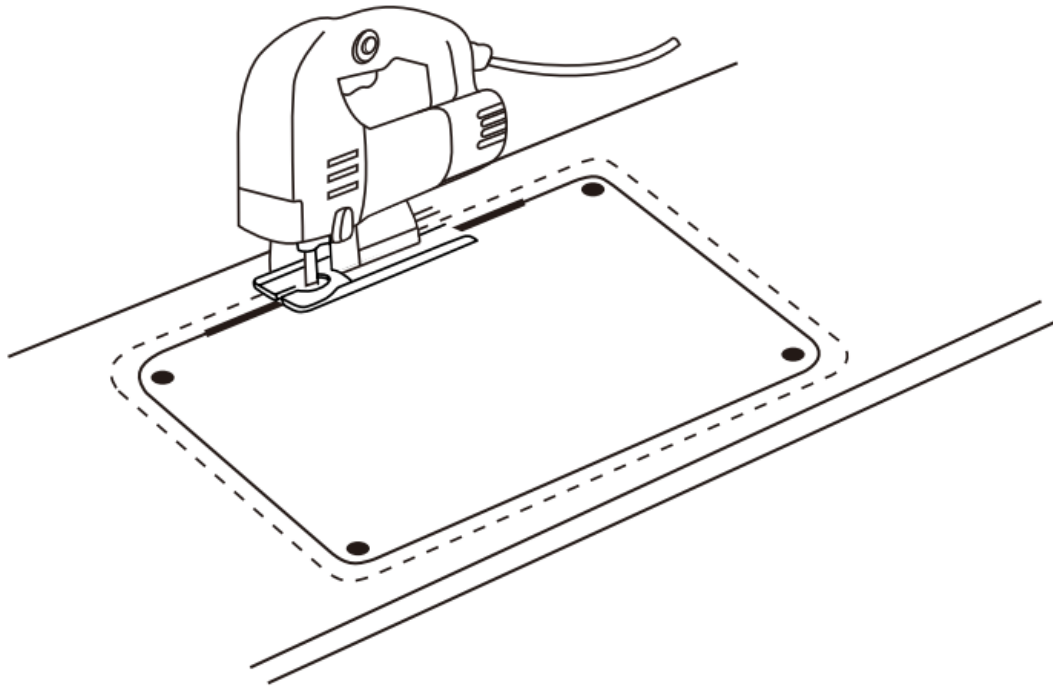
Trace its outline carefully

Inside the drawn shape, mark a second outline 8–10 mm smaller to create a proper support edge



2. Cutting the Opening

Use a jigsaw to cut the opening along the marked lines



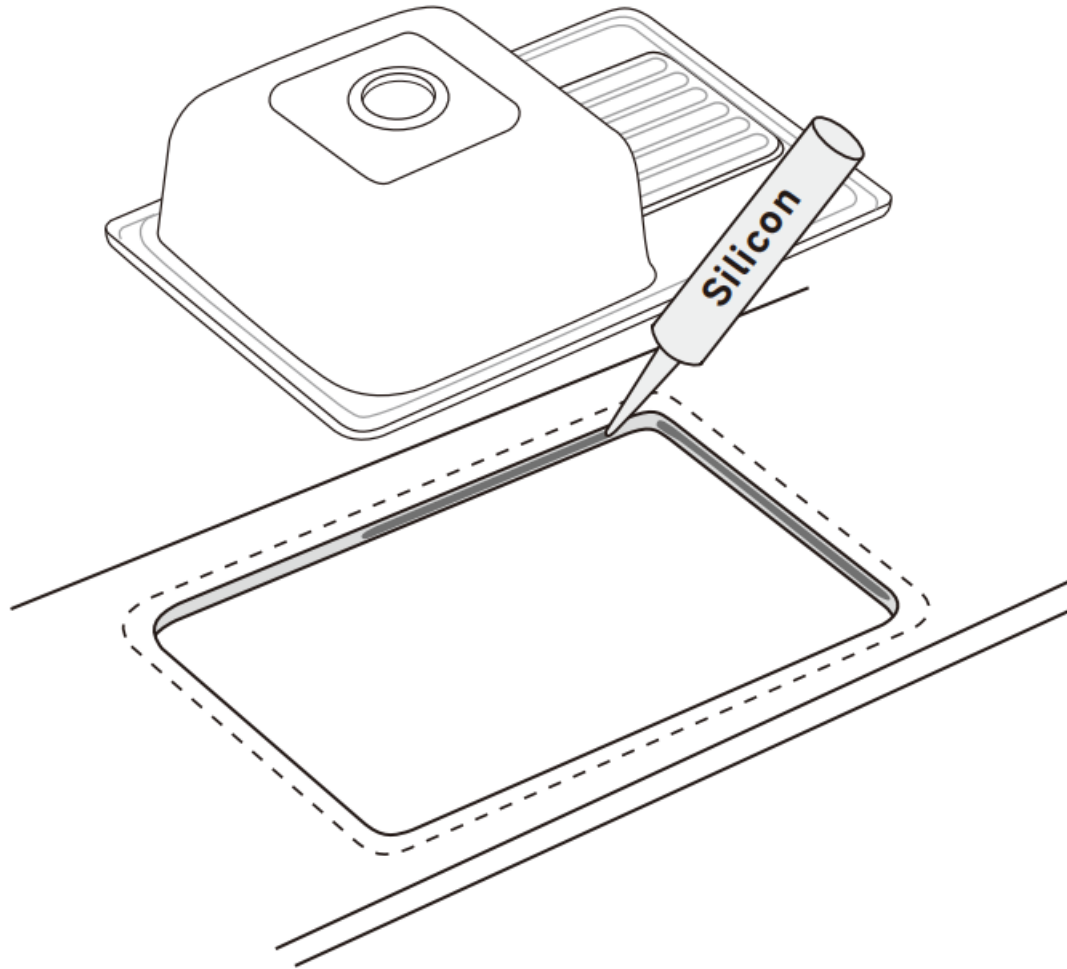
Be precise and careful to ensure the cutout matches the sink's dimensions
Always wear protective goggles and gloves when cutting

3. Preparing the Surface

Smooth the edges of the cutout using a file or sandpaper
Ensure the countertop surface is flat and stable for proper installation

4. Applying Silicone

Apply a 4 mm layer of neutral silicone around the entire cutout edge



Use kitchen-safe silicone, such as glazing silicone

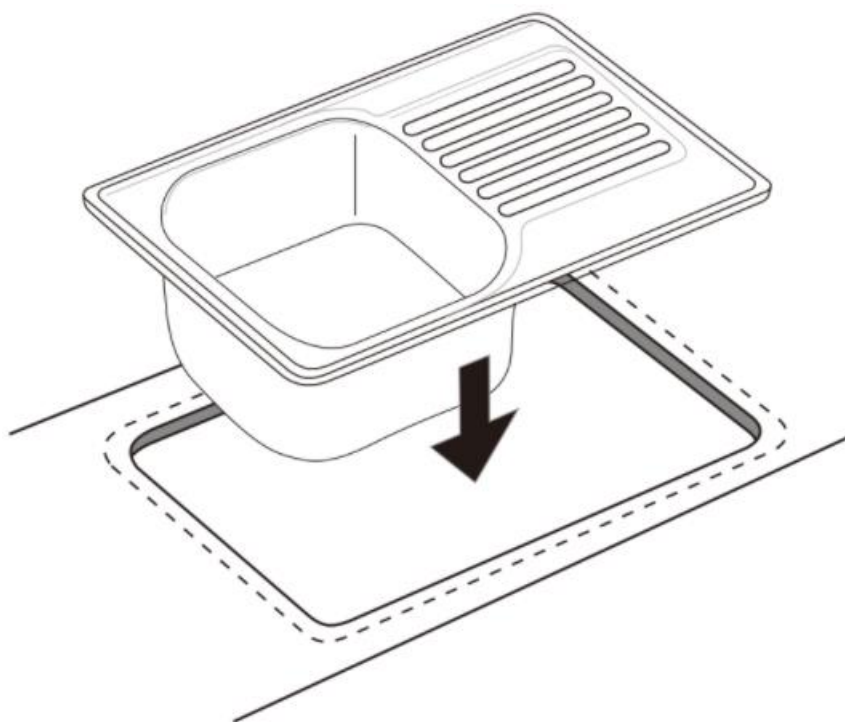
The silicone serves two purposes:

Sealing the edges against moisture

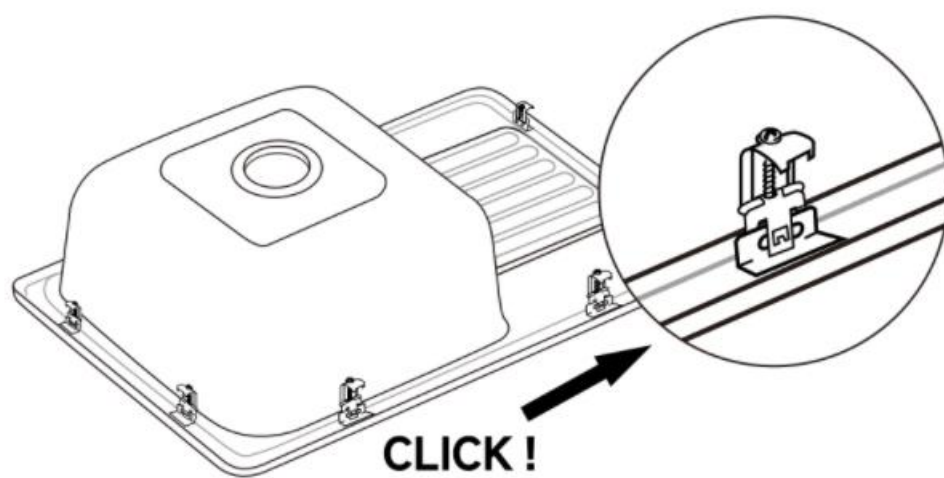
Holding the sink in place

5. Installing the Sink

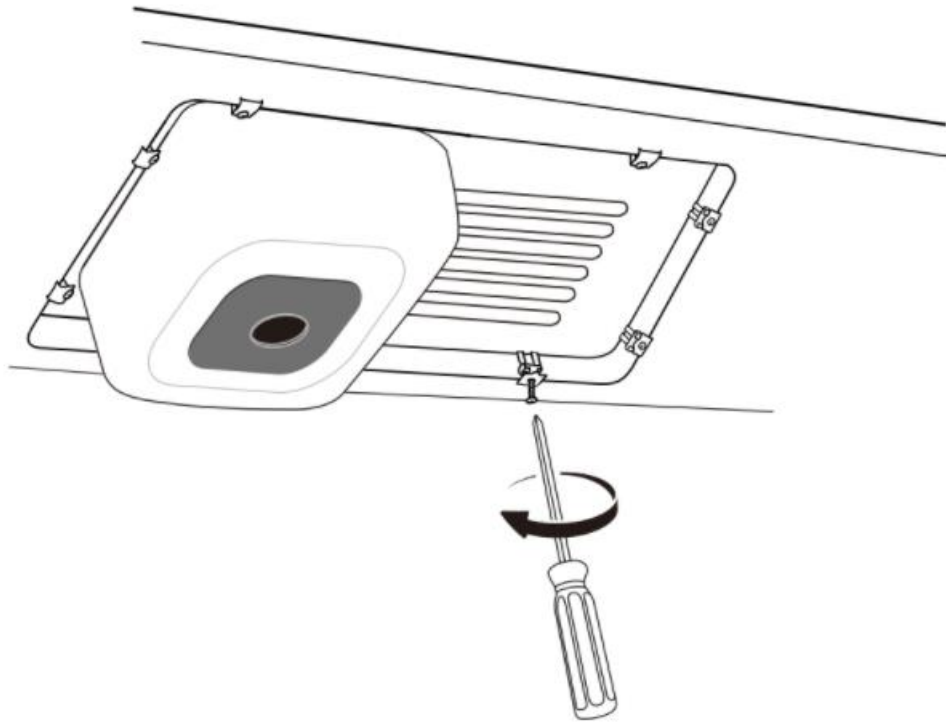
Place the sink into the opening and ensure it's evenly centered



If the set includes mounting clips, install them according to the instructions



If there are no clips, the sink will be secured solely with silicone
Press the sink firmly to ensure proper adhesion



6. Removing Excess Silicone

Immediately wipe off any excess silicone using a damp cloth for a neat finish

7. Installing the Siphon

Install the siphon according to the manufacturer's instructions

Make sure all connections are tight and secure

Test for leaks by running water after installation

8. Installing the Faucet

Install the faucet following the manufacturer's manual

Ensure correct water connections to avoid operational issues

9. Final Cleaning and Setup

After installation, clean the sink and surrounding countertop from any silicone residue or installation debris

Important Notes

Always use original mounting elements and high-quality silicone to ensure durability

If mounting clips are not included, ensure that the silicone alone provides a strong bond

Allow the silicone to cure for at least 24 hours before using the sink

Before first use, check all water connections and the sink for leaks

To verify sealing, hold a paper towel near the edges for several hours to confirm there is no water seepage

MELANSTAR SINK WARRANTY CARD

Card Number: _____

Issue Date: _____

CUSTOMER DETAILS

Full Name: _____

Address: _____

City: _____

Postal Code: _____

Contact Phone: _____

Email Address: _____

PRODUCT DETAILS

Product Name: _____

Model/Type: _____

Serial Number: _____

Purchase Date: _____

Place of Purchase: _____

Installation Date: _____

Invoice Number: _____

MELANSTAR SINK CARE INSTRUCTIONS

To maintain the appearance and functionality of your sink, follow these recommendations:

Surface Cleaning: Wash the sink with clean water and mild detergents that do not scratch or damage the surface

Drying: Always dry the sink after use to prevent lime scale deposits and stains

Avoid Abrasive Materials: Do not use scouring pads or other abrasive cleaning materials

Avoid Aggressive Chemicals: Do not use cleaning agents containing acids, solvents, chlorine, or alcohol.

If contact occurs, rinse immediately within 15 minutes

Avoid Heavy Objects: Do not drop heavy or hard items into the sink

Handle Sharp Tools Carefully: Avoid scratching the sink surface with sharp objects

Carbon Steel Tools: Do not leave uncoated carbon steel utensils in the sink, as they may cause iron particle stains

Drain and Siphon Cleaning: Clean drains and siphons regularly using products available on the market

Warranty Claims Procedure

In case of a defect during the warranty period, please contact our customer service department:

✉ info.melanstar@gmail.com

Manufacturer and Distributor

Melanstar Sp. z o.o.

Ul. Williama Heerleina Lindleya 16

02-013 Warsaw, Poland

✉ info.melanstar@gmail.com

NIP: 7011138817

KRS: 0001030033

REGON: 525002700

Manufacturer:

Jiangmen Domica Kitchenware Co., Ltd.

No. 1, China

Certificate: ATEST F.FB.60411.211.2023

Standard: PN-EN 13310+A1:2018-11E

