



Guarantee information

Your WANGEL sanitary product is subject to a 3-year product warranty against presentation of receipt. You should contact the dealer or store where you purchased the product in the event of a complaint. In the event of complaints about functional limitations as ascertained within a 3-year period, following proper use and cleaning of the sanitary product, WANGEL will deliver spare parts or replace the product by an identical or similar model. Upon replacement or delivery of a spare part, the warranty period will not be extended nor renewed. If replacement is not possible, WANGEL may instead refund the purchase price.

The following circumstances are not covered under the product warranty:

Damage or malfunctions caused by failure to comply with proper and valid drainage/water supply system requirements or plumbing maintenance standards during installation, use, maintenance, or repair.

1. Damage or malfunctions resulting from improper use, operation, or unauthorized modification of the product's original configuration.
2. Damage or malfunctions due to lack of maintenance or improper maintenance practices .
3. Damage or malfunctions caused by using non-official components(not approved by WANGEL) during maintenance or repair.
4. Damage caused by improper handling during transportation by logistics providers.
5. Surface scratches caused by external objects.
6. Damage or malfunctions caused by water quality issues(e.g., calcification, corrosion) or foreign substances(e.g., sand, debris, metal particles).
7. Damage or malfunctions due to harsh environmental conditions(e.g., chemical/cleaning agent residue, extreme temperatures).
8. Damage or malfunctions caused by abnormal operating conditions(e.g., excessively high/low water pressure, voltage fluctuations).
9. Damage or malfunctions resulting from intentional or negligent actions by end users or third parties.
10. Products in trial phases, used for display purposes, or purchased through non-official channels (e.g., auctions).
11. Consumables: Filters, filter-equipped cartridges, aerators, batteries, etc.
12. Wear-and-tear components: Seals, inlet hoses, etc.
13. Fragile items: Glass products, bulbs, etc.