



EISEN

Eisen *Bathroom Accessories* Warranty and Care Manual

Welcome to EISEN

Thank you for choosing EISEN bathroom accessories by Panara International. We are committed to providing you with high-quality, durable, and aesthetically pleasing products that enhance your bathroom space. This manual provides essential information regarding your product's warranty, care instructions, and customer support.

Our products are crafted with precision and designed to withstand the test of time, offering a blend of elegance and functionality. We aim to ensure your complete satisfaction, from installation to everyday use. Please read this manual carefully to understand the terms and conditions that protect your investment.

Product Category	Product Description	Residential Warranty Period (Months)
Bathroom Accessories	It Includes: Towel Rack, Towel Rod, Napkin Ring, Soapdish, Double Soapdish, Soapdish with Toothbrush / Tumbler holder, Liquid Dispenser, Robe Hook, Toothbrush / Tumbler Holder, Paper Holder, & Foldable Towel Rack.	6

This warranty is valid from the date of purchase and covers manufacturing defects and material faults under normal usage conditions. Please retain your proof of purchase for warranty claims.

Warranty Coverage

EISEN warranties apply to defects that originate in our manufacturing process:

- Structural failure of the product body due to defective raw material — sub-standard stainless steel, brass alloy defects, casting voids, or weld failures originating at our factory.
- Workmanship defects — misaligned components, incorrect threading, loose joints, or mechanical failures resulting from errors in EISEN's manufacturing or assembly.

- Finish defects originating at the manufacturing stage — premature peeling, blistering, delamination, significant discoloration, or flaking of chrome, PVD, or powder-coat finishes within the warranty period under normal use and appropriate care.
- Replacement parts or units — EISEN will supply a replacement complete unit at no charge for all accepted warranty claims within the warranty period.

What Your Warranty Does Not Covers

The following situations fall outside EISEN's warranty coverage. Listed here transparently so there are no surprises:

Damage from external causes

- Physical damage — scratches, dents, chips, cracks, or breakage from impact, dropping, or misuse after installation.
- Chemical damage — exposure to bleach, acid-based or chlorine-containing cleaners, abrasive powders, or any cleaning product not listed in Sections 8–11 of this manual.
- Thermal damage — prolonged exposure to extreme heat sources such as steam pipes, floor heating directly beneath fittings, or open flame.

Installation and water-related exclusions

- Improper installation — any damage caused by incorrect fitting, over-tightening, wrong anchor types, or failure to follow EISEN's installation guidelines.
- Hard water and water quality — mineral deposits, scale build-up, pitting, or staining caused by water with TDS or hardness exceeding acceptable limits.

Wear, environment and usage

- Normal wear and tear — gradual dulling, minor surface wear, or expected cosmetic ageing over years of regular use.
- Coastal and high-humidity environments — accelerated surface corrosion or tarnishing in salt-air coastal areas.
- Color or texture variation — minor batch-to-batch variations in finish tone within manufacturing tolerances.

Warranty voiding conditions

- Unauthorized modification — any product altered, modified, or repaired.
- Unauthorized purchase — products purchased from sources not listed as EISEN-authorized dealers.
- Missing proof of purchase — original GST-paid invoice or dealer receipt is required for all claims.
- Consumable components — rubber gaskets, O-rings, silicone seals regardless of product age.
- Consequential costs — civil work, re-tiling, re-plastering, or any indirect cost arising from a warranty event.
- Force majeure — damage caused by flood, earthquake, fire, lightning, or other events beyond human control.

Warranty Activation & Claim Procedure

To activate your warranty and in the event you need to make a claim, please follow these steps:

Part 1: Warranty Activation

1. **Purchase from Authorized EISEN Dealer:** Ensure you buy your EISEN product from an authorized dealer only. Upon purchase, collect your GST Invoice — this is your official proof of purchase and is required for warranty validation.
2. **Locate the Warranty Card in the Packaging:** Inside the product packaging, you will find a Warranty Card. Please check the packaging carefully before discarding it.
3. **Fill Out & Safely Store the Warranty Card:** Complete all required details on the Warranty Card accurately and store it in a safe place for the entire duration of the product's warranty period.

Part 2: Warranty Claim

1. **Scan the QR Code on Your Warranty Card:** When you need to raise a claim within the warranty period, scan the QR code printed on your Warranty Card. This will direct you to the official Warranty Claim Form.
2. **Submit the Online Warranty Claim Form:** Fill out all the required details in the Warranty Claim Form carefully and submit it. You will receive a confirmation or further instructions after submission.
3. **Visit Your Dealer with All Required Documents:** Bring the following to the dealer from whom you originally purchased the product:
 1. Purchase Bill / GST Invoice
 2. The Product Itself
 3. Filled Warranty Card
 4. Original Packaging (if available)
4. **Dealer Inspection & Resolution:** The dealer will verify your documents and inspect the product thoroughly. Based on the outcome:
 1. Genuine Defect: The product will be replaced free of charge, with no cost to you.
 2. Non-Genuine Issue: A replacement is still available. However, the customer will be required to pay 80% of the product's original price.

For any questions or assistance regarding your warranty, please contact / reach out to the EISEN support team directly From Our Websites www.eisenworld.in.

Product Care Instructions

Proper care and maintenance are essential to preserve the beauty and functionality of your EISEN bathroom accessories. Different finishes require specific cleaning approaches to avoid damage and maintain their luster.

Chrome Finish

- **Cleaning:** Use a soft, damp cloth with mild soap and water. Gently wipe the surface.
- **Drying:** Always dry the surface with a soft, lint-free cloth after cleaning to prevent water spots.
- **Avoid:** Do not use abrasive cleaners, scouring pads, steel wool, or harsh chemicals, as these can scratch or damage the finish.

Matte Finish

- **Cleaning:** Wipe the surface with a soft, damp cloth using only mild soap and lukewarm water. Clean gently in one direction — avoid circular scrubbing, which can cause micro-scratches on the matte texture.
- **Drying:** Pat dry immediately with a clean, soft, lint-free cloth after every cleaning. Never allow water to air-dry on the surface, as mineral deposits can dull the matte appearance over time. Stain & Fingerprint Removal.
- **Avoid:** To protect the matte black finish, avoid using abrasive cleaners, scouring pads, steel wool, or hard-bristle brushes. Keep away from acidic products (such as vinegar or lemon-based cleaners), bleach, chlorine, ammonia-based solutions, and wax polishes or chrome-shine sprays, as these will permanently damage or discolor the surface.

PVD (Physical Vapor Deposition) Finish

- **Cleaning:** Similar to chrome, use a soft, damp cloth with mild soap and water.
- **Drying:** Pat dry with a soft, lint-free cloth.
- **Avoid:** PVD finishes are highly durable, but still avoid abrasive cleaners and harsh chemicals to ensure longevity of the color and sheen.

General Cleaning Guidelines

To ensure the longevity and pristine appearance of your EISEN accessories:

DO:

- Clean regularly with a soft, damp cloth.
- Use mild, pH-neutral detergents when necessary.
- Dry surfaces thoroughly after cleaning.
- Wipe up spills and splashes promptly.

DON'T:

- Use abrasive cleaners (e.g., powders, scouring pads, steel wool).
- Use harsh chemicals (e.g., bleach, ammonia, solvents, acid-based cleaners).
- Allow soap or cleaning product residue to dry on the surface.
- Use high-pressure water jets for cleaning.

Installation Guidelines

Correct installation is the single most important factor in long-term performance. Problems caused by improper installation are not covered by warranty.

Before you begin:

- Read the installation sheet enclosed in every EISEN product box before starting. Each product has specific fixing requirements.
- Inspect the product before installation. If you notice any damage, do not install — contact your dealer or EISEN immediately. Claims for damage discovered after installation cannot be accepted.
- Ensure your wall surface is level, structurally sound, and dry before drilling.

Wall types and fixings:

- Solid brick or concrete walls: use the standard plugs and screws supplied by EISEN. Drill to the depth specified on the installation sheet.
- Tiled walls: use a tile drill bit. Drill slowly without impact mode through the tile, then switch to hammer mode for the wall behind. Impact drilling directly on tile will crack it.
- Hollow partition walls (drywall or gypsum): use cavity toggle anchors appropriate for the load. Standard plugs supplied by EISEN are for solid walls only.
- Wet areas (inside shower enclosures): apply waterproof sealant around every fixing point after installation to prevent moisture ingress behind the wall.

Load and positioning:

- Respect the each product's installation sheet. Towel racks are not designed to bear full body weight — do not use them as grab handles.

Customer Service & Support

Our commitment to you extends beyond the point of sale. We are here to assist you with any queries, installation support, or warranty-related matters.

Contact Us: www.eisenworld.in.

Working Hours: Monday - Saturday, 9:00 AM - 6:00 PM IST

We value your feedback and strive to provide exceptional service. For commercial property managers, we offer dedicated account support for bulk orders and project inquiries.

Important Notes for India

1. The warranty period commences from the date of the original sales invoice and terminates automatically upon expiry, irrespective of whether the product has been installed, put to use, or remained in storage during any part of the warranty period.
2. This warranty is strictly non-transferable. It applies exclusively to the Original Purchaser and does not extend to any subsequent owner, occupant, or third party.
3. EISEN reserves the sole right to determine, upon inspection, whether a reported defect qualifies as a manufacturing defect. The decision of EISEN's authorized representative or technical team shall be final and binding.
4. In the event of any replacement, the warranty shall continue for the remaining unexpired period only. No extension, reset, or additional warranty period shall be granted on account of any repair, replacement, or period of non-use.
5. The warranty is valid only if the product has been installed strictly in accordance with the installation instructions included in the product packaging. Non-compliance with installation guidelines automatically voids this warranty.
6. This warranty does not cover any Goods & Services Tax (GST) or other applicable taxes on replacement parts or units provided under warranty.
7. EISEN shall not be liable for any labor charges, installation costs, or other incidental, consequential, or indirect costs arising from any defect or warranty claim. EISEN's liability is strictly limited to the defective part or product only.
8. EISEN's sole liability under this warranty is strictly limited to providing a product replacement and does not include cash refunds. In no event shall the value of the replacement product exceed the original purchase price of the defective product, as evidenced by the original purchase invoice.
9. In the event of unavailability of a specific component, part, or model due to any reason, EISEN shall not be held liable for any resulting delay in service. An equivalent replacement will be provided at EISEN's discretion.
10. This warranty applies only to EISEN products purchased and installed within the territory of India. Products purchased outside India or imported for use in India are not covered.
11. Warranty claims must be made within the applicable warranty period. Claims raised after expiry of the warranty period will not be entertained under any circumstances.
12. EISEN reserves the right to retain any defective part or product that has been replaced under this warranty.
13. This Warranty Policy supersedes all prior oral or written representations made by any dealer, distributor, or sales representative regarding warranty coverage. Only the terms stated in this document are applicable.
14. EISEN reserves the right to modify, update, or revise this Warranty Policy at any time without prior notice. Purchasers are advised to visit www.esienworld.in for the most current version.
15. All disputes arising from or related to this warranty shall be subject to the exclusive jurisdiction of the courts of Ahmedabad, Gujarat, India only.

Important Notes for India

This warranty and care manual is designed to comply with relevant Indian consumer protection laws. All warranty claims and service requests should be directed to our India-based customer support channels. Please ensure that any product returned for service is properly packaged to prevent damage during transit. The cost of shipping for warranty claims may be borne by the customer initially, and reimbursed if the claim is validated.

Limitations of Warranty

EXCEPT AS SPECIFICALLY PROVIDED IN THIS WARRANTY DOCUMENT, PANARA INTERNATIONAL (EISEN) EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR UNINTERRUPTED OR ERROR-FREE PERFORMANCE AFTER INSTALLATION.

PANARA INTERNATIONAL (EISEN) EXPRESSLY DISCLAIMS ALL LIABILITY FOR SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE ANY EISEN PRODUCT, REGARDLESS OF WHETHER SUCH CLAIMS ARE BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY.

EISEN's total liability under this warranty shall not exceed the original purchase price of the defective product as stated on the original sales invoice. This limitation applies to the fullest extent permissible under applicable law.