

PRODUCT
WARRANTY DETAILS

A large red graphic element consisting of a thick diagonal bar and a thin parallel line, extending from the bottom left towards the center of the page.

**TROUBLESHOOTING
MANUAL**

PRODUCT WARRANTY DETAILS

Sr No	Brand	Compressed categories	Report Category	Warranty (yrs)	Free / Chargeable installation
1	Quba	Door Accessories	Door Accessories	5	NA
2	Quba	Door Accessories	Door Hinges	5	NA
3	Quba	Door Accessories	Euro Profile Cylinders	5	Chargeable
4	Quba	Digital	Digital Security	2yrs for mechanical operation and 1 yr for electronic components	Free
5	Quba	Door Control Devices	Door closers	For projects: 5 yrs on overhead DC, For retail: 1 yr for economic and concealed DC and 2 yrs for heavy duty	Free (Overhead only)
6	Quba	Door Control Devices	Sliding Fittings	5	Chargeable
7	Quba	Economy Handles	Handles Classic	5	Chargeable
8	Quba	Economy Handles	Handles Elite	5	Chargeable
9	Quba	Economy Handles	Handles Combo Set Classic	5	Chargeable
10	Quba	Economy Handles	Handles Combo Set Elegant	5	Chargeable
11	Quba	Economy Handles	Handles Combo Set Elite	5	Chargeable
12	Quba	Economy Handles	Pull handles Elite	5	Chargeable
13	Quba	Locking System	Cylindrical Locks-Premium	5	Chargeable
14	Quba	Locking System	Cylindrical Locks - Eco	1	Chargeable
15	Quba	Locking System	Mortise Locks	5	Chargeable

16	Quba	Locking System	Pad Locks & Shutter Locks	15	Chargeable
17	Quba	Locking system	MDSL	5	Free
18	Quba	Locking System	Rim Locks	15	Free
19	Quba	Premium Handles	Handles Iconic	5 Years	Chargeable
20	Quba	Premium Handles	Handles Vogue	5 Years	Chargeable
21	Quba	Premium Handles	Handles Combo Set Iconic	5 Years	Chargeable
22	Quba	Premium Handles	Handles Combo Set Vogue	5 Years	Chargeable
23	Quba	Premium Handles	Pull Handles Iconic	5 Years	Chargeable
24	Quba	Premium Handles	Pull Handles Vogue	5 Years	Chargeable
25	Quba	Premium Handles	Pull Handles Main Door Locks	5 Years	Chargeable
26	Symmetry	Furniture Fittings	Aluminium Profiles	1 Year	Chargeable
27	Symmetry	Furniture Fittings	Bed Fittings	2 Years- Gas spring-1yr	Chargeable
28	Symmetry	Furniture Fittings	Cabinet Connectors	1 Year	Chargeable
29	Symmetry	Furniture Fittings	Drawer Runners	1 Year	Chargeable
30	Symmetry	Furniture Fittings	Furniture Hinge	1 Year	Chargeable
31	Symmetry	Furniture Fittings	Wall Unit Lift Up System	1 Year	Chargeable
32	Symmetry	Furniture Fittings	Sliding Fittings	1 Year	Chargeable
33	Symmetry	Furniture Fittings	Furniture Locks	15	Chargeable
34	Symmetry	Kitchen Fittings	Bin & Draining Matt	1 Year	Chargeable
35	Symmetry	Kitchen Fittings	Corners	1 Year	Chargeable

36	Symmetry	Kitchen Fittings	Drawer Organisers	2 Years	Chargeable
37	Symmetry	Kitchen Fittings	Kitchen Midway System	1 Year	Chargeable
38	Symmetry	Kitchen Fittings	Lift Up System	2 Years	Chargeable
39	Symmetry	Kitchen Fittings	Pull out Organiser	2 Years	Chargeable
40	Symmetry	Kitchen Fittings	Side Metal Wall Drawer	2 Year	Chargeable
41	Symmetry	Kitchen Fittings	Storage System (Pantry)	1 Year	Chargeable
42	Symmetry	Kitchen Fittings	Wall Cabinet System	1 Year	Chargeable
43	Symmetry	Kitchen Fittings	Pantry	1 years	Chargeable
44	Arteza	Glass Fittings	Door Control Devices Floor spring	3 years for Single cylinders & 10 years for double cylinders	Chargeable
45	Arteza	Glass Fittings	Accessories-Door Control	1 year	Chargeable
46	Arteza	Glass Fittings	Glass Door Set	3 years for Single cylinders & 10 years for double cylinders' rest 1 year	Chargeable
47	Arteza	Glass Fittings	Patch Fittings	1 year	Chargeable
48	Arteza	Glass Fittings	Glass door Locks	1 year	Chargeable
49	Arteza	Glass Fittings	Accessories-Patch Fittings	1 year	Chargeable
50	Arteza	Glass Fittings	Pull Handles	1 year	Chargeable
51	Arteza	Glass Fittings	Sliding Fittings	1 year	Chargeable
52	Arteza	Glass Fittings	Automatic Door	1 year	Chargeable
53	Arteza	Glass Fittings	Accessories-Automatic Door	1 year	Chargeable
54	Arteza	Glass Fittings	Spider Fittings	1 year	Chargeable

55	Arteza	Glass Fittings	Shower Cubicle Fittings	1 year	Chargeable
56	Arteza	Glass Fittings	Glass Connectors	1 year	Chargeable
57	Arteza	Glass Fittings	Shower Header Fittings	1 year	Chargeable
58	Arteza	Glass Fittings	Shower Door Handles	1 year	Chargeable
59	Arteza	Glass Fittings	Shower screen seal	1 year	Chargeable
60	Arteza	Glass Fittings	Sliding Fittings-Track	1 year	Chargeable
61	Arteza	Glass Fittings	Accessories-Sliding Fittings	1 year	Chargeable
62	Arteza	Glass Fittings	Interlocking Glazing Profile	1 year	Chargeable

QUBA GROUP WARRANTY TERMS AND CONDITIONS

1. For all the products falling under the warranty table. in case of functionality complain, Quba office will approve replacement after Physical verification. Replacement is given through Distributors/Dealers, subject to submission of original invoice copy.
2. For complains which are received after the warranty time, the product needs to be purchased.

3. Terms & conditions of Warranty:

- I. The warranty is applicable for the product which is manufactured / supplied by Quba. If manufacturing defects occurs within the duration of warranty period, such defective part will be repaired or replaced by Quba at its sole discretion.
- II. In case repair or replacement is carried out, the period of warranty would continue from the original date of purchase.
- III. Replaced part / product would be the property of company.
- IV. To get service under this warranty, the product should be delivered to the nearest Quba distributor / dealer.
- V. In case technician is required to visit the place of installation / service, request to be registered on toll free number -1800 419 3330 or Quba group website or email at service@qubaindia.com.
- VI. For location outside the municipal limit of Quba distributor and dealer, travelling and other incidental expenses are to be paid by the customer.
- VII. In case of a product that requires installation, damage to the product or non-operation of the product due to effects of weather on door and frame or sag on account of loosened hinges are not covered under this warranty.
- VIII. Surface finish and / or shade of the product is not covered under this warranty. 5yrs warranty will be given only on PVD coating.
- IX. **Corrosion warranty on the product would not be applicable under the conditions including but not limited to.**
 - a. Corrosion on Mild steel products.
 - b. Corrosion in the products installed nearby coastal areas.
 - c. Corrosion issues caused due to the use of aggressive chemicals / alkaline cleaners including sodium carbonate, sodium hydroxide, ammonia, highly concentrated bleach solution and chloride compounds.
 - d. Corrosion issues caused due to the use of cleaners typically used on bathroom fixtures and industrial solvents as these will damage the protective finish.
 - e. Corrosion due to the use of abrasive products to apply the cleaner such as scouring pads or steel wool.
 - f. Corrosion issues due to excessive moisture or dampness.

- X. Warranty on the product would not be applicable under the conditions including but not limited to:
 - a. Misuse/mishandling/negligence/improper installation and service by third party/tampering.
 - b. Failure to follow instructions of use.
 - c. Installation with unapproved accessories.
 - d. Modifications to the product or removal / alterations of parts and component.
 - e. Entry or seepage of liquids/oils/chemicals.
 - f. Non-functioning of lock due to use of any other than company make or entry of foreign material in the key hole.
 - g. Breakage of plastic parts.
 - h. Damage due to accidents/fire/robbery/natural calamities.
 - i. Damage due to harsh environment conditions.
- XI. Maximum liability under the warranty would be limited to the cost of the product. This warranty expressly excludes any claim for incidental or consequential damage or loss.
- XII. This warranty is valid in India only.
- XIII. This warranty is issued at Mumbai and courts at Mumbai shall have exclusive jurisdiction over matters covered or flowing from this warranty.
- XIV. The company reserves right to amend terms and conditions without prior notice

CARE AND CLEANING GUIDELINES:

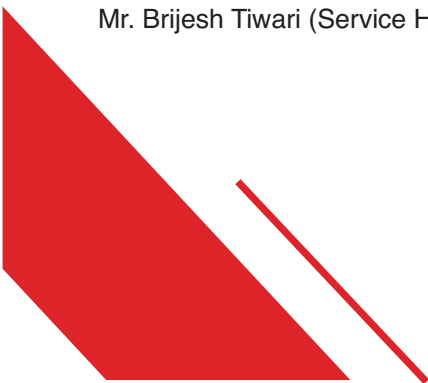
In order to have a prolonged satisfaction on QUBA Products in terms of functionality, appearance and aesthetic it is strictly advised to follow the below mentioned guidelines as any damage happening to the product due to non-compliance of below activities is not covered under warranty.

Do's	Don'ts
<ul style="list-style-type: none"><input checked="" type="checkbox"/> Ensure that product is installed correctly.<input checked="" type="checkbox"/> Use the appropriate tools and jigs for installation.<input checked="" type="checkbox"/> Contact toll free QUBA Connect Centre for free installation guidance.<input checked="" type="checkbox"/> Adhere strictly to the Instruction Leaflet provided.<input checked="" type="checkbox"/> Clean regularly with a soft and lightly damp (not wet), lint free cloth, buff or sponge.<input checked="" type="checkbox"/> Clean along the hairline finish<input checked="" type="checkbox"/> For covering products under construction, always use cloth or paper.<input checked="" type="checkbox"/> Accessories provided by the company to be used only.<input checked="" type="checkbox"/> Cut-outs should exactly match as per the company specifications.<input checked="" type="checkbox"/> Check the product/packaging for any damage before accepting it<input checked="" type="checkbox"/> Check for the correct product being delivered as per the order and requirement to avoid hassles later<input checked="" type="checkbox"/> Always check the consisting parts before installation<input checked="" type="checkbox"/> Ensure that product is installed correctly before usage	<ul style="list-style-type: none"><input checked="" type="checkbox"/> Do not customize the product installation. Adhere to QUBA specifications.<input checked="" type="checkbox"/> Do not tamper and/or misuse the product<input checked="" type="checkbox"/> Never use masking tapes to cover the products as it damages the finish and is difficult to clean.<input checked="" type="checkbox"/> Do not use any type of detergent, chemical, acidic or wet substance to clean.<input checked="" type="checkbox"/> Never wipe in the direction perpendicular to that of the finishing.<input checked="" type="checkbox"/> Do not use external hardware for support.<input checked="" type="checkbox"/> Keep away from Flame.

For Quba Architectural Products Pvt Ltd



Mr. Brijesh Tiwari (Service Head – qubaGroup)



We are here to help!

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