

Warranty  
Info

**One Year Limited Warranty**

1. TOTO warrants its products to be free from manufacturing defects under normal use and service for a period of one (1) year from date of purchase. This warranty is extended only to the ORIGINAL PURCHASER.

2. TOTO's obligations under this warranty are limited to repair or replacement, at TOTO's option, of products or parts found to be defective, provided that such products were properly installed and used in accordance with instructions. TOTO reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. TOTO will not charge for labor or parts in connection with warranty repairs or replacements. TOTO is not responsible for the cost of removal, return and/or reinstallation of products.

This warranty does not apply to the following items:

- a. Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder electrical storm, etc.
  - b. Damage or loss resulting from any unreasonable use, misuse, abuse, negligence, or improper maintenance of the product.
  - c. Damage or loss resulting from removal, improper repair, or modification of the product.
  - d. Damage or loss resulting from sediments or foreign matter contained in a water system.
  - e. Damage or loss resulting from improper installation or from installation of a unit in a harsh and/or hazardous environment.
4. This warranty gives you specific legal rights. You may have other rights which vary from state to state.

5. To obtain warranty repair service under this warranty, you must take the product or deliver it prepaid to a TOTO service facility together with a letter stating the problem, or contact a TOTO distributor or products service contractor, or write directly to TOTO U.S.A., INC., 1155 Southern Road, Morrow, GA 30260 (770) 282-8686. If, because of the size of the product or nature of the defect, the product cannot be returned to TOTO, receipt by TOTO of written notice of the defect shall constitute delivery. In such case, TOTO may choose to repair the product at the purchaser's location or to pay to transport the product to a service facility.

This written warranty is the only warranty made by TOTO. Repair or replacement as provided under this warranty shall be the exclusive remedy available to the purchaser. TOTO shall not be responsible for loss of the product or for other incidental, special or consequential damages or expenses incurred by the purchaser, or for labor or other costs due to installation or removal, or costs of repairs by others, or for any other expense not specifically stated above. Except to the extent prohibited by applicable law, any implied warranties, including that of merchantability or fitness for use, are expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you.

Warning! TOTO shall not be responsible or liable for any failure of, or damage to, this plumbing product or product component caused by either chloramines in the treatment of public water supply or in-tank bowl cleaners containing chlorine (calcium hypochlorite).

Note: The use of high concentration of chlorine or chlorine related products can seriously damage the

fittings. This damage can cause leakage and serious property damage.

For more information, please call us at (770) 282-8686.

### **Three Year Limited Warranty**

Warranty applies to select Electronic Flush Valves and Faucets only.

1. TOTO U.S.A., INC. ("TOTO") warrants its electronic flush valves and faucets ("Product"), to be free from defects in materials and workmanship during normal use when properly installed and serviced, for a period of three (3) years from date of purchase. This limited warranty is extended only to the original purchaser of the Product and is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product. This warranty applies only to TOTO Products purchased and installed in United States, Canada and Mexico.

2. TOTO's obligations under this warranty are limited to repair, replacement or other appropriate adjustment, at TOTO's option, of the Product or parts found to be defective in normal use, provided that such Product was properly installed, used and serviced in accordance with instructions. TOTO reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. TOTO will not charge for labor or parts in connection with warranty repairs or replacements. TOTO is not responsible for the cost of removal, return and/or reinstallation of the Product.

3. This warranty does not apply to the following items:

- a. Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder, electrical storm, etc.
- b. Damage or loss resulting from any accident, unreasonable use, misuse, abuse, negligence, or improper care or maintenance of the Product.
- c. Damage or loss resulting from sediments or foreign matter contained in a water system.
- d. Damage or loss resulting from improper installation or from installation of the Product in a harsh and/or hazardous environment, or improper removal, repair or modification of the Product.
- e. Damage or loss resulting from electrical surges or lightning strikes or other acts which are not the fault of TOTO or which the Product is not specified to tolerate.

4. To obtain warranty repair service under this warranty, you must take the Product or deliver it prepaid to a TOTO service facility together with proof of purchase (original sales receipt) and a letter stating the problem, or contact a TOTO distributor or products service contractor, or write directly to TOTO U.S.A., INC., 1155 Southern Road, Morrow, GA 30260 (770) 282-8686. If, because of the size of the Product or nature of the defect, the Product cannot be returned to TOTO, receipt by TOTO of written notice of the defect together with proof of purchase (original sales receipt) shall constitute delivery. In such case, TOTO may choose to repair the Product at the purchaser's location or pay to transport the Product to a service facility.

THIS WRITTEN WARRANTY IS THE ONLY WARRANTY MADE BY TOTO. REPAIR, REPLACEMENT OR OTHER APPROPRIATE ADJUSTMENT AS PROVIDED UNDER THIS WARRANTY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE TO THE ORIGINAL PURCHASER. TOTO SHALL NOT BE RESPONSIBLE FOR LOSS OF THE PRODUCT OR FOR OTHER INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OR EXPENSES INCURRED BY THE ORIGINAL PURCHASER, OR FOR LABOR OR OTHER COSTS DUE TO INSTALLATION OR REMOVAL, OR COSTS OF REPAIRS BY OTHERS, OR FOR ANY OTHER EXPENSE NOT SPECIFICALLY STATED ABOVE. IN NO EVENT WILL TOTO'S RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTIES, INCLUDING THAT OF MERCHANTABILITY OR

FITNESS FOR USE OR FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED.

### **Five Year Limited Warranty**

Warranty applies to select Augusta Products only.

1. TOTO warrants its vitreous china products to be free from manufacturing defects under normal use and service for a period of five (5) years from date of purchase. This warranty is extended only to the ORIGINAL PURCHASER.

2. TOTO's obligations under this warranty are limited to repair or replacement, at TOTO's option, of products or parts found to be defective, provided that such products were properly installed and used in accordance with instructions. TOTO reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. TOTO will not charge for labor or parts in connection with warranty repairs or replacements. TOTO is not responsible for the cost of removal, return and/or reinstallation of products.

This warranty does not apply to the following items:

- a. Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder, electrical storm, etc.
- b. Damage or loss resulting from any unreasonable use, misuse, abuse, negligence, or improper maintenance of the product.
- c. Damage or loss resulting from removal, improper repair, or modification of the product.
- d. Damage or loss resulting from sediments or foreign matter contained in a water system.
- e. Damage or loss resulting from improper installation or from installation of a unit in a harsh and/or hazardous environment.
- f. Tank flushing mechanisms of plastic or rubber moving parts.
- g. Toilet seats of plastic, wood or metal.

4. This warranty gives you specific legal rights. You may have other rights which vary from state to state.

5. To obtain warranty repair service under this warranty, you must take the product or deliver it prepaid to a TOTO service facility together with a letter stating the problem, or contact a TOTO distributor or products service contractor, or write directly to TOTO U.S.A., INC., 1155 Southern Road, Morrow, GA 30260 (770) 282-8686. If, because of the size of the product or nature of the defect, the product cannot be returned to TOTO, receipt by TOTO of written notice of the defect shall constitute delivery. In such case, TOTO may choose to repair the product at the purchaser's location or to pay to transport the product to a service facility.

This written warranty is the only warranty made by TOTO. Repair or replacement as provided under this warranty shall be the exclusive remedy available to the purchaser. TOTO shall not be responsible for loss of the product or for other incidental, special or consequential damages or expenses incurred by the purchaser, or for labor or other costs due to installation or removal, or costs of repairs by others, or for any other expense not specifically stated above. Except to the extent prohibited by applicable law, any implied warranties, including that of merchantability or fitness for use, are expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the

above limitation and exclusion may not apply to you.

Warning! TOTO shall not be responsible or liable for any failure of, or damage to, this plumbing product or product component caused by either chloramines in the treatment of public water supply or in-tank bowl cleaners containing chlorine (calcium hypochlorite).

Note: The use of high concentration of chlorine or chlorine related products can seriously damage the fittings. This damage can cause leakage and serious property damage.

For more information, please call us at (770) 282-8686.

#### **Limited Lifetime Warranty**

Warranty applies to select Cast Iron Products only.

1. TOTO U.S.A., INC. warrants its cast iron products, excluding accessories, to be free from defects in materials and workmanship during normal residential use for the lifetime of the Product, extending from the date of purchase of the Product by the original consumer end-user purchaser. This limited lifetime warranty is extended only to the original consumer end-user purchaser and only so long as the Product remains in use by the original consumer end-user purchaser in its original place of installation in the purchaser's residence. This warranty applies only to TOTO Products purchased and installed in North America.

2. TOTO's obligations under this warranty are limited to repair, replacement or other appropriate adjustment, at TOTO's option, of the Product or parts found to be defective in normal residential use, provided that such Product was properly installed and used in accordance with instructions. TOTO reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. TOTO will not charge for labor or parts in connection with warranty repairs or replacements. TOTO is not responsible for the cost of removal, return and/or reinstallation of the Product.

3. This warranty does not apply to the following items:

- a. Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder, electrical storm, etc.
- b. Damage or loss resulting from any accident, unreasonable use, misuse, abuse, negligence, or improper care, cleaning or maintenance of the Product.
- c. Damage or loss resulting from sediments or foreign matter contained in a water system.
- d. Damage or loss resulting from improper installation or from installation of the Product in a harsh and/or hazardous environment, or improper removal, repair or modification of the Product.
- e. Damage or loss resulting from normal and customary wear and tear, such as gloss reduction, scratching, staining or fading over time due to use, cleaning practices or water or atmospheric conditions.

4. If the Product is used commercially or is installed outside of North America, TOTO warrants the Product to be free from defects in materials and workmanship during normal use for one (1) year from the date of installation of the Product, and all other terms of this warranty shall be applicable except the duration of the warranty.

5. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

6. To obtain warranty repair service under this warranty, you must take the Product or deliver it

prepaid to a TOTO service facility together with proof of purchase (original sales receipt) and a letter stating the problem, or contact a TOTO distributor or products service contractor, or write directly to TOTO U.S.A., INC., 1155 Southern Road, Morrow, GA 30260 (770) 282-8686. If, because of the size of the Product or nature of the defect, the Product cannot be returned to TOTO, receipt by TOTO of written notice of the defect together with proof of purchase (original sales receipt) shall constitute delivery. In such case, TOTO may choose to repair the Product at the purchaser's location or pay to transport the Product to a service facility.

THIS WRITTEN WARRANTY IS THE ONLY WARRANTY MADE BY TOTO. REPAIR, REPLACEMENT OR OTHER APPROPRIATE ADJUSTMENT AS PROVIDED UNDER THIS WARRANTY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE TO THE ORIGINAL PURCHASER. TOTO SHALL NOT BE RESPONSIBLE FOR LOSS OF THE PRODUCT OR FOR OTHER INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OR EXPENSES INCURRED BY THE ORIGINAL PURCHASER, OR FOR LABOR OR OTHER COSTS DUE TO INSTALLATION OR REMOVAL, OR COSTS OF REPAIRS BY OTHERS, OR FOR ANY OTHER EXPENSE NOT SPECIFICALLY STATED. IN NO EVENT WILL TOTO'S RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTIES, INCLUDING THAT OF MERCHANTABILITY OR FITNESS FOR USE OR FOR A PARTICULAR PURPOSE, ARE EXPRESSLY LIMITED TO THE DURATION OF THIS WARRANTY. Some states and provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you.