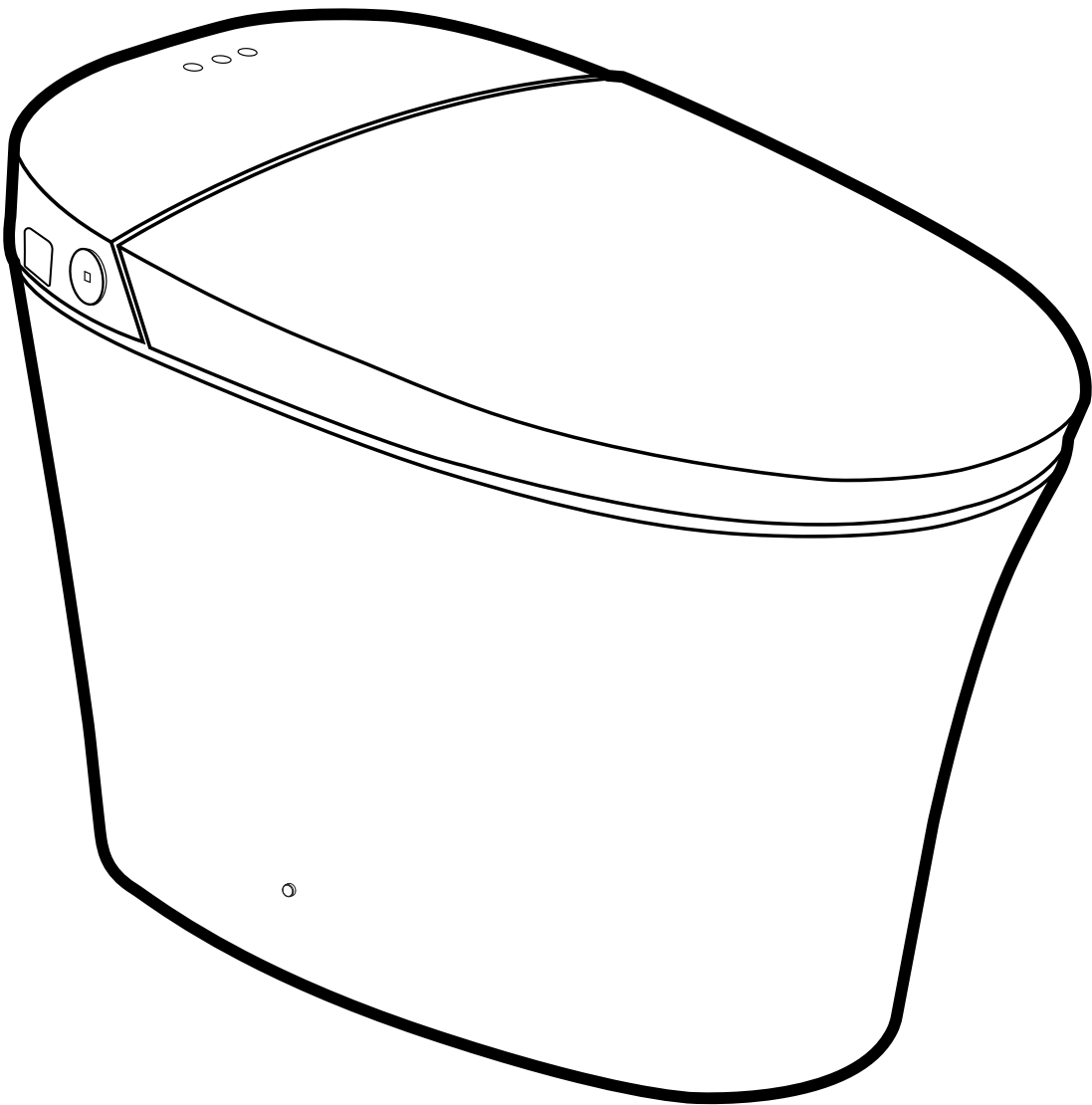


Viro Complete Smart Toilet

USER MANUAL





PRIOR TO INSTALLATION:

- Inspect toilet to ensure no damages have occurred while in shipping.
- Observe all plumbing and building codes in accordance with your state and local requirements.
- All dimensions are nominal! Be sure to measure your toilet prior to installation.
- The step-by-step guidelines in the installation instructions are a general reference. Should there be any discrepancies, Swiss Madison cannot be held liable. It is recommended to install all Swiss Madison products by hiring a licensed professional.
- Read installation and maintenance instructions thoroughly before installing. Be sure to use proper tools and always wear proper personal safety accessories for your protection.
- Two people are recommended to handle and install this product as it is fragile.

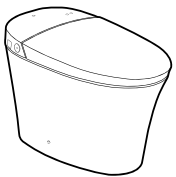
QUESTIONS OR CONCERNS?

Please contact us:

1-434-623-4766

info@swissmadison.com

INCLUDED PARTS:



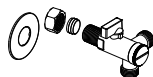
Smart Toilet



Wax Ring



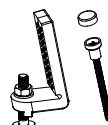
Remote



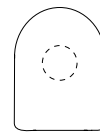
AngleValve



Battery Box



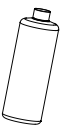
Mounting Kit



Foot Print



Filling funnel

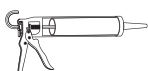


Foaming Agent

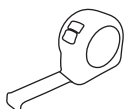
SUGGESTED TOOLS & MATERIALS:



Safety Glasses



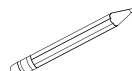
Glue Gun



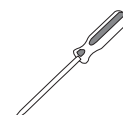
Tape Measure



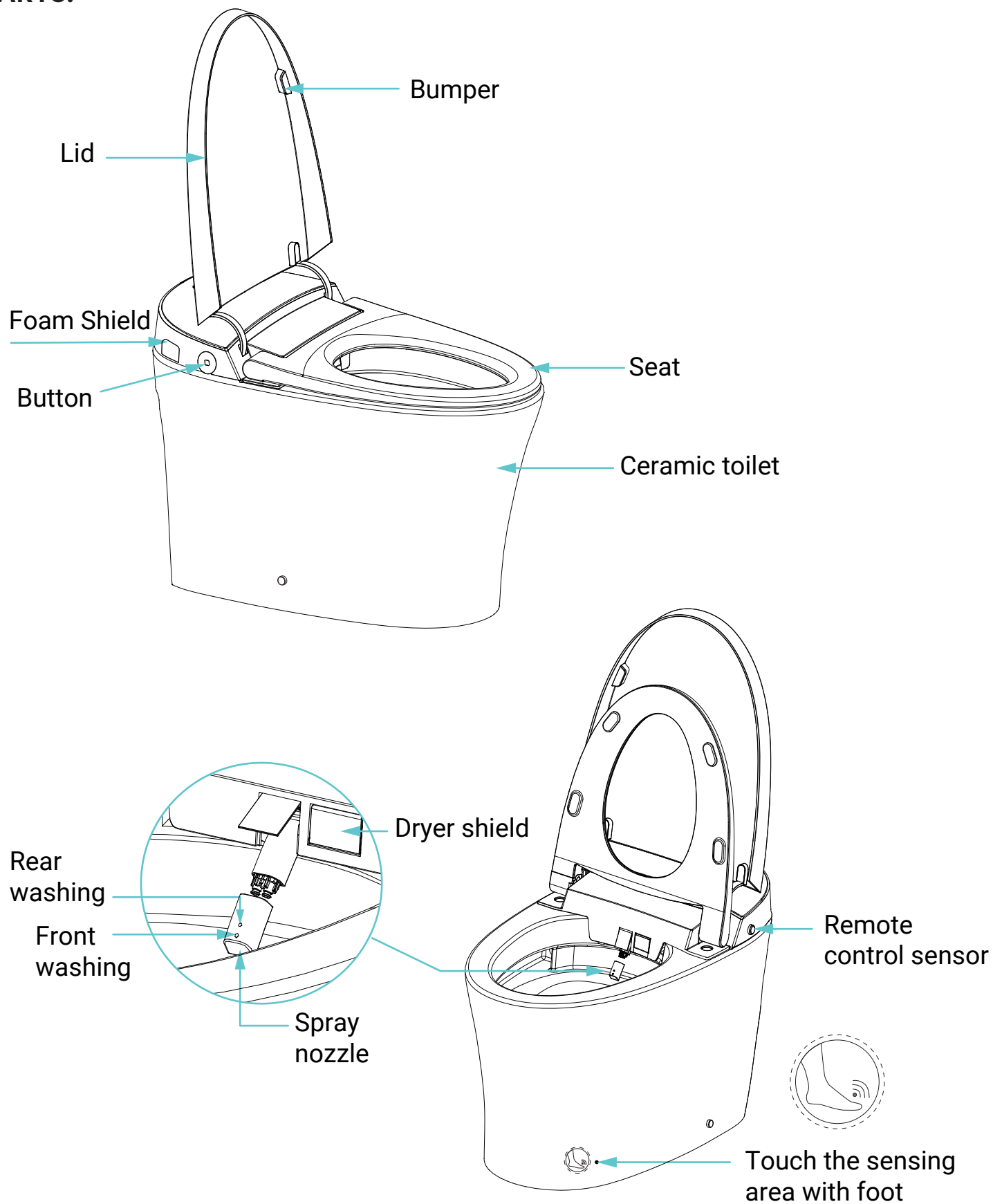
Wrench



Marker

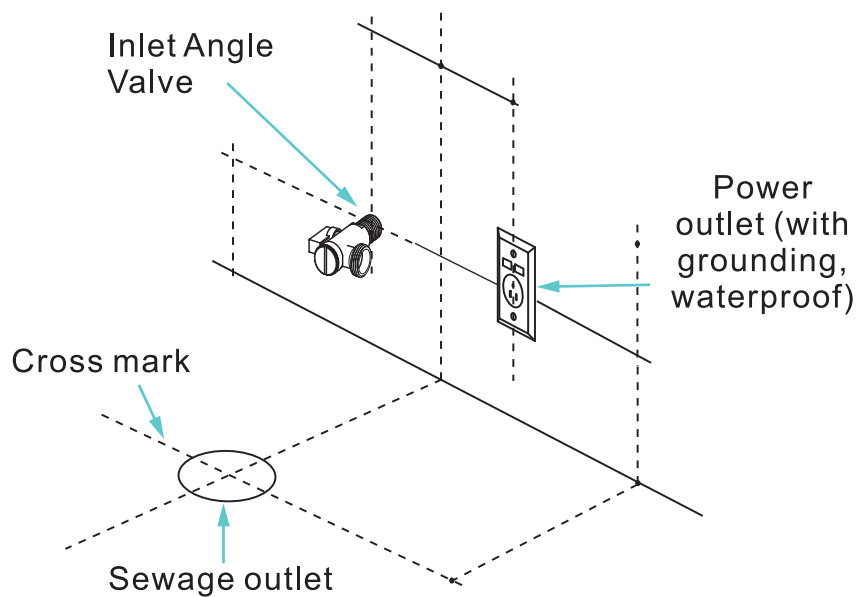


Screwdriver

PARTS:

INSTALLATION PREPARATIONS:

- Make sure that the floor tiles and the wall tiles have been paved, and that a pit tube and a water supply pipe are reserved.
- Reserve the installation position according to the dimensions given in the figure below (symbols * refer to the recommended dimensions) to ensure normal use of the water supply pipe.
- Make sure the distance between center of the pit tube and the wall, i.e., the pit distance, matches with the product.
- Turn on the water supply switch to drain water to flush away the mud and other foreign matters in the reserved water pipes to avoid blockage of the water pipes..



Be sure to set the power outlet as follows:

1. Confirming that the power socket used is handled by proper grounding.
2. The length of the power cord is 5 feet, and the location of the socket should be close to this product to facilitate installation and removal, and as far away from the bathtub as possible.
3. It is recommended to use a waterproof type socket, do not use an extension cord to connect this product.
 - May cause fire or electric shock.

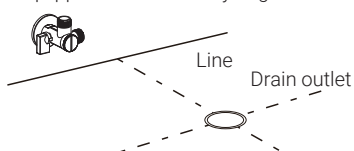


Warning

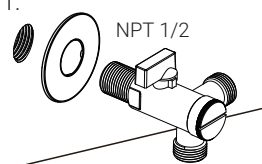
INSTALLATION:

- 1
 - Draw drain outlet centerline on the floor.
 - Install angle valve at proper position on the wall according to the dimension of toilet.

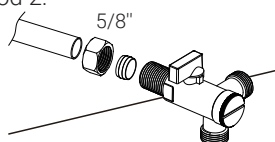
Equipped with three-way angle valve



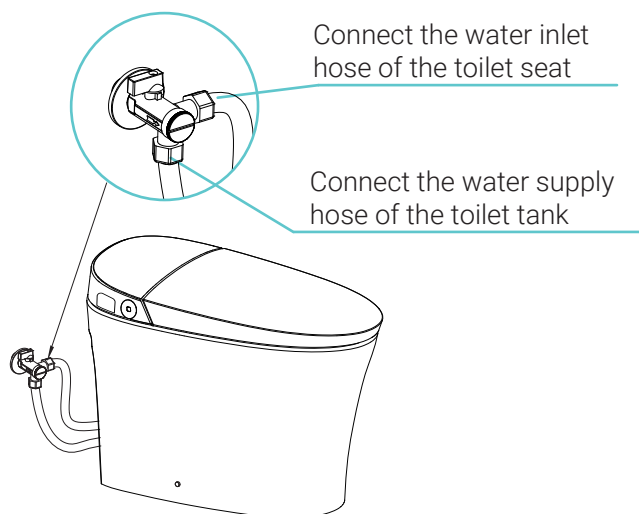
Installation Method 1:



Installation Method 2:



- 2
 - Connect the water inlet and angle valve of the toilet with the matching hose and tighten it.

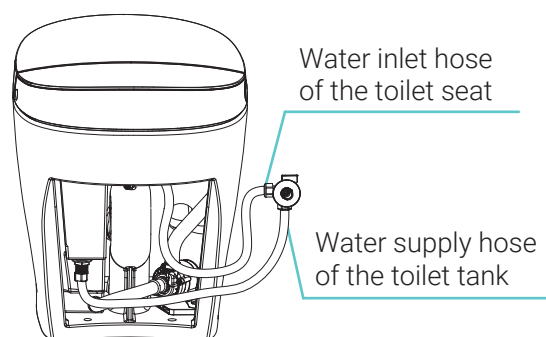
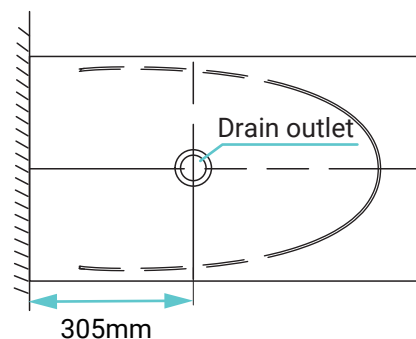


Note:

1. Please use the supplied angle valve when installing this toilet. Use of another angle valve not including a filter may result in blockages in the toilet and bidet waterways.
2. If replacing an existing angle valve, please contact a professional for installation.

3. Cardboard installation

- Align cardboard with the centerline of
- drain outlet.
- Draw contour line according to cardboard.

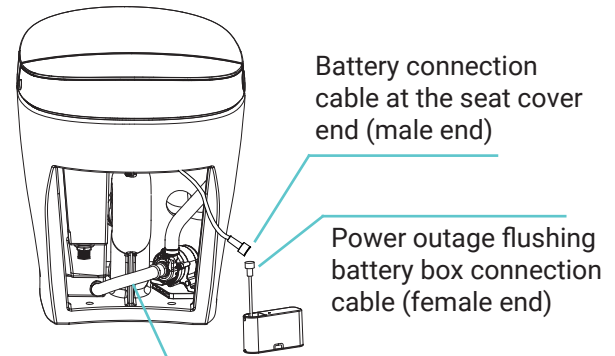


Note:

Please use this supplied water supply hose, to ensure optimal flushing performance.

3

- Remove the male end (red) of the battery connector from the rear seat cover of the ceramic.
 - Connect the battery connection wire at the seat cover end to the female end of the power-off flushing battery box connection wire and tighten them.
- Place the battery box in a suitable position behind the ceramic. Please ensure it is not placed too deep inside, as it may be difficult to remove for battery replacement in the future.



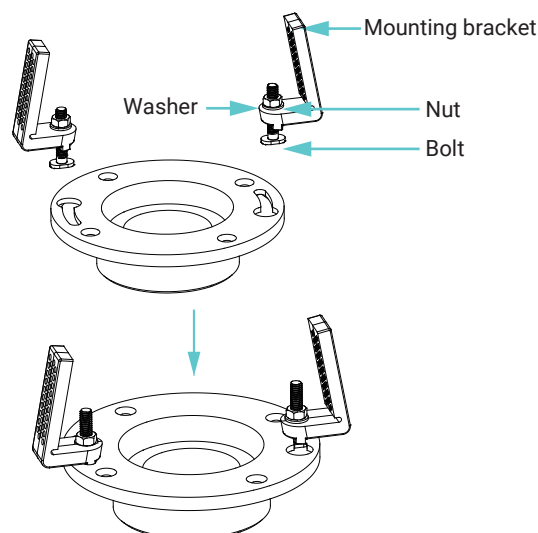
After connecting the wires, place the battery box in a suitable position

Kind tips:

The male and female terminals of the battery connection have positive and negative poles. There are positioning structures inside the two terminals. Please do not force them to plug in, as this may cause damage to the product.

4

- Assemble the mounting bracket with bolts and then install them to the pre-installed flange plate on the ground and lock tight with nuts.

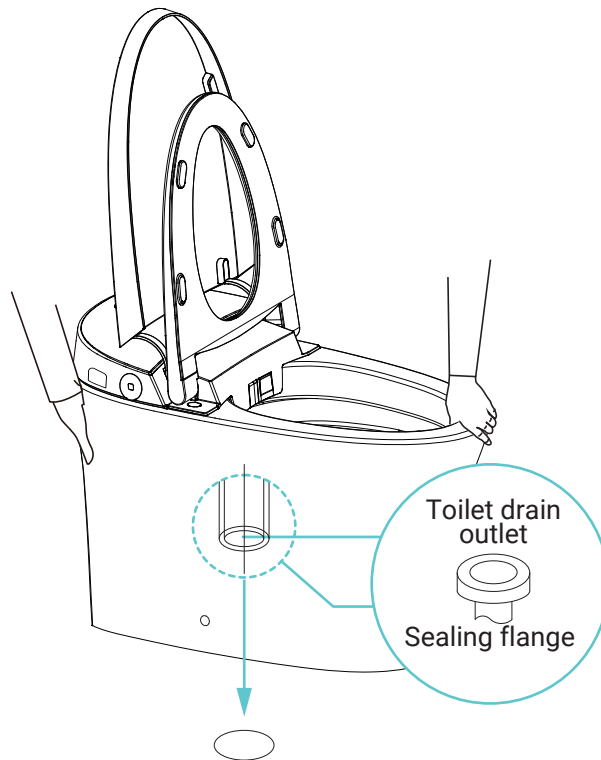


5

- Install a sealing flange into drain outlet.
- Install ceramic toilet on the corresponding position.

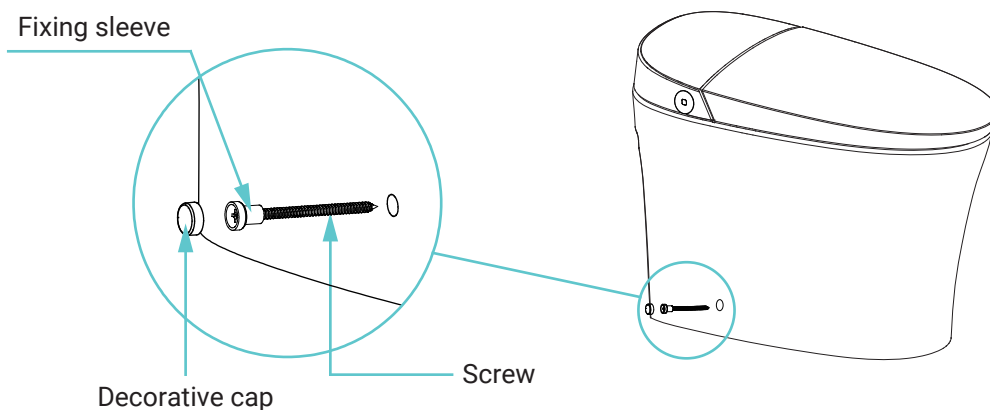
Note:

- Two people are required to carry the toilet.
- Please clean up the drain outlet;
- Please make sure ceramic toilet outlet sits perfectly on drain outlet.



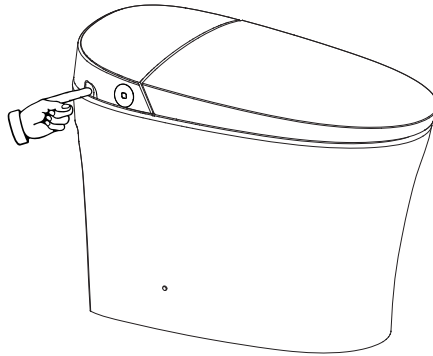
6

- Put the screw through the fixing sleeve and then install it through the holes (on both sides of the toilet ceramic) to the mounting bracket on the ground.
- Lock tight.
- Install the decorative cap on the fixing sleeve.



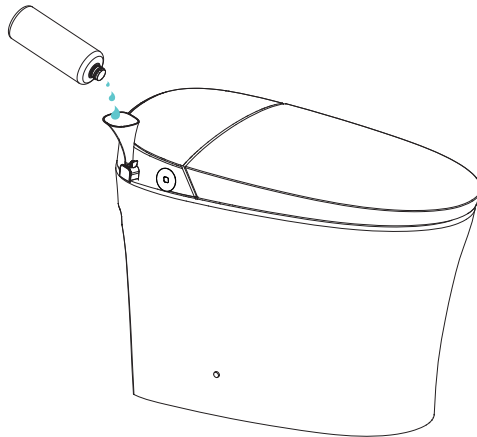
7

- Click the liquid filling box with your finger, and the liquid filling box will pop up automatically (as shown below)



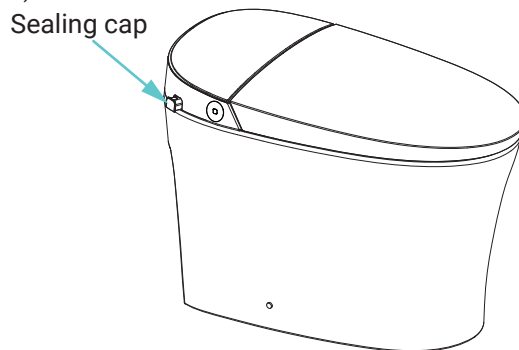
8

- Use your fingers to pull out the liquid-adding sealing plug, put the funnel into the liquid-adding port, and hold it while slowly pouring the foam liquid into the funnel with your other hand. (Do not pour the foam liquid into the funnel quickly to avoid the foam liquid overflowing.)



9

- Cover the sealing plug and press it tightly, then click on the filling box and push it in. (If the foam liquid overflows during the filling process, use paper towels to dry the liquid before pushing it in.)

**Note:**

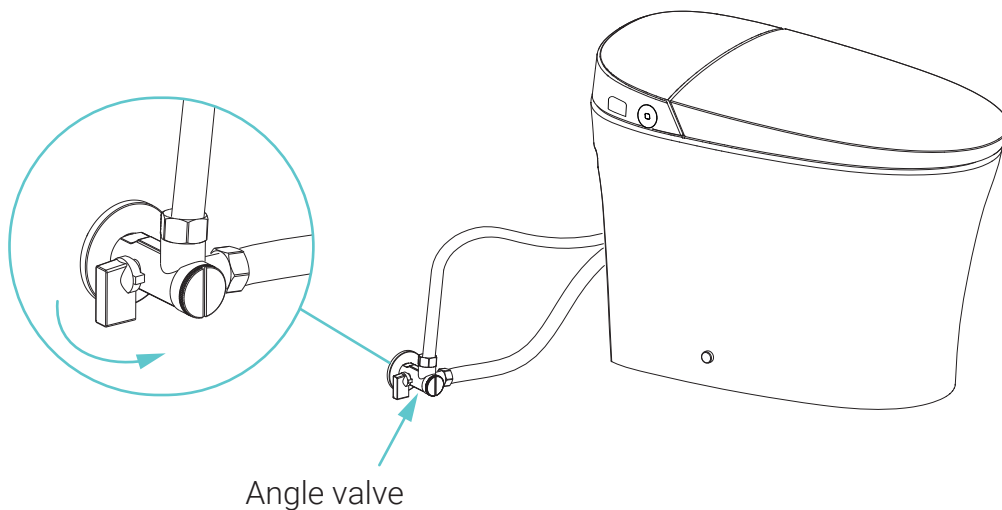
In order to achieve the best effect and prolong the service life of the foam shield, please use our special foam agent for smart toilets.

PREPARATION

1 Turn on the angle valve

- Check the threaded connection for leaks to ensure complete sealing.
- Turn the angle valve counterclockwise to the full open position.

Note: The angle valve opens with a large torque for the first time.



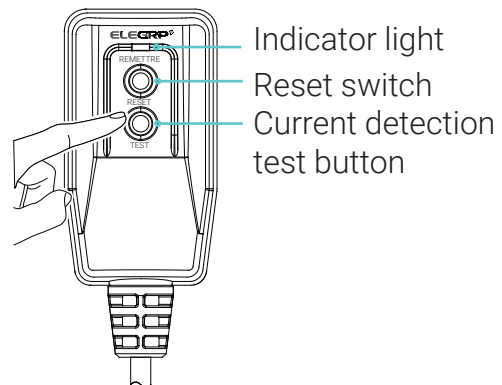
2 Power Connection

- Insert the leakage protection plug into a power socket, press the reset switch, plug indicator lights up, indicating that the power is on.

Note:

Press the test button prior to usage, the reset switch pops up indicating that the leakage protection function is normal.

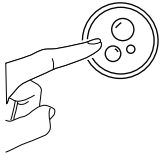
Press the TEST button (then RESET button) every month to assure proper operation.



3 Self-inspection

- a. Once power is connected, the buzzer beeps. The knob lights up in white, and the self-inspection starts.
- b. The buzzer beeps again, then the self-inspection completes.
- c. The product is ready to use.

4 Activate the Foam shield function



Long press "FOAM SHIELD" button on the remote control until the foam comes out and then release it to complete the "pumping" action

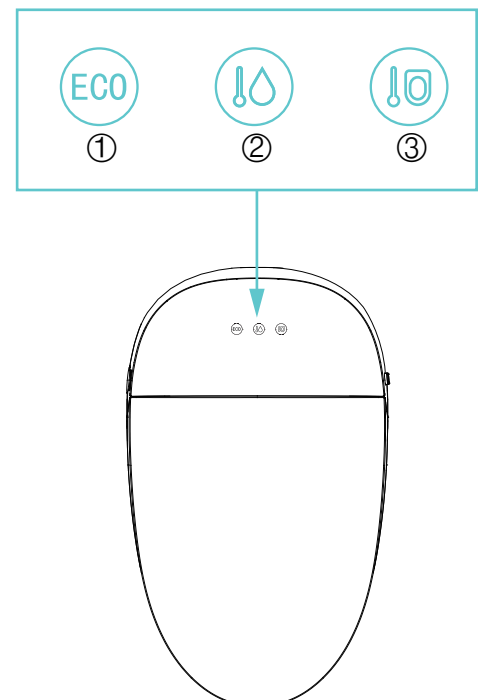
- Before starting the foam shield for the first time, the foam agent needs to be pumped into the foam shield by using the "pump liquid" command.

Tips:






1. After executing the "pumping liquid" command, there may be a large amount of foam when using the foam shield for the first time, which is a normal phenomenon.
2. This operation is only used when the toilet is just installed or when the foam agent is used up to replace the foam agent, and the use of the rest of the time will cause foam agent waste.

TOP PANEL INDICATOR LIGHT INSTRUCTION

- ① Power saving: When the power saving indicator light is on, it means that the whole machine is in power saving state.
- ② Water temperature: The water temperature indicator light goes out when the water temperature is in neutral, and lights up when it is not in neutral.
- ③ Seat temperature: The seat temperature indicator light goes out when the seat temperature is in neutral, and lights up when it is not in neutral.



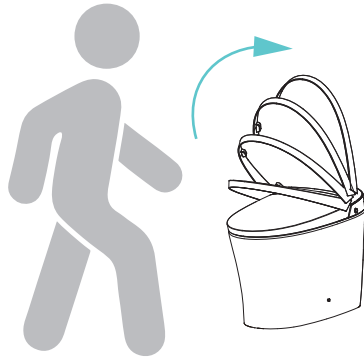
DESCRIPTION OF THE BUTTON FUNCTION

	
 Stop	<ol style="list-style-type: none">1. Press and hold "Stop" button to enter shutdown mode (white light off), press "Stop" button again to return to functional mode (white light always on). In shutdown mode, all functions and buttons (with the exception of the "Stop" button) will not operate.2. When seated, short press "Stop" button to stop front washing, rear washing or drying functions; When no one is seated, repeatedly press "Stop" button, the main unit will switch between functional mode (white light on) and energy saving mode (white light breathes).
 Rear washing/ Oscillating washing	<ol style="list-style-type: none">1. When seated, press "Rear washing" button to start rear washing function and press again to shift to oscillating washing. Press "Stop" button to stop rear washing immediately. After one cycle washing, drying function will be automatically turned on and stop after one cycle.2. When no one is seated, press "Rear washing" button, the nozzle will stretch out to allow access for cleaning; Press "Stop" button, the nozzle will retract.
 Front washing/ Oscillating washing	<p>When seated, press "Front washing" button to start front washing function and press again to shift to oscillating washing. Press "Stop" button to stop front washing immediately. After one cycle washing, drying function will be automatically turned on and stop after one cycle.</p>
 Flushing	<ol style="list-style-type: none">1. When seated, long press "Flushing" button to start drying function. The drying will stop automatically after on cycle, while it will stop immediately if the user presses "Stop" button.2. In non-off mode, press "Flushing" button to start flushing function. During rear washing or front washing, flushing function will not operate. During nozzle cleaning, only when spray wand is fully extended or retracted can flushing function be activated.

Note:
Default settings for all functions are intermediate when powering on. Use remote control to switch to the function level set before.

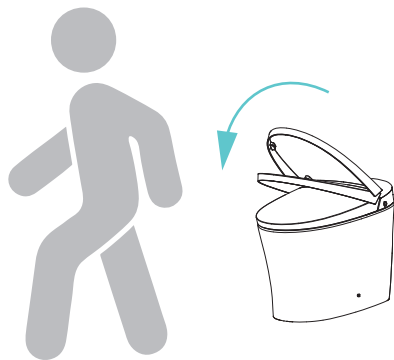
LID AND SEAT AUTO OPEN/CLOSE

Only for the product with lid auto opening/closing function. If the auto lid open/close function is disabled, please use the remote control to enable this function.



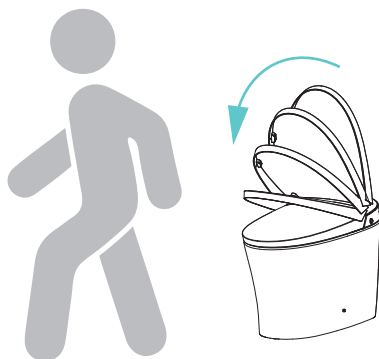
Approaching the toilet

When user enters the sensing range, the seat lid opens automatically.



Leaving the toilet

When a person leaves the toilet, the toilet lid automatically closes after the microwave detects a period of inactivity.



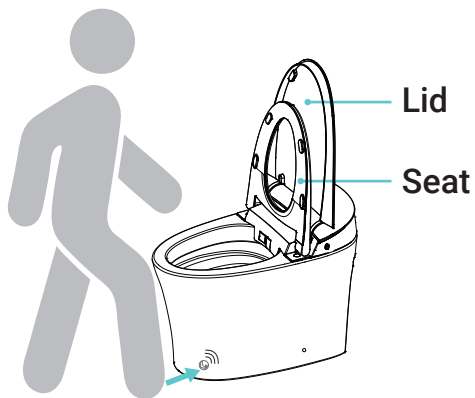
Open and Close Toilet Seat

After leaving the toilet after use, the microwave detects human inactivity for a period of time, and the toilet lid and seat automatically close.

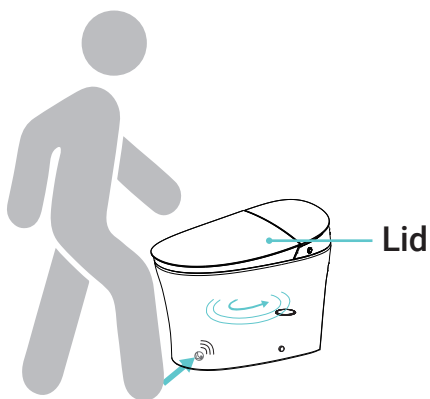
FOOT SENSOR



When the lid and seat are both closed, touch the sensing area with foot to open the lid.



When the lid is open and seat closed, touch the sensing area with foot to open the seat.



When the seat and lid are open, touch the sensing area with foot to close the seat and lid and activate a flush.

MAINTENANCE

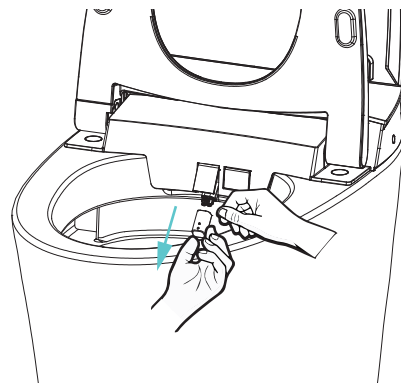
Main unit care and maintenance

- Shut off power supply before doing maintenance.
- Use only a soft, damp cloth to clean.
- Avoid using harsh chemicals.
- Once cleaning is completed and all surfaces are dry, re-connect the power plug.



Spray nozzle maintenance and care

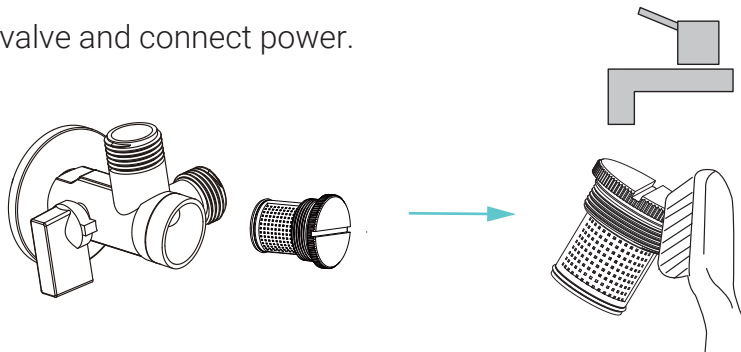
- When no one is seated, short press "REAR/MOVE" Button on the main unit, the nozzle will automatically stretch out to allow access for cleaning.
- When the nozzle moves forward, the nozzle can be removed and cleaned separately.
- Use only a soft cloth or soft brush to clean. Do not pull or push the wand, to avoid damage.
- Put the nozzle back on and press "Stop" Button to return the spray wand to its normal position.



Filter maintenance

If poor spray performance occurs under normal conditions:

1. Turn off power and the angle valve
2. Unscrew angle valve nut
3. Remove filter net
4. Clean out the filter net under running water using a toothbrush
5. Reinstall filter and angle valve nut.
6. Turn on the angle valve and connect power.



TECHNICAL SPECIFICATION

Main Unit	Rated voltage	110V-120V, 50Hz-60Hz
	Rated power	875W
	Water proof	IPX4
	Power cord length	About 1.5m
Toilet	Flush volume	1.6/1.1Gpf, 6.0L(full flush)/4.1L(half flush)
	Flushing mode	Siphonic jet
	Rough-in	305mm
	Outlet outside diameter	≤100mm
	Drainage method	S-trap
	Water pressure range	0.08MPa-0.8MPa (static pressure)
Cleaning device	Heating mode	Instant
	Heating power	1400W
	Water temperature	6-level adjustment
	Water volume	3-level adjustment
	Cleaning mode	Rear washing / Oscillating washing, Front washing / Oscillating washing
	Nozzle position	5-level adjustment
	Water pressure protector	Pressure maintaining device, Automatic pressure relief device
	Anti-fouling device	Automatic nozzle cleaning, Anti-syphon device, Anti-backflow device, Filter device
	Safety device	Thermal fuse, Water temperature sensor, Thermostat, Over temperature protection, Ground protection, Leakage protection plug
Drying device	Warm air volume	Over 0.2m ³ /min
	Warm air temperature	6-level adjustment
	Heating power	200W
	Safety device	Thermal fuse, Leakage protection plug, Thermostat


Deodorization	Deodorization method	Diatom Deodorization
Heated seat	Surface temperature	6-level adjustment
	Heating power	50W
	Open and close device	Quiet soft-close
	Burn protection	After 10 minutes of use, the seat temperature will automatically drop slowly to a low level
	Safety device	Seat sensor, Temperature sensor, Thermal fuse, Thermostat, Leakage protection plug
Caring device	Night light assembly	Intelligent, Always off, Always on
	User ID setting	To avoid interference when used by multiple users
	Automatic flushing	Toilet will automatically flush as user walks away from bowl
	Foot sensor open lid	Foot sensor open lid/seat can be realized
	Foot sensor flushing function	Foot sensor flushing

Rated power: Under the condition of ambient temperature 23°C/73°F, water static pressure 0.18MPa±0.02MPa, water temperature 15°C/59°F, power toilet on, set water pressure, seat temperature, water temperature to the highest level in turn and perform one rear washing cycle.

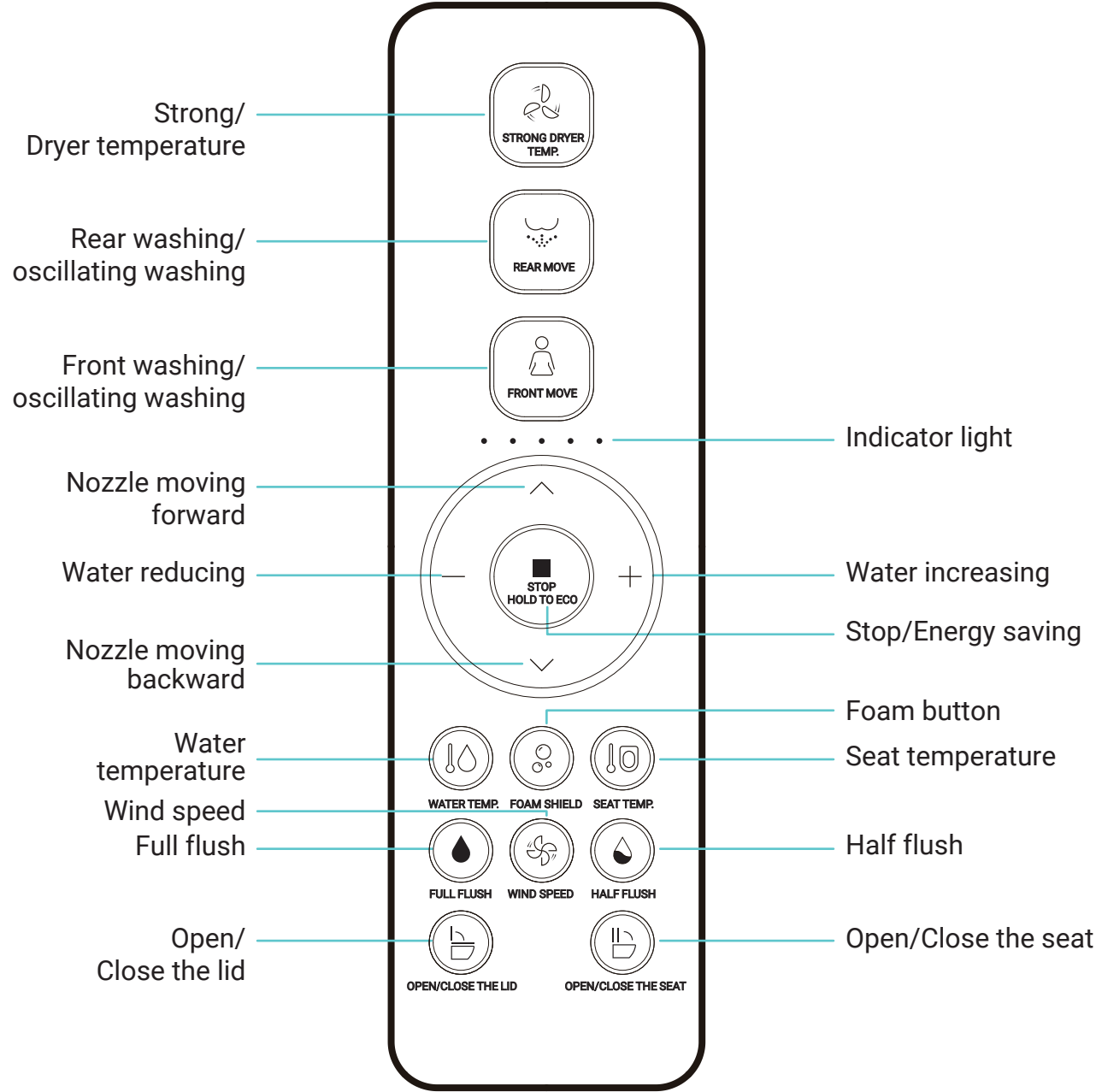
TROUBLESHOOTING GUIDE

Problem	Cause	Solution
Poor flushing	Water supply hose is kinked.	Straighten the hose to remove the kink.
	Angle valve is not fully turned on.	Turn on the angle valve fully.
	Filter is dirty.	Clean the filter.
Not flushing	Angle valve is shut off.	Turn on the angle valve.
	A power outage occurred.	Use a bucket to manually flush.
	A water failure occurred.	Use a bucket to manually flush.
	Previous cycle not finished.	Wait until the previous cycle finishes then flush.
Auto flushing does not work	"Auto flushing" is set to "OFF"	Set to "ON".
	The seat switch will not turn on unless the user is seated properly.	Sit back on the toilet seat.
Auto pre-wetting does not work	"Auto pre-wetting" is set to "OFF".	Set to "ON".
	The seat switch will not turn on unless the user is seated properly.	Sit back on the toilet seat.
Low water temperature	The water temperature is not set properly.	Adjust the water temperature.
	When the temperature of the water supply or of the bathroom is low, the water temperature may be low when first sprayed.	
Low seat temperature	The seat temperature is not set properly.	Reset the seat temperature.
	In energy saving mode.	Switch to functional mode and wait for 5+ minutes.
	In standby mode.	Switch to functional mode and wait for 5+ minutes.
	When seated, after 10 minutes, the temperature begins to decrease. Then after 5 minutes, the toilet seat heater turns to level 1 and stays.	Stand up from the seat and then sit again.
Low air temperature	The air temperature is not set properly.	Reset the air temperature.

Problem	Cause	Solution
Spray rod does not operate or water pressure is low	Power off	Turn on the power.
	The seat switch will not turn on unless the user is seated properly.	Sit back on the toilet seat.
	Stuck due to impurities	Remove impurities.
	Water failure has occurred.	Press the "STOP" button on the remote control and wait until water service is restored.
	Angle valve is shut off	Turn on the angle valve.
	Filter is dirty	Clean the filter.
	Water supply set to a low pressure.	Set the water pressure to required range.
Waste material does not flush down completely	Angle valve is not fully open.	Turn on the angle valve fully.
	Water filter is clogged.	Clean the filter.
	The water supply to the toilet is disrupted by other running water fixtures	Cease using other fixtures and then flush toilet
	The original supplied angle valve was not installed	Install the original angle valve which has a filter included.
	Flushing may be difficult depending the consistency of the waste material.	Flush the toilet again. If the bowl unit is not cleansed with flushing, remove the stains with a brush or similar instrument.
Water is leaking from the plumbing connections	Inspect to see if any nuts in the connection are loose.	Firmly tighten the nuts.
	Water leak does not stop.	Close the angle valve and consult service provider.
There are black stains on or around the bowl unit	Ammonia in urine may cause black stains.	If urine has splashed on the bowl unit or floor, wipe it up immediately.
There is black or pink slime on the toilet bowl surface	This is a result of growth of airborne fungal spores or bacteria that feed on waste residue on the toilet bowl.	Clean with a (non-abrasive) neutral toilet detergent.
There is residue on the bowl unit surface	Oil and other hard-to-see grime may stick to the bowl unit surface.	Clean with a (non-abrasive) neutral toilet detergent.

Problem	Cause	Solution
Night light does not work	Night light function is "OFF".	Set to "ON".
Remote control does not work	The positive and negative direction of the batteries is incorrect.	Re-load batteries.
	Batteries have expired	Load new batteries.
Stops in the middle of use	The drying feature stops automatically after about 5 minutes of continuous use.	
	The cleaning feature stops automatically after about 3 minutes of continuous use.	
	The seat switch has difficulty detecting that the seat is in use. Sit back on the toilet seat. If the user gets up slightly from the seat, or sits forward on the seat, the seating switch may temporarily stop detecting the user's presence.	
Water comes out unexpectedly from the spray rod	When the user sits on the toilet seat, water comes out for several seconds while the water is warmed up. This is normal function.	
When flushing, a gurgling sound can be heard.	When the toilet is flushed together with waste material, the sound is a result of air, waste material and water being pulled through the system. This is normal function.	
 Caution	Please disconnect the power, wait for 30 seconds, then reconnect the power to restore to factory settings. If the problem still cannot be resolved, please disconnect the power and contact service providers.	

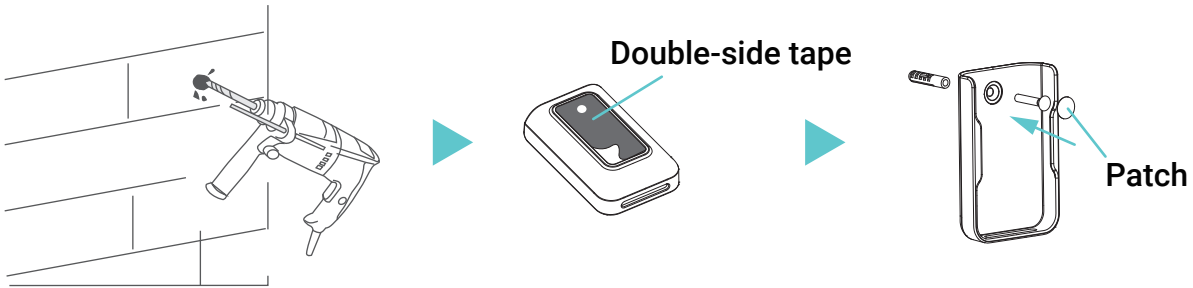
REMOTE CONTROL OPERATION:



Remote control installation

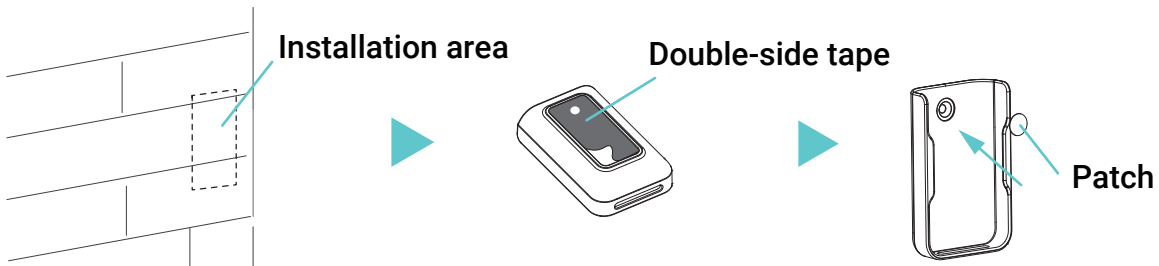
Remote control holder installation 1:

1. Drill a 6 mm diameter hole in the wall to a depth of about 35 mm.
2. Remove the double-sided adhesive tape on the back of the holder.
3. Install an anchor into the hole, stick the holder to the wall and secure with screws and then stick the patch with tape.



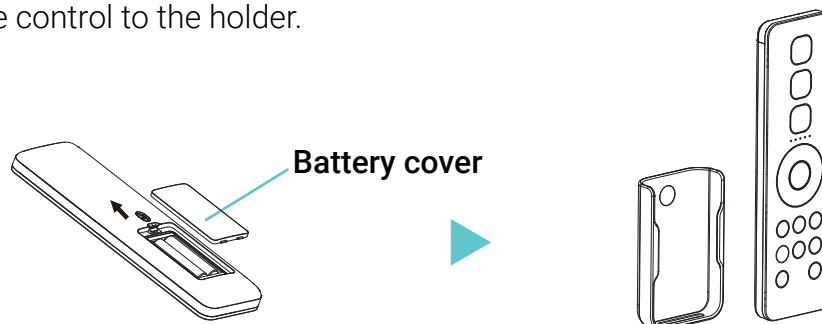
Remote control holder installation 2:

1. Clean and dry the pre-installation area of the holder.
2. Remove the double-sided adhesive tape on the back of the holder.
3. Stick the holder to the wall vertically and then stick the patch with tape.



Battery installation:

1. Insert batteries into the remote control.
2. Put the remote control to the holder.



Note:

1. Please ensure the remote control is within reach when a person on the seat.
2. Do not install and use the product in damp places such as a shower room.
3. Do not place the product in a place where it is easily exposed to water.

Note:

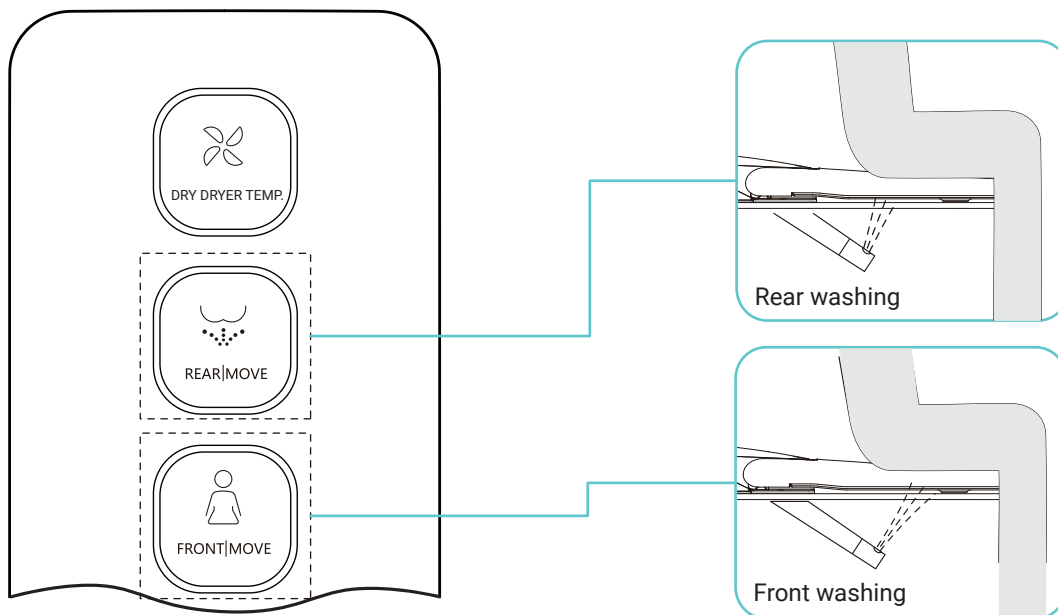
- Only when the user is seated and the buzzer beeps can the functions of front/rear washing and drying be activated.
- The nozzle will continue to spray for 1-2 seconds after user stands up during washing, so please press "STOP" button before standing up.

REAR|MOVE

Press " " button, the indicator light is on showing current water temperature level, it starts rear washing; Press again " " button to shift to oscillating washing (nozzle moves forward and backward to expand washing area). The washing will stop automatically after one cycle, while it will stop immediately if the user presses " ■ " button.





FRONT|MOVE

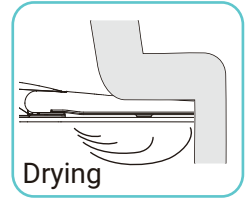
Press " " button, the indicator light is on showing current water temperature level, it starts front washing; Press again " " button to shift to oscillating washing (nozzle moves forward and backward to expand washing area). The washing will stop automatically after one cycle, while it will stop immediately if the user presses " ■ " button.



STRONG | DRYER TEMP



- Press "  " button, the indicator is on showing current air temperature gear, it starts drying. The drying will stop automatically after one cycle or after user leaves the seat.
- Under drying, press "  " button to adjust the air temperature, and the indicator light is on showing the air temperature gear. When the indicator light is off, the temperature is at gear 0 (room temperature), The air temperature adjustment mode is cycle through 0-5 gears.
- Under drying, press the air outlet position "  ", "  " button, the indicator light is on showing the current air outlet gear, and the air outlet position can be adjusted between 0-5 gears.



○ ○ ○ ○ ○

Room
temperature

● ○ ○ ○ ○

Level 1

● ● ○ ○ ○

Level 2

● ● ● ○ ○

Level 3

● ● ● ● ○

Level 4



● ● ● ● ●

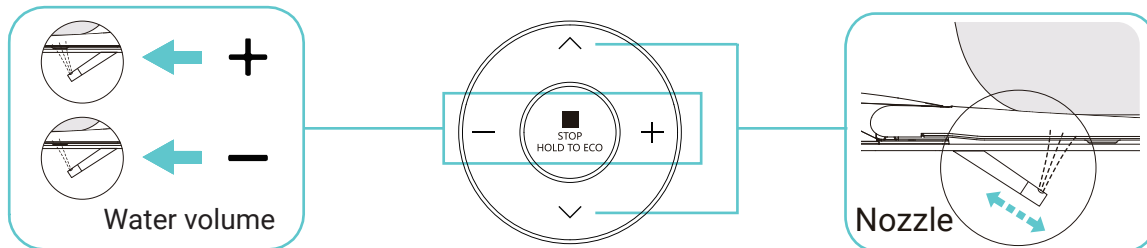
Level 5

Water volume adjustment

- Press "+" or "-" button when it is under function of rear washing or front washing, the indicator light is on showing current water volume level, and water volume can be adjusted.



Nozzle position adjustment

- Press "  " or "  " button when it is under function of rear washing or front washing, the indicator light is on showing current nozzle position, and nozzle position can be adjusted in 5 levels.



Energy saving



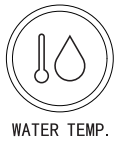
Long press "  " button to enter energy saving mode, long press "  " button again to exit energy saving mode.

Under energy saving mode, seat temperature is set to Level 1 for energy saving. (Note: If the seat temperature before energy saving is neutral, then it will be neutral as well.)

Remark:

Energy saving mode will be suspended and the product will enter functional mode if the seat is used. The seat starts to heat immediately (without turning off the seat temperature), and the energy saving mode is restored once the seat is no longer being used.

Water temperature adjustment



Short press "🌡️" button to adjust the water temperature between 0-5 level. The indicator light is on showing current water temperature level. When the indicator is off, the temperature is at level 0 (room temperature).



Seat temperature adjustment



Short press "🪑" button to adjust the seat temperature between 0-5 level. The indicator light is on showing current seat temperature level. When the indicator is off, the temperature is at level 0 (room temperature).



Wind speed adjustment



- Under drying, press "🌀" button to switch the wind speed gear, and the gear adjustment will be cycled from 1-3 gears.
- Long press the "🌀" button to turn on/off the drying moving function.

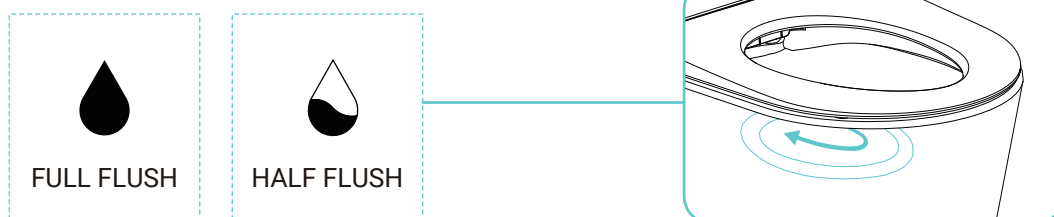
Half flush/Full flush



- Short press "💧" button, the toilet starts half flushing.
- Short press "💧" button, the toilet starts full flushing.
- Long press "💧" button to turn on/off auto flush function.




When the auto flush function is turned on, toilet will automatically flush after detecting user leaving the seat.





Auto lid open/close



OPEN|CLOSE THE LID

Short press "  " button , open or close the lid.

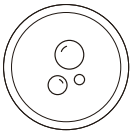
Short press "  " button , open or close the seat.

Long press "  " button to turn on/off auto lid open/close function.





OPEN|CLOSE THE SEAT





Foam setting






FOAM SHIELD

- Short press "  " button to activate the foam shield function.
- Long press "  " button to turn on pumping quickly until the foam comes out and then release it .

Note: This operation is only used when the toilet has just been installed or the foam agent is used up, and the foam agent is added again. The use of the rest of the time will cause foam agent to be wasted.)



- Press "  " button first, then press "  " button to turn on the automatic foaming function, and the buzzer will beep once.
- Press "  " button again and press "  " button to turn off the automatic foaming function, and the buzzer will beep twice.
- After the automatic foaming function is on, when it is detected that the user is sitting, the foam shield function will be turned on automatically. (The automatic foaming function is turned off by default)

Night light

- Night light adjustment: Long press "  " button to turn on/turn off night light.
- Intelligent mode: Long press "  " button to enter into intelligent mode (Night light will be on or off depending on the surrounding light.). If the product is on intelligent mode, long press "  " button to exit intelligent mode. (Factory setting: intelligent mode)

User code

IR remote control

- ① Power on the toilet and the self-inspection starts. It beeps once when the self-inspection completes.
- ② Press and hold " ■ " button, then press "  " button, the indicator light will flash.
- ③ Press the Pressure " + " or " - " button to select user 1-9 (as shown below). The indicator light displays the corresponding user code and flashes.
- ④ Press " ■ " button, then press "  " button. The main unit beeps once, indicating that the remote control and the toilet are matched successfully.


● ○ ○ ○ ○ User 1	○ ● ○ ○ ○ User 2	○ ○ ● ○ ○ User 3	○ ○ ○ ● ○ User 4	○ ○ ○ ○ ● User 5	● ● ○ ○ ○ User 6
○ ● ● ○ ○ User 7	○ ○ ● ● ○ User 8	○ ○ ○ ● ● User 9			

Other operations


Quiet mode

- Press and hold the " ■ " button and press the "  " button to turn on/off quiet mode.


Auto deodorization

- Press and hold " ■ " button and press "  " button to turn on/off auto deodorization function. The deodorization function will be automatically turned on when the user is seated, and will stop after user leaves. Under drying, deodorization will stop. (This function is turned on by default.)

Automatic pre-wetting function

- Press and hold " ■ " button and press "  " button to turn on or off automatic pre-wetting function. After the automatic pre-wetting function is turned on, the pre-wetting function will be performed when the user is detected to be seated. (Only for the toilet with automatic pre-wetting function.)

Foot sensor function

- Long press "  " button to turn on/off foot sensor function. Foot sensor is deactivated when the user is seated. (Only for the toilet with foot sensor function.)

Remark:

- The buzzer will "BEEP" once when the user presses one button indicating that the main unit receives the signal and conduct the operation accordingly. If the buzzer doesn't sound, it means the main unit doesn't receive the signal, please adjust the remote control direction and repress the button.
- In case of power cut during nozzle spraying, the wand cannot be retracted, please wait until the power is restored. In case of a power cut for a long period, please push the wand softly back by hand. Do not push hard, to avoid damage to wand and electrical machine.

ONE YEAR LIMITED WARRANTY

Swiss Madison® products are made with quality materials and excellent craftsmanship to provide our customers with beautiful, durable, long-lasting products. Should there be any defects in materials or craftsmanship under regular use that are discovered within the first year of installation, Swiss Madison® will provide replacement parts at no charge, or at its discretion, replace any product or part of the product that is deemed defective, under normal installation, use, service or maintenance. This warranty applies only to the original purchaser. Proof of purchase will be required in the instance of a claim.

Swiss Madison® recommends all installations of Swiss Madison® products to be conducted by a licensed, professional plumber or contractor. Swiss Madison® will not be held responsible for any damage or product failure due to improper installation, misuse, or failure to utilize a licensed professional for installation. Swiss Madison® is not responsible for any installation or removal costs.

THIS ONE YEAR LIMITED WARRANTY WILL BE VOIDED IF:

- The installation recommendations were not followed by the installer
- The product has been moved from its initial place of installation
- The product has in any way been modified from its packaged state
- The product has been subjected to improper maintenance, abuse, misuse, excessive use of chemicals, accidents, or other damages, etc.

Swiss Madison® makes no implication that its products comply with any local building or plumbing codes. It is the consumer's responsibility and obligation to determine local code compliance prior to and during installation. This warranty extends only to the original purchaser and first consumer.

Swiss Madison® is not responsible for any special, incidental or consequential damages associated with the installation, replacement, return or use of the original purchaser's product. This includes, but is not limited to: freight costs, labor, travel time, lost profit, home damages and other contingent liabilities and costs (including, without limitation, costs associated with 'professionals' or 'experts', investigations, audits, analyses, attorneys and any other professional/hired services).

The Swiss Madison® warranty is a comprehensive and explicit limit of liability. All items not disclosed within the warranty are not addressable within the responsibility of Swiss Madison®. Certain states have variances regarding implied warranties; in those situations, we remain fully compliant.

QUESTIONS OR CONCERNS?

Please contact us directly at 1-434-MADISON (623-4766)



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