



GoBidet® Three Year Warranty

Warranty

GoBidet will repair or replace any part that proves to be defective in material and/or workmanship under normal installation, use and service within 3 years of purchase.

Residential Products

We provide the following warranties on all GoBidet products to the original purchaser, installed in a residential setting. This warranty is effective for all new and improved GoBidet model GB-2003-C units sold after January 30th 2024.

Mechanical 3 Year Warranty

A 3 Year Warranty is provided on all GoBidet mechanical parts to be free from manufacturing defects in materials and workmanship under normal use.

Finish Warranty

A 3 Year Warranty is provided on all GoBidet product finishes against manufacturing defects in materials and workmanship under normal use. This covers any peeling or chipping of the chrome plating, but does not cover oxidation, corrosion or discoloring. If necessary, the unit should be wiped with a damp cloth and dried after each use. To prevent oxidation of all types, as well as discoloring, it is recommended the bidet be frequently rubbed with a light coating of non-scented mineral oil. No chemicals should be used to clean the bidet or the finish can be damaged.

Authorized Sellers

The GoBidet warranty applies to sales from Authorized sellers only. For a list of Authorized sellers please visit our web site listed below.

Limitations

The warranty does not cover the cost to return the damaged product or parts to or from the Authorized Service Facility, nor does it cover the cost of removal or installation of the product. It does not cover the loss of use while the unit is out of service. Please note that our warranty does not cover normal "wear and tear."

Submit a Warranty Claim

Proof of Purchase (copy of your original receipt, purchase order or invoice), including the dealers name and date the product was purchased is required. Please contact us through the address or website listed below.

WARNING!

Exposure to ions such as chlorides that cause oxidation/corrosion can over time cause damage to water hoses, t-valves, plastic parts and all parts that are exposed to water. These component parts should be inspected periodically and repaired or replaced as needed. These products do have a reasonable limited 3 year warranty and must be maintained by the user in order to keep the product safe.

Our company is not responsible for failure by the user to periodically inspect and use reasonable care in maintaining this product. Damage caused by lack of proper cleaning and maintenance, force, abrasion, hard-water (high in mineral content) and chlorides or caustic cleansers is not covered by this Warranty. As the unit ages, more periodic inspections are required. If this product shows any signs of corrosion, wear or failure it should be disconnected from any water connections and should not be used until it has been fully inspected by the manufacturer.

GoBidet Care and Cleaning Tips

DO...

Clean the fixture with dish soap and a damp cloth, then simply rinse off and wipe dry. You can prevent lime scale and all oxidation by drying the bidet after each use. Cover with a light coating of non-scented mineral oil.

DON'T...

Do not use abrasive sponges or scouring agents for cleaning. We also advise against the use of solvents, benzene or acidic cleaners, lime scale removers, household vinegar and cleaning agents containing acetic acid.

To obtain service, contact our Distribution and Service Facility:

GoBidet®
248-230-8922

www.go-bidet.com