CERTIFICATES

SIRIM certification mark demonstrates product compliance with national or international standard. The product certification scheme is assessed by SIRIM QAS International to provide quality assurance for product safety and reliability. Products that carry this label have undergone stringent certification, inspection and testing services.certified management systems.

K-MARK is a Certification Mark awarded by Ikram QA Services for compliance to its product certification scheme type 5 which is based on the international Standard ISO/ IEC 17067. This scheme includes testing of product and assessment of the quality system involved. Surveillance of the quality system is conducted and samples of the product are taken from the market or at the point of production, or both, and are assessed for on-going conformity.

CONSTRUCTION INDUSTRY DEVELOPMENT BOARD OF MALAYSIA (CIDB or LPIPM) registration is mandatory for all regulated construction materials governed by the Fourth Schedule of the CIDB Act 520. CIDB as the regulator issues the Certificate of Standard Compliance (PPS) for these construction materials and products which comply to the specified standard in order to ensure quality of construction materials and safety of users.

SURUHANJAYA PERKHIDMATAN AIR NEGARA (NATIONAL WATER SERVICES COMMISSION) regulates the water services industry in Peninsular Malaysia and Federal Territories. Listing and registration of products for use in water supply and sewerage services is mandatory.

MyHIJAU is Malaysia's official green recognition scheme endorsed by the Ministry of Environment Malaysia, bringing together certified products and services that meet local and international environmental standards under one single mark. Products that carry this label meet the criterias of minimising the degradation of the environment.

WATER EFFICIENT PRODUCT LABELLING SCHEME (WEPLS) is based on a 3 star rating system for water consumption initiated by National Water Services Commission (Suruhanjaya Perkhidmatan Air Negara, SPAN) in Malaysia, to inform consumers of water efficiency rating and to encourage good water conserving habits.

WATER EFFICIENCY LABELLING SCHEME (WELS) is a grading system with 0/1/2/3 tick denoting the water efficiency level of a product by Singapore's National Water Agency. Products with the most ticks are recommended. Ratings have been awarded based on test results obtained at testing laboratories accredited by the Singapore Accreditation Council (SAC).

PRODUCT WARRANTY

Econax Warranty Period

If a separate warranty certificate is enclosed with the product, the indicated warranty period below will apply to the product.

Sanitary Ware	Lifetime
Toilet Mechanisms (Fittings)	5 years
Toilet Seat and Cover (PP)	2 years
Faucets (Body)	5 years
Faucets (Cartridges)	5 years
Shower and Accessories	5 years
Manual Bidet TSC	5 years
Sensor Flush Valves	2 years
Manual Flush Valves	2 years
Bathroom Accessories	5 years
Accessories	2 years

(Hoses, Wall Outlet, Sliding Bars, Wall Bracket, Pillar Leg, Hand Bidet, Bottle Trap, Waste Outlet, Floor Trap, Mirror)





Warranty Conditions

The warranty will apply under following conditions:

1. The warranty period will apply from date of purchase by Customer. The proof of purchase must be provided.
2. The products installed in accordance with provided installation instructions by trained and qualified plumber.
3. The product not damaged due to improper handling and transportation.
4. The product not damaged due to improper use, voltage fluctuations, electric faults, faulty installation, inadequate or lack of maintenance, insuffucient water pressure and water impurities.
5. The product not damaged due to use of harsh detergents or abrasive cleaners on product finishes.
6. Normal wear and tear of Rubber/Battery is not covered under warranty.

For all warranty claims and queries, please contact ROCA Technical Service at:

1800-222-112
Monday - Friday, 8.00am - 5.00pm
(Excluding public holidays)