

WARRANTY & INSTALLATION

Warranty

All Powder House ceramic sanitaryware, Mineralicast bathtubs and accessories carry a 24-month warranty against defects in materials and workmanship, beginning from the date of delivery. This warranty is available only to the original purchaser and requires proof of purchase.

The warranty covers manufacturing defects only and does not cover:

- Damage resulting from incorrect, unprofessional or non-compliant installation
- Damage caused by improper or unsuitable cleaning products or methods (see our Cleaning & Maintenance guide)
- Normal wear, surface scratches or colour variations consistent with ordinary use
- Colour variation between production batches, which is inherent to the ceramic glazing process
- Damage caused by limescale, hard water or chemical attack where care instructions have not been followed
- Damage caused by impact, misuse or accident
- Consumable and replaceable components including flush mechanisms, seat hinges and washers
- Products purchased from unauthorised third-party resellers

To make a warranty claim, contact us at support@powderhouse.store with your order number, a written description of the alleged defect and clear photographs. We will acknowledge your claim within 5 business days.

Our liability under this warranty is limited, at our sole discretion, to repair, replacement or refund of the defective product. We shall not be liable for costs of removal, reinstallation, associated plumbing works or any consequential loss.

If you are a consumer purchasing for personal, non-commercial use in Sweden or the EU, your statutory rights under the Konsumentköplagen (Consumer Purchase Act) and related legislation apply alongside and are not limited by this commercial warranty. Swedish consumers have the right to make claims in respect of defects for up to three years from delivery.



WALL-HUNG WC

INSTALLATION GUIDE

Important – Please Read

Please read these instructions carefully before starting installation.

Check the product for missing parts or damage.

In the unlikely event of a problem, please refer to the warranty terms.

We strongly recommend installation by a qualified plumber.

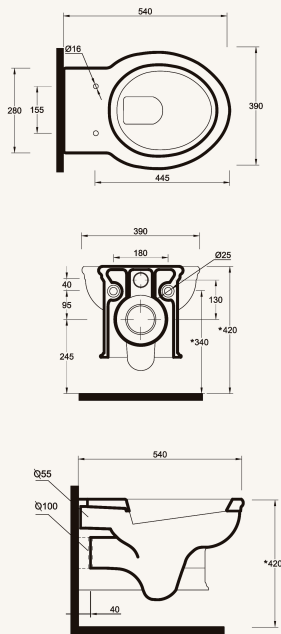
In new buildings, fill the traps of WCs, basins and bidets with water to prevent corrosive gases from damaging taps and toilet seat fittings.

Fit all inlet and outlet water pipes before installation.

Regular cleaning helps prevent the build-up of limescale.

Acidic cleaning products may damage the metal parts of sanitaryware and taps.

Measurements



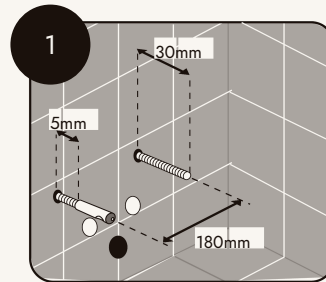
* Advised measure for installation

Components

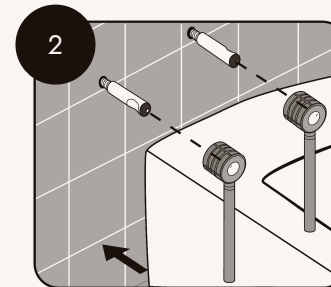


Included: WB9NS fixing system with pre-installed M12 threaded bars.

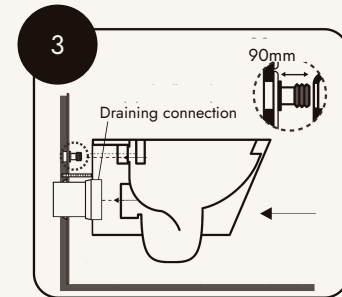
Installation Steps



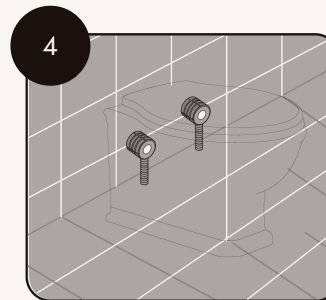
Prepare the waste outlet and fixing rods; cut if necessary.



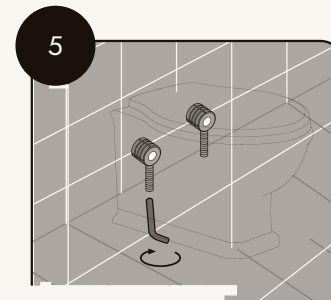
Screw the two steel sleeves onto the bars.



Prepare the cistern flush connection; lubricate both parts.



Position the WC onto the wall brackets.



Secure with fixing nuts.
Tighten alternately. Max 7 Nm.