

Gerber® Plumbing Fixtures LLC Vitreous China and Components & Parts Warranty

Vitreous China

- Gerber Plumbing Fixtures ("Gerber") warrants to the original consumer purchaser that the vitreous china of toilets and sinks will be free from defects in material and workmanship under intended use for as long as the original consumer purchaser owns it (limited lifetime warranty). For commercial installations, this coverage is for five (5) years.

Components & Parts

- Gerber warrants to the original consumer purchaser of Viper®, Avalanche®, and decorative toilets* that the components included with the original purchase will be free from defects in material and workmanship under intended use for fifteen (15) years. For commercial installations, this coverage is for one (1) year.
- Gerber warrants to the original consumer purchaser of Ultra Flush® toilets that the components included with the original purchase will be free from defects in material and workmanship under intended use for ten (10) years. For commercial installations, this coverage is for one (1) year.
- Gerber warrants to the original consumer purchaser of Maxwell®, Maxwell Choice™, and Viper Edge™ toilets that the components included with the original purchase will be free from defects in material and workmanship under intended use for five (5) years. For commercial installations, this coverage is for one (1) year.
- Gerber warrants to the original consumer purchaser of Banner™ toilets that the components included with the original purchase will be free from defects in material and workmanship under intended use for two (2) years. For commercial installations, this coverage is for one (1) year.
- Gerber warrants to the original consumer purchaser of Maxwell SE toilets that the components included with the original purchase will be free from defects in material and workmanship under intended use for one (1) year.
- Gerber warrants to the original consumer purchaser of toilet seats that the seats will be free from defects in material and workmanship under intended use for one (1) year.
- Gerber warrants to the original consumer purchaser of all other toilets/collections and parts & components not mentioned above will be free from defects in material and workmanship under intended use for five (5) years. For commercial installations, this coverage is for one (1) year.

Product	Residential Warranty Period	Commercial Warranty Period
Vitreous China of All Toilets & Sinks	Limited Lifetime	Five Years
Avalanche®, Viper®, and Decorative Collections* Toilet Parts & Components (Except Toilet Seats)	Fifteen Years	One Year
Ultra® Flush Toilet Parts & Components (Except Toilet Seats)	Ten Years	One Year
Maxwell®, Maxwell Choice™, Viper Edge™ Toilet Parts & Components (Except Toilet Seats)	Five Years	One Year
Banner™ Toilet Parts & Components (Except Toilet Seats)	Two Years	One Year
Maxwell SE Toilet Parts & Components (Except Toilet Seats)	One Year	One Year
All Other Toilets/Collections Parts & Components Not Listed Above	Five Years	One Year
Toilet Seats	One Year	One Year

Gerber will repair or replace any product or component thereof that proves—upon inspection by Gerber—to be defective in material or workmanship according to the above stated periods of coverage. If replacement is not possible or practical, Gerber may elect to replace the product with an equivalent product or provide a refund in exchange for the return of the product in question.

Gerber will not be liable for any labor, freight, shipping, or any other costs or charges incurred in connection with removal or replacement of the product or otherwise acting on the above warranties, or for repair or replacement of any personal property, building or installation materials.

Gerber will not be liable for incidental or consequential damages resulting from installation or use of the product not in accordance with the product instructions; reasonable wear and tear; misuse, abuse or neglect of or accident to the product; or moving the product from its original installation location.

Use of cleaning solvents/chemicals or cleaning methods including in-tank bowl cleaners will void the above warranties. Gerber will also not be liable for any damage to, or failure of, tank components or vitreous chinaware caused by chloramines or a high concentration of chlorine, lime/iron sediments, or other minerals not removed from the public water supply during the treatment of public water supply.

This warranty does not apply to local building code compliance. Since local building codes vary considerably, the purchaser of the product should check with a local building or plumbing contractor to ensure local code compliance before installation.



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IMPLIED WARRANTIES INCLUDING THAT OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE STATUTORY PERIOD OR DURATION OF THIS WARRANT—WHICHEVER IS SHORTER. Some jurisdictions do not allow limitations on how long implied warranties last, so this limitation may not apply to you. This warranty gives you specific legal rights. You may also have other rights which can vary by jurisdiction.

To obtain warranty service, contact your local dealer or contractor from whom you purchased this product or contact Gerber Plumbing Fixtures LLC; 2500 Internationale Parkway, Woodridge, IL 60517. Proof of purchase (original sales receipt or invoice) from the original purchase must be provided to Gerber for all warranty claims. This warranty applies only to Gerber Plumbing Fixtures LLC vitreous china products installed in the United States or Canada.

For warranty issues related to Eco Flush, contact WDI at 1 (800) 391-9821. For warranty issues related to Flushmate®, please contact Sloan Flushmate® at 1 (800) 533-3450.

*For specific clarification on “decorative toilets”, please contact Gerber Technical Support.

Effective March 15, 2025