



## MESSAGE FROM THE DIRECTORS

(For First Page of Manual / Website)

### Message from the Directors

*Sharad Tripathi & Urvashi Tiwari*

At Groclean Water Solution Private Limited, we believe that pure water is not merely a product—it is a promise, a responsibility, and a fundamental human right. Our journey began with a single, powerful vision: to redefine purity and make truly safe, revitalized water accessible to every household.

Through innovation, ethical practices, and a deep commitment to public health, we introduced Korvia, a water purification system that represents *The Core of Pure*. Every Korvia product reflects our dedication to quality, transparency, and customer well-being.

We thank you for placing your trust in Groclean. Your health, safety, and satisfaction remain at the heart of everything we do. Together, let us build a healthier, more sustainable future—one drop at a time.

Warm regards,  
Sharad Tripathi  
Urvashi Tiwari  
Directors  
Groclean Water Solution Private Limited

## CORPORATE PROFILE & BRAND VISION

**Company Name:** Groclean Water Solution Private Limited

**CIN:** U28195UP2025PTC230387

**GSTIN:** 09AAMCG2848K1Z1

**PAN:** AAMCG2848K

### **Registered & Corporate Office:**

CP170-1, Viraj Khand, Gomti Nagar,

Lucknow – 226010, Uttar Pradesh, India

### **Brand Tagline:**

*A new standard of purity for a healthier life.*

### **Product Brand:**

Korvia – *The Core of Pure*

### **Brand Vision**

To become the most trusted water purification brand in India and globally, delivering innovation-driven solutions that enhance health, sustainability, and quality of life.

### **Brand Mission**

To design, manufacture, and deliver advanced water purification systems that not only remove contaminants but also restore essential minerals—ensuring water that truly nourishes life.

### **WEBSITE & DIGITAL USAGE POLICY (USER AGREEMENT)**

By accessing or using the Groclean website ([www.groclean.in](http://www.groclean.in)), you agree to comply with the following terms:

1. The website content is provided for general information and product awareness.
2. Unauthorized use, reproduction, or modification of website content is strictly prohibited.
3. Users shall not engage in any activity that disrupts website functionality or security.
4. Groclean reserves the right to modify website content, pricing, or services without prior notice.
5. Any misuse of digital platforms may result in access termination and legal action.

### **GENERAL TERMS & CONDITIONS OF BUSINESS**

1. All products and services are subject to availability.
2. Prices, specifications, and features may change without prior notice.



3. Installation shall be carried out only by authorized Groclean technicians.
4. The customer agrees to provide suitable water and electrical connections.
5. Groclean is not liable for damage caused by improper usage or unauthorized servicing.

## **PRODUCT WARRANTY POLICY**

### **(THE KORVIA STANDARD)**

#### **Warranty Coverage**

- 1-year warranty from the date of purchase.
- Covers manufacturing defects in materials and workmanship.
- Excludes consumables such as filters, membranes, and cartridges.

#### **Warranty Does Not Cover**

- Improper installation or misuse
- Unauthorized repairs or modifications
- Damage due to water pressure fluctuations, voltage issues, or natural calamities
- Normal wear and tear

#### **Warranty Conditions**

- Input TDS must not exceed 2000 ppm
- Water hardness  $\leq$  120 ppm
- pH range: 3 to 11
- Operating pressure: 10–40 PSI
- Water temperature  $\leq$  45°C



## **RENTAL & SUBSCRIPTION AGREEMENT**

### **(WATER-AS-A-SERVICE – W-A-A-S MODEL)**

1. The Korvia purifier remains the property of Groclean.
2. Monthly rental plans start from ₹299/month.
3. Subscription includes installation, maintenance, and filter replacement.

4. Customer must ensure safe usage and access for servicing.
5. Groclean reserves the right to retrieve the unit upon non-payment or termination.

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#### **ANNUAL MAINTENANCE CONTRACT (AMC) POLICY**

1. AMC covers preventive maintenance and part replacement as defined.
2. AMC validity is one year from activation.
3. Damage due to misuse or external factors is chargeable.
4. Service schedules are predefined and recorded on the service card.

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#### **SERVICE & TECHNICAL OPERATIONS PROTOCOL**

1. Only authorized technicians may service Korvia systems.
2. Customers must maintain updated service records.
3. Emergency services are subject to availability.
4. Tampering with internal components voids warranty and AMC.

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#### **PRIVACY & DATA PROTECTION POLICY**

Groclean respects customer privacy and data security.

- Personal information is collected only for service, billing, and support.
- Data is not shared with third parties without consent, except when legally required.
- Customers may request data correction or deletion.
- Security measures are implemented to protect customer information.

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#### **REFUND, RETURN & CANCELLATION POLICY**

1. No refunds after installation unless product defect is confirmed.
2. Rental cancellations require prior notice.
3. Installation charges are non-refundable.
4. Refunds, if approved, are processed within 7–10 working days.

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## LEGAL DISCLAIMERS & JURISDICTION

- Groclean is not responsible for indirect or consequential damages.
- Product performance depends on input water quality and usage conditions.
- All disputes are subject to **Lucknow, Uttar Pradesh jurisdiction only**.
- Indian laws shall govern these terms.

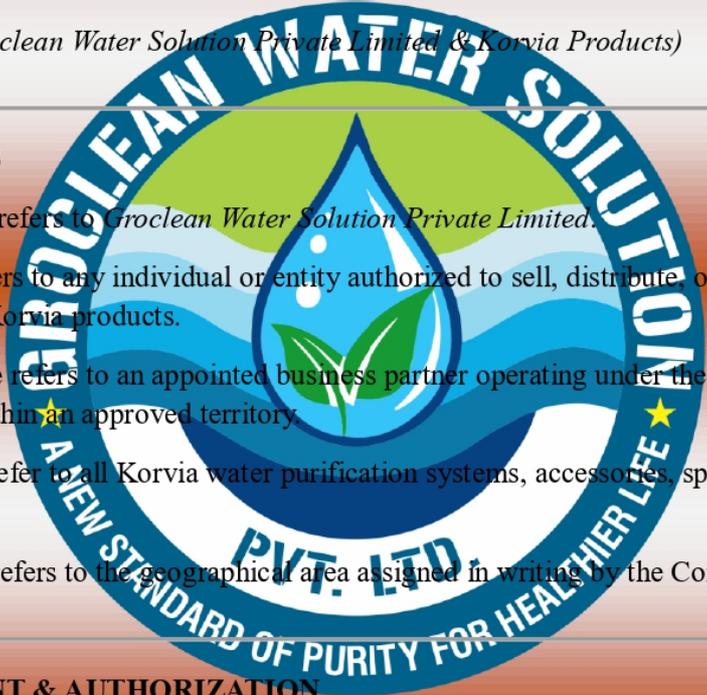
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## DEALER & FRANCHISE LEGAL TERMS & CONDITIONS

*(Applicable to Groclean Water Solution Private Limited & Korvia Products)*

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### 1. DEFINITIONS

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- **Company** refers to *Groclean Water Solution Private Limited*.
  - **Dealer** refers to any individual or entity authorized to sell, distribute, or service Groclean/Korvia products.
  - **Franchisee** refers to an appointed business partner operating under the Groclean brand identity within an approved territory.
  - **Products** refer to all Korvia water purification systems, accessories, spare parts, and services.
  - **Territory** refers to the geographical area assigned in writing by the Company.

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### 2. APPOINTMENT & AUTHORIZATION

- 2.1 The Company may appoint Dealers or Franchisees at its sole discretion.
- 2.2 Authorization is granted **only after written agreement and approval**.
- 2.3 Dealers/Franchisees shall not represent themselves as owners, agents, or legal representatives of the Company.
- 2.4 The Company reserves the right to approve, reject, suspend, or terminate any appointment without prior notice.

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### 3. BRAND USAGE & INTELLECTUAL PROPERTY

- 3.1 All trademarks, logos, brand names, product names, designs, manuals, and marketing materials remain the exclusive intellectual property of the Company.
- 3.2 Dealers/Franchisees are granted **limited, non-transferable, revocable rights** to use the Groclean and Korvia brand solely for authorized business activities.
- 3.3 Unauthorized modification, duplication, or misuse of brand assets is strictly prohibited and may lead to legal action.
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#### 4. TERRITORIAL RIGHTS & RESTRICTIONS

- 4.1 Territory allotment is **non-exclusive unless stated otherwise in writing**.
- 4.2 Dealers/Franchisees shall not sell or service outside their assigned territory without Company approval.
- 4.3 Online sales, third-party marketplaces, or price undercutting are prohibited unless authorized.
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#### 5. SALES, PRICING & PAYMENT TERMS

- 5.1 Product pricing, margins, and commission structures shall be defined by the Company and may change without prior notice.
- 5.2 Dealers/Franchisees shall strictly follow the **Company's Maximum Retail Price (MRP)** and promotional guidelines.
- 5.3 All payments must be cleared within agreed timelines. Delays may result in suspension of supply or termination.
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#### 6. INSTALLATION, SERVICE & AFTER-SALES RESPONSIBILITIES

- 6.1 Dealers/Franchisees shall ensure installations are performed only by **trained and authorized technicians**.
- 6.2 Proper service documentation and customer service records must be maintained.
- 6.3 Misrepresentation of warranty, AMC, or subscription terms is strictly prohibited.
- 6.4 Any service negligence resulting in customer harm shall be the responsibility of the Dealer/Franchisee.
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#### 7. COMPLIANCE WITH LAWS & ETHICAL CONDUCT

- 7.1 Dealers/Franchisees shall comply with all applicable Indian laws, including GST, labor laws, consumer protection laws, and local regulations.
- 7.2 No false claims, misleading advertisements, or unethical sales practices shall be used.
- 7.3 Any violation may result in immediate termination and legal consequences.

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## **8. INVENTORY, STORAGE & PRODUCT HANDLING**

- 8.1 Products must be stored in clean, dry, and secure conditions.
- 8.2 Damage due to improper handling or storage shall not be covered under warranty.
- 8.3 Expired, tampered, or counterfeit parts are strictly prohibited.

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## **9. CONFIDENTIALITY & NON-DISCLOSURE**

- 9.1 All pricing structures, customer data, operational processes, and technical information are confidential.
- 9.2 Dealers/Franchisees shall not disclose or misuse Company information during or after the agreement period.

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## **10. NON-COMPETE & NON-SOLICITATION**

- 10.1 Dealers/Franchisees shall not promote or sell competing water purification brands without written consent.
- 10.2 Customer databases, leads, and service records remain Company property.
- 10.3 Poaching of Company staff or partners is prohibited.

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## **11. WARRANTY & LIABILITY LIMITATIONS**

- 11.1 Dealers/Franchisees shall not offer warranties beyond Company-approved terms.
- 11.2 The Company shall not be liable for losses arising from Dealer/Franchisee misconduct, misrepresentation, or negligence.
- 11.3 Dealers/Franchisees shall indemnify the Company against all claims, penalties, or damages resulting from their actions.

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## **12. TERMINATION & SUSPENSION**

12.1 The Company may terminate the agreement with immediate effect if:

- Payment defaults occur
- Brand misuse is detected
- Legal or ethical violations occur
- Customer complaints exceed acceptable limits



12.2 Upon termination:

- Brand usage rights cease immediately
  - Unsold inventory shall be handled as per Company instructions
  - Confidential information must be returned or destroyed
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### 13. TRANSFERABILITY

13.1 Dealer/Franchise rights are **non-transferable** without prior written consent.

13.2 Sub-dealerships or sub-franchises are not permitted unless approved.

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### 14. FORCE MAJEURE

Neither party shall be liable for delays or failures caused by natural disasters, government actions, pandemics, or other uncontrollable events.

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### 15. GOVERNING LAW & JURISDICTION

- This agreement shall be governed by **Indian law**
  - All disputes shall be subject to **exclusive jurisdiction of courts in Lucknow, Uttar Pradesh.**
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### 16. AMENDMENTS & COMPANY RIGHTS

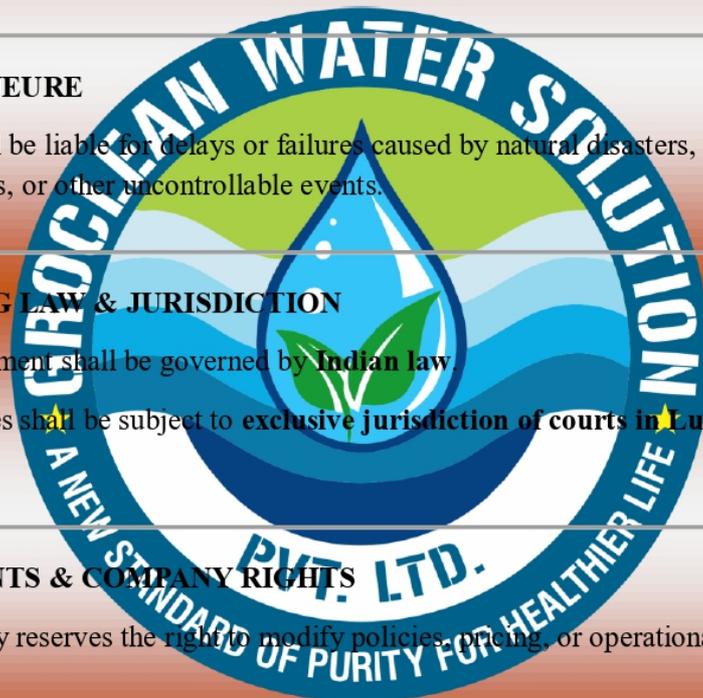
16.1 The Company reserves the right to modify policies, pricing, or operational guidelines at any time.

16.2 Continued association implies acceptance of updated terms.

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### DECLARATION

By associating with Groclean Water Solution Private Limited, the Dealer/Franchisee acknowledges understanding and acceptance of all terms, policies, and operational standards as defined herein.



## 1. THE "ANTI-TAMPER" & THIRD-PARTY CLAUSE (Critical)

"The Customer acknowledges that the Korvia™ unit is a high-precision system. All warranties, AMC benefits, and service guarantees shall be rendered **immediately and irreversibly null and void** if the unit is opened, serviced, repaired, or modified by any person other than a **Groclean Authorized Service Engineer**. The use of any non-genuine, third-party, or local spare parts (including filters and membranes) will result in the permanent termination of all Company obligations and may result in the forfeiture of any remaining service fees."

## 2. OWNERSHIP & RIGHT OF ENTRY (For Rental/Subscription)

"The Korvia™ unit remains the sole and exclusive property of **Groclean Water Solution Private Limited**. The Customer is a bailee of the equipment and does not acquire any ownership rights. The Customer hereby grants the Company and its representatives an irrevocable **Right of Entry** to the installation premises during reasonable hours (9:00 AM to 7:00 PM) for the purposes of maintenance, filter replacement, or inspection. In the event of a payment default exceeding 30 days, the Company reserves the right to enter the premises to decommission and retrieve the unit without further notice."

## 3. INFRASTRUCTURE & LIABILITY DISCLAIMER

"The Company's responsibility is limited strictly to the functional performance of the Korvia™ unit. The Customer is responsible for providing a stable 5-amp electrical socket (160V-300V) and a standard water inlet. Groclean shall **not be held liable** for any damages, including but not limited to property damage, flooding, or electrical fires, arising from pre-existing plumbing leaks, internal pipe bursts, or faulty electrical wiring at the Customer's premises."

## 4. TECHNICAL LIMITATIONS & WARRANTY BOUNDARIES

"Warranty and AMC coverage are strictly contingent upon the operating environment. The input water TDS must not exceed **1,800 ppm**, and incoming pressure must remain between **10 and 40 PSI**. Damage resulting from 'Acts of God,' voltage surges beyond the SMPS range, or physical mishandling by the user is not covered. The RO Membrane is warranted for one (1) year only under standard operating conditions as defined in the technical manual."

## 5. TAXATION, PAYMENTS, & FORCE MAJEURE

"All prices, rentals, and AMC fees are inclusive of GST at the prevailing rate of 18%. Any changes in government tax structures will be passed on to the Customer. The Company shall not be liable for any failure to perform service obligations caused by **Force Majeure** events, including but not limited to pandemics, government-imposed lockdowns, strikes, or extreme weather conditions in the Lucknow region."

## 6. CANCELLATION & REFUND POLICY

"Cancellations made prior to the technician's arrival at the site are eligible for a 100% refund. Once the machine is installed and commissioned, the installation charges and the first month's rental (for subscribers) are strictly non-refundable. Refundable security deposits will be processed within 15 working days following the successful return of the machine to the Company in good working condition."

## 7. GOVERNING LAW & JURISDICTION

"This agreement and all transactions between the parties shall be governed by the laws of India. Any disputes, claims, or legal proceedings arising out of this contract shall be subject to the exclusive jurisdiction of the courts in Lucknow, Uttar Pradesh."

### मुख्य नियम और शर्तें (T&C Summary)

- **कंपनी का स्वामित्व (Ownership):** रेंटल या सब्सक्रिप्शन मॉडल में मशीन हमेशा **Groclean Water Solution Private Limited** की संपत्ति रहेगी। ग्राहक केवल सेवा का उपयोग करने का हकदार है।
- **अनधिकृत सर्विस पर पाबंदी (Anti-Tamper Clause):** अगर मशीन को **Groclean** के अधिकृत इंजीनियर के अलावा किसी बाहरी मेकेनिक ने खोला या रिपेयर किया, तो वारंटी और सर्विस एग्रीमेंट उसी समय **निरस्त (Void)** कर दिया जाएगा।
- **मशीन वापस लेने का अधिकार (Right of Entry):** यदि रेंटल भुगतान 30 दिनों से अधिक देरी से होता है, तो कंपनी की ग्राहक के परिसर में प्रवेश करके अपनी मशीन वापस निकालने का पूर्ण कानूनी अधिकार है।
- **वारंटी की सीमा (Warranty Limits):** मशीन की 1 साल की वारंटी तभी मान्य है जब इनपुट पानी का TDS 2000 ppm से कम हो और बिजली का वोल्टेज 160V-300V के बीच हो।
- **इंफ्रास्ट्रक्चर की जिम्मेदारी:** ग्राहक को मशीन के लिए एक 5-Amp का बिजली सॉकेट और पानी का इनलेट देना होगा। घर की पुरानी प्लंबिंग या बिजली की खराबी से होने वाले नुकसान के लिए कंपनी जिम्मेदार नहीं होगी।
- **AMC (सालाना रखरखाव) नियम:** AMC में साल में 3 सर्विस और एक बार फिल्टर किट बदलना शामिल है। यदि ग्राहक बीच में किसी बाहरी पार्ट का इस्तेमाल करता है, तो AMC खत्म मानी जाएगी।
- **टैक्स और भुगतान:** सभी रेंट्स में 18% GST शामिल है। रेंटल का भुगतान हमेशा समय से पहले (Advance) करना अनिवार्य है।

- **रिफंड पॉलिसी:** इंस्टॉलेशन से पहले कैंसिलेशन पर 100% रिफंड मिलेगा। इंस्टॉलेशन होने के बाद इंस्टॉलेशन चार्ज और पहले महीने का किराया वापस नहीं होगा।
- **डेटा गोपनीयता:** आपकी व्यक्तिगत जानकारी (नाम, पता, फोन) केवल सर्विस और बिलिंग के लिए [support@groclean.in](mailto:support@groclean.in) के माध्यम से सुरक्षित रखी जाएगी।
- **कानूनी क्षेत्राधिकार (Jurisdiction):** किसी भी कानूनी विवाद की स्थिति में केवल **लखनऊ (उत्तर प्रदेश)** के न्यायालय ही मान्य होंगे।

### टेक्नीशियन के लिए मुख्य निर्देश (Technician Guidelines)

- मशीन इंस्टॉल करते समय **Warranty Seal** (वारंटी स्टिकर) जरूर लगाएं।
- ग्राहक को समझाएं कि बाहरी फिल्टर या लोकल पार्ट लगाने से मशीन खराब हो सकती है और वारंटी खत्म हो जाएगी।
- हर सर्विस के बाद **Service Log Book** में TDS रीडिंग और ग्राहक के हस्ताक्षर जरूर लें।

### सुरक्षा और संचालन निर्देश (Safety & Operation)

#### महत्वपूर्ण सुरक्षा निर्देश (Important Safety Instructions)

1. बिजली की सुरक्षा: मशीन को हमेशा 3-पिन सॉकेट में ही लगाएं। वोल्टेज स्टेबलाइजर का उपयोग करें यदि आपके क्षेत्र में बिजली का उतार-चढ़ाव (Fluctuation) अधिक है।
2. पानी का स्रोत: मशीन को केवल ठंडे पानी के स्रोत से जोड़ें। गर्म पानी (45°C से अधिक) से RO मेम्ब्रेन खराब हो सकती है।
3. फिल्टर की सफाई: बाहरी प्री-फिल्टर (Spun) को हर 3 महीने में साफ करें या बदलें ताकि मुख्य मशीन पर दबाव न पड़े।
4. टैंक की सफाई: यदि आप 2 दिन से अधिक समय के लिए बाहर जा रहे हैं, तो मशीन का प्लग निकाल दें और टैंक का सारा पानी बहा दें। वापस आने पर नया पानी भरें।

#### कानूनी क्षेत्राधिकार

- किसी भी कानूनी विवाद या असहमति की स्थिति में, केवल लखनऊ (उत्तर प्रदेश) के न्यायालयों का फैसला ही अंतिम और मान्य होगा।

## Disclaimer for groclean.in

- **Disclaimer:** The information provided on this website is for general informational purposes only. While **Groclean Water Solution Private Limited** strives for accuracy, we provide no warranties regarding water quality or machine performance if the input water standards (2000 TDS and stable voltage) do not meet our technical requirements. The company shall not be held liable for any health outcomes or machine failures resulting from unauthorized tampering by third parties. All service requests are valid only through our official email [support@groclean.in](mailto:support@groclean.in) or registered helpline numbers.

- **वेबसाइट डिस्क्लेमर**

- **अस्वीकरण:** इस वेबसाइट पर दी गई जानकारी केवल सामान्य सूचना के उद्देश्यों के लिए है। **Groclean Water Solution Private Limited** यह सुनिश्चित करने का प्रयास करता है कि डेटा सटीक हो, लेकिन हम पानी की गुणवत्ता या मशीन के प्रदर्शन के संबंध में किसी भी प्रकार की वारंटी नहीं देते हैं यदि इनपुट पानी के मानक (2000 TDS और स्थिर वोल्टेज) हमारी तकनीकी शर्तों से मेल नहीं खाते हैं। किसी भी बाहरी या अनधिकृत व्यक्ति द्वारा मशीन के साथ छेड़छाड़ करने पर स्वास्थ्य संबंधी परिणामों या मशीन की खराबी के लिए कंपनी जिम्मेदार नहीं होगी। सभी सेवा अनुरोध केवल हमारे आधिकारिक ईमेल [support@groclean.in](mailto:support@groclean.in) या पंजीकृत हेल्पलाइन नंबरों के माध्यम से ही मान्य हैं।

