

Product Warranty - Australia

Faucet Strommen



Products Warranty – Australia

Faucet Australia Pty Limited (ABN 69 811 310 332) warrants its products to the original owner as per the periods in the table below. This Warranty applies to all product purchased on or after 27 Feb 2018. Our liability under this warranty is limited at our option to the repair or replacement of the defective product or part, the cost of repair of the defective product or part or the supply of an equivalent product or part, in each case if we are satisfied the loss or damage was due to a defect in the materials or workmanship of the product or part.

Product Category	Residential Warranty Period	Commercial Warranty Period
Tapware, Showers, Accessories	5 Years Parts & labour + 10 years parts	2 Years Parts & labour + 3 years parts
Culino mixers	5 Years Parts & labour	2 Years Parts & labour + 3 years parts
Intro Tapware	1 Year Parts & labour + 4 years parts	1 Year Parts & labour
Culino Filters	3 Years Parts & labour	1 year parts & Labour
Silkstone Baths & Basins	5 Years Parts & labour + 20 years parts	2 Years Parts & labour
Special Finishes	5 Years Parts & labour	2 Years Parts & labour

Note: "Residential" refers to normal residential domestic purposes including houses and residential apartments. "Commercial;" refers to all non-residential purposes including Hotels, Schools, Care homes, Hospitals, clubs, Student accommodation, Rental properties etc.

Exceptions

Defects caused by improper use, improper installation, surface damage caused by installation, improper care of the product or failure to observe any one or more of the following will not be covered by this Warranty:

- 1) Applicable Health Acts;
- 2) Installation in accordance with manufacturer's instructions and specifications (Note: Tapware, mixers and filters must be installed by qualified plumber);
- 3) All products to be cleaned with only warm water and a soft clean cloth
- 4) Tapware and showers to be supplied with only clean potable water
- 5) Tapware and showers to be subject to no more than 700kpa whether during use or during site testing.
- 6) Tapware and showers to be subject to water temperatures no hotter than 65 degrees Celsius
- 7) Tapware and showers to be installed in compliance with AS5200 and other standards which govern the water supply and sewerage plumbing requirements at the location of installation.

Limitations

- 1) Warranty does not cover fair wear and tear on sealing rings and washers. Depending on usage and conditions these may have to be replaced within the Warranty period;
- 2) For finishes, this warranty does not cover damage caused by use of chemicals or detergents or abrasives and is limited to coating failure by bubbling, cracking or flaking. Note that Organic finishes are expected to change colour, develop patina and verdigris.
- 3) For Baths & Basins, The warranty does not cover damage caused by exposure to direct sunlight or UV, exposure to temperatures over 60 degrees Celsius, damage caused by dropping sharp or heavy objects.
- 4) For Baths and basins this warranty does not cover damage caused by Strong Chlorinated solvents, Chloroform, Chlorobenzene, Nail polish remover, Methylene Chloride, Acetone, Turpentine, Ethyl Acetate, Acids, Ketones, Phenols, Ethers, Drain Cleaner, Toilet Cleaner, Salts, Oils, Milks and bathwater additives, non-approved liquids or Chemicals.

Lodging a claim

Claims must be lodged immediately or within 3 days of detection. Proof and Date of purchase from a Faucet Strommen dealer along with site details and contacts will be required to process a claim. All claims must be lodged with Faucet Australia via one of these methods:

Phone: **03 5450 4236**

Email: **sales@faucetstrommen.com.au**

Mail: **PO Box 271 Kerang VIC 3579**

Your costs in making a claim under this warranty, including all freight, collection and delivery costs are to be borne and paid by you. We also reserve the right at our cost to inspect any alleged defect in the product wherever it is located or installed or on our premises.

Other Conditions

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Faucet Australia Pty Ltd 27 Feb 2018