

Product Warranty - Australia

Faucet Strommen

9 Sep 2022



Products Warranty – Australia

Faucet Australia Pty Limited (ABN 69 811 310 332) warrants its products to the original owner for the periods stated in the table below from date of purchase. This Warranty applies to all product purchased on or after 9 Sep 2022 and is limited to Faucet Strommen's new finish selection announced on this date. 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 | Outdoor Residential Warranty Period |
|---------------------------------------|--|--|--|
| Tapware, Mixers, Showers, Accessories | 10 Years Parts & Labour + 30 Years Parts | 2 Years Parts & Labour + 3 Years Parts | 5 Years Parts & Labour + 5 Years Parts |
| Doccinox | 10 Years Parts & Labour + 30 Years Parts | 2 Years Parts & Labour + 3 Years Parts | No |
| Wastes & Traps | 10 Years Parts & Labour + 30 Years Parts | 2 Years Parts & Labour + 3 Years Parts | 5 Years Parts & Labour + 5 Years Parts |
| Toilet Flush Plates | 10 Years Parts & Labour + 30 Years Parts | 2 Years Parts & Labour + 3 Years Parts | 5 Years Parts & Labour + 5 Years Parts |
| Shower Hardware | 10 Years Parts & Labour + 30 Years Parts | 2 Years Parts & Labour + 3 Years Parts | 5 Years Parts & Labour + 5 Years Parts |
| Special Finishes | 10 Years Parts & Labour + 30 Years Parts | 2 Years Parts & Labour + 3 Years Parts | 5 Years Parts & Labour + 5 Years Parts |
| Silkstone Baths & Basins | 5 Years Parts & Labour + 20 Years Parts | 2 Years Parts & Labour | No |

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.

Exceptions

This Warranty shall be void for the below reasons:

- 1) Product has sustained damage by improper use or installation.
- 2) Product has not been installed in accordance with the installation instruction by a qualified person.
- 3) Taps and showers have not been installed by a qualified plumber in accordance with AS/NZS3500 and other standards governing water supply and sewerage plumbing requirements at the location of installation.
- 4) Product has not been properly cared for or maintained including failure to regularly flush aerators and sieves.
- 5) Claims due to failure by the owner or tenant to observe applicable health acts.
- 6) Damage sustained by cleaning with anything other than warm water or multi-purpose cleaner and a clean cloth.
- 7) Damage caused by unsuitable water, hard water, soft water or water containing debris.
- 8) Water supply to site or at any point of draw off exceeds 500kpa whether during use or during site testing.
- 9) Site is not fitted with a functioning 500kpa pressure regulating valve
- 10) Water temperature at site exceeds 50 degrees Celsius at any time.
- 11) Product has been modified after supply in any way or outlets have been connected to a non-approved device or appliance.
- 12) Failure of product due to abnormal use, harsh weather conditions, corrosive environments e.g. chemical storage etc.
- 13) There is evidence of neglect, mistreatment or build-up or grime, soap or chemicals present on the product.

Limitations

- 1) Products in finishes slated to be discontinued per email 9 Sep 2022 (powder coated and electroplated finishes)
- 2) Warranty does not cover fair wear and tear on sealing rings, shower hoses and washers. Depending on usage and conditions these may have to be replaced within the Warranty period;
- 3) For finishes, this warranty does not cover damage caused by use of chemicals, harsh detergents or abrasives. Note that Organic finishes are expected to change colour, develop patina and verdigris.
- 4) For Baths & Basins, the warranty does not cover damage caused by exposure to direct sunlight or UV, exposure to temperatures over 50 degrees Celsius, damage caused by impact from objects dropped onto the product
- 5) 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.