



WARRANTY GUIDELINES

Warranty & Care Information



PRODUCT WARRANTY PERIOD

Mixer Products

15 Year Internal Cartridge Replacement
12 Months Parts & Labour

Standard Tapware Products

12 Months Parts & Labour

Shower Products

3 Year Warranty

Bathroom Accessories

12 Months Warranty

FINISHES WARRANTY PERIOD

2 Year Warranty

WARRANTY PERIOD CONDITIONS

All product warranty periods commence from the date of purchase.

Parts replacement warranty covers components deemed defective during the manufacturing process. If 'Parts' have failed through general use, or have been damaged by 3rd parties, these may not be covered under the terms of this warranty.

PRESSURE RATING PERFORMANCE

Operating Pressure Guidance - Minimum 150Kpa - Maximum 500Kpa

Note. As per Australian Standards AS3500 pressure must not exceed 500Kpa on any new build, extension and or renovation

TEMPERATURE PERFORMANCE

Operating Temperature Guidance - Minimum 1°C - Maximum 60°C

CLEANING GUIDANCE

- Please do not use abrasive cleaners/solvents or acidic cleaners, lime scale removers, household vinegar and cleaning agents containing acetic acid. The use of these products will cause major damage to the products external finishes
- The manufacturer recommends to clean the product by wiping all surfaces with a damp cloth (water only) and dry with a soft micro fibre cloth
- The manufacturer recommends that no residue from cleaning products and/or personal hygiene products, such as soap and hand soap, is to be left on the surface of the product. The immediate removal of all residue is recommended, followed by carrying out the cleaning instructions highlighted in the Cleaning Guidelines section of the Product Warranty

WARRANTY CONDITIONS

The product's warranty will be void by the following

- If the product was not installed by a licensed registered plumber
- Damage caused by general 'wear and tear'
- Installer's neglect
- Improper or unsuitable use
- Excessive pressure testing of product during the initial installation of the product (please refer to technical support for further information)
- If the product proof of purchase cannot be produced and or is invalid.
- If the product (Showers) is installed where water pressure exceed the maximum 500kPa [As per AS/NZS3500.1-2003 clause 3.3.4]
- If isolation valves have not fitted to product (excluding any products where this is not applicable to the installation)
- Damages to the finishes which occur during and or after the installation of the product.
- Repairs and/or servicing which has been undertaken without the documented approval by Manufacturer's Representative
- Repairs which have been carried out using non-standard replacement parts.
- Failure to follow manufacturer's cleaning guidelines.
- The use of solvents or acidic cleaners, lime scale removers, household vinegar and cleaning agents containing acetic acid.
- All products external finishes, chrome finished products, other external finishes including powder coated and PVD coatings will not be warranted for external damages occurring in commercial use installations. Please contact customer service department prior to installation in commercial applications for approval. Non approved installations may void product manufacturers warranty.

WARRANTY OVERVIEW

Product warranty periods commence from the date of purchase.

Along with the proof of purchase, please keep all records of the installation, as the warranty will be deemed void if the product has not been installed by a licensed plumber.

The manufacturer will not be liable for financial claims relating to any unauthorised warranty works, as well as any costs for parts and any other miscellaneous charges. All warranty works must be authorized and approved by the service department of ASB.

The Manufacturer will not be liable for damages which have been caused by the inability to isolate the defective product from the installation's water supply.

Commercial applications and installations are covered by 1 year warranty period. Unless a pre-negotiated warranty period has authorized by the manufacturer. Note that some regional locations, with harsh installation environment will also be covered by the limited 1 year warranty period.

Exclusions

To the fullest extent permitted by law, the Manufacturer excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage

Warranty conditions may alter, please refer to the product's website or contact a distributor if you seek further clarification.