

PRODUCT WARRANTY

THANK YOU FOR CHOOSING EVACARE.

Any claim under this warranty must be made within the warranty periods as stated in this document from the date of purchase of the product. To make a claim under the warranty, please email **warranty@kineticsupply.com.au** or take the product (with proof of purchase) to any Bunnings store (see **www.bunnings.com.au** for store locations). Kinetic Supply Pty Ltd bears reasonable, direct, expenses of claiming under the warranty. You may submit details and proof to a Bunnings store for consideration. The warranty covers manufacturer defects in materials, workmanship and finish under normal use.

This warranty is provided in addition to other rights and remedies you may have under law: our goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The warranty excludes damage resulting from product misuse or product neglect.

WARRANTY PERIODS

RESIDENTIAL

- 15 years replacement product or parts
- 5 years replacement flexible mixer hoses
- 12 months labour

COMMERCIAL (NON-RESIDENTIAL)

- 12 months replacement product or parts and labour

AFTERMARKET SERVICE PROCEDURE

Please email **warranty@kineticsupply.com.au** and include the following information — proof of purchase, item number and product description, installing person's name and contact details. Please attach any photos that may assist us with identifying the issue.

WARRANTY SHALL BE VOID FOR THE FOLLOWING REASONS:

- Inability to provide proof of purchase.
- Plumbing products not installed by a licensed plumber.
- Electrical products not installed by a licensed electrician.
- Products not installed to relevant local, national and state regulations.
- Products not installed in accordance with the manufacturer's installation instructions.
- Tapware exposed to water pressure and/or temperatures that exceed stated limitations. Note: AS/NZS 3500.1—2015 (Clause 3.3.4) specifies 500 kPa maximum water supply pressure at any outlet within a building for new installations. Note: the 500 kPa maximum water does not apply to fire service outlets.
- Isolation taps are not installed in accordance with relevant local, national and state regulations.
- Fitting of other devices to the outlet of the tapware, e.g. water filters.
- Fitting of non-approved flow controllers in tap bodies or end of line devices.
- Products used for incorrect applications, non-potable water, etc.
- Damage as a result of obstructions due to inadequate flushing of the system before use.
- Service or repairs with non-standard replacement parts previously undertaken without written approval.
- Damage to finishes by adhesives, sealants, etc.
- Damage to product and/or components due to exposure to caustic or corrosive substances or environments.
- Damage to flexible mixer hoses due to exposure to caustic or corrosive substances or environments.
- Failure to clean and replace outlet aerator inserts, etc.
- Any damage which arises from installation or post-installation use.
- Failure to observe the manufacturer's care and cleaning instructions.

The warranty work is limited to the pre-approved scope of work. Additional work will require authorisation.

Warranty claims for labour will only be honoured where the scope of work includes tasks that local, state or national regulations stipulate must be completed by a licensed tradesperson.

This warranty is given by Kinetic Supply Pty Ltd

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