



Warranty Information

Residential

Warranty Item	Period
Replacement Cartiridge (where applicable)	5 Years
Replacement of Product or parts	5 years
replacement of product or parts and labour	12 months

Commercial (hotels, schools, aged care facilities, motels, factories, offices, hospitals)

Warranty Item	Period
replacement of product or parts and labour	12 months

*Note the warranty starts from the date the product was supplied.

Warranty Exclusions

Subject always to any overriding obligation pursuant to the Australian Consumer Law, the above warranties shall not apply where:

- the consumer is not able to provide proof of purchase or equivalent documentation which confirms that the relevant product was purchased from Indigo Haus the relevant products are not installed by a licensed plumber and in accordance with the manufacturer's installation instructions and, in particular:
- other devices must not be fitted to the outlet of tap ware or tap (for example water filters);
- non-approved water flow regulating devices must not be fitted;
- outlet aerator inserts must be regularly cleaned and replaced;
- the relevant product requires repairs due to damage resulting from accident, misuse (including use for incorrect applications), incorrect installation, cleaning or maintenance, unauthorised modification, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories or exposure to abnormally corrosive conditions, adhesives or sealants;
- the product is not a product which was manufactured or imported by Indigo Haus or was not purchased in Australia as a brand new product;
- the product is not the product to which this Warranty was attached or supplied with;
- the defective part relates to a consumable part of the Indigo Haus product which require routine replacement;
- the products are not to relevant National Standards and State Regulations;

• the relevant products are exposed to environmental elements; • the relevant products are exposed to water pressures and or temperatures that exceed the following limitations:

- Minimum Temperature, 1 degree celcius
- Maximum Temperature; 75 degrees celcius;
- Minimum Pressure; 150kPa (300kPa for Shower/Bath Diverters);
- Maximum Pressure; 500kPa; •

Note: AS/NSZ 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations. •

Showers may not be suitable for use within:

- Gravity-fed water systems
- Some instantaneous hot water systems; or
- Pressure supply less than 150kPa;

Note: The 500kPa maximum water supply pressure does not apply to re service outlets.

- damage occurs as a result of obstructions due to inadequate flushing of system before use;
- services or repairs with non-standard replacement parts have been previously undertaken without Indigo Haus's written approval;
- damage to finishes which arise from installation or post installation use; and
- failure to observe manufacturers care and cleaning instructions as set out below.

Any work carried out in relation to a warranty claim is limited to the pre-approved scope of work. Additional work will require authorisation from Indigo Haus's After Sales & Services Departments.

4. How to make a claim

Consumers may make a claim under a warranty in this Warranty by contacting Indigo Haus on 0448 460 888 or hello@indigohaus.com.au

To make a valid claim under a warranty in this Warranty, a consumer must:

- lodge the claim with us as soon as possible and no later than 10 Business Days after the customer become aware of the breakdown;
- provide reasonable proof of purchase;
- if the product was installed in a new home, provide handover or equivalent documentation; and
- provide details relating to the proposed warranty claim.

Claims will be processed through Indigo Haus's Customer Service. Each claim will be issued with a claim number which is recorded by Indigo Haus.

5. Warranty claims

If a consumer makes a valid claim under a warranty in this Warranty and none of the exclusions set out in section 3 apply, Indigo Haus will, at its election, either:

- repair the relevant part of the product; or
- replace the relevant part of the product with a product of identical specification (or where the product is superseded or no longer in stock, with a product of as close a specification as possible). Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the products.

Indigo Haus will not be liable for any claims for labour, additional products or parts associated with alleged faulty product for work not approved in advance by Indigo Haus in writing. Indigo Haus requires adequate access to products, fittings and fixtures to undertake warranty repairs. Indigo Haus will not be responsible for any damage or costs (including any consequential damage or costs) where adequate access to product fittings and fixtures is not accessible.

6. Costs of warranty claim

Should any warranty claim be made and, in the opinion of Indigo Haus or a Indigo Haus authorized Service Agent the problem was from faulty installation or use of the products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect to the products for which Indigo Haus is responsible, Indigo Haus has the right to charge a service fee for each service staff attending the consumer's premise where products have been installed.

7. Tapware and Accessories - Care and Cleaning Instructions

- Under no circumstances should Tapware be installed using silicone.
- Never use harsh detergents, citrus based cleaners or abrasive cleaners, on any products as these will scratch the surface.
- Where your Tapware remains dry in use, a soft cloth can be used to remove surface dust. Alternatively, a wipe over with warm soapy water is all that is required to maintain the finish in perfect condition for a lifetime of use.
- Use of wax based furniture cream should be avoided as these can result in a build-up of deposits, which could detract from the appearance.
- Do not use undue pressure when wiping.