



 I N D U S T R I E
T A P W A R E

WARRANTIES

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While all Industrie Tapware products are manufactured to the highest standard, in addition to the guarantees provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010(Cth)) (“ACL”), we offer varying extended warranty periods

from the date of purchase or handover; please refer to the following tables. We guarantee that our products are free from all defects in materials and workmanship, subject to the terms and conditions that follow, for additional peace of mind.

Note: These warranty periods apply only to products that were purchased after 1 January 2016



Tapware

BRONTE PIN LEVER BASIN MIXERS	L	Lifetime ceramic cartridge
	30	30 years product replacement
	1	1 year labour
BALMORAL SQUARE BASIN MIXERS	L	Lifetime ceramic cartridge
	30	30 years product replacement
	1	1 year labour
BELLS ROUND BASIN MIXER	L	Lifetime ceramic cartridge
	30	30 years product replacement
	1	1 year labour
BONDI PIN LEVER BASIN MIXER WITH CURVED SPOUT	L	Lifetime ceramic cartridge
	30	30 years product replacement
	1	1 year labour
BONDI WALL MIXERS	L	Lifetime ceramic cartridge
	30	30 years product replacement
	1	1 year labour
BONDI KITCHEN MIXERS	L	Lifetime ceramic cartridge
	30	30 years product replacement
	1	1 year labour
BONDI FLOOR MOUNTED BATH SPOUT W MIXER	L	Lifetime ceramic cartridge
	30	30 years product replacement
	1	1 year labour

Bathroom Accessories

SHOWER HEADS	30	30 years product replacement
	1	1 year labour
SHOWER ARMS	30	30 years product replacement
	1	1 year labour
SHOWER RAILS	30	30 years product replacement
	1	1 year labour



SHOWER RAILS
AND HEAD SET

30 30 years product replacement
1 1 year labour

SHOWER ELBOWS
AND BRACKETS

30 30 years product replacement
1 1 year labour

ROBE HOOK

30 30 years product replacement
1 1 year labour

TOWEL RAIL

30 30 years product replacement
1 1 year labour

HAND TOWEL
HOLDER

30 30 years product replacement
1 1 year labour

TOILET ROLL
HOLDER

30 30 years product replacement
1 1 year labour

HOSES

2 2 years product replacement or parts
1 1 year labour

Bathtubs

ALL ACRYLIC
BATHTUBS

20 20 years product replacement
1 1 year labour

Basins

ART BASINS

20 20 years product replacement
1 1 year labour

Toilets

TOILET SEATS

1 1 year product replacement
1 1 year labour



RIMLESS CONCEALED
TOILET

- 20 20 years product replacement
- 1 1 year labour

RIMLESS WALL FACED
TOILET

- 20 20 years product replacement
- 1 1 year labour

GEBERIT FLUSHING
SYSTEM (2pc set) Sigma 8

- G Geberit warranty
- 3 3 years on inlet and outline valve products

GEBERIT PUSH BUTTONS

- G Geberit warranty
- 3 3 years on mechanical flush/access plates

GEBERIT SIGMA 8 SYSTEM
(in wall flushing system)

- G Geberit warranty
- 15 15 years on Sigma 8 (2016) concealed cistern tanks and frames

Ceramic Cartridges

CERAMIC
CARTRIDGE

- L Lifetime product replacement

Vanities

VANITIES

- L Lifetime product replacement



REPLACEMENT WARRANTY

Lifetime Replacement Warranty Ceramic Cartridge - First year of the Warranty

We will repair or, at its option, replace any goods which are defective through faulty workmanship or materials, free of charge, within the first (1) year of the warranty. **ADDITIONAL WARRANTY:** After the 1st year, for the remaining lifetime of the product, replacement of parts (labour is excluded) applies for a defective product through faulty workmanship or materials.

30 Year Replacement Warranty - First year of the Tapware and Bathroom Accessories Warranty

We will repair or, at its option, replace any goods which are defective through faulty workmanship or materials, free of charge, within the first (1) year of the tapware and bathroom accessories warranty. **ADDITIONAL WARRANTY:** An additional 29 years for replacement parts (labour is excluded) applies for a defective product through faulty workmanship or materials.

20 Year Replacement Warranty - First year of the Toilet and Basin Warranty

We will repair or, at its option, replace any goods which are defective through faulty workmanship or materials, free of charge, within the first (1) year of the toilet and basin warranty. **ADDITIONAL WARRANTY:** An additional 19 years for replacement parts (labour is excluded) applies for a defective product through faulty workmanship or materials.



REPLACEMENT WARRANTY

20 Year Replacement Warranty - First year of the Bath Warranty

We will replace any goods which are defective through faulty workmanship or materials, free of charge, within the first (1) year of the bath warranty. **ADDITIONAL WARRANTY:** An additional 19 years for replacement parts (labour is excluded) applies for a defective product through faulty workmanship or materials.

2 Year Replacement Warranty - First year of the Hose Warranty

We will replace any goods which are defective through faulty workmanship or materials, free of charge, within the first (1) year of the hose warranty. **ADDITIONAL WARRANTY:** An additional 1 years for replacement parts (labour is excluded) applies for a defective product through faulty workmanship or materials.

3 Year Finish Warranty

We will replace any goods which are defective through faulty workmanship or materials, free of charge, within the first (3) year of the warranty. Chrome and Matte Black: Electro Magnetically Plated finish. Brushed Nickel and Brushed Gunmetal Tapware PVD (Physical Vapor Deposition) finish.

1 Year Labour Warranty

1 year replacement product or parts including Labour.



Making a Warranty Claim

Industrie Tapware Warranty Claim

To make a warranty claim, the following documentation must be emailed to support@industrietapware.com.au

- Your contact details: Name, address and best contact phone number
- Name/model of product and photographs or video of the issue (if possible)
- Proof of purchase
- Proof of installation (by licensed Plumber)
- Handover documentation for new homes
- Warranty Certificate or equivalent documentation must be supplied for warranty claims to be considered

Geberit Limited Warranty Claim

If you purchased Geberit products in Australia or New Zealand, the following process applies.

- Contact authorized reseller or distributor where you purchased the Geberit products; and/or
- Contact: support@industrietapware.com.au
- Visit www.geberit.com.au

Additional Warranty Information

Should any warranty claim be made and attended to by a Industrie Tapware authorised Service Agent and that in the opinion of the Service Agent or Industrie Tapware, 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 of the goods for which Industrie Tapware is responsible, Industrie Tapware reserves the right to charge a service fee for each service staff attending the premises where products have been installed.

As part of Industrie Tapware's commitment to continuous improvement, Industrie Tapware reserves the right to make changes to its products at any time and supply an alternative product.

Industrie Tapware requires adequate access to products, fittings and fixtures to undertake extended warranty repairs.

Industrie Tapware will not be responsible for any consequential damage or costs where there is inadequate access to products.

Industrie Tapware reserves the right to provide minor components as 'parts only' to the customer during any part of the warranty period.



WARRANTIES

Warranty Conditions

This additional warranty only covers INDUSTRIE TAPWARE products listed (collectively "Products"), does not extend to products you have selected outside our product range.

This additional warranty only applies to defects which have arisen solely from faulty materials or workmanship in the products and does not apply to other defects which may have arisen as a result of, without limitation, the following:

accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions, including excessive water pressure or temperature, the effects of hard water or neglect of any kind of the products.

Alterations and repairs of the products other than by an accredited and licensed service agent or technician are not covered.

In addition to this additional warranty, certain legislation (including the ACL) may give you certain rights which cannot be excluded, restricted or modified, this additional warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc, are not covered by warranty

Consequential Loss

To the extent permitted by law, INDUSTRIE TAPWARE will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the product or components.





**Everything we do at
Industrie Tapware is
focused on creating an
outstanding experience
for our clients.**

Design Specialists

First-rate service is important to us. From inspiration to installation, our knowledgeable design consultants are happy to share their expertise for all of your projects.

Technical Support

Our support team and accompanying materials offer professional designers and contractors the precise tools they need to specify, install and service our products, including downloadable renderings.

Service Excellence

Shop our selection online, by phone or in-store at our Willoughby showroom in Sydney. Our experts will confirm your order within 24 hours and review all the details to ensure that your project flows as smoothly as possible.





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