



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

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Industrie Tapware has confidence in their products' quality and function and offer lengthy and comprehensive warranties against manufacturing defects, which are in addition to that required under Australian Consumer Law. The warranty period commences from the date of purchase. Residential warranty applies to the installation and use of products relating to a place of residence, whether a house, unit/apartment, townhouse, villa, duplex, or other forms of housing.

For commercial warranty contact our aftersales team at [support@industrietapware.com.au](mailto:support@industrietapware.com.au). Commercial warranty applies to the installation and use of products within non-residential premises including hotels, motels, restaurants, schools, offices, hospitals, and public amenities.





## Warranty Periods

Category	Warranty	Details
TAPWARE & MIXERS	30 Years	L Lifetime ceramic cartridge
		30 30 years replacement product
		1 1 year labour
CERAMIC CARTRIDGES	Lifetime	L Lifetime replacement product
HOSES	2 Years	2 2 years replacement product or parts
		1 1 year labour
SHOWERS	30 Years	30 30 years replacement product
		1 1 year labour
BATHROOM ACCESSORIES	30 Years	30 30 years replacement product
		1 1 year labour
BATHTUBS	20 Years	20 20 years replacement product
		1 1 year labour
BASINS	20 Years	20 20 years replacement product
		1 1 year labour
TOILETS	20 Years	20 20 years replacement product
		1 1 year labour
FINISHES- Electroplated; Chrome and Matte Black	3 Years	3 3 years conditional warranty
FINISHES - PVD; Brushed Nickel and Brushed Gunmetal	5 Years	5 5 years conditional warranty
FINISHES - Organic; Raw Brass	N/A	This product is comprised of unfinished alloy metal, with no surface finish. This is its intended behaviour and, as such, has no warranty. See our <a href="#">Raw Brass Care Guide</a> for more information.



## Warranty Conditions

Industrie Tapware warrants to the original purchaser that Industrie Tapware products will be free from defects in material and workmanship.

At Industrie Tapware discretion, the warranty covers the repair, replacement or make appropriate adjustments, supply equivalent goods or refund the price of purchase of any products which are defective through faulty material or workmanship, under normal installation, use, and maintenance within the warranty periods. Industrie Tapware is not responsible for any removal or installation costs.

Valid warranty claims will be covered and rectified by an Industrie Tapware service technician or authorised installer.

Products are to be checked for any transit damage or fault before installation.

Damage due to neglect or improper installation or use, improper care and maintenance, misuse, or alterations, are not considered manufacturing defects and are not covered under this warranty.

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 consequential loss of any kind caused by any defect in the products or components.

Products are subject to colour, shade or pattern variations.

Industrie Tapware products come with a guarantee that cannot be excluded under Australian Consumer Law. You are entitled to choose a refund or replacement for major failures with goods. If a failure with the goods does amount to a major failure, you are entitled to have the failure rectified in a reasonable time.

The extended warranty is not transferable and only applies to the original owner.



# Warranty Exclusions

The following reasons will void the warranty;

- Installation by an unlicensed tradesperson.
- Products are not installed in accordance with the manufacturer's written installation instructions.
- Products are not installed in accordance with Australian Standards AS/NZS3500 or the relevant State Regulation. \*\*
- Water pressure and water temperature that exceeds the guidelines in the written installation instructions, including thermal shock.
- Isolating taps – mini stop taps – are not installed as per the manufacturer's instructions.
- Any damage caused by inadequate flushing or preparation of plumbing lines before use, and problems caused by a poor water supply including dirt, sand, copper, or plastics.
- Removal of check valves and flow regulation components in tapware and showers.
- Products are not maintained and cleaned in accordance with the care and maintenance instructions provided by Industrie Tapware.
- Failure to maintain or clean aerators or filters in water outlets and shower heads as part of normal care and maintenance.
- Deterioration of seals and O-rings due to products used within cisterns such as cleaning agents or deodorisers.
- Faulty electrical supply, including power outage or surges.
- Damage to surface finishes due to the use of harsh chemicals, detergents, and abrasive cleaners, epoxies, adhesives, and sealants.
- Damage that can be attributed to accident, neglect, abuse, or improper use of the product, including excessive heat or moisture, excessive pressure, harsh or adverse weather conditions, and natural disasters.
- Normal wear and tear.
- There are non-approved modifications to the product or components provided.
- Products sold off display.

\*\*AS/NZS3500 states that the maximum water supply pressure at any outlet within a building must not exceed 500kpa. In this situation, pressure-limiting valves should be installed.



## Making a Warranty Claim

To make a claim, contact the retailer where the product was purchased from, alternatively, a claim can be lodged online by sending us an email at [support@industrietapware.com.au](mailto:support@industrietapware.com.au) or through our website at <https://industrietapware.com.au/pages/contact-us>

When making a claim, please include your contact details: name, address and best contact phone number the following information is required;

1. Proof of purchase (copy of receipt) or certificate of occupancy for new homes.
2. Product information:
  - Name/model of product
  - Date of installation
  - Proof of installation by licensed Plumber
3. Video/photographs of the issue occurring
4. Detailed description of the issue, including specific locations (e.g if a tap is leaking, is it from the hoses, handle or the base) and, if it has been inspected by a professional, what has been done (e.g checked the cartridge, tested water pressure, checked aerators or filters, etc).

Industrie Tapware are open within the normal business hours 9:00 am – 5:00 pm, Monday to Friday AEST. Industrie Tapware requires sufficient access to products, fittings, and fixtures to undertake warranty repairs. Industrie Tapware will not be responsible for any consequential damage or cost should sufficient access not be provided.

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

Should any warranty claim be made and attended to by an authorised service technician and at their assessment the cause of the issue falls within the warranty exclusions, a service call-out fee will apply. Industrie Tapware reserve the right to charge a call-out fee, labor charge, and any parts that may be applicable.

Replacement products are limited to what is in stock at the time and are not guaranteed to match original installation.

### Warranty Contact Details

Aftersales and Service

E: [support@industrietapware.com.au](mailto:support@industrietapware.com.au)

W: [industrietapware.com.au](http://industrietapware.com.au)



## Third Party Supplier Warranty Periods

Category	Warranty	Details
GEBERIT CISTERNS	Manufacturers Warranty	15 15 years on Sigma8 and Kappa concealed cistern tanks and frames
		10 10 years on installation frames and all other Geberit concealed cistern tanks
		3 3 years on inlet and outlet valve products
		3 3 years on mechanical flush/access plates
VANITES - MARQUIS	Manufacturers Warranty	Manufacturers product warranty is dependant on the product ordered.
VANITES - TIMBERLINE	Manufacturers Warranty	Manufacturers product warranty is dependant on the product ordered.

### Third Party Supplier Warranty Claims

If you purchased products in Australia or New Zealand that were sourced by us from one of our third-party suppliers of vanities, bathroom products and accessories, appliances or tiles and surfaces, the manufacturers warranty claim process applies. Manufacturers product warranty is dependant on the products ordered.

To make claim, please refer to manufacturers website or contact them directly

#### Geberit

W: <https://www.geberit.com.au/services/warranty/>

E: [support.au@geberit.com](mailto:support.au@geberit.com)

P: +61 2 9889 7866.

#### Marquis

W: <https://marquis.com.au/warranty-information/>

E: [sales@marquis.com.au](mailto:sales@marquis.com.au)

#### Timberline

Collection Inclusions

W: <https://timberline.com.au/resources/collection-inclusions/>

Warranty Claim Form

W: <https://timberline.com.au/resources/collection-inclusions/#popup-modal-warranty1>







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