

# INSTALLATION MANUAL

## PRE RINSE UNITS

### Hob Mounted Units

JETF1200, JETF1200C, JETF1200LP

JETF4000, JETF6000, JETF9900

### Wall Mounted Units

JETF3000, JETF3000W, JETF5000

JETF 5600

### Hand Held Units

JETF7000, JETF7500



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# Pre Rinse Units by Gentec

The JETFLO PRE RINSE Food Service range has been designed and manufactured to meet food preparation and industry requirements while also withstanding rigorous and demanding use in a commercial application.

Our functional and comprehensive range of pre-rinse units offers versatile configurations to suit any commercial application.

<b>Infection control</b>	<ul style="list-style-type: none"> <li>▶ Food grade hose</li> <li>▶ Minimum crevices for bacteria build up</li> </ul>
<b>Commercial durability features</b>	<ul style="list-style-type: none"> <li>▶ Stainless steel spray jet head</li> <li>▶ Stainless steel braided hose and connector with external lining</li> <li>▶ Wall fixing bracket for ongoing stability</li> </ul>
<b>Features</b>	<ul style="list-style-type: none"> <li>▶ Easy operation with front control pot filler</li> <li>▶ Tensioned stainless steel spring for easy maneuverability</li> <li>▶ Trigger spray clip enables effortless continual use and easy release for shut off</li> </ul>



# Product Range

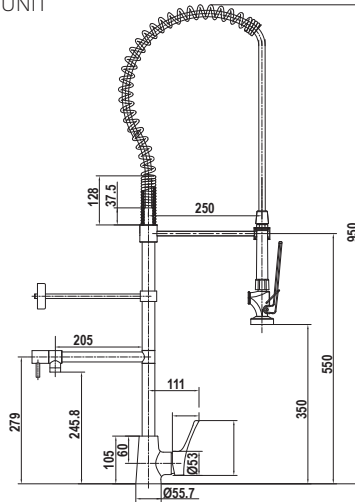
JETF1200	JETF1200LP	JETF1200C
<p>HOB MOUNTED PRE-RINSE UNIT</p>  <p>A chrome-plated kitchen faucet with a high-arch, flexible, braided stainless steel spray wand. It features a single-lever handle on the left side and a side sprayer on the right. The base is designed for mounting on a kitchen sink deck.</p>	<p>HOB MOUNTED PRE-RINSE UNIT LESS POT FILLER</p>  <p>A chrome-plated kitchen faucet with a high-arch, flexible, braided stainless steel spray wand. It features a single-lever handle on the left side and a side sprayer on the right. The base is designed for mounting on a kitchen sink deck, but it lacks the pot filler spout.</p>	<p>COMPACT HOB MOUNTED PRE-RINSE UNIT</p>  <p>A compact chrome-plated kitchen faucet with a high-arch, flexible, braided stainless steel spray wand. It features a single-lever handle on the left side and a side sprayer on the right. The base is designed for mounting on a kitchen sink deck.</p>
JETF3000	JETF3000W	JETF5600
<p>WALL MOUNTED PRE RINSE UNIT – LEVER CONTROL VALVES</p>  <p>A chrome-plated wall-mounted pre-rinse unit with a high-arch, flexible, braided stainless steel spray wand. It features a single-lever handle on the left side and a side sprayer on the right. The base has two separate lever control valves for hot and cold water.</p>	<p>COMPACT WALL MOUNTED PRE-RINSE UNIT</p>  <p>A compact chrome-plated wall-mounted pre-rinse unit with a high-arch, flexible, braided stainless steel spray wand. It features a single-lever handle on the left side and a side sprayer on the right. The base has two separate lever control valves for hot and cold water.</p>	<p>WALL MOUNTED PRE-RINSE UNIT – LEVER RECESS CONTROL VALVE</p>  <p>A chrome-plated wall-mounted pre-rinse unit with a high-arch, flexible, braided stainless steel spray wand. It features a single-lever handle on the left side and a side sprayer on the right. The base has a single recessed lever control valve for hot and cold water.</p>

<b>JETF6000</b>	<b>JETF4000</b>	<b>JETF9900</b>
<p>HOB MOUNTED PRE-RINSE UNIT</p> 	<p>HOB MOUNTED PRE-RINSE UNIT</p> 	<p>HOB MOUNTED PRE-RINSE UNIT</p> 
<b>JETF5000</b>	<b>JETF7000</b>	<b>JET7500</b>
<p>WALL MOUNTED PRE RINSE UNIT</p> 	<p>HAND HELD PRE RINSE UNIT</p> 	<p>HAND HELD PRE RINSE UNIT</p> 

# Technical Drawings

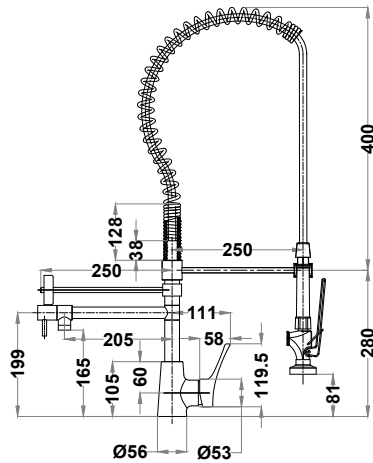
## JETF1200

HOB MOUNTED PRE-RINSE UNIT



## JETF1200C

COMPACT HOB MOUNTED  
PRE-RINSE UNIT







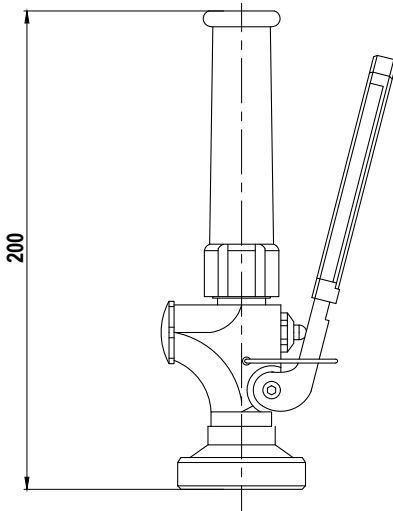




# Technical information

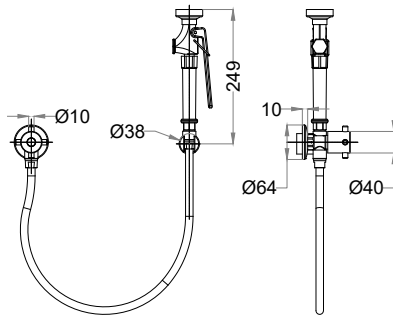
JETF0050

TRIGGER SPRAY



JETF7000 / JETF7500

HAND HELD PRE RINSE UNIT



Model	HOB MOUNTED PRE-RINSE UNIT	HOB MOUNTED PRE-RINSE UNIT LESS POT FILLER
Product Code	JETF1200	JETF1200LP
Product Type	Pre Rinse unit	Pre Rinse unit
Colour	Chrome	Chrome
Finish	Polished	Polished
Material	Brass	Brass
Cartridge Type	Ceramic Disc Cartridge	Ceramic Disc Cartridge
Min Continuous Flow Working Pressure	150kPa	150kPa
Recommended Static Working Pressure	350kPa	350kPa
Min Continuous Working Temperature	5°C	5°C
Max Continuous Working Temperature	70°C	70°C
Max Working Static Pressure	450kPa	450kPa
Height	1059mm	800mm

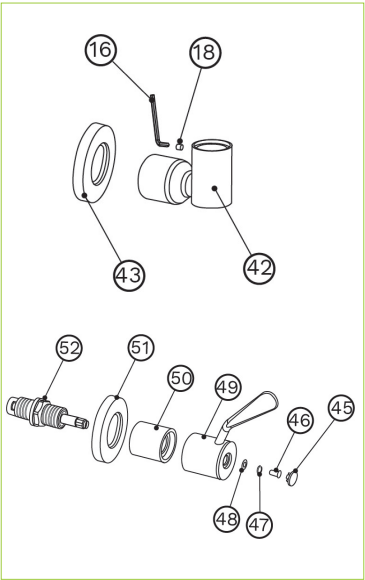
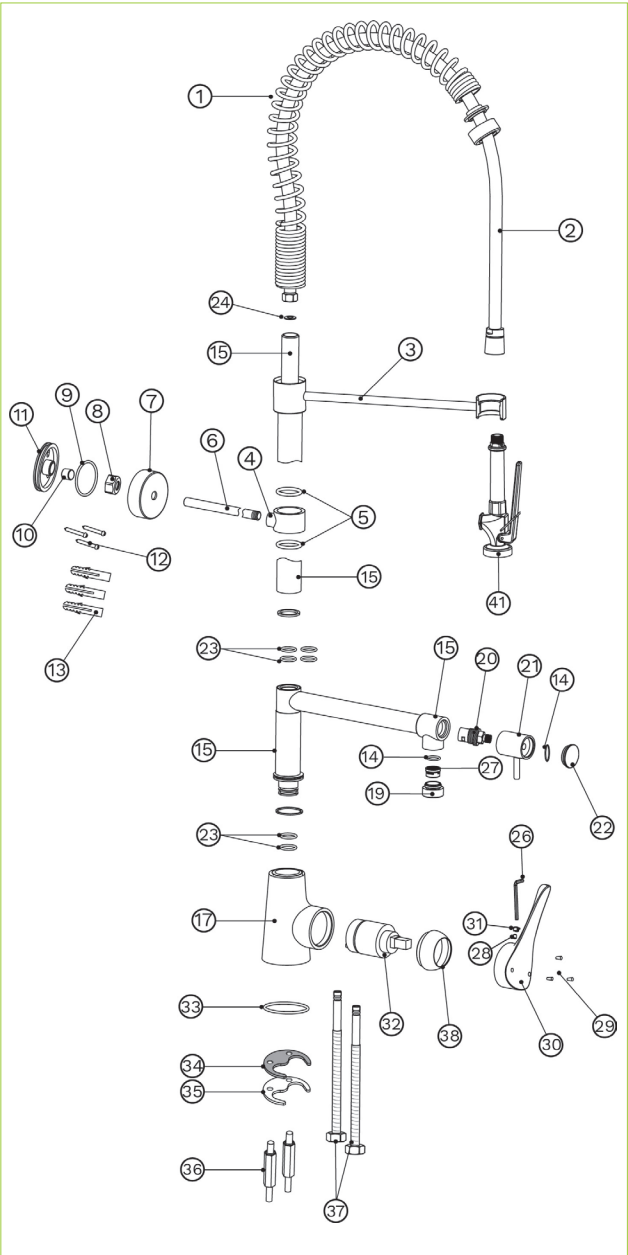
\*Pressure exceeding 450 kPa will void warranty

WALL MOUNTED UNIT – LEVER CONTROL VALVES	COMPACT WALL MOUNTED PRE-RINSE UNIT	HOB MOUNTED PRE-RINSE UNIT	WALL MOUNTED PRE RINSE UNIT ONLY	WALL MOUNTED UNIT – EXPOSED WALL MOUNTED	HOB MOUNTED PRE-RINSE UNIT	HOB MOUNTED PRE-RINSE UNIT
JETF3000	JETF3000W	JETF4000	JETF5000	JETF5600	JETF6000	JETF9900
Pre Rinse unit	Pre Rinse unit	Pre Rinse unit	Pre Rinse unit	Pre Rinse unit	Pre Rinse unit	Pre Rinse unit
Chrome	Chrome	Chrome	Chrome	Chrome	Chrome	Chrome
Polished	Polished	Polished	Polished	Polished	Polished	Polished
Brass	Brass	Brass	Brass	Brass	Brass	Brass
Ceramic Disc Cartridge	Ceramic Disc Cartridge	Ceramic Disc Cartridge	Ceramic Disc Cartridge	Ceramic Disc Cartridge	Ceramic Disc Cartridge	Ceramic Disc Cartridge
150kPa	150kPa	150kPa	150kPa	150kPa	150kPa	150kPa
350kPa	350kPa	350kPa	350kPa	350kPa	350kPa	350kPa
5°C	5°C	5°C	5°C	5°C	5°C	5°C
70°C	70°C	70°C	70°C	70°C	70°C	70°C
450kPa	450kPa	450Pa	450kPa	450kPa	450kPa	450kPa
1037mm	800mm	908mm	1037mm	950mm	950mm	1037mm

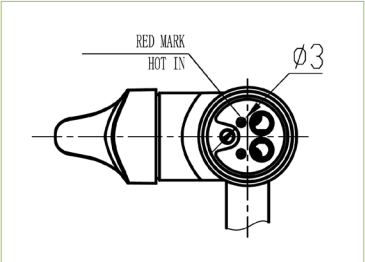
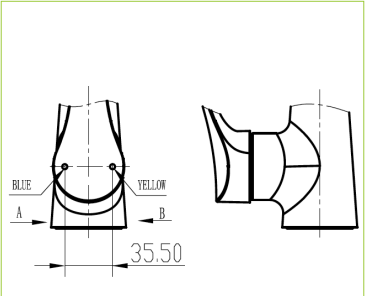
**\*Regular service must be carried out on the product to avoid product failure.**

# Unit components

## Wall Mounted Unit Components



## Bench Mounted Unit Riser



No.	Code	Description	Qty
01	<b>JETF0060</b>	Spring	1
02	<b>JETF0070</b>	Hose	1
03	<b>JETF0061</b>	Bracket for spray gun	1
	<b>JETF0062</b>	Bracket to Wall	
04		Support Bracket	
05		"O" Ring	
06		Wall support bar	1
	<b>JETF0063</b>	Fixing kit for wall bracket	
07		Bracket cover	1
08		Lock Nut	1
09		"O" Ring	1
10		Brass Olive	1
11		Fixing Plate	2
12		Self Tapping screw	3
13		Wall Plug	3
	<b>JETF0082</b>	Riser	
17	<b>JETF0082</b>	Body	1
	<b>JETF9006</b>	Pot Filler Housing and Aerator Kit	
14		"O" Ring Kit Pot filler	1
19		Aerator Housing	1
27		Aerator	1
20	<b>JETF0064</b>	C/ Disk Cartridge	1
	<b>JETF0065</b>	Handle Kit	
21		Body	1
22		Cap	1
23	<b>JETF0068</b>	"O" Ring Kit for Pot Filler	1
24	<b>JETF9005</b>	Fibre Washer	1

No.	Code	Description	Qty
	<b>JETF0052</b>	"O" Ring Service Kit for Trigger Spray Gun	
	<b>JETF0074</b>	Fixing Screw and Cap suit Mixer	
26		Allen key	1
28		Grub Screw	1
29		Hot/Cold and Warm indicators	3
30		Handle	1
31		Handle Plug	1
32	<b>NGM9000</b>	Cartridge for Hot and Cold	1
	<b>JETF0066</b>	"O" Ring, Fixing Plate, Washer, Nut & Stud	
33		"O" Ring	1
34		Fixing Washer	1
35		Fixing Plate	1
36		Fixing Nut	2
37	<b>JETF9002</b>	1 Hot / 1 Cold Flexible Braided Hose 400mm	1
41	<b>JETF0050</b>	Trigger Spray Gun	
	<b>CL10025C</b> <b>CL10025H</b>	Hot and Cold Recess Adaptor / Control Valve	
45		Hot/Cold Indicators	1
46		Screw	2
48		Washer	2
49		Handles	2
50		Cartridge Flange	2
51		Flange	2
52		Cartridge Hot/Cold	2

# Installation Instructions

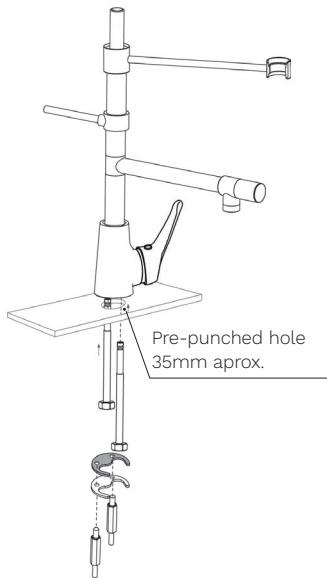
## HOB MOUNTED UNITS

### JETF1200, JETF1200LP, JETF4000, JETF9900

#### Important Note

Mixer must be installed to the requirements of AS/NZS 3500 by a qualified plumber. Your mixer comes to you already factory assembled and tested. We do not recommend the dismantling of any internal part of the mixer. The mixers are factory tested and sealed to give the best performance.

1. Place the base "O"-ring (33) on the underside of the mixer body (17).
2. Screw in the hot and cold flexible connectors (37) to the mixer body (17).
3. Place the mixer unit over the pre-punched tap hole (35mm) in the counter top. Feed the flexible connectors (37) through first.



**Note: The unit must be installed with the main mixer handle to the right side**

- A. Please flush thoroughly prior to connecting the new mixer.
- B. All mixers should be installed with isolating stop cocks

4. From underneath the counter top, slide on the U-shaped washer then the U-shaped fixing plate. (34 & 35)
5. Screw on the hex nuts (36) until the mixer base is firmly fixed to the sink. Tighten with a socket set or tube spanner.
6. Connect the hot and cold flexible connectors to the inlet isolation valves.

#### Important Information for all units

- See the detailed wall support installation on page 15
- See the detailed spring and trigger spray installation on page 16
- Misuse of the product is not covered by warranty.
- Pressure exceeding 450 kPa will void warranty

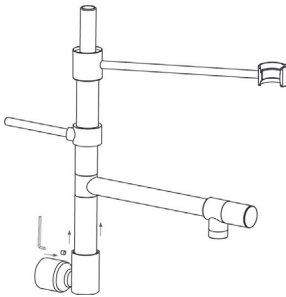
**\*Regular service must be carried out on the product to avoid product failure.**

## WALL MOUNTED UNITS

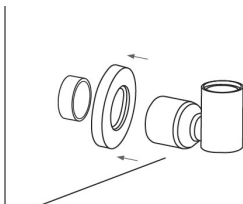
### JETF3000, JETF3000W, JETF5600, JETF5000

#### Pre-rinse arm and pot filler installation:

1. Secure the 1/2" BSP male fitting behind the finished wall.
2. Flush the line thoroughly before connecting tap fittings. Once the line is clear of debris, place the Flange(43)
3. Unscrew the grub screw (18) from the wall base (42) to separate the main body (15).



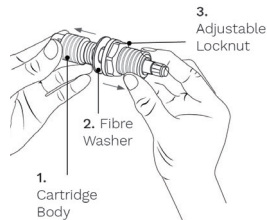
4. Screw the wall base arm (42) into the 1/2" thread until the unit is tight. Make sure the wall base is fitted plumb facing up. Push the flange (43) to cover the thread.



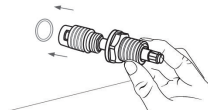
5. Insert the pre rinse body (15) into the wall base arm (42) and tighten the Grub Screw (18) back in place.

#### Wall Handles Installation:

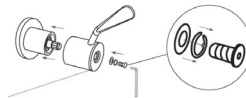
6. Unscrew the cover flange (50) from the main body of the cartridge (1). Also, unscrew the adjustable locknut (3) from the Cartridge body. Ensure the fibre washer (2) is in place.



7. Screw the cartridge body (1) into the thread until it touches the seat.



8. Screw the adjustable locknut (3) until it reaches the breech (to prevent the cartridge being overtightened). Replace the cover flange (50).
9. Tighten the handles (49) in the desired position with the provided Allen key(16) and screws(46). Insert the washers (48 & 47) as shown in drawing.



10. Insert the plastic indicator (45) for hot, cold or Warm.



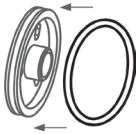
**\*Regular service must be carried out on the product to avoid product failure.**

# Installation Instructions

## WALL BRACKET INSTALLATION FOR ALL UNITS

The Wall Bracket Installation is an essential part for the correct operation and use of the Pre Rinse Unit.

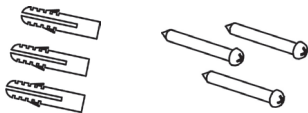
1. Measure and cut the wall support bar (6) to a length with a 2 to 5mm gap from the wall.
2. Fit the "O"-ring (9) to the groove on the fixing wall plate.(11)



3. Slide on the chrome cover flange (7), nut (8), brass olive (10) & wall fixing plate (11) onto the wall support bar (6).
4. Swing the wall support bar into position and mark the three holes for drilling into the wall.
5. Swing the wall support bar to the left or right to enable the three holes to be drilled.
6. Swing the wall support bracket back into position, line up the holes and screw the fixing plate back to the wall. Tighten the brass nut and olive, ensuring a firm and solid installation. Slide the chrome cover plate over the wall plate.

Note: For a stainless steel splashback and/ or cool room panel wall, ensure the fixing method used results in a solid fixing.

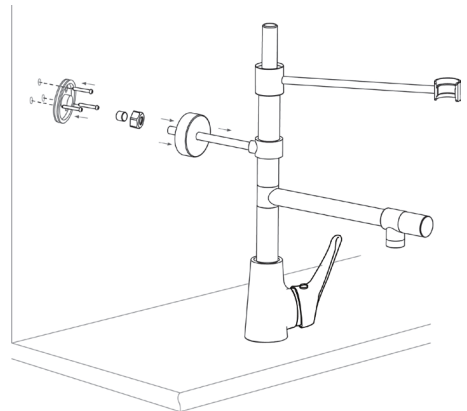
- \* For a masonry wall use the wall anchors provided (13) with screws (12).



### Important Information

- The wall support bar (6) can slide up or down to the desired height by slowly twisting it back and forth while moving it in the desired position.
- The wall support Bar should be installed as high as possible. This wall support bar should be cut to fit the desired distance to the wall.
- The side bracket should also be cut down to the desired length if it's too long.

- \* For a timber backed wall use the screws provided (12).

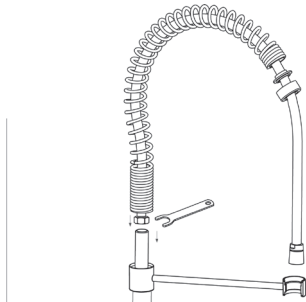


**\*Regular service must be carried out on the product to avoid product failure.**



## SPRING AND TRIGGER SPRAY INSTALLATION FOR ALL UNITS

1. Fit the flat washer (24) into the top of the Riser to ensure a water tight seal.
2. Slide the spring (1) to expose the male connecting thread (2).

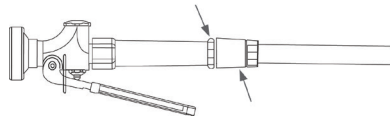


3. Using the correct spanner, screw the male thread of the flexible hose into the top of the riser. Do up firmly but do not over tighten. **Support the weight of the hose and spring while tightening to prevent cross threading and kinking of the hose.**
4. Slide the spring back over the end of the hose until it sits on top of the Riser.

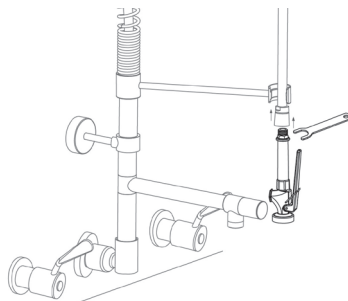
Apply Teflon tape or loxeal to the male thread of the trigger spray.

5. Screw the Trigger Spray Unit (41) to the Hose, tighten firmly using a spanner on the flat section of the Nut.

6. Tighten using flats on trigger spray and flats on the Hose



7. Turn on the Water and test the unit.



### Trigger Spray Fixing Methods

#### Using Teflon Tape

- Apply adequate Teflon tape to the male thread of the trigger spray.
- Screw hose connection on to trigger spray then tighten firmly against "O" Ring Supplied on trigger.

#### Using Loxeal

- Insert the white teflon washer into the hose adaptor.
- Apply Loxeal to the male thread of the trigger spray.
- Screw hose connection on to trigger spray then tighten firmly against oring. Test to ensure there are no leaks.

**\*Regular service must be carried out on the product to avoid product failure.**

# Maintenance

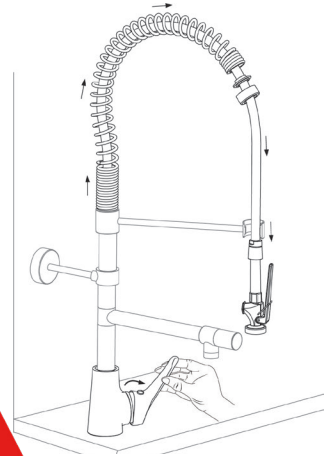
## To ensure product's durability:

Regular service must be carried out on the product to avoid product failure.

To ensure the product's durability it is important to perform regular cleaning to the nozzle to avoid build up of grease, dust or any debris.

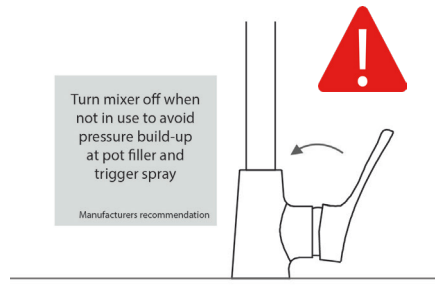
Once the hose or trigger spray is unscrewed it should need a replacement for the fiber washer (39)

**When not in use, the mixer must be turned off at the mixer cartridge so the unit is not under main pressure when unsupervised.**



## Best practices to keep your unit as new

- Installation MUST be by a certified plumber and adhere to AS3500 and manufacturer's recommendations.
- Turn off mixer at base of unit when not in use to prevent build-up of hot water and pressure internally.
- Disassembling riser from mixer base during installation increases the likelihood of leaks
- Trigger spray must be used in an up-down or sideways motion (following the motion of the spring and swivel hose). **Bending/ kinking the hose will cause the stainless-steel braiding to fray and void warranty.**
- Lines must be flushed before installation and the strainer and flow regulator provided must be installed to prevent debris damaging the cartridges.
- Ensure the wall bracket is firmly attached to the wall to reduce strain on the riser and mixer fixings.
- Reduce strain on the product by installing a pressure limiting valve.
- Over tightening and cracking product fixtures is not covered by warranty.
- The instruction sticker supplied with the pre-rinse unit must be displayed in accordance with manufacturer's recommendation.



**1. Can I take the tap out and fix it myself? “I’ve tried fixing it myself but it’s still leaking” “I brought the broken unit in, can I get a new one under warranty?”**

Installation and reparation must be carried out by certified plumbers. The unit must be intact for inspection by a Gentec Australia approved plumber during service call for warranty to be valid. Taking the unit off or modifying the unit without Gentec Australia’s approval will void warranty.

**2. Are there different riser heights available?**

Yes, the pre-rinse units come in an 950 mm option (JETF1200) or 400mm (JETF1200C).

**3. Is there a different spray option for the trigger spray?**

Yes, the standard spray on the trigger spray is a stainless-steel spray blade for more efficient cleaning. An aerator nozzle is also available for purchase using the code JETF0078.

**4. Can I use a different trigger spray or hose with this unit?**

Warranty would be voided if any component is replaced by a different one. The trigger spray is supplied with an adaptor when sold individually. The hose and riser have a special thread designed to only work together.

**5. The hose looks damaged**

The hose supplied is made of a food grade material which is softer and easier to use than most pre-rinse units in the market.

Using excessive force on the hose or bending it at a right angle as you would with other brands is considered misuse and causes unnecessary strain to the hose.

**6. The hose has broken above the connection to the trigger spray**

This occurs when the hose is bent back and forth at a 90° angle and/or if the mixer at the base of the product has been left on when not in use. Also check that the water pressure is not above 500kPa as that will also void warranty.

**7. The hose is leaking between the hose and trigger spray or between the trigger spray’s spray head**

Check that the product is tightened firmly. A leak is only possible if the connections are still loose. Loose connections are an installation issue and not covered by warranty.

**8. The wall bracket doesn’t fit our kitchen, can we remove it or modify it?**

The wall bracket is designed to support the riser so removing it or extending it will put extra pressure on the riser and lead to leaks from the riser and/or bottom mixer. For more details on the Wall Bracket, see Page 15

**9. Pot Filler cartridge is jammed and no water is coming through**

Constant high pressure can damage and jam the cartridge in the pot filler. Pot Filler and Trigger Spray must be turned off when not in use.

A damaged cartridge needs to be replaced

# FAQs

(JETF0064) and ensure that a pressure limiting valve is installed to reduce the pressure to under 450kPa.

## **10. Water is leaking from the hex nut on the trigger spray handle when in use**

This could be a result of damage during use or from the constant flow of high pressure water, which can wear out the O-ring in the trigger handle. Replacing the water seals and tightening the hex nut should fix the issue, Trigger handle service kits (JETF0052) can be purchased from Gentec Australia.

## **11. Water is leaking from mixer cartridge**

To work correctly, the cartridge in the mixer body should be flushed clean prior to installation. Check for debris in the cartridge which can prevent it from closing completely. Install strainers to prevent debris from getting into the unit. **The wall bracket doesn't fit our kitchen, can we remove it or modify it?**

The wall bracket is designed to support the riser so removing it or extending it will put extra pressure on the riser and lead to leaks from the riser and/or bottom mixer. For more details on the Wall Bracket, see Pag. 15

## **12. Leaking from the hose connection to the riser**

If leak is present straight after installation, ensure the plumber has tightened the connection correctly. Loose connections are an installation issue and not covered by warranty.

A constant flow of high pressure water can wear out water seals between the hose and the riser. Excessive force on the trigger spray can also cause damage to the connection between the hose and riser.

## **13. The handle on the trigger spray does not release after being turned on**

Residual worn out washers inside the handle can prevent the control lever from releasing. Washers are easily damaged under constant high water pressure. A trigger spray service kit (JETF0052) can be purchased from Gentec Australia. Install an isolation valve or pressure limiting valve to prolong the product's service life.

# Warranty

## GENTEC PRODUCT QUALITY WARRANTY

You have purchased a quality product from GENTEC Australia Pty Ltd ABN 581 552 50285 ). This product is covered by a **24 month warranty on spare parts and labour. 12 Month warranty on the Pre-rinse hose only.**

### 1. Warranty

1.1 This warranty is given by the Principal subject to the terms and conditions set out in this document.

1.2 The Principal warrants that the Goods are free from defects in materials and workmanship for the time period specified for the Goods in the Product Index. If Your Goods are found to be defective within that time, we will repair or replace the Goods.

1.3 This warranty does not cover accidental damage, wear and tear, consequential or incidental loss, or any damage caused by You, including if the Goods were not installed in accordance with the manufacturer's instructions, the PCA and AS/NZS3500.

1.4 You are required to service the Goods regularly. Failure to do so may cause this warranty to be voided.

### 2. Procedure

2.1. If you consider that the Goods are defective, you must cease use of the Goods immediately and provide notice to the Principal in writing as soon as is reasonably practicable after discovering the alleged defect.

2.2. The notice referred to in clause 2.1 must state the following:

- 2.2.1 the alleged defective Goods;
- 2.2.2 what the alleged defects are;
- 2.2.3 where the Goods are located;
- 2.2.4 when the Goods were purchased
- 2.2.5 the invoice number relating to the purchase of the Goods;
- 2.2.6 whether the main water to the unit is able

to be turned off;

2.2.7 include pictures of the alleged defect; in a reasonable time.

2.2.8 completed credit card authorisation in the form set out in Schedule 2 to these conditions accepting liability in accordance with clause 2.6 if the product is not faulty.

2.3 The Principal will, on receipt of a notice in accordance with clause 2.2, issue a case number for the investigation of the alleged defective Goods.

2.4 In the event that the Goods are to be returned to the Principal You may bring or send them to one of our service locations or sites. If the cost of returning the goods to us is significant because of the nature of the failure or because of the size or height of the goods, the Principal will collect the goods from you within a reasonable time of You providing notice in accordance with clause

2.2. If the cost of returning the Goods to us is not significant, you are responsible for this cost (although, you are entitled to compensation for reasonably foreseeable costs incurred because of the defect, including the cost of returning the goods to us for repair, replacement or return).

2.5 In the event that the Principal or its agent are required to inspect the Goods at the location of their use or storage, You will, on reasonable notice, allow the Principal to inspect the allegedly defective Goods at the location of their use or storage.

2.6 You are responsible for Your expenses relating to a warranty claim, except as otherwise provided for in this document. If the Principal is required to attend Your site to inspect the Goods, and it is found that there is no defect or the defect has been caused by the circumstances listed in clause 1.3, You will be responsible for the Principal's reasonable costs of attending Your site. Where reasonably possible, we will notify you to give you the option of paying for a repair or replacement

# Warranty

(however, we have no obligation to do so). We will also provide you with all relevant information associated with obtaining a repair or replacement of the good (including the costs involved and how the repair or replacement will be performed).

2.7 If the Principal agrees that the Goods are defective, they will be replaced or repaired within a reasonable time.

2.8 You have a duty to mitigate your loss in relation to a warranty claim. You must notify the Principal of major failures of the Goods within 3 business days of you becoming aware of such major failure. If you fail to notify us within this timeframe, then we disclaim all liability for consequential or indirect loss as well as losses of revenue or profits.

2.9 For the avoidance of doubt, it is in the Principal's sole discretion as to whether or not the Goods are defective and therefore covered by the warranty provided in this document. Any invoices for services or replacement products will not be paid for by the Principal without prior written authorisation.

### 3. Mandatory Warranties

3.1 The Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure.

### 4. Exclusion of Warranties and Limitation of Liability

4.1. Except as may be set out in this document and the Quote, the Principal make no express warranties or representations in relation to the Goods or their delivery.

4.2. To the full extent permitted by law, the Principal:

4.2.1 excludes all implied warranties and conditions under statute or general law as to merchantability, description, quality, suitability, fitness for purpose or otherwise;

4.2.2 is not liable for loss of profit, indirect, consequential or incidental loss, damage or injury in connection with the Goods;

4.2.3 is not liable for the labour costs associated with replacing the Goods;

4.2.4 is not be liable for any transport or freight costs in relation to any warranty claim and the repair or replacement of the Goods;

4.2.5 limits its liability in connection with the Goods (however arising, whether in tort, contract or otherwise) at its option and sole discretion to:

4.2.5.1 replace the Goods or the supply of its equivalent;

4.2.5.2 repair the Goods;

4.2.5.3 pay for the cost of replacing the Goods or acquiring their equivalent; or

4.2.5.4 pay for the cost of having the Goods repaired.

4.3 The warranties given by the Principal will not apply in the event of defects, failures or other matters regarding the goods where due to:

4.3.1 an act, default, omission or representation made by some other person, excluding Gentec or its manufacturer (for example, damage caused by the misuse or mistreatment of the good by the customer or someone else);

4.3.2 without limitation to (4.3.1) above, a failure to install the goods in accordance with any plumbing codes of practice prescribed by an Australian Federal or State Government body or organisation (including regulators), any plumbing codes of practice generally or any guidelines or instructions issued by the Principal in relation to the Goods; or

4.3.3 a cause independent of human control that occurs after the goods left our control.

4.4 Any of the warranties given by the Principal may be voided by failing to comply with the directions set out in the various user manuals or other instructional material provided to You by

the Principal in relation to specific Goods.

4.5 However, nothing in this clause will prevent You from exercising any rights which You may have under the Competition and Consumer Act 2010 or any other law which cannot by law be excluded or modified by agreement.

## 5. Notices

5.1 Any notice in connection with this document must be given in writing.

5.2 Any notice in connection with this document is taken to be received:

5.2.1 if hand-delivered, on delivery;

5.2.2 if faxed, at the local time (in a place of receipt of that fax) which then equates to the then time at which the fax is sent as shown on the transmission report which is produced by the machine from which that fax is sent and which confirms transmission of that fax in its entirety unless that local time is not a Business Day, or is after 5pm on a Business Day, in which case that communication will be deemed to have been received at 9am on the next Business Day;

5.2.3 if emailed, at the local time (in a place of receipt of that email) which then equates to the then time at which the email is sent as shown on the transmission report which is produced by the computer from which that email is sent and which confirms transmission of that email in its entirety unless that local time is not a Business Day, or is after 5 pm on a Business Day, in which case that communication will be deemed to have been received at 9 am on the next Business Day; and

5.2.4 if posted, seven (7) days after being placed in the post; unless a later date is specified in it, and takes effect on the date it is taken to be received.

5.3 The address for any notice to be delivered to the Principal is as follows:

**Unit 6 20-28 Ricketty St,  
Mascot, Sydney, NSW 2020**

[info@gentecaustralia.com.au](mailto:info@gentecaustralia.com.au)

P: +612 9319 4422

F: +612 8088 7635



[www.gentecaustralia.com.au](http://www.gentecaustralia.com.au)

[info@gentecaustralia.com.au](mailto:info@gentecaustralia.com.au)

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