

**hansgrohe**



**Das Original.**

**15 YEARS**  
**WARRANTY\***

\*Terms and conditions apply.



**Hansgrohe Germany is fully convinced of the exceptional quality of Hansgrohe products. For this reason, Hansgrohe, together with its local subsidiary in Oceania, grants 15 years special domestic warranty under the terms and conditions as stated below on every product sold.**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law or other respective national legislation. You are entitled to a replacement or refund for a major failure and for 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.

In addition to the warranties implied by the Consumer Guarantees Act 1993 and The Trade Practices (Australian Consumer Law) Amendment Regulations 2010 (No. 1) all Hansgrohe products used for domestic purposes and purchased after August 1<sup>st</sup> 2010, have the following special extended warranties:

## **Domestic Warranty 15 Years**

**First 10 Years:** Under special extended warranty: All products and parts including hoses, chrome surfaces and replacement parts, against any manufacturing defect or design fault, Hansgrohe will - at its discretion - either rectify any defect or fault by repairing or replacing the product or part, including meeting labour costs, as required and any associated packaging or freight charges.

**11 Years - 15 Years:** Under special warranty: All surfaces, cartridges, head parts and thermo elements against any manufacturing defect or design fault. Hansgrohe will rectify any defect or fault by providing a replacement product or part as appropriate but labour costs and any other costs including packaging or freight charges will be the customer's responsibility.

NB: Special and electronic mixers have only a 5 year warranty (battery excluded from warranty).

## **Conditions:**

The warranty applies to purchases in Australia & New Zealand from 01/08/2010. It applies only to use in Australia & New Zealand for normal residential domestic purposes. Proof of purchase is required e.g. the original invoice. The warranty periods as stated above apply from date of purchase, with a 15 year maximum warranty period regardless of any interim rectification. The warranty is personal to the first end user and is not transferable. Products and parts must be installed and used according to Hansgrohe's Assembly Instructions and within applicable pressure guidelines. A line strainer must be installed to the water supply. The water supply pipes must be flushed prior to connection of the tailpipes. A pressure limiting valve must be installed to the water supply and set as outlined in Hansgrohe's Assembly Instructions. Acidic, citrus or alkaline cleaners must be thoroughly rinsed off taps and fittings immediately. Cleaners with scouring additives must not be used. Unapproved product modifications will void special extended warranty. Special extended warranty does not apply to the effects of hard water. It does not apply to products and parts deliberately or accidentally damaged or otherwise misused.

## **How to make a warranty claim**

To make a warranty claim, complete a *Technical Service Request*, available as a .pdf download from [www.hansgrohe.com.au](http://www.hansgrohe.com.au) and forward with proof of purchase to Hansgrohe Pty Ltd. *Technical Service Request* is also available at the point of purchase. Hansgrohe reserves the right to determine any issue or uncertainty in connection with the warranty.

## **Commercial Warranty 10 Years**

**Hansgrohe 10 Year Special Commercial Warranty:** All Hansgrohe products used for commercial purposes and purchased after August 1<sup>st</sup>, 2010 have, subject to the conditions below, the following warranties, being additional to any warranties implied by the Consumer Guarantees Act 1993 and The Trade Practices (Australian Consumer Law) Amendment Regulations 2010 (No. 1)

**First 5 Years - Commercial Special Warranty including Light Commercial Special Warranty** (Commercial is all use other than for normal residential domestic purposes, including use in non-business settings such as in public buildings, schools, and sports centers) relates to all products and parts including hoses, chrome surfaces and replacement parts, against any manufacturing defect or design fault. Hansgrohe will rectify any defect or fault by - at its discretion - repairing or replacing the product or part, including meeting labour costs and any associated packaging or freight charges.

**6 Years - 10 Years - Light Commercial Special Warranty:** (Light Commercial is Commercial use where the frequency of use is similar to residential domestic use e.g. private bathrooms in motels, hotels, retirement villages, hospitals), relates to all products and parts including hoses, chrome surfaces and replacement parts, against any manufacturing defect or design fault. Hansgrohe will rectify any defect or fault by providing a replacement product or part as appropriate but labour costs and any other costs including packaging or freight charges will be the customer's responsibility.

NB: Special and electronic mixers have a 5 year warranty (battery excluded from warranty).

## **Conditions:**

The warranty applies to purchases in Australia & New Zealand from 01/08/2010. It applies only to use in Australia & New Zealand. Proof of purchase is required e.g. the original invoice. The warranty periods as stated above apply from date of purchase, with a 10 year maximum warranty period regardless of any interim rectification. The warranty is personal to first end user and not transferable. Evidence required of a regular servicing program (at least once a year). Products and parts must be installed and used according to Hansgrohe's Assembly Instructions and within applicable pressure guidelines. A line strainer must be installed to the water supply. The water supply pipes must be flushed prior to connection of the tailpipes. A pressure limiting valve must be installed to the water supply and set as outlined in the Hansgrohe's Assembly Instructions. Acidic, citrus or alkaline cleaners must be thoroughly rinsed off taps and fittings immediately. Cleaners with scouring additives must not be used. Unapproved product modifications will void special warranty. Special warranty does not apply to the effects of hard water. It does not apply to products and parts deliberately or accidentally damaged or otherwise misused.

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The Warranty is given by:

Hansgrohe Pty Ltd  
Level 1, 123 Camberwell Road  
Hawthorn East VIC 3123  
Australia  
Tel: 1800 00 1901  
Fax: +61 3 9804 0042  
Email: [info@hansgrohe.com.au](mailto:info@hansgrohe.com.au)