

## WARRANTY INFORMATION

### Manufacturers Warranty

ACL offers the following Manufactures Warranty Subject to the following terms.

#### Residential

Category	Warranty Period	Warranty Details
Mixers	5 years	<ul style="list-style-type: none"> <li>• 5 year Ceramic disk cartridges – parts only Note: Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc.</li> <li>• 3 years replacement product or parts</li> <li>• 1 year replacement product or parts and labour</li> </ul>
Hand shower on Rail or Elbow-bracket, Shower head & Arm	5 years	5 year Replacement product or parts only
Combine Shower set	5 years	<ul style="list-style-type: none"> <li>•5 year replacement products or parts only.</li> <li>•1 year replacement products or parts and labour</li> </ul>
Tapware	5 years	<ul style="list-style-type: none"> <li>•5 years replacement product or parts</li> <li>•1 year replacement products or parts and labour</li> </ul> Note: 1 Year parts only for jumper values and ceramic disc spindles.
Basin	5 years	Replacement only
Sink	15 years	<ul style="list-style-type: none"> <li>•15 years replacement product or parts</li> <li>•1 year basket waster</li> </ul>
Accessories	5 years	5 year replacement product or parts only

\*PBR, PSL, PCC, PK range mixer with 10 years warranty for cartridge replacement.

#### Commercial

Hotels, Hospitals, schools, factory motels, and office aged care facility etc.

Category	Warranty Period	Warranty Details
All Products	1 year	1 year replacement product or parts and labour

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### Warranty shall be void for the following reason:

- Failure to provide proof of purchase or equivalent document.
- Products not installed by a licensed plumber.
- Failure to follow the manufacturer's installation instructions.
- Failure to comply with National or State standards during installation or use.
- Tapware exposed to water pressures and or temperatures that exceed stated limitation as per the products installation instructions. Note: AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet other than a fire service outlet within a building for new installations.
- Isolation stop taps are not fitted as stated on manufacturer's installation instructions.
- Fitting of non-approved products such as aerators or flow regulators, and other devices, e.g. Water filters.
- Products used for incorrect applications, non-potable water etc.
- Damage as a result of obstructions due to inadequate flushing of system before use.
- Damage to finishes by adhesives, sealants etc.
- Damage as a result of installation or post installation use.



- Failure to follow manufacturers care and cleaning instructions.
- The warranty work is limited to the pre-approved scope of work. Additional work will require authorisation from ACL Company.

### **Warranty Period**

Warranty period commences from the date of purchase to the day the warranty claim is presented to ACL Company. ACL Company will dictate the nature of the warranty repair or replacement work and all warranty work must be approved by ACL Company prior to commencement. ACL Company will not be liable for any claims on labour or parts that were not approved in advance by ACL Company.

### **Warranty Conditions**

Warranty claim should be made and attended to by a ACL authorised Service Agent and that in the opinion of the Service Agent or ACL the problem was from use of the goods in conjunction with products of another manufacturer or from faulty installation or from some other cause other than a manufacturing defect of the goods for which ACL is responsible, ACL reserves the right to charge a service fee for each service staff attending the Owner's premises where products have been installed.

Adequate access to products fittings and fixtures should be required by ACL to undertake warranty repairs. ACL will not be responsible for any consequential damage or costs where adequate access to product fitting & fixtures is not accessible.

### **Consequential Loss**

- To the extent permitted by law, ACL will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any consequential damage or costs of any kind caused by any defect in the product or components.
- The ACL's obligations under warranty are limited to the repair or replacement of any products which are defective through faulty workmanship or materials at ACL's option.
- ACL will not be liable for any consequential damage or costs where products do not have adequate accessibility.

NOTE: ACL RESERVES THE RIGHT TO ALTER OR AMEND THIS WARRANTY IN WRITING AT ANY TIME

**Please contact the suppliers you bought the products for more information or warranty service, or send email to [Sales@aclcompany.com.au](mailto:Sales@aclcompany.com.au) or fax us (02)96481388 for further request.**