

Warranty Terms & Conditions

While all Modern National (“MN”) products are manufactured to the highest standard, in addition to the guarantees provide under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (“ACL”)), we offer varying extended warranty periods (please refer to below table) from the date of purchase or handover 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.

TAPWARE			ACCESSORIES			BATHTUBS		
RANGE	PERIOD (YEARS)	DESCRIPTION	RANGE	PERIOD (YEARS)	DESCRIPTION	RANGE	PERIOD (YEARS)	DESCRIPTION
Mixer	15/ 1	15 Year Cartridge Replacement 10 Year Product Replacement 7 Year Colour Surface 1 Year Labour & Parts	Accessories	7 / 1	1 Year Product Replacement or parts 7 Year Colour Surface	Bathtub Acrylic Wall	7/ 1	7 Year Product Replacement & Acrylic Wall 1 Year Labour & Parts
Shower Mixer & Divertor								
Wall Top Assemblies								
Washing Machine Stops								
Shower & Bath Sets								
Free Standing Bath Mixer								
Shower Head & Hand Shower	10/ 1	10 Year Product Replacement 3 Year Colour Surface 1 Year Labour & Parts	Hand Made Sink	15/ 1	10 Year Product Replacement 15 Year Colour Surface 1 Year Labour & Parts	Waste & Flexi Hose	1	1 Year Labour & Parts
Shower On Rail & 2 in 1 Showers								
Bath Spouts	10/ 1	10 Year Product Replacement 7 Year Colour Surface 1 Year Labour & Parts	SINKS & LAUNDRY TUBS					
			RANGE	PERIOD (YEARS)	DESCRIPTION			
			Granite Sinks	10/ 1	10 Year Product Replacement 1 Year Labour & Parts			
			Laundry Sink	10/ 1	10 Year Product Replacement 1 Year Labour & Parts			
			Laundry Cabinet	7/ 1	7 Year Product Replacement 1 Year Labour & Parts			
			Accessories & Spare Parts	1/ 1	1 Year Product Replacement or Parts			

1. WARRANTY EXCLUSIONS

- Normal and fair wear and tear, misuse, abuse, or mishap
- Exposure to excessive moisture derived from lack of ventilation
- Inability to provide proof of purchase
- Products used for incorrect applications.
- Products not installed by a licensed tradesperson, failure to follow installation instructions or damage which arise from or during installation.
- Products not installed to relevant National Standards, State Regulations or in accordance with the installation instructions.
- Products exposed to extreme, unusual or outdoor environmental elements.
- Tapware exposed to water pressures and or temperatures that exceed stated limitations.
- Scratches or damage caused by applying physical and or abrasive contact directly to the product.
- Fitting of other devices to the outlet of tapware, e.g. Water filters or regulators that are not approved by the Seller.
- Flow regulated check valves not installed where required or obstructions caused by inadequate flushing before use.
- Services repairs or with non-standard replacement parts previously undertaken without the Seller’s approval.
- Damage by adhesives, sealants, corrosives etc.; or failure to comply with care and cleaning instructions.
- Failure to clean and or replace outlet aerator inserts within 18 (eighteen) months.
- Repair or replacement of Jumper Valves, O-rings, washers, or Aerator Inserts.
- Isolation stop taps were not fitted where required.

2. WATER PRESSURE

- MAXIMUM Temperature: 75 degrees & Pressure: 1,000kPa.
- MINIMUM Temperature: 3 degrees & Pressure: 150kPa (300kPa for Diverter mixers).

Note: AS/NSZ 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations. Inability of use when installed in gravity-fed water systems, instantaneous hot water systems or when the pressure supply is less than 150kPa.

3. CARE & CLEANING INSTRUCTION

In order to maintain a brilliant surface;

- Use a soft cloth to remove surface dust when the object is dry. Alternatively use warm soapy water to clean the surface.
- DO NOT use harsh chemicals, detergents or citrus based cleaners.
- DO NOT use acetone silicones to install item.
- DO NOT use excessive pressure when cleaning.

4. HOW TO MAKE A CLAIM

In order to make a claim under warrant, consumers can do so by contacting; service@modernnational.com.au or (02) 4647 8461

To make a warranty claim a consumer must;

- Lodge the claim as soon as they become aware of the issue.
- Provide relevant purchase information; including a receipt of purchase or PO number.
- If the product was installed in a new home, provide hand over or equivalent documentation.
- Provide details to support warranty claim including images and / or videos.

5. WARRANTY CLAIMS & SERVICES

When a warranty claim is put forward our service department will be in contact within 48 hours. If the claim is suitable one of the following actions will take place;

- Repair the relevant part of the product or
- Replace the relevant product with a product of identical specifications (If a product is no longer in stock or discontinued a product of close specifications will be supplied as a replacement).

Each claim is treated individually, and an outcome will be decided upon all evidence of a claim put forward. In cases where a product is to be replaced or serviced Modern National works closely with T2 Services to quickly resolve the claim and provide a positive outcome.

6. COST OF WARRANTY CLAIM

Should a warranty claim be made and in the opinion of Modern Nationals authorized service agents the issue is found to be;

- Due to incorrect installation by a non-authorized plumber.
- Tapware or items have been installed using / or in conjunction with other manufacturers products

Modern Nation reserves the right to charge a service fee for each service staff attending the premises where the item is installed. Any work undertaken prior to making a claim or without an inspection by an authorized service agent without Modern Nationals written approval will not be covered in the warranty costs.

7. PARTS ONLY WARRANTY

Where a warranty is covered under “Parts only”, the warranty covers the repair and placement of the defective parts including handles, aerators, buttons, dress rings, hinges, clips, rod & washers.

PLEASE NOTE; Modern National Reserves the right to alter or amend the warranty terms and conditions at any time in writing.