

## 1. RESIDENTIAL

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**Definition:** A building that is for residential use or a permanent residence; such as an apartment or house.

Item	Warranty
Tapware, Showers, Accessories	Life time warranty
6 months replacement on all parts, excluding abuse & wear and tear.	

## 2. COMMERCIAL

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**Definition:** A building that is used for commercial use; such as offices or hotels.

Item	Warranty
Tapware, Showers, Accessories	Life time warranty
6 months replacement on all parts, excluding abuse & wear and tear.	

## TERMS AND CONDITIONS

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Sibo Trading ('Sibo' hereafter), in their capacity as importer of quality products from Meir Australia, undertakes to, at the election of the client, and pursuant to its obligations under the Consumer Protection Act 68 of 2008 (i.e. within six months of the date of purchase) repair, replace or refund the purchase price if the product or part sold is not suitable for the purposes intended, is not of good quality, in good working order, free of defects or is not durable for a reasonable period of time, having regard to its normal use and compliance with the standards prescribed under the Standards Act [No 8 of 2008].

**The aforesaid warranty is subject thereto that:**

1. the goods supplied by Sibbo have not been altered (including the opening up and/or inspection of any parts or components) contrary to any instruction of the company after leaving its control;
2. has not been exposed to abuse or exposed to any other use, other than what the product was manufactured for;
3. the customer has followed the instructions (usage and warning instructions as well as suitable cleaning products) as recommended by the supplier; and
4. the goods have been inspected by Sibbo, which may include sending the product to the manufacturer in order to evaluate/determine the reason for the product's malfunction (before the customer will be entitled to its replacement, repair or refund). Meir Australia, as per their original warranty, warrants that all products manufactured by Meir Australia and its authorised agents are free from any inherent defects and/or poor workmanship for the periods mentioned below (refer to specific product for applicable warranty). This warranty, however only applies to products purchased in South Africa and will only be honoured in South Africa.
5. Any claim for defective goods must be submitted to the company in writing. Sibbo will not be liable in terms of this warranty under circumstances where it would be unreasonable to expect of Sibbo to have discovered the unsafe product characteristic, failure, defect or hazard, having regard to their role in the marketing of the goods to the consumer and/or in cases where the unsafe product characteristic, failure, defect or hazard did not exist in the goods at the time that it was supplied by Sibbo.
6. With regards to the Lifetime warranty as offered by our supplier, please note that this (i.e. the lifetime warranty) only pertains to the repair, replacement or refund of the specific purchased item. It does not cover any consequential losses that may be or may have been incurred as result of the use of the product.
7. Any claim for damages (as defined in the Consumer Protection Act), will not be covered under the warranty described above.

Note: no goods may be sent back, without first reporting the complaint to our offices and as mentioned above, and allowing us an opportunity to inspect the goods, whereafter we undertake to communicate our finding in that regard.

## 1. WATER TEMPERATURE

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MAXIMUM: 75 °C

MINIMUM: 3 °C

## 2. WATER PRESSURE

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MAXIMUM: 600 kPa constant pressure.

MINIMUM: 150kPa (300kPa for Diverter mixers).

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 INSTRUCTIONS

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- Check for product defects before installation.
- Please follow care instructions on the website.
- Refer to the installation manual for correct installation.
- Do not install tapware using any form of acetone silicones.
- Do not apply physical force with tools directly to the product.
- A wipe over with warm soapy water is all that is required to maintain the finish in perfect condition.
- Never use detergents, citrus based cleaners, or abrasive cleaners and do not use undue pressure.
- Wax based furniture cream should be avoided as these can result in a build-up of deposits, which could detract from the appearance.
- Lime scale and chemicals used during cleaning can cause damage and deterioration and this is not covered by the warranty.
- A soft cloth can be used to remove surface dust.