

## WARRANTY GUIDE: EFFECTIVE FROM 1ST JANUARY 2024

This Warranty Guide is a guide only denotes the Greens Tapware product warranty as effective from 1 January 2024.

End Users: Please call us BEFORE you contact a plumber or try to fix the problem yourself.

Merchants: Please call us BEFORE you advise the customer to call a plumber.

Customer Service & Sales Phone Number: 1800 244 487

Warranty Phone Number: 1800 244 992

### IMPORTANT UPDATES TO WARRANTY

From the 1st of January 2024, Greens will implement a new warranty program and also launch our product registry portal which will allow you to create a user account and register your Greens products online, which will help to streamline any warranty claim.

To register your products, visit our website  
[www.greenstapware.com.au/my-account/](http://www.greenstapware.com.au/my-account/)  
Or, scan the QR code to begin creating your account.

We encourage you to register your products to ensure all your relevant purchase information is held, should you have any issues in the future.



### RESIDENTIAL TAPWARE WARRANTY

Where Greens Tapware and showers are purchased for use in domestic residential installations, the purchaser or end user may have recourse or remedy under any relevant consumer protection legislation. In addition, Greens undertakes to either repair or replace (at Greens discretion) the tapware or shower fitting, if it is discovered that such tapware or shower contains a material defect which arose in the course of manufacture. The warranty commences on the date of purchase of the product.

Range	Warranty	
Tapware	20 Years	- 20 Years warranty on Cartridges. - Lifetime warranty on Brass Ceramic Cartridges. - 5 Year replacement on product or parts. - 1 Year labour warranty. (Replacement product, parts & labour).
Showers	10 Years	- 10 Years warranty. (Replacement product & parts only).
Finishes <i>Tapware &amp; Showers</i>	5 Years	- 5 Years warranty on Chrome & PVD Finishes- (Replacement product & parts only. PVD colours include- Brushed Nickel, Brushed Brass, Brushed Copper, Gun Metal). - 3 Years warranty on PVD Matte Finishes- (Replacement product & parts only. PVD Matte colours include- Matte Black & Matte White). - 1 Year warranty on powder coated finish. (Replacement product & parts). - 1 Year labour warranty for all finishes- (Replacement product, parts & labour).
Bathroom Accessories	1 Year	- Replacement product or parts only.
All Consumables & Spare Parts	1 Year	- Consumables include: Spout seals, O-rings, aerators, kitchen pull-out/pulldown hand pieces, hoses and diverter headworks, slider control, soap, dishes, wall fixings, mounting brackets and hoses. All replacement spare parts.

### COMMERCIAL WARRANTY

This applies to all non-residential installations including (but not limited to) hotels, motels, rest homes, hospitals, offices, retail outlets, gyms, factories, schools and restaurants. The product is warranted to be free from defects in materials and workmanship and the warranty commences on the date of purchase of the product.

Range	Warranty	
All Products	1 Year	- Cartridge, labour, finishes, replacement product or parts. - Consumables: Spout seals, O-rings, aerators, kitchen pull-out/pull-down hand pieces, hoses and diverter headworks.

### LEGAL REQUIREMENTS

The warranty only applies to the original owner and is not transferable. In addition to this warranty, certain legislation may give you certain rights which cannot be excluded, restricted or modified. In addition to this warranty, our goods come with guarantees that cannot be excluded under the Australian consumer law requirements. 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. If a plumber is supplied and our product is not at fault, plumber charges may apply.

### WARRANTY CONDITIONS

The following conditions must be met, or the warranty will be deemed null and void.

1. Proof of purchase (invoice or receipt) must be provided.
2. The Greens product warranty is applicable only on items purchased and installed in Australia & New Zealand.
3. The claimant must be the original purchaser.
4. The product must be in the original building it was installed in.
5. The product must be installed by a licensed plumber and Greens installation instructions must be followed.
6. Temperature and pressure limits within the installation instructions must apply.
7. All products must be installed to relevant National Standards and State Regulations.
8. The product has not been tampered with or repaired in any way.
9. The product has not been damaged by misuse, accident, or neglect.
10. The product does not contain excessive debris (in-line filters must be installed).
11. The product has not been exposed to external environmental elements.
12. All warranty covered repair work is to be undertaken by a Greens authorized service agent or plumber who has received pre-approval from Greens.
13. Improper cleaning products, including cream cleaners and cleaners containing corrosive acids, scouring agents or solvent cleaners must not have been used on the product.
14. Other conditions may apply depending on the nature of the installation.

Greens shall in no way be liable to the purchaser or end user of Greens Tapware or showers for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person other than as provided in the above provisions, under any relevant consumer protection legislation or as consented to by Greens in writing in advance.

### GREENS TAPWARE- PRODUCT REGISTRATION PORTAL

The following information describes the necessary steps required for consumers to create an account and register products on the Greens, Product Registration Portal.

#### 1. How To Create An Account To Register Products.

- 1.1. Visit the Greens, product registration portal website:  
[www.greenstapware.com.au/my-account/](http://www.greenstapware.com.au/my-account/)
- 1.2. Create an account using the following information:
  - First & Last Name
  - Company/Organisation Name (optional)
  - Email Address
  - Password
  - Country
  - Residential Address
  - Mobile Number
- 1.3. Setup 2FA (Two-Factor Authentication) using your email and/or phone number.
- 1.4. Click on "Create Account" to complete the account creation process.

#### 2. How To Register Products.

- 2.3. Login to your account and click on "Add New Registration" to begin the registration of your products. The following Information will be required in order to successfully register a product.
  - Product Name- Select your product from the drop down box
  - Purchase Date- Refer to your invoice for the purchase date
  - Purchased From- Vendor/store name
  - Installation Company
- 2.4. Click on "Choose File" and upload a copy of the product invoice and installation invoice.  
Note- The product invoice must show the product name, purchase date and where the product was purchased from.  
The Installation invoice must show the companys name, ABN number and the date of installation.
- 2.5. Agree to the warranty terms and conditions by ticking the box.
- 2.6. Click on "Register New Product" to complete the registration.