

## Mixer Warranty

Congratulations for choosing this quality mixer. Our mixer is manufactured to the highest Australian Standards (AS/NZS3718) under strict quality control.

### TECHNICAL DATA FOR MIXERS

*Our mixers are fitted with a W.E.L.S. compliant max flow regulator. This low flow rate may not be suitable for use with gravity feed water heaters, low pressure supply networks or some instantaneous hot water heaters.*

### OPERATING RECOMMENDATIONS

- Maximum hot water temperature of 80°C
- Minimum working pressure 50kpa
- Maximum working pressure 500kpa
- For best performance and longer life we recommend 100-500kpa

*NOTE: On high pressure systems where the pressure exceeds the above recommendation pressure limiting valves must be installed. If the water pressure is tested to be around 600kpa on existing installations a pressure limiting valve should be fitted as night time pressure may double.*

*For New Installations: New regulations Australian Standards ASNZS3500:2003 Clause 3.3, 3.34 now requires that the maximum water pressure from any water outlet is to be no more than 500kpa. This affects all new installations.*

### CLEANING RECOMMENDATIONS

*CHROME PLATED SURFACES should only be cleaned with liquid detergent or soap and water. Under no circumstances should any abrasive or acid base cleaning agents be used.*

### PRODUCT WARRANTY

This product warranty covers mixers under the Suprema brand.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. 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.

The benefits given by this product warranty are in addition to all other rights and remedies that you, the consumer has under any law in respect of this mixer to which this product warranty relates.

1. We warrant that this mixer is free from manufacturing defects in workmanship and material as follows:

a) for a mixer purchased and used for DOMESTIC OR HOUSEHOLD USE:

- i) a period of 12 months from the date of delivery to the original purchaser; (parts and labour warranty)
- ii) a period of 5 years in respect to the cartridge (parts only warranty).

b) for a mixer purchased and used for other than domestic or household use, a period of 90 days from the date of delivery to the original purchaser. Examples of non-domestic or non-household use are, use in a factory, office or restaurant environment.

2. Where a mixer has been installed and a manufacturing fault is claimed by you within the 12 month warranty period, we will arrange for a technician to examine the mixer.

3. We will during the warranty period and subject to the conditions of this product warranty, repair or replace free of charge the mixer or any componentry part, which upon examination by us is found to be defective. Replacement of the mixer or any part under the terms of this warranty does not give the right to an extension or start a new period of warranty.

4. This product warranty applies only to mixers which are installed in accordance with the following specifications:

- a) the mixer MUST be installed with isolating stop valves;
- b) the mixer must be installed by a qualified plumber. All new connections must be flushed prior to connecting the flexible hoses to the isolating stop valves;
- c) Flexible hoses must not be stretched or twisted or bent to a radius less than 25mm during installation. Flexible hoses must be installed so they are easily accessible.
- d) use only suitable agents to clean the surface of your mixer (ie. no abrasive or acid based cleaners);
- e) If the incoming water pressure exceeds 500kPa, an approved pressure limiting valve must be fitted.

5. Our product warranty does not cover:

- a) installation, operation or maintenance of the mixer which is contrary to the instructions supplied by us, including the Operating and Cleaning Requirements and the specifications set out in point 4 of this product warranty;
- b) fair wear and tear;
- c) misuse, abuse, accident or absence of care;
- d) damage caused by a foreign object in or to the mixer or by reason of its use for purposes other than that for which it was designed;

e) unauthorised repairs (whether made or attempted to be made) other than by our authorised service agent.

6. Component parts such as an aerator, cartridge, handle and spray handpiece that require replacing and are covered under this product warranty may be posted to you to replace. We will be responsible for the cost of delivering your repaired or replacement component part to you.

7. Our service technician must have easy access to the mixer to inspect the fault and rectify if necessary.

8. To claim under this Product Warranty, you must, within the applicable warranty period:

a) Contact us at:

Shinda International Pty Ltd

Unit 7, 9 Mavis Street, Revesby NSW 2212

telephone: 1300 358 770

email: info@suprema.com.au

and obtain a return authorisation number.

b) Where appropriate, we will request that you post or courier the defective part to the address above, clearly stating your Return Authorisation Number in original packaging or rigid box (to prevent further damage in transit) together with your original or legible copy of your proof of purchase showing the date of original purchase. We will provide you with instructions to post or courier the parts back to us free of charge.

c) You should not attempt to remove the mixer or componentry part unless advised by us after making a warranty claim.

9. Proof of purchase is required for validation of all warranty claims. The inability to provide proof of purchase may result in us rejecting your claim. If your claim is rejected you will be required to pay for the cost of the service call and the cost of labour and parts.

***For service calls, please contact Shinda International  
on  
1300 358 770***

## Suprema Sink Warranty

Congratulations for choosing this quality sink.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. 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 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.

1. Shinda International warrants this sink to be free from manufacturing defects in workmanship and material for a period of:
  - a) Where the sink is used for DOMESTIC USE – 25 years, which includes ONE year manufacturer's warranty including labour and 24 years replacement warranty on the sink from date of purchase (accessories like basket plug and the waste, colanders, chopping boards have one year replacement warranty only.)
  - b) Where the sink is used for NON DOMESTIC USE -- 90 DAYS from date of purchase. Non domestic use is where the sink is used in commercial premises, for example, in a factory, office or restaurant etc

Where a product has been installed and a manufacturing fault is claimed within the warranty period, Shinda International will arrange for a Service Call to correct any fault on advice of the nature of the fault. If however on inspection, the fault was found to be caused by incorrect installation or other non-product cause, no responsibility for rectification will be undertaken by Shinda International and a service call fee will be payable to service provider by the claimant.

2. The warranty is extended to the purchaser only and is not transferable.
3. Upon presentation of the original sales receipt during the warranty period, we will replace/repair the sink, free of charge.
4. Shinda International accepts no liability pursuant to this Warranty for any cost or consequential damage or economic loss whether direct or indirect, to any person or property, arising from breakdown or failure of this sink or any part thereof, and no responsibility is to be implied or accepted over and above the replacement value of the product.
5. Consumable parts covered under warranty that needs replacing i.e. basket plug etc. These may be posted to the consumer to replace at their discretion.
6. Our service technician must have easy access to the sink. Any charges will be the responsibility of the claimant where the service technician cannot obtain easy access to remove the sink for inspection, repair or replace.
7. Proof of purchase is required for validation of all warranty claims. The inability to provide proof of purchase will lead to the claimant's responsibility to pay for the service call cost, labour and parts.

This Warranty is given by Shinda International Pty Ltd and no other person or organisation is authorised to vary its provisions and conditions.

The consumer must contact Shinda International by telephone 1300 358 770 or in writing for all warranty claims, the consumer is responsible for any expenses incurred to make the warranty claim. The consumer should not attempt to remove the sink unless advised by us after making initial contact with our company.

***For service calls, please contact Shinda International Pty Ltd on 1300-358-770***