



WARRANTY CONDITIONS AND PERIODS

VERSION 2 -- 2021

WARRANTY CONDITIONS

This extended warranty only covers Aquaperla Pty Ltd Products and does not extend to products which you have selected outside our product range.

Aquaperla warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

This extended warranty for the products commences from date of purchase or for new buildings on the date of handover for the relevant period set out in the warranty periods table

This extended warranty only applies to defects which have arisen solely from faulty materials or workmanship in the Products and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions, including excessive water pressure, temperature, or neglect of any kind of the products. Alterations and repairs of the Products other than by an accredited and licensed service agent or technician are not covered. For the avoidance of doubt, attachment of accessories or use of non-genuine replacement parts other than those manufactured or approved by Aquaperla are not covered by this extended warranty.

In addition to this extended warranty, certain legislation (including the ACL) may give you certain rights which cannot be excluded, restricted, or modified, this extended warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting, or modifying those rights.

Our Products 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 compensation for any other loss or damage. You are also entitled to have the Products repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure.

CONSEQUENTIAL LOSS

To the extent permitted by law, Aquaperla will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures, or any other consequential loss of any kind caused by any defect in the products or components.

This Extended Warranty shall be void for the following reasons:

1. A customer's inability to provide POP or equivalent documentation.
2. If:
 - Products are not installed by a licensed plumber
 - Products are not installed to relevant National Standards and State Regulations
 - Products are not installed in accordance with the manufacturer's installation instructions
 - Water pressure and or temperatures that exceed stated limitations as per the product installation instructions.

NOTE: AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations. The 500kPa maximum water supply pressure doesn't apply to fire service outlets.

- Isolation stop taps are not fitted as stated on manufacturer's installation instructions
- Fitting of other devices to the outlet of tapware (e.g., Water filters)
- Fitting of Aquaperla non-approved in tap body or end of line water flow regulating devices
- Inappropriate or non-approved connection fittings connecting Products to sewer
- Non written approved modifications to the products
- Products used for incorrect applications, non-portable water etc.
- Damage as a result of obstructions due to inadequate flushing of system before use and problems caused by water supply (including silt, corrosion, and excess water pressure).
- Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and/or shower heads etc.
- Service or repairs with non-standard replacement parts previously undertaken without Aquaperla written approval.
- Damage to finishes by adhesives, sealants, or abrasive cleaners etc.
- Damage to finishes which arise from installation or post installation etc.
- Damage due to abuse as determined by authorised Service Agent or Aquaperla.
- Failure to observe manufacturer's care and cleaning instructions.

The extended warranty work is limited to the pre-approved scope of work that will be set out in a work order. Additional work will require authorisation from Aquaperla. Except to the extent that a customer can demonstrate that at the time of purchase the product was faulty or defective and at that time the customer was not aware of such fault or defect.

NOTE: It is the installer/consumers responsibility to ensure:

- Product is not damaged prior to installation.
- They are happy with their purchase.
- The product has all its components.
- Required maintenance is performed.

AQUAPERLA WARRANTY PERIODS

TAPS, MIXERS, SHOWERS, BATHROOM ACCESSORIES		
For product purchased on or after 1st October 2021		
Residential & Commercial Warranty		
Taps, Mixers	15/2 years	15 years structure 15 years ceramic disc, mixer cartridge, aerator 2 years labour, finishes
Shower Arm/Droppers	15/2 years	15 years structure 2 years finishes
Shower Heads	15/2 years	15 years structure 2 years finishes
Shower Rails/Hoses/Handheld	15/1 years	15 years structure 1 year labour, finishes, wall fixings, mounting brackets
Accessories	5/1 years	5 years replacement products or parts 1 year labour, finishes, wall fittings, mounting brackets
Spare Parts	1 year	1-year finishes and parts
Commercial warranty		
Taps, Mixers	1 year/6 months	1 year structure 1 year ceramic disc, mixer cartridge, aerator 6 months finishes, pull out hoses, spray heads
Showers	1 year/6 months	1 year structure 6 months finishes, wall fixings, mounting brackets, metal flex hoses
Accessories	1 year/6 months	1 year replacement products or parts 6 months finishes, wall fittings, mounting brackets

STAINLESS STEEL AND GRANITE KITCHEN SINK		
For product purchased on or after 1st October 2021		
Residential Warranty		
Stainless Steel Sinks	15/2 years	15 years structure 2 years parts and labour
Accessories & Spare Parts	1 year	1-year finishes and parts
Granite Stone Sinks Craysil	Lifetime	Lifetime manufactured warranty

Granite Stone Sinks Arete Stone 15 years 15 years manufactured warranty

OTHERS

For product purchased on or after 1st October 2021

Residential Warranty

Bidets	15/1 years	15 years structure 1-year finishes and parts
Floor Grates-Lauxes	Lifetime	Rust proof warranty
Floor Waste	15/1 years	15 years structure 1-year parts
Heated Towel Rail	5/1 years	5 years structure 1-year finishes and parts
Bottle Traps/Pop Up Wastes	5/1 years	5 years structure 1-year finishes and parts

TAPS, MIXERS, SHOWERS, BATHROOM ACCESSORIES

For product purchased on or before 1st October 2021

Residential & Commercial Warranty

Taps, Mixers	10/1 years	10 years structure 10 years ceramic disc, mixer cartridge, aerator 1-year labour, finishes
Shower Arm/Droppers	10/1 years	10 years structure 1 years finishes
Shower Heads	10/1 years	10 years structure 1 years finishes
Shower Rails/Hoses/Handheld	10/1 years	10 years structure 1 year labour, finishes, wall fixings, mounting brackets
Accessories	5/1 years	5 years replacement products or parts 1 year labour, finishes, wall fittings, mounting brackets
Spare Parts	1 year	1-year finishes and parts

Commercial warranty

Taps, Mixers	1 year/6 months	1 year structure 1 year ceramic disc, mixer cartridge, aerator 6 months finishes, pull out hoses, spray heads
Showers	1 year/6 months	1 year structure 6 months finishes, wall fixings, mounting brackets, metal flex hoses
Accessories	1 year/6 months	1 year replacement products or parts 6 months finishes, wall fittings, mounting brackets

STAINLESS STEEL AND GRANITE KITCHEN SINK

For product purchased on or before 1st October 2021

Residential Warranty

Stainless Steel Sinks	10/1 years	10 years structure 1-year parts and labour
Accessories & Spare Parts	1 year	1-year finishes and parts
Granite Stone Sinks Craysil	Lifetime	Lifetime manufactured warranty
Granite Stone Sinks Arete Stone	15 years	15 years manufactured warranty

OTHERS

For product purchased on or before 1st October 2021

Residential Warranty

Bidets	10/1 years	15 years structure 1-year finishes and parts
Floor Grates-Lauxes	Lifetime	Rust proof warranty
Floor Waste	10/1 years	15 years structure 1-year parts
Heated Towel Rail	5/1 years	5 years structure 1-year finishes and parts
Bottle Traps/Pop Up Wastes	5/1 years	5 years structure 1-year finishes and parts