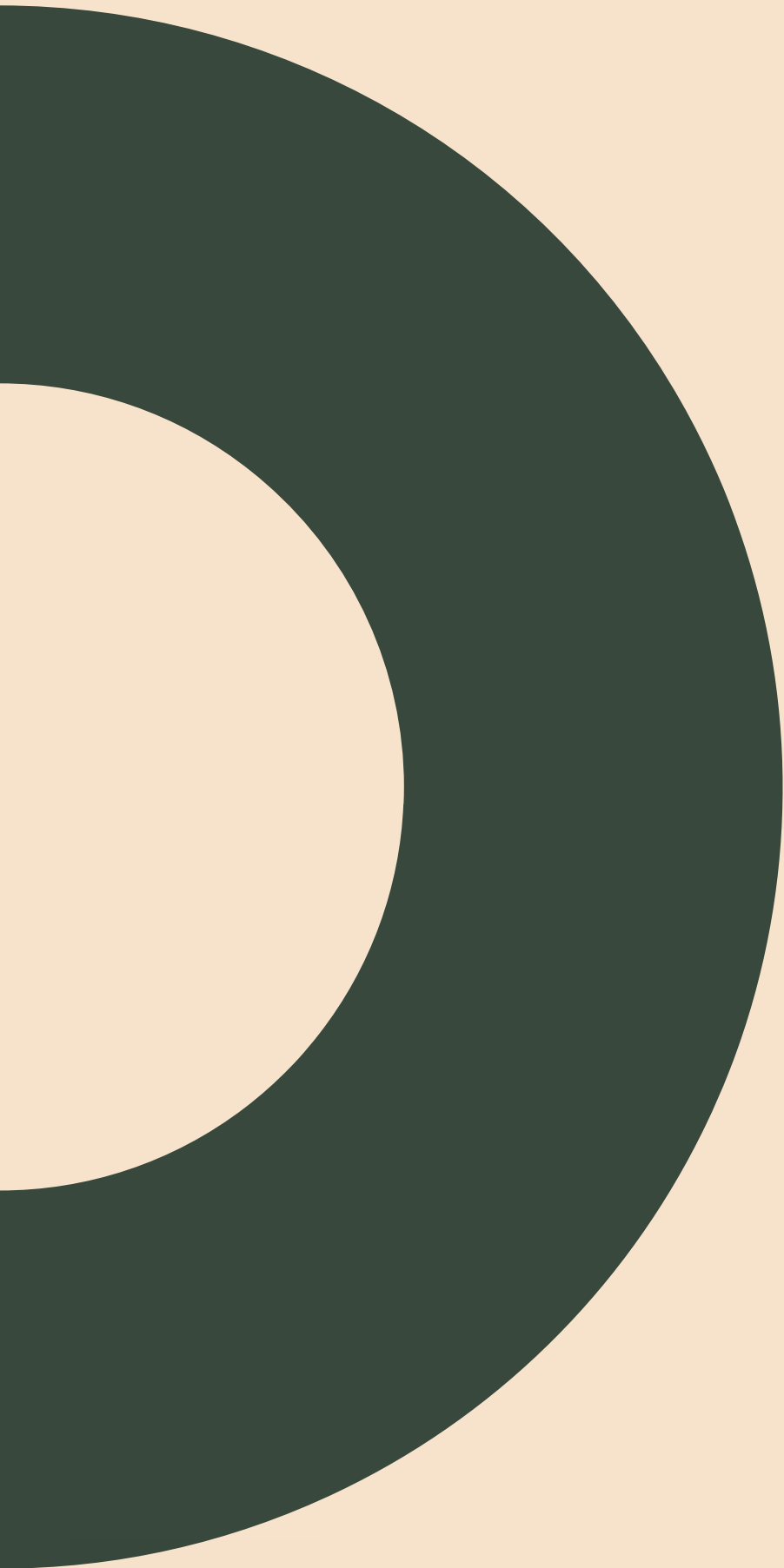


FAUCET STROMMEN
WARRANTY





Product Warranty

Faucet Australia Pty Limited (ABN 69 811 310 332) warrants its products to the original owner for the periods stated in the table below from date of purchase. This Warranty applies to all products purchased on or after 1 August 2019.

Our liability under this warranty is limited at our option to the repair or replacement of the defective product or part, the cost of repair of the defective product or part or the supply of an equivalent product or part, in each case if we are satisfied the loss or damage was due to a defect in the materials or workmanship of the product or part.

Product category	Residential warranty period	Commercial warranty period
Tapware, Showers, Accessories	5 years parts and labour + 10 years parts	2 years parts and labour + 3 years parts
Silkstone Baths and Basins	5 years parts and labour + 20 years parts	2 years parts and labour
Special Finishes	5 years parts and labour	2 years parts and labour
S-Flex™ Hose	5 years parts and labour + Lifetime parts	2 years parts and labour + 3 years parts

Note: "Residential" refers to normal residential domestic purposes including houses and residential apartments. "Commercial" refers to all non-residential purposes including Hotels, Schools, Care Homes, Hospitals, Clubs, Student Accommodation.

Exceptions

Defects caused by improper use, improper installation, surface damage caused by installation, improper care of the product or failure to observe any one or more of the following will not be covered by this Warranty:

01. Product has sustained damage by improper use or installation;
02. Product has not been installed in accordance with the installation instruction by a qualified person;
03. Taps and showers have not been installed by a qualified plumber in accordance with AS/NZS3500 and other standards governing water supply and sewerage plumbing requirements at the location of installation;
04. Product has not been properly cared for or maintained including failure to regularly flush aerators and sieves;
05. Claims due to failure by the owner or tenant to observe applicable health acts;
06. Damage sustained by cleaning with anything other than warm water and a clean cloth;
07. Damage caused by unsuitable water, hard water, soft water or water containing debris;
08. Water supply to site or at any point of draw off exceeds 500kpa whether during use or during site testing;
09. Site is not fitted with a functioning 500kpa pressure regulating valve;
10. Water temperature at site exceeds 50 degrees Celsius at any time;
11. Product has been modified after supply in any way or outlets have been connected to a non-approved device or appliance;
12. Failure of product due to abnormal use, harsh weather conditions, outdoor use, corrosive environments (e.g. chemical storage etc.);
13. There is evidence of neglect, mistreatment or build-up or grime, soap or chemicals present on the product.





Limitations

01. Warranty does not cover fair wear and tear on sealing rings, shower hoses and washers. Depending on usage and conditions these may have to be replaced within the Warranty period;
02. For finishes, this warranty does not cover damage caused by use of chemicals or detergents or abrasives and is limited to coating failure by bubbling, cracking or flaking. Note that Organic finishes are expected to change colour, develop patina and verdigris.
03. For Baths & Basins, the warranty does not cover damage caused by exposure to direct sunlight or UV, exposure to temperatures over 50 degrees Celsius, damage caused by dropping sharp or heavy objects.
04. For Baths and basins this warranty does not cover damage caused by: Strong Chlorinated Solvents, Chloroform, Chlorobenzene, Nail Polish Remover, Methylene Chloride, Acetone, Turpentine, Ethyl Acetate, Acids, Ketones, Phenols, Ethers, Drain Cleaner, Toilet Cleaner, Salts, Oils, Milks and bathwater additives, non-approved liquids or Chemicals.

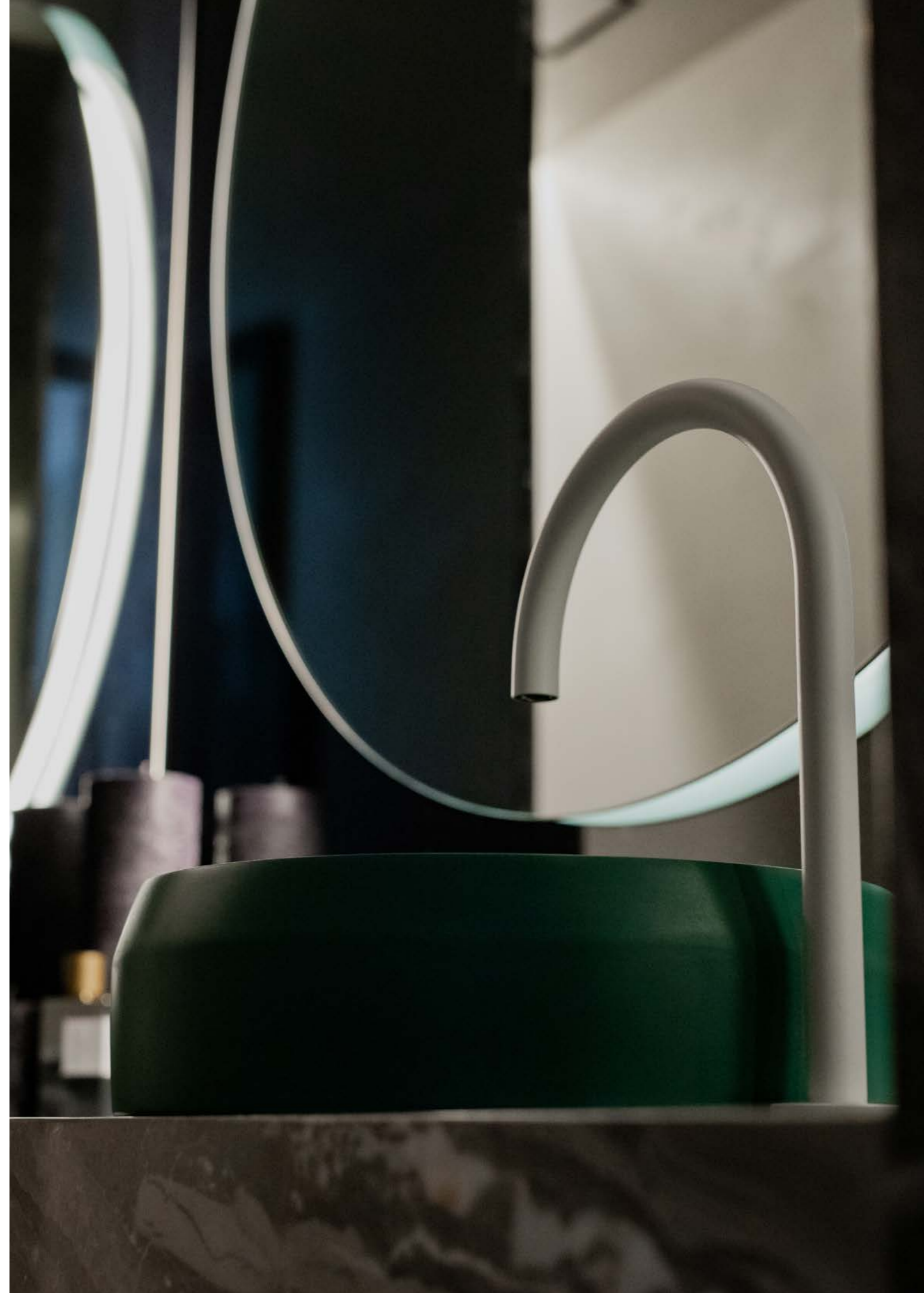
Lodging a claim

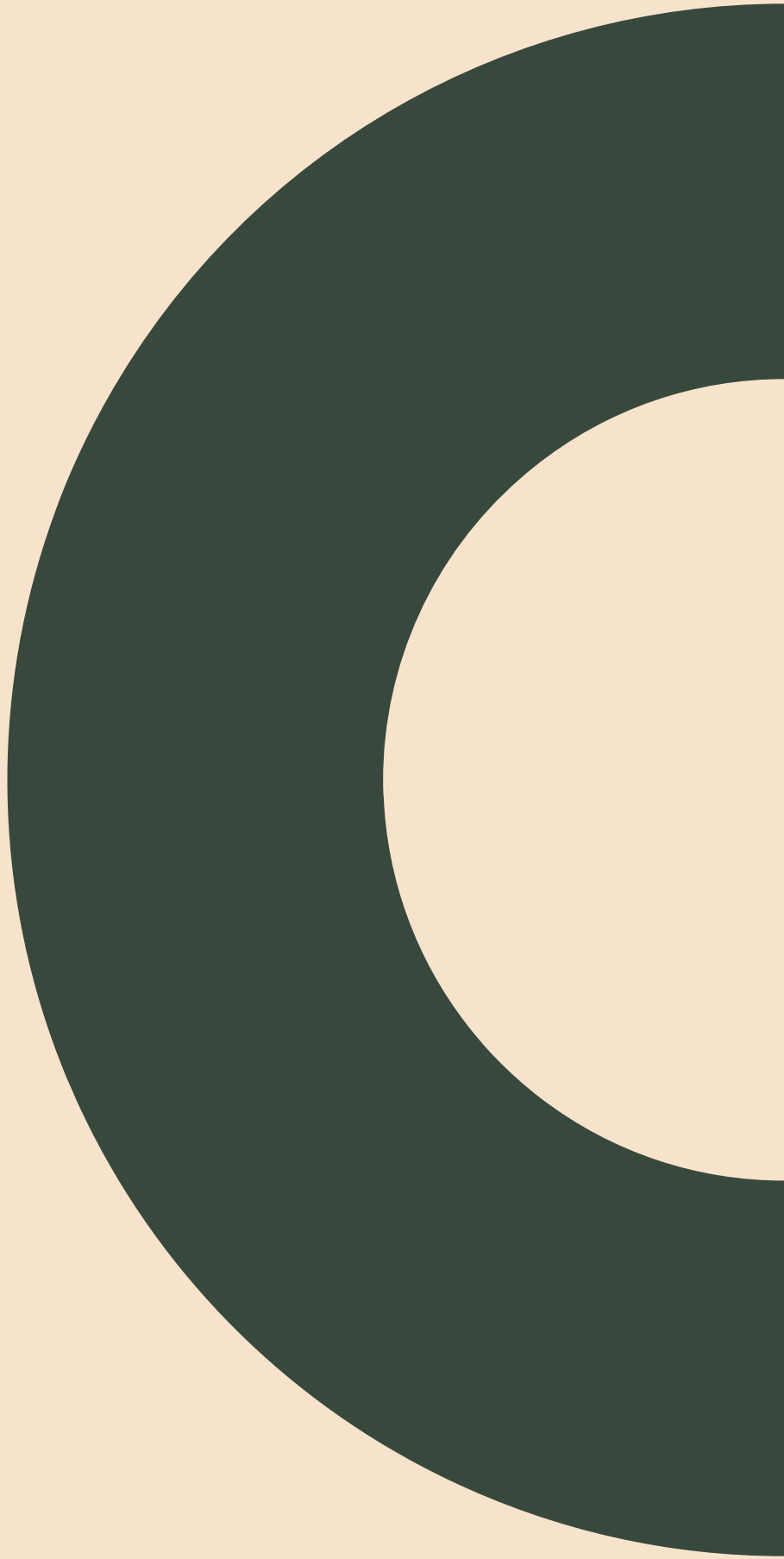
Claims must be lodged immediately or within 3 days of detection. Proof and Date of purchase along with site details and contacts will be required to process a claim.

The costs in making a claim under this warranty, including all freight, collection and delivery costs are to be borne and paid by the consumer. We reserve the right at our cost to inspect any alleged defect in the product wherever it is located or installed or on our premises.

All claims must be lodged via email, please fill out the form on the following page and send it via email along with photos of the faulty product.

Email: warranty@studioxox.com.au





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