



Warranty

Warranty Claims

Customers making a warranty claim please contact **AUSTRALIAN CONSOLIDATED PLUMBING ('ACP')** Service team by calling 1300 020 269 or email to service@acplumbingsupplies.com.au with the proof of purchase, contact details and proof of installation. The claim number will be generated when ACP processing the claim.

The warranty commencement date for replacement product will be matched with the date of purchase for the original product. Before making a warranty claim, the Proof of Purchase and documents disclosing the installation date (i.e. handover document for a new building) must be provided. If the document disclosing the installation date cannot be supplied, the warranty will commence on the date of purchase.

Terms and Conditions

To ensure the validity of claims under the warranty, the following conditions must be abided:

ACP Warranty covers the repair or the replacement of any products having any defect or faulty in workmanship or materials. The warranty period will commence at the time of product installation date but no longer than 6 months from the date of purchase. The warranty period for replacement products is limited to the expiry date of the original purchase. The warranty only applies to the original owner and is non-transferable. ACP will not have liability for any claims for labour, additional products or parts associated with the alleged faulty product for work without ACP's consent in writing in advance. The warranty works is limited to the pre-approved scope of work. Additional work will require authorization from ACP After Sales & Services Departments.

ACP reserves the right to charge a service fee for attending to a warranty claim that is found to be the faulty installation or some other caused not related to the product and its intended purpose. To the extent permitted by law, ACP will have no liability arising from any consequential loss caused by any defect in the product component or damage to walls, floor coverings, furniture, or fixtures.

Warranty Exclusions

- Failure to provide the proof of purchase (receipt or invoice) or any other equivalent documentations.
- Products not installed, not maintained or not repaired with the manufacturer's installation by a licensed plumber in accordance with all relevant laws, all applicable National Standards and State Regulations, Local and other statutory authorities' directions and requirements.
- Fitting of other devices to the outlet of tapware or tap (e.g. water filters)
- Fitting of ACP non-approved water flow regulating devices.
- Products not used for the manufactured purposes.
- The defective part relates to a consumable part of ACP Tapware product that requires routine replacement
- Products damaged due to any non-approved modification or non-authorized repairs by any persons
- Products affected by environmental elements.
- Products affected by mistreatments or misuse (e.g. use for incorrect applications)
- Products exposed to any harsh cleaning products, chemicals or solvents
- Products affected by excessive temperatures or water pressures [Maximum: Temperature 75 degrees & Pressure 500kPa (350kPa for shower/Bath Diverters); Minimum: Temperature 1 degree & Pressure 150kPa] Note: AS/NZ 3500 set of Standards, all applicable State and Territory Plumbing Codes, the Plumbing Code of Australia
- Showers may not be suitable for: Gravity fed water systems; some instantaneous hot water systems; Pressure supply less than 150kPa. Note: The 500kPa maximum water supply pressure does not apply to fire service outlets.
- Damage occurs as a result of obstructions due to inadequate flushing of system before use
- Services, repairs or with non-standard replacement parts previously undertaken without ACP written approval.
- Damages to finishes that arise from installation or post installation use
- Non-installation of flow regulated check valve for hand showers

Care and Cleaning Instructions

After each use, the ideal care for all products is to clean the products with warm water, and immediately use a soft cloth to dry the products after rinsing them in order to prevent mineral deposits. Under no circumstances should tapware be installed using silicone. Do not use undue pressure when wiping. Under no circumstances should abrasive or harsh cleaning products or detergents which contains caustic or acidic components be used to clean the products. Avoid using abrasive cloth, scrub sponges, steel wool etc. Avoid using wax-based furniture cream as these can result in a build-up of deposits, which could detract from the appearance. Note: ACP reserve the right to amend or change the warranty offer in writing at any time without notice. Other additional terms and conditions may apply. ACP reserves the right to provide minor components (for example, buttons, aerators, handles, dress rings, clips, hinges, rod and washers) as "parts only" to the customer.

Warranty period:

Category	Warranty Period (Year)	Details
Mixers / Shower on Rail	10 / 3 / 1	10 years: replacement cartridge / replacement rail 3 years: replacement products / parts Notes: excludes damage to ceramic disc, cartridges from pieces of copper tub, plastic tube sand, dirt, or thread tap etc. 1 year: replacement product / parts and labour
Unstyled Tapware T-Head Bathroom Accessories	1	1 year: replacement product / parts and labour
Unstyled Showers		
Styled Tapware / Showers	3 / 1	3 years: replacement parts only 1 year: replacement product / parts and labour