

Hansgrohe Pty Ltd (Hansgrohe)

Effective from 1st July 2021

1. Warranty terms & conditions

We thank you for your purchase of Hansgrohe products. Offering our customers the highest quality at all times is a fundamental part of the Hansgrohe company philosophy. Hansgrohe therefore offers consumers a voluntary warranty on Hansgrohe products in Australia, New Zealand & Fiji according to the details in these warranty terms and conditions.

Please refer to Clause 6 herein on how to submit a warranty claim.

2. Glossary & Definitions

- a) "Authorized Dealer" shall mean the authorized dealers / distributors of Hansgrohe Australia, New Zealand & Fiji, listed on its website - www.hansgrohe.com.au and www.axor-design.com/au;
- b) "Customer" shall mean the original end customer or first customer who purchased the product from the Authorized Sales Channel of Hansgrohe Australia, New Zealand & Fiji;
- c) "Hansgrohe" shall mean Hansgrohe Australia Pty Ltd having its registered office at Office Unit 4/71 Victoria Crescent Abbotsford, Victoria, 3067; Australia.
- d) "Products" shall mean products manufactured by or on behalf of Hansgrohe that bear a trademark owned by Hansgrohe;
- e) "Invoice" shall mean the invoice issued by the Authorized Dealer for a product purchased by the customer;

3. Warranty Conditions

- 3.1 Hansgrohe provides the following warranty terms and conditions for all Hansgrohe products purchased in Australia, New Zealand & Fiji from an authorized dealer for use in domestic or commercial installations. Any product purchased through unauthorized dealer or from other sources or imports are not covered by this warranty terms and conditions as products purchased otherwise may not meet local regulations.
- 3.2 Hansgrohe guarantees customers that its products are free from material, manufacturing and design faults. The defect giving rise to the damage must already have

been present in the product at time of manufacture. These warranty terms and conditions shall be void for the following reasons:

- a) Non-compliance with the installation, maintenance and usage instructions;
- b) Damage caused by debris and sediment from water supply pipes.
- c) Installation, maintenance, repair or servicing by non-qualified persons;
- d) Product damage caused by the seller, plumber, customer or third persons;
- e) Damage that can be attributed to normal wear and tear or intentional damage - in the event of negligent damage, contributory negligence shall be offset on agreement;
- f) Improper installation or commissioning;
- g) Insufficient or improper maintenance;
- h) Products that have not been or are not used in line with their intended purpose;
- i) Damage caused by force majeure or natural disasters, especially but not limited to floods, fires or frost damage;
- j) Product is purchased from unauthorized dealer;
- k) Product was not purchased by the Customer as a brand new product;
- l) Products not installed to relevant National Standards and State Regulations.
- m) Product has been exposed to harsh or abnormal environmental elements;
- n) Product has been serviced or repaired with non-standard or non-Hansgrohe replacement parts
- o) In accordance with AS3500 clause 3.3.4, operating water pressure in a building shall not exceed 500kPa. Water supply pressures that exceed 500kpa will cause damage to installations and fittings. In this situation pressure-limiting valves should be installed. Where the water pressure is greater than 500kpa, Hansgrohe and its agent / dealers reserve the right not to accept warranty claims.
- p) Modifications to the products.
- q) Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and/or shower heads etc.

- r) Product's surface has been damaged as a result of adhesives, sealants or abrasive cleaners.
- s) Failure to observe manufacturers maintenance and care instructions.

3.3 These warranty terms & conditions remain applicable only if the customer has ensured the product

- a) has been used in accordance with the terms of this warranty terms;
- b) has not been improperly or negligently handled;
- c) has not been damaged prior to installation;
- d) has been installed according to the instruction manual;
- e) the Product has all of its components installed;
- f) has received required maintenance and cleaning. Please see care and cleanings tips under chapter 7.

3.4 This warranty terms & conditions commences on the earlier of:

- t) the date of purchase for domestic customers;
- u) the project handover for commercial customers;

It will continue for the relevant periods set out in the warranty period tables below.

3.5 Hansgrohe is not responsible for other incidental or consequential costs. Hansgrohe is not responsible or liable for any special or consequential damages due to the defective product, or due to defects of any component or part thereof and in no event shall the liability of Hansgrohe exceeds the purchase price of the product.

3.6 This warranty terms and conditions are only valid if the original sales / purchase tax Invoice is provided with the claim. This warranty is not transferable and confined to original purchaser / first purchaser of the product only. Customers are therefore required to keep the original invoice and of product safely.

3.7 In the event of non-availability of components or parts due to any reason, neither Hansgrohe nor its Authorized Dealer will be responsible

or liable for any delay that may be caused to service / repair of the product. In case of product obsolescence, a suitable replacement will be chosen based upon the features, the intended use and the retail price of the original product. In the event of product obsolescence Hansgrohe cannot guarantee the same color or aesthetic attributes as the original product.

3.8 For Hansgrohe products sold in Australia, New Zealand and Fiji, only this warranty document is applicable. Any reference to any other warranty document will not be considered. The warranty does not cover any accessories external to the product. Warranty is valid and applicable to the products which are licensed for sale and purchased in these markets through an authorized Dealer only.

3.9 Our goods come with guarantees that cannot exclude the Australian or New Zealand Consumer Law or other respective national legislation. Nothing in this warranty has the effect of excluding, restricting or modifying those rights.

4. Warranty periods

4.1 Domestic / Residential applications

Product category	Parts	Labour
Tapware	15 Years	5 Years
Cartridges & Thermostatic elements	10 Years	5 Years
Showers	15 Years	5 Years
Shower hoses	5 Years	NIL
Kitchen mixer hoses	5 Years	2 Years
Hand showers	5 Years	NIL
iBox universal	20 Years	5 Years
Accessories	5 Years	2 Years
Electronic taps & mixers	5 Years	2 Years
All surfaces - electroplate, PVD, lacquered	5 Years	2 Years
Spare parts	2 Years	2 Years

4.2 Commercial applications

A commercial premises is deemed to be any business, motel, hotel, airport, hospital or place that is not by its nature a domestic residential building.

Product category	Parts	Labour
Tapware	5 Years	2 Years
Cartridges & Thermostatic elements	5 Years	2 Years
Showers	5 Years	2 Years
Shower hoses	5 Years	NIL
Kitchen mixer hoses	5 Years	2 Years
Hand showers	5 Years	NIL
iBox universal	20 Years	5 Years
Accessories	3 Years	2 Years
Electronic taps & mixers	5 Years	2 Years
All surfaces - electroplate, PVD, lacquered	5 Years	2 Years
Spare parts	2 Years	2 Years

4.3 Exclusions from the warranty include

- Jumper Valves
- O-rings and washers
- Aerator Inserts
- Normal wear & tear

4.4. In regards to ceramic cartridges, the warranty is void should the cartridge be faulty as a result of the following in the water supply:

- Copper and plastic tube pieces
- Dirt, sand or grit
- Plumbing tape

5. Authorized service agent

5.1 Hansgrohe warranty service can only be conducted by our authorized service agent or authorized Dealer.

5.2 Warranty Services is conducted only during normal business hours on business days. Hansgrohe or its agents / dealers is not bound by any obligation to carry out service / replacement in specified time period, while every effort will be made to carry out service / replacement at the earliest possibility.

5.3 In the event that the product may be required for offsite inspection. Hansgrohe, its service agent or dealer is not be liable to provide any alternative product for temporary use in such case and shall not be liable for any cost or consequences incurred by the customer due to offsite inspection.

5.4 When a product is found to be defective, Hansgrohe or its agent may decide to:

- replace it with the same model
- replace it with a model of similar value, in case if same model is discontinued or not available

6. How to make a warranty claim?

Should any of our Products not perform to the warranty terms provided herein, please contact:

In Australia:

Tel: 1800 001 901

Email: hansgrohe@t2services.com.au

In New Zealand and Fiji:

Contact the Authorised Dealer where you purchased the product from.

Warranty related labour, if required, is provided by the authorized dealer from whom the purchase was made.

Hansgrohe reserves the right to determine any issue or uncertainty in connection with the warranty.

7. Product care and cleaning

7.1 Always test your cleaning solution on an inconspicuous area on the product before applying to entire surface.

7.2 Do not allow harsh cleaners to sit or soak on the product.

7.3 Wipe surfaces clean and rinse completely with water immediately after applying cleaners

7.4 Clean the fitting with just a mild detergent (such as dish-washing soap) and a damp cloth, then simply rinse off and wipe dry; you can prevent lime scale by drying the fitting after each use

We strictly do not advise the use of solvents or acidic cleaners, lime scale removers, household vinegar and cleaning agents containing acetic acid - they will attack the surface and leave your fitting looking dull and scratched.

7.5 Use a soft, dampened sponge or cloth to clean, never use abrasive material like a bristle brush or scouring pad

7.6 Wherever gold or platinum metal is used on products, use only warm water to clean and then dry the surface with a soft cloth

7.7 Never use cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes alcohol, solvents or other products not recommended for chrome