



## **PRODUCT WARRANTY FOR AUSTRALIA**

EFFECTIVE 1 SEPTEMBER 2014

Enware Australia Pty Limited (ACN 003 988 314) (“we” or “us”) warrants that this product (also referred to as “our goods”) will be free from all defects in materials and workmanship for 12 months from the date of purchase.

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.

All products must be installed in accordance with the manufacturer’s instructions, the PCA, AS/NZS3500 including any other applicable regulatory requirements



## TAPWARE (MECHANICAL OR ELECTRONICS), SHOWERS & OUTLETS

PRODUCT GROUP	SERIES	WARRANTY PERIOD
<b>Jumper Valve Tapware</b>	CS Series (CS), Traditional & Institutional Series (IN & INS), Plaza Series (PZ & PZL), School Pattern Series (VP), Rough brass & Key Operated, LEVA Series (LJV80 & LJV150), Lever 100, 150 & 200 Series (JNS, JHS, JPS)	<b>2 Years:</b> 1 Year parts and labour on the complete assembly then a further 1 Year parts only warranty is applicable
<b>Ceramic Disc Cartridge Tapware</b>	CS Series (CSQ, CSH, CST), Traditional & Institutional Series (INQ, INH, INT), Plaza Series (PZQ, PZH, PZT & PZL Series), School Pattern Series (VPQ, VPH & VPT), Detention Series (DET), Expo Series (EX), LEVA Series (LEV80 & LEV150), Lever Action 100,150,200 Series (HOS, HNS, HPS), VP Lever	<b>10 Years:</b> 10 Year ceramic disc cartridges –parts only; 1 Year parts and labour on complete assembly
<b>Commercial Laboratory Tapware</b>	ComLab Series (LC, LCN)  School Laboratory Tapware (LF, LCS)  Wellbeing™	<b>5 Years*:</b> 3 Years parts and labour on the complete assembly for Enware manufactured water and gas products.* * <i>After 3 years, a further 2 years parts only warranty is applicable to ceramic and needled valve cartridges and gas products</i>
<b>Commercial Laboratory Tapware</b>	Reverse Osmosis (RO) Water Laboratory Tapware	<b>1 Year</b> parts and labour on RO water products
<b>Wellbeing Range</b>	WB	<b>5 Years</b> Conditional Warranty 2 years parts and labour on the complete assembly; an additional 3 years, parts supply only, on Ceramic Disc Cartridges
<b>Leva Sequential Range</b>	LEVSQ	<b>5 Years</b> Conditional Warranty 2 years parts and labour on the complete assembly; an additional 3 years, parts supply only, on Ceramic Disc Cartridges.
<b>Commercial Laboratory Tapware</b>	Stainless Steel Tapware	<b>1 Year</b> parts and labour on the complete assembly
<b>Commercial Laboratory Tapware</b>	Pure Water Tap & Outlet	<b>1 Year</b> parts and labour on the complete assembly
<b>Outlets</b>	Classic (SP) and Cache (SPC) Series	<b>1 Year</b> parts and labour on the complete assembly
<b>Spring Action Bubblers and Tapware</b>	Spring Action Series (BUB)	<b>1 Year</b> parts and labour on the complete assembly

## TAPWARE (MECHANICAL OR ELECTRONICS), SHOWERS & OUTLETS

PRODUCT GROUP	SERIES	WARRANTY PERIOD
<b>Hands Free / Foot Operated</b>	Spring Action (BUB), Time Flow (TFC)	<b>1 Year</b> parts and labour on the complete assembly
<b>Enware Lever Action Range</b>	VPL	<b>5 Years</b> Conditional Warranty 2 years parts and labour on the complete assembly; an additional 3 years, parts supply only, on Ceramic Disc Cartridges.
<b>Hand Held Showers</b>	SP Series, SGR Series and all Hand Held Showers combined with Tapware	<b>5 Years*</b> : 1 Year parts and labour on the complete assembly; * <i>After 1 Year a further 4 years parts only warranty applies against material &amp; manufacturing defects. For Pressalit Care Parts, please refer to Pressalit Care Section</i>
<b>Beach Showers</b>	ECS Series	<b>1 Year</b> parts and labour on the complete assembly
<b>Food Service Tapware</b>	Ultra Spray & Ultra Rinse Series (FHS, FS, FWS)	<b>1 Year</b> parts and labour on the complete assembly
<b>Electronic Tapware</b>	Enmatic Electronic Tapware (ENM50##)	<b>1 Year</b> parts and labour on the complete assembly
<b>Accessories &amp; Spare Parts</b>	--	<b>1 Year</b> warranted against material and manufacturing defects

## SPECIALISED LABORATORY FITTINGS - SPECTRON (MESSER)

PRODUCT GROUP	SERIES	WARRANTY PERIOD
<b>Specialist Gas &amp; Dry Media Laboratory Fittings</b>	Spectron	<b>1 Year</b> parts and labour on Spectrolab
<b>Accessories &amp; Spare Parts</b>		<b>1 Year</b> warranted against material and manufacturing defects

## ENWARE-ORAS TAPWARE - SINGLE LEVER MIXERS AND ELECTRONICS

PRODUCT GROUP	SERIES	WARRANTY PERIOD
<b>Enware-Oras Single Lever Mixers</b>	Viva (SLM300A) Series, Vega (SLM600) Series, Cubista (SLM800) Series	<b>15 years*</b> : Ceramic Cartridge Oras Single Lever Mixers 2 years Oras parts and labour warranty from the date of purchase of the product. *After 2 years, a further 3 years Oras replacement part only warranty is applicable to the ceramic disc cartridge only; after 5 years an additional 10** years Enware replacement part warranty is applicable to the ceramic disc cartridge only. <b>**This extended parts only warranty is applicable to Oras Ceramic Disc Single Lever Mixer products purchased within Australia</b>
<b>Enware-Oras Electronic Tapware</b>	VIVA Series (ENM60##), VEGA Series (ENM61##), CUBISTA Series (ENM64##), ENM6###	<b>3 Years*</b> : 2 years Oras parts and labour warranty from the date of purchase. After 2 years an additional 1 year Enware replacement part warranty is applicable to the electronics and sensor only. <i>* This extended parts only warranty is applicable to Oras Electronics products purchased within Australia</i>
<b>Accessories &amp; Spare Parts</b>		<b>1 Year</b> warranted against material and manufacturing defects

## TIME FLOW TAPWARE - TAPWARE, VALVES & SHOWER MODULES

PRODUCT GROUP	SERIES	WARRANTY PERIOD
<b>Enware-Delabie Time Flow Tapware &amp; Showers</b>	TFC Series	<b>10 Years*</b> : 2 years parts and labour on the complete assembly from the date of purchase of the product.  <i>*After 2 years a further 8 years warranty against material and manufacturing defects</i>
<b>Accessories &amp; Spare Parts</b>		<b>1 Year</b> warranted against material and manufacturing defects

## THERMOSTATIC MIXING VALVES

PRODUCT GROUP	SERIES	WARRANTY PERIOD
<b>In wall type (supply with or without enclosure)</b>	Aquablend 1000, Aquablend 1500, Aquablend 1500 Solar, Aquablend 2000, Aquablend 2500 (ATM7##)	<b>5 Years</b> Conditional Warranty 2 years parts and labour on the complete assembly; an additional 3 years, parts supply only, on the valve body excluding inlet fitting assemblies
<b>Front of Wall Type (manual)</b>	Aquablend SQX (ATM6##)	<b>5 Years</b> Conditional Warranty 2 years parts and labour on the complete assembly; an additional 3 years, parts supply only, on the thermostatic cartridge component assembly
<b>Front of Wall Type (electronics)</b>	Aquablend eSQX	<b>5 Years</b> Conditional Warranty 2 years parts and labour on the complete assembly. An additional 3 years, parts supply only on the thermostatic cartridge component assembly
<b>Stainless Steel Enclosures for Inwall Type Thermostatic Mixing Valves</b>		<b>1 Year</b> warranted against material and manufacturing defects
<b>Accessories &amp; Spare Parts</b>		<b>1 Year</b> warranted against material and manufacturing defects

## WATER MANAGEMENT SYSTEM (WMS)

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Electronics System	Smart Flow™ WMS & Smart Flow™ Temperature Management System	<b>1 Year:</b> The Smart Flow™ WMS is warranted for parts and labour for this period inclusive of system hardware, firmware and software components
Tapware		Please refer to relevant sections of this Warranty Document

## METERING

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Meters & Metering Systems	EHM Series	<b>1 Year</b> parts and labour Inclusive of all hardware and software components
Accessories & Spare Parts		<b>1 Year</b> warranted against material and manufacturing defects

## FLUSHING SYSTEMS

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Electronics Urinal Flushing	EMF300 Series	<b>1 Year</b> parts and labour on complete assembly
Electronics WC Flushing	EMF400 Series	<b>1 Year</b> parts and labour on complete assembly
Accessories & Spare Parts		<b>1 Year</b> warranted against material and manufacturing defects

## WATER CHILLERS & APPLIANCES

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Chillers	Waterware Free Standing, Under Counter & Remote Multi Point (DFS, DRC, DUC)	<b>1 Year</b> parts and labour on complete assembly

## ENWARE SAFETY SYSTEMS

PRODUCT GROUP	SERIES	WARRANTY PERIOD
<b>Emergency Showers</b>	EW and ECE Series, ENBE Series	<b>2 Years*:</b> 1 Year parts and labour on complete assembly. After 1 year, a further 1 year parts only warranty is applicable
<b>Body Spray, Eye Washes &amp; Eye/Face Washes</b>	EEE Series, EF Series, EFE Series, EL Series, ENBE Series	<b>2 Years*:</b> 1 Year parts and labour on complete assembly. After 1 year, a further 1 year parts only warranty is applicable
<b>Decontamination Equipment</b>	EM600 Series	<b>2 Years*:</b> 1 Year parts and labour on complete assembly. After 1 year, a further 1 year parts only warranty is applicable
<b>Self Contained</b>		<b>2 Years*:</b> 1 Year parts and labour on complete assembly. After 1 year, a further 1 year parts only warranty is applicable
<b>Gravity Fed Safety Shower</b>		<b>2 Years*:</b> 1 Year parts and labour on complete assembly. After 1 year, a further 1 year parts only warranty is applicable
<b>Spare Parts</b>		<b>1 Year</b> warranted against material and manufacturing defects
<b>Accessories</b>	Lighting	<b>1 Year</b> warranted against material and manufacturing defects
	Flow Sensor	<b>1 Year</b> warranted against material and manufacturing defects
	Pressure Sensor	<b>1 Year</b> warranted against material and manufacturing defects
	Proximity Sensor	<b>1 Year</b> warranted against material and manufacturing defects
	Thermal Relief Valve	<b>1 Year</b> warranted against material and manufacturing defects
	Anti-Freeze Valve	<b>1 Year</b> warranted against material and manufacturing defects
	Audio/ Visual Alarms	<b>1 Year</b> warranted against material and manufacturing defects



## SANITARY WARE & BATHROOM CARE PRODUCTS - PRESSALIT

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Pressalit Toilet Seats		<b>10 years</b> warranted against material and manufacturing defects
Accessories & Spare Parts		<b>1 Year</b> warranted against material and manufacturing defects

## SANITARY WARE & BATHROOM CARE PRODUCTS – PRESSALIT CARE

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Pressalit Care	Range includes Dania and Ergosit toilet Seats, Nursing Benches, Indivo Adjustable Height Mechanism, Support Arms, Handheld Shower Holder, Shower seats	<b>3 Years</b> warranted against material and manufacturing defects
Accessories & Spare Parts		<b>1 Year</b> warranted against material and manufacturing defects

## SANITARY WARE & BATHROOM CARE PRODUCTS

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Vitreous China Basins & Pans		<b>10 Years</b> warranted against material and manufacturing defects
Toilet Seats		<b>1 Year</b> warranted against material and manufacturing defects
Mechanical Flushing Mechanisms		<b>5 Years</b> warranted against material and manufacturing defects
Electronics Flushing Mechanisms		<b>1 Year</b> warranted against material and manufacturing defects
Cabinetry		<b>1 Year</b> warranted against material and manufacturing defects
Accessories & Spare Parts		<b>1 Year</b> warranted against material and manufacturing defects

## STAINLESS STEEL SINKS, PANS AND ACCESSORIES

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Sinks & Tubs		<b>1 Year</b> warranted against material and manufacturing defects
Pans (Including Bariatric Pan)		<b>1 Year</b> warranted against material and manufacturing defects
Stainless Steel Grab Rails	SGR Series	<b>5 Years*</b> : 1 Year parts and labour on the complete assembly; * <i>After 1 year, a further 4 years parts only warranty applies against material and manufacturing defects</i>

## MAKING A CLAIM

To make a claim under this warranty you must notify us in writing or via the online [Online Product Service and Warranty Form](#)\* within 7 days of any alleged defect in the product coming to your attention. Proof of purchase of the product must also be supplied. All notifications and accompanying information must be sent marked for the attention of the Enware Australia Pty Limited, 9 Endeavour Road, Caringbah NSW 2229.

We can also be contacted by telephone on 1300 369 273 (AUS) or +61 2 8536 4000 or by email to [info@enware.com.au](mailto:info@enware.com.au).

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

\* [www.enware.com.au/product-service-enquiry](http://www.enware.com.au/product-service-enquiry)

## EXCEPTIONS

This warranty does not apply in respect of any damage or loss due to or arising from:

- Failure by you or any other person to follow any instructions for use (including instructions and directions relating to the handling, storage, installation, fitting, connection, adjustment or repair of the product) published or provided by us;
- Failure by you or any other person responsible for the fitting, installation or other work on the product to follow or conform to applicable laws, standards and codes (including the AS/NZ 3500 set of Standards, all applicable State and Territory Plumbing Codes, the Plumbing Code of Australia and directions and requirements of local and other statutory authorities); or
- Any act or circumstance beyond our control including faulty installation or connection, accident, abnormal use, acts of God, damage to buildings, other structures and infrastructure and loss or damage during transit or transportation of the product

## OTHER CONDITIONS

Except as provided or referred to in this document, we accept no other or further liability for any damages or loss (including indirect, consequential or economic loss) and whether arising in contract, tort or otherwise.

Any benefits available to you under this warranty are in addition to any non-excludable rights or remedies you may have under applicable legislation, including as a “consumer” under the Australian Consumer Law. To that extent you need to be aware that: *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.*