

PRODUCT WARRANTY

THANK YOU FOR CHOOSING EVEKARE.

Any claim under this warranty must be made within the warranty periods as stated in this document from the date of purchase of the product. To make a claim under the warranty, please email **warranty@evекare.com.au** or take the product (with proof of purchase) to the place of purchase for evaluation. Evekare Pty Ltd bears reasonable, direct, expenses of claiming under the warranty. The warranty covers manufacturer defects in materials, workmanship and finish under normal use. The warranty does not cover damage to non-durable product components made of rubber or plastic, such as rubber tips, grips, handles, dials, clips, latches, suction cups and other accessories.

This warranty is provided in addition to other rights and remedies you may have under law: our goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The warranty excludes damage resulting from product misuse or product neglect.

WARRANTY PERIODS

RESIDENTIAL

- 5 years replacement product or parts

COMMERCIAL (NON-RESIDENTIAL)

- 1 year replacement product or parts

AFTERMARKET SERVICE PROCEDURE

Please email **warranty@evекare.com.au** and include the following information: proof of purchase, item number and product description, installing person's name and contact details. Please attach any photos that may assist us with identifying the issue.

WARRANTY SHALL BE VOID FOR THE FOLLOWING REASONS:

- Inability to provide proof of purchase.
- Plumbing products not installed by a licensed plumber.
- Electrical products not installed by a licensed electrician.
- Products not installed to relevant local, national and state regulations.
- Products not installed in accordance with the manufacturer's installation instructions.
- Tapware exposed to water pressure and/or temperatures that exceed stated limitations. Note: AS/NZS 3500.1—2015 (Clause 3.3.4) specifies 500 kPa maximum water supply pressure at any outlet within a building for new installations. Note: the 500 kPa maximum water does not apply to fire service outlets.
- Isolation taps are not installed in accordance with relevant local, national and state regulations.
- Fitting of other devices to the outlet of the tapware, e.g. water filters.
- Fitting of non-approved flow controllers in tap bodies or end of line devices.
- Products used for incorrect applications, non-potable water, etc.
- Damage as a result of obstructions due to inadequate flushing of the system before use.
- Service or repairs with non-standard replacement parts previously undertaken without written approval.
- Damage to finishes by adhesives, sealants, etc.
- Damage to product and/or components due to exposure to caustic or corrosive substances or environments.
- Damage to flexible mixer hoses due to exposure to caustic or corrosive substances or environments.
- Failure to clean and replace outlet aerator inserts, etc.
- Items installed with visible damage. Please thoroughly inspect the item for damage prior to installation.
- Any damage which arises from installation or post-installation misuse.
- Failure to observe the manufacturer's care and cleaning instructions.
- Mishandling and/or transport of shower screens that leads to shattering or other damage.

The warranty work is limited to the pre-approved scope of work. Additional work will require authorisation.

Warranty claims for labour will only be honoured where the scope of work includes tasks that local, state or national regulations stipulate must be completed by a licensed tradesperson.

This warranty is given by Evekare Pty Ltd
ABN: 64 631 226 189
Unit 15, 3 Box Road, Caringbah NSW 2229
Phone: (02) 9524 4515
Email: warranty@evokare.com.au