

Emergency Shower, Eye & Eye/Face Wash

Installation, Operating and Maintenance Instructions

ECE060
ECE090
ECE240
ECE270



technical data

Inlet Connection	1" BSP male (DN 25mm)	
Water Supply Line Size	Supply piping shall be adequately sized to meet flow requirements	
Minimum Requirements to achieve ANSI Z358.1 and AS 4775 compliance	At Working Pressure: 210 kPa (30 psi)	
	Shower Minimum Flow	75.7 L/min
	Eye Wash Minimum Flow	1.5 L/min
	Eye/Face Wash Minimum Flow	11.4 L/min
Enware Performance	At Working Pressure: 210 kPa (30 psi)	
	Shower Flow	76 L/min
	Eye Wash Flow	17 L/min
	Eye/Face Wash Flow	26 L/min
Water Supply Pressure	Caution should be taken when pressure exceeds 550 kPa (80 psi)	
Recommended Temperature Range	Tepid (15.6°C - 37.8°C)	
Waste water outlet connection	G 1-1/4" BSP male	
Mounting Base Plate Size	150 x 150 mm with 4 bolts 11 mm	
Approximate Shipping Weight	13.5 kg - 14.5 kg	
Shipping Dimensions	1170 x 485 x 235 mm	

installation compliance

Installation of emergency showers, eye and eye/face wash equipment shall be in accordance with AS 4775 or ANSI Standard Z358.1 - whichever is applicable to the installation.

Supply Lines

Installation procedures shall be in accordance with proper plumbing practices. Supply piping shall be adequately sized to meet flow requirements. If shut off valves are installed for maintenance purposes, provisions shall be made to prevent unauthorised shut off.

Placement of Emergency Equipment

Emergency eye wash and shower equipment shall be available for immediate use. It shall take no longer than 10 seconds for an individual to reach the nearest facility. Factors that influence the location of emergency facilities include workplace lighting, obstructions to the path of travel and the work environment.

It should be noted that some situations may warrant the placement of equipment significantly closer to the hazard. In these situations, such as exposure to highly corrosive chemicals, the proper distances should be selected based on the advice from appropriate consultants. For situations such as exposure to strong acids or alkalis, due consideration needs to be given to possible reaction between the flushing fluid and the chemical if the flushing fluid enters a bulk container of the chemical.

Flushing Fluid Temperature

Continuous and timely irrigation of affected tissues for the recommended irrigation period are the principal factors in providing first aid treatment. Providing flushing fluid at temperatures conducive to use for the recommended irrigation period is considered an integral part of providing suitable facilities. Medical recommendations suggest a flushing fluid at tepid temperature be delivered to affected chemically-injured tissue. Temperatures in excess of 38°C have proven to be harmful to the eyes and can enhance chemical interaction with the eyes and skin. During design and installation, the effects of exposure of pipe to sun, radiant heat or other heat sources should be considered, and suitable control measures should be introduced to avoid any risk of scalding.

While cold flushing fluid temperature provide immediate cooling after chemical contact, prolonged exposure to cold fluids affects the ability to maintain adequate body temperature and can result in the premature cessation of first aid treatment.

Before emergency eye wash and shower equipment is selected, a risk assessment shall be carried out to determine the most appropriate delivery temperature for the application. Means to ensure a constantly suitable delivery temperature shall also be identified during selection, so that equipment can perform as desired once installed.

This product must be installed and commissioned by a qualified plumber.

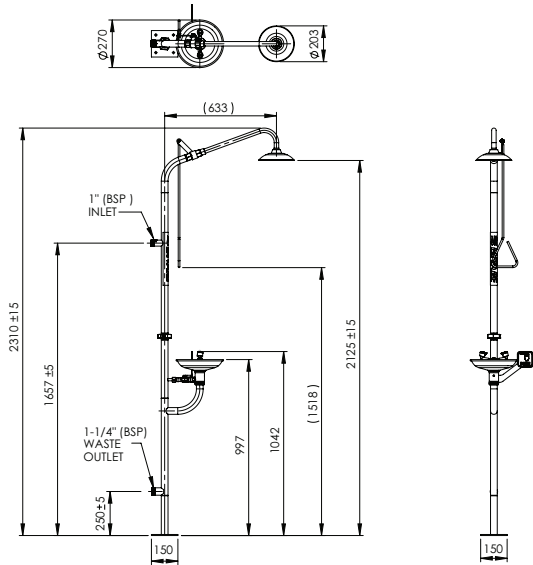
For use with potable water only.

NOTE: Enware Australia advises:

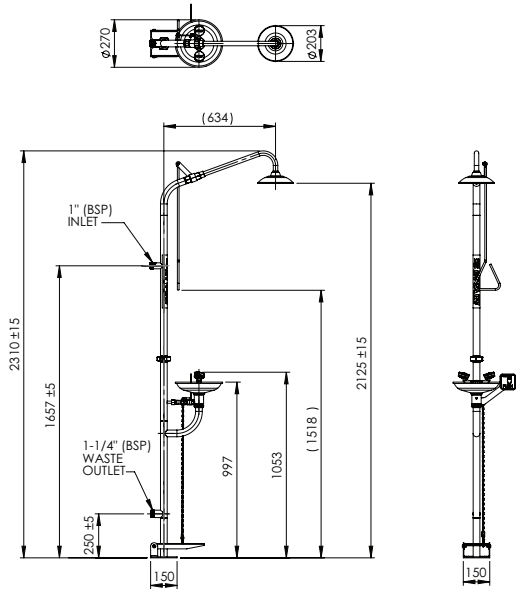
1. Due to ongoing Research and Development, specifications may change without notice.
2. Component specifications may change on some export models.

dimensions

ECE060

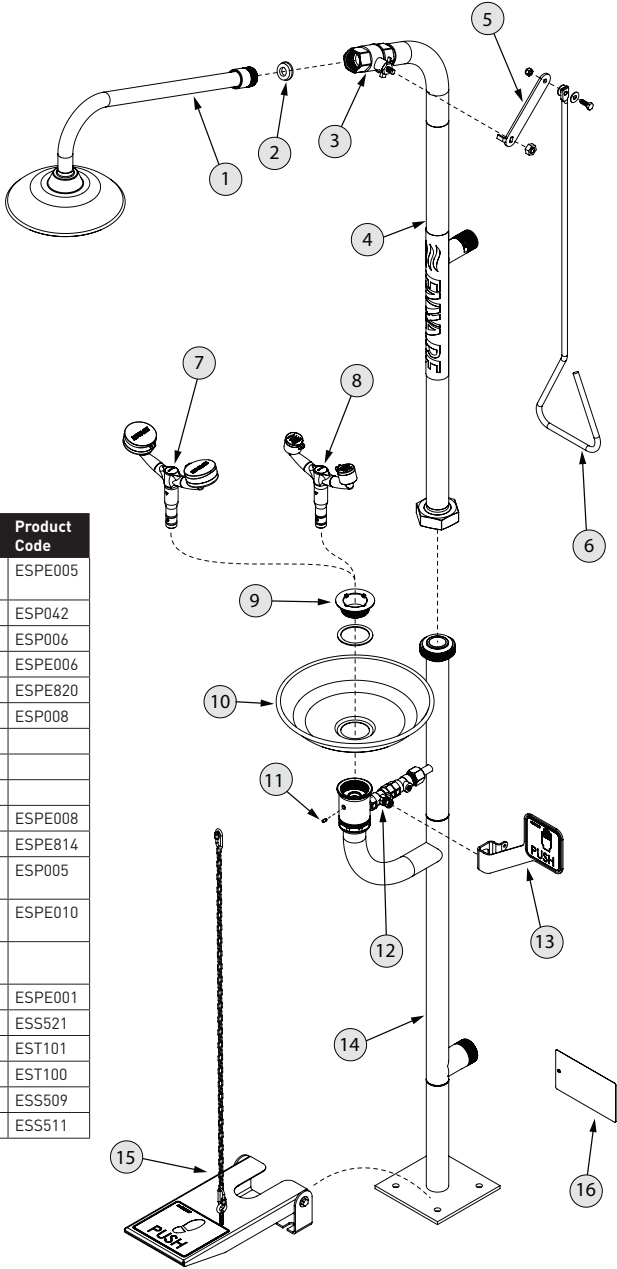


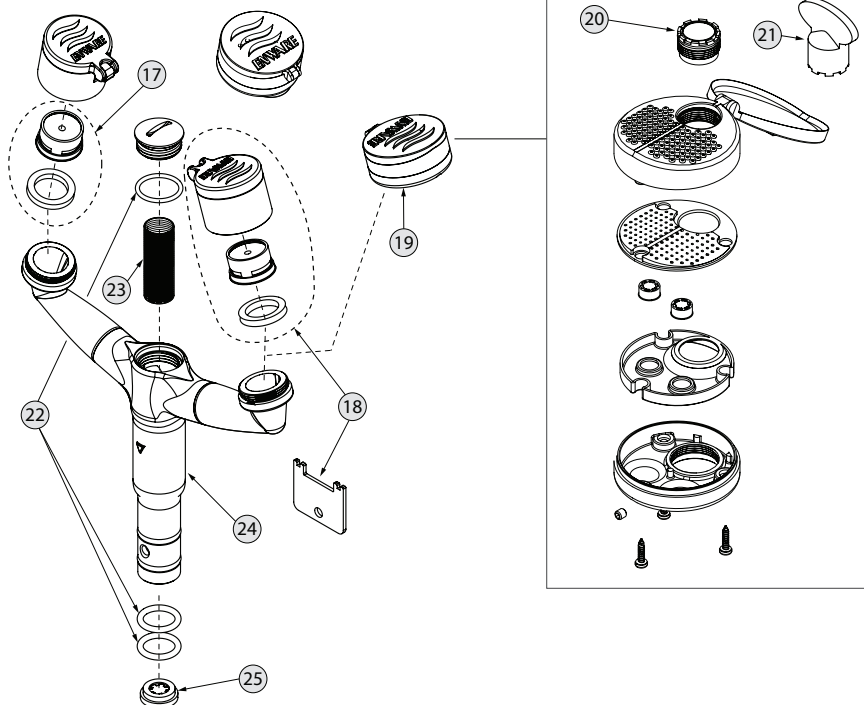
ECE270



components

Item	Description	Product Code
1	Shower arm & rose incl. flow control disc	ESPE005
2	Flow control orifice disc for shower rose	ESP042
3	1" ball valve only SS F/F with lever	ESP006
4	Upper frame with 1" ball valve	ESPE006
5	Lever for shower ball valve	ESPE820
6	Pull handle for shower activation	ESP008
7	Eye/ face wash outlet tee piece assembly	
8	Eye wash outlet tee piece assembly	
9	Waste 1-1/2"	
10	Bowl	ESPE008
11	Grub screw M6 x 12mm waste tee	ESPE814
12	Ball valve and flow control assembly 1/2" SS M/F one piece	ESP005
13	Push handle for eye wash & eye/face wash	ESPE010
14	Base frame with eye wash control & waste	
15	Foot pedal with link chain	ESPE001
16	Inspection tag	ESS521
	Eye wash tester gauge	EST101
	Shower test curtain anti-static	EST100
	Eye wash sign 250mm x 250mm poly	ESS509
	Shower sign 250mm x 250mm poly	ESS511





Item	Description	Product Code
17	Aerator and washer to suit eye wash (1 each)	ESPE015
18	Eye wash dustcover with aerator (1 pair) and key	ESPE016
19	Eye/face wash outlet (each)	ESPE012
20	Aerator to suit eye/face wash	ESPE013
21	Aerator key to suit eye/face wash only	ESPE014
22	O-rings for eye & eye/face wash tee piece (2x spigot o-rings, 1x strainer cap o-ring)	ESPE812
23	Mesh filter 1/2" (40 mesh)	ESPE811
24	Eye wash & eye/ face wash frame only incl. grub screw, mesh filter, O-rings	ESPE815
25	Flow control insert for eye wash (brown 17 L/min)	ESPE003
	Flow control insert for eye/face wash (red 26.5 L/min)	ESPE004

installation

1. Place the unit so there is enough space for any additional plumbing fixtures being used.
Bolt the base of shower base frame to a level floor, using 4 corrosion resistant anchors.
(Refer to standards AS/NZS 2982.1, ANSI Z358.1 and AS 4775)

Base plate is 150mm square with mounting holes at 100mm centres. **SEE IMAGE 1**

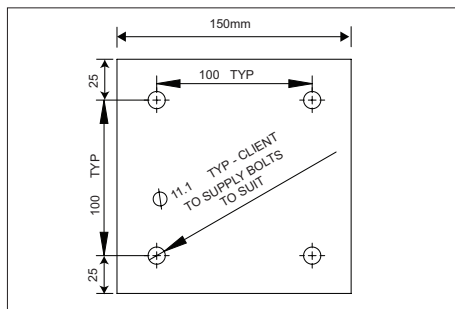


IMAGE 1

2. Apply thread sealing tape or thread sealant to threaded end of shower rose assembly, and screw it into the ball valve of Upper Frame.
SEE IMAGE 2

Tighten by hand to an aligned position where the shower head will be parallel to the floor.

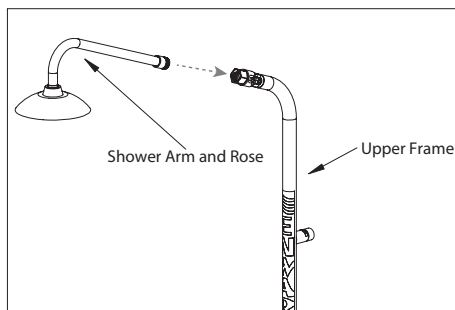


IMAGE 2

3. Attach the ball valve lever and pull handle to the shower ball valve, using the nut and washer already on the ball valve. **SEE IMAGE 3**

The ball valve lever should point up at 45 degrees towards the back when in the OFF position. **SEE IMAGE 4**

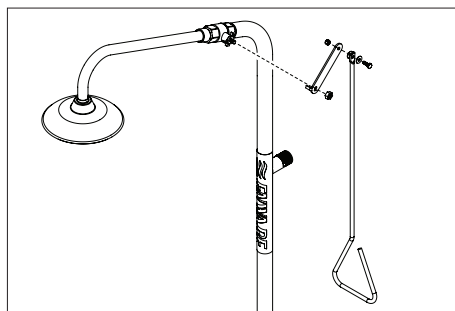


IMAGE 3

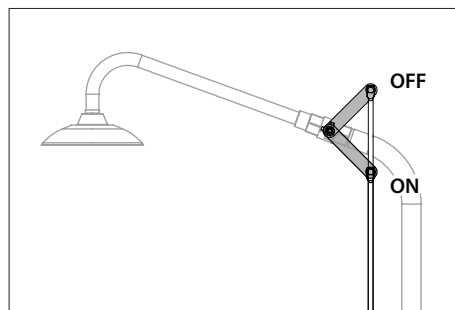


IMAGE 4

4. Connect Upper Frame to Shower Base Frame using the integral stainless steel union.

SEE IMAGE 5

No tools are required.

Check that the rubber O-ring is in place on the union, and tighten by hand.

Make sure the Upper Frame is aligned straight so that the arm of the shower is centered over the eye wash.

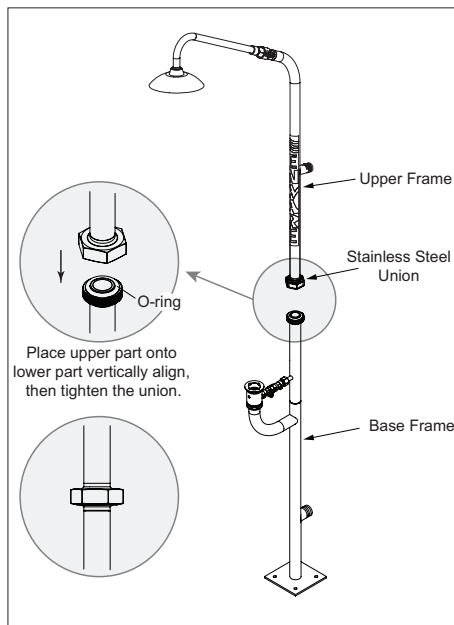


IMAGE 5

Eye (Eye/Face) Wash Installation Procedure

5. Attach the Eye (Eye/Face) wash push handle to the Activation Ball Valve using the spring washer and hexagonal nut already on the ball valve. **SEE IMAGE 6**

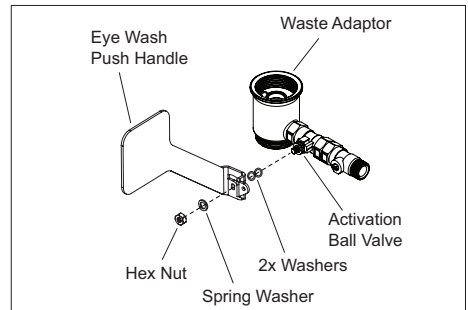


IMAGE 6

6. Place the Bowl on top of the Waste Adaptor. Using the Washer and the Waste – screw the waste into the Waste Adaptor to secure the bowl. Turn as tight as you can with fingers, then turn Waste and Bowl together using the outside edge of the bowl for extra leverage. **SEE IMAGE 7**

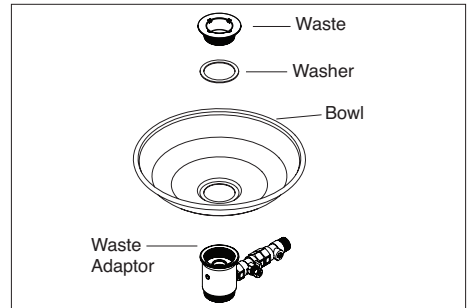


IMAGE 7

7. Take off the plastic cover cap off the eye (eye/face) wash assembly to expose the two pre-greased O-rings.
8. Remove the grub screw from the front of the waste adaptor using a 3mm Allen key. **SEE IMAGE 8-2**

Push the eye (eye/face) wash assembly into the centre of the waste adaptor making sure the directional arrow is facing the front. Ensure it is pushed all the way in so it bottoms out.

SEE IMAGE 8-1

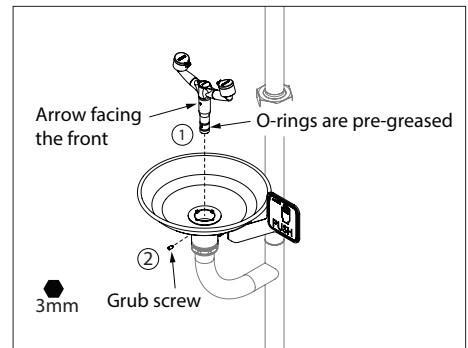


IMAGE 8

Now fit the grub screw from the front of the waste adaptor and screw in until it locates within the locating hole of the eye (eye/face) wash assembly. Tighten grub screw using the 3mm Allen key. **SEE IMAGE 8-2**

9. Connect water supply to the 1" BSP inlet thread located on the Upper Frame.

SEE IMAGE 9

Minimum size: DN25/ 1" copper pipe.

Ensure that the line is flushed to eliminate any debris before connecting.

10. Connect drain line for the Eye (Eye/Face) Wash Bowl to the 1-1/4" BSP outlet located on the rear of Base Frame (if applicable).

SEE IMAGE 9

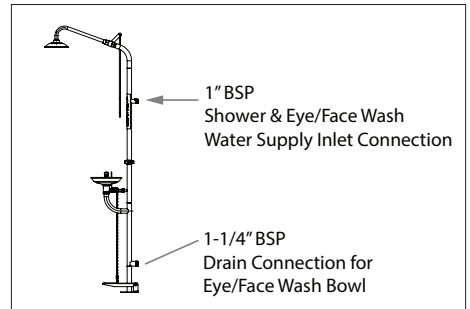


IMAGE 9

11. (For Foot-Operated Models Only)

Remove the two bolts of the foot pedal at the hinge and dismantle foot pedal assembly. Keep the bolts and nuts at hand.

Loosen the two rear mounting bolts on the base plate of Shower Base Frame. Slide the foot pedal bracket under the washers of the two mounting bolts, and re-tighten. Re-attach foot pedal plate to bracket using the two bolts. Do not over tighten. **SEE IMAGE 10 & 11**

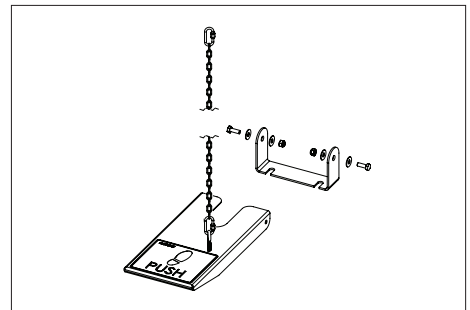


IMAGE 10

Attach link chain to eye wash Push Handle and if required, adjust the length of link chain. To do this, turn the push handle to the fully ON position, and lower the foot pedal to approximately 3mm from the floor. Loosen the carabiner at top, re-position the link chain to suit the height, and lock the carabiner. Return push handle to the OFF position. **SEE IMAGE 11 & 12**

Test operation and check that stepping on the foot pedal turns the eye (eye/face) wash valve fully ON.

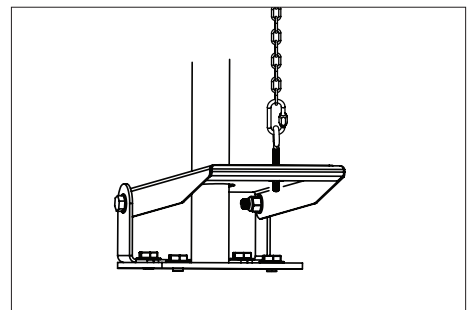


IMAGE 11

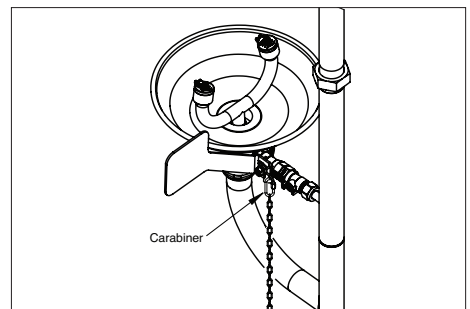


IMAGE 12

testing & commissioning

TESTING & COMMISSIONING

1. Before turning on the water supply to the unit, make sure both the Shower and Eye (Eye/Face) Wash valves are closed.

Push up the Shower Handle so that the valve lever is pointing back up, and pull the Eye (Eye/Face) Wash Handle back up, to ensure the valves are in the closed position.

SEE IMAGE 13 & 14

2. Turn water supply on. Check for leaks before proceeding.
3. Slowly push the Eye (Eye/Face) wash “PUSH” handle forward to start the water flow.

Flush until the water runs clean, then pull the handle back up to stop flow. **SEE IMAGE 14**

4. Remove internal strainer by unscrewing the strainer cap with a flat head screw driver. Clean the strainer and fit the strainer back.

SEE IMAGE 15

5. Use a flat screwdriver to turn OFF the second Ball Valve located before eye wash activation ball valve.
Turn the eye wash Push Handle to the full open position, and adjust the second Ball Valve with the screwdriver until the correct flow is achieved.

SEE IMAGE 16 & 17

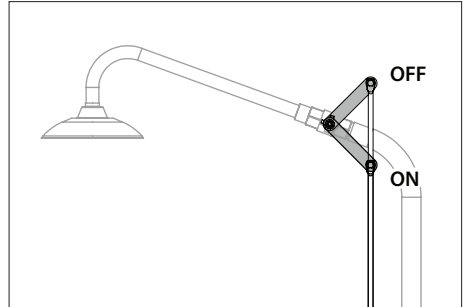


IMAGE 13

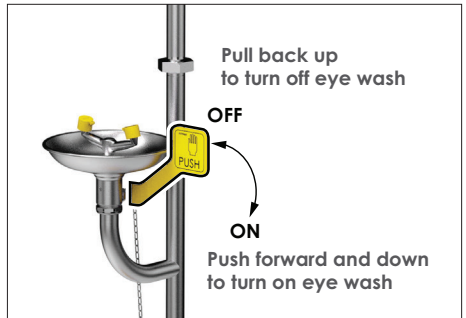


IMAGE 14

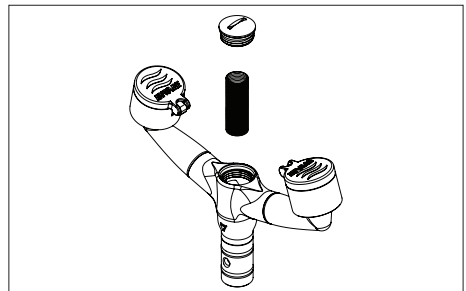


IMAGE 15

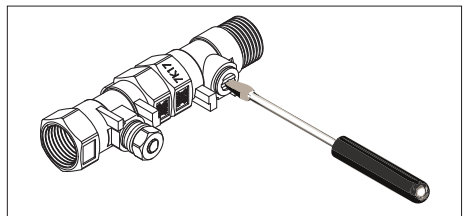


IMAGE 16

The eye wash unit shall provide flushing fluid to both eyes simultaneously. To test eye wash to the correct flow, use test gauge EST101 (sold separately).

Place the gauge on top of the stream of the eye wash. The flushing fluid should cover the areas between the interior and exterior lines when the gauge is lowered not more than 38 mm below the fluid's peak. **SEE IMAGE 17**

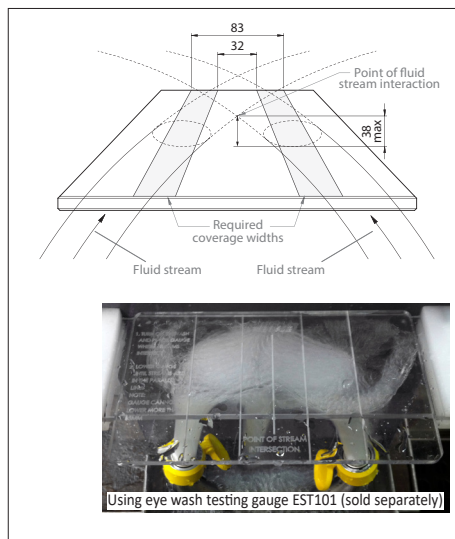


IMAGE 17

- To activate the shower, pull down on the triangular pull handle. A large amount of water will flow from the showerhead onto the floor. The spray pattern should be at least 508mm in diameter at a height of 1524mm from the floor. **SEE IMAGE 18**

The shower should also deliver at a minimum flow rate of 75.7 lpm.

- Once correct operation has been checked, turn off the shower and eye wash valves by positioning the handles to the fully OFF position. **SEE IMAGE 13 & 14**

Note: Water will drain through the 2mm hole near the shower head/ball valve connection. This is a self-draining feature designed to drain water remaining in shower head to minimise water stagnation.

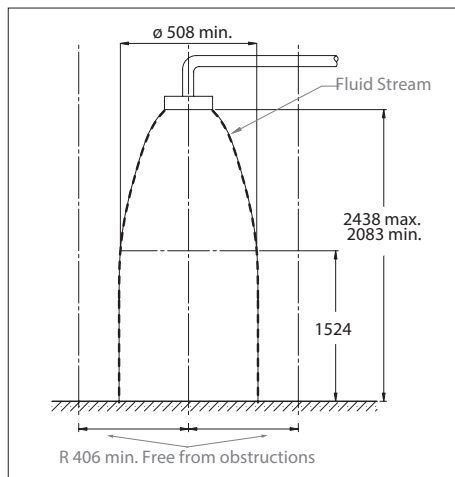


IMAGE 18

- Place dust covers over Eye (Eye/Face) wash outlets. If required, rotate the outlets so that the hinges of dust covers are positioned inward and the dust covers open towards the centre. **SEE IMAGE 19**
- Mount appropriate Shower and Eye Wash (Eye/Face Wash) signage as required. (Enware part code ESS500 series Signage)

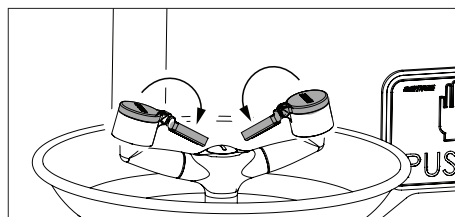


IMAGE 19

operation

SHOWER OPERATION

Pull down on the triangular pull handle to activate the shower. This handle opens the 1" ball valve allowing water to flow through to showerhead.

To close the shower valve and stop flow, push the handle upwards.

The water remaining in shower head will drain through the self-draining hole after closing the valve.

EYE, EYE/FACE WASH OPERATION

The Eye/Face Wash is activated by pushing forward (away from the user) the flat "PUSH" handle. This opens the 1/2" ball valve allowing water to flow to the Eye/Face Wash outlets.

To close the valve and stop flow, gently pull the handle back up (towards the user).

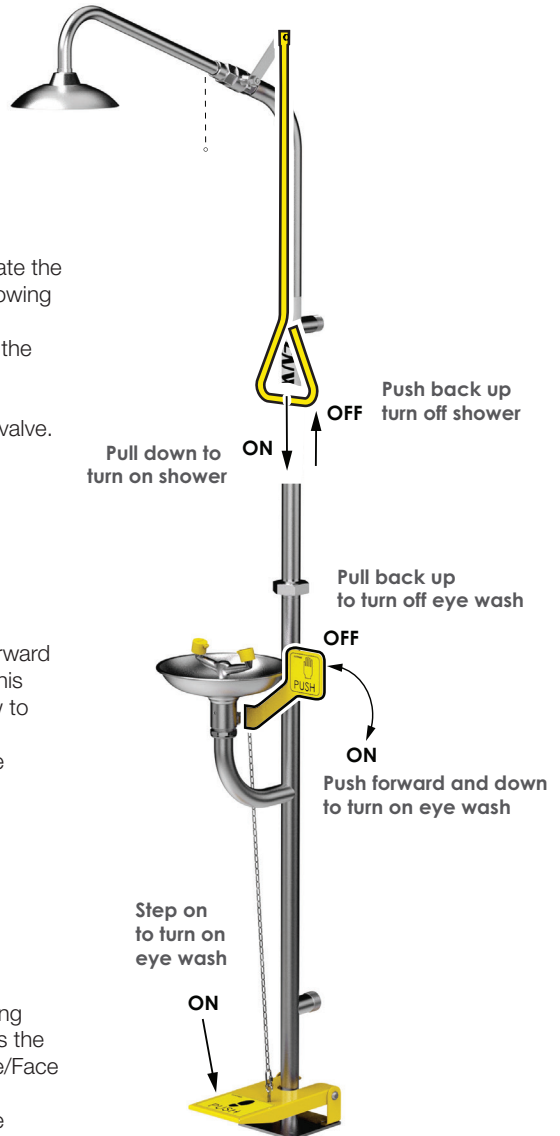
FOOT PEDAL OPERATION

(ECE090, ECE270)

The Eye/Face Wash can be activated by pushing down the foot pedal where marked. This opens the 1/2" ball valve allowing water to flow to the Eye/Face Wash outlets.

To close the valve and stop flow, gently pull the handle back (towards the user).

Releasing the foot pedal will not stop the flow.



maintenance

WEEKLY ACTIVATION

The unit should be activated every week for a period long enough to verify operation and ensure the flushing fluid is available.

Note: the intent is to ensure that there is a flushing fluid supply at the head of the device and to clear the supply line of any sediment build up that could prevent fluid from being delivered to the head of the device and to minimise microbial contamination due to sitting water.

Internal eye/face wash strainer should also be removed and cleaned during this process or when required. **SEE IMAGE 20**

ANNUAL INSPECTION AND TESTING

Eye wash and eye/face wash units shall be inspected annually to assure conformance with AS 4775 or ANSI Z358.1, whichever is applicable to the installation.

Shower Flow Testing

To test shower flow, use a shower test curtain (EST100 - sold separately) and a bucket with known volume (20 Litre bucket recommended).

SEE IMAGE 21

Using a stop watch, accurately measure the time it takes to fill up the bucket.

Calculation using 20L bucket:

Flow rate (L/min) = 20 (Litres) ÷ Time (seconds) x 60

To achieve minimum of 76 L/min, it cannot take longer than 15.7 seconds to fill up the 20L bucket.

Eye Wash Flow Testing

The eye wash unit shall provide flushing fluid to both eyes simultaneously. To test eye wash flow, use test gauge EST101 (sold separately).

Place the gauge on top of the stream of the eye wash. The flushing fluid should cover the areas between the interior and exterior lines when the gauge is lowered not more than 38 mm below the fluid's peak. **SEE IMAGE 22**

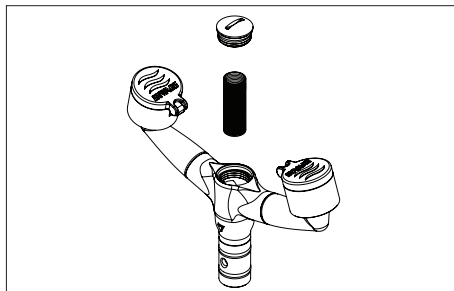


IMAGE 20



IMAGE 21

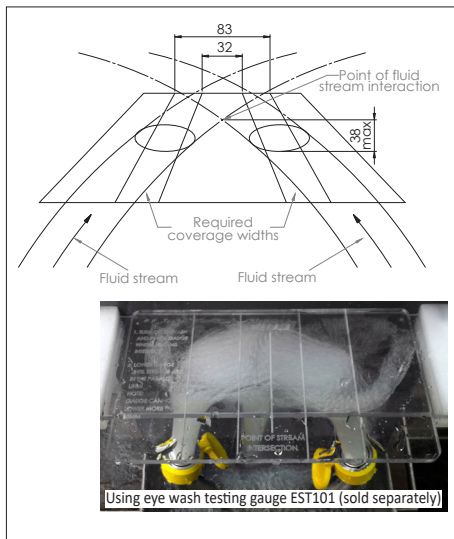


IMAGE 22

AS4775 Safety Equipment Minimum Performance Checklist

- ☐ Installation shall be in accordance with proper plumbing practices. Supply piping shall be adequately sized to meet flow requirements. (Sec D1)
- ☐ All plumbed emergency equipment shall be connected to a continuous source of flushing fluid supply which may be drinking water, preserved water, preserved buffered saline solution or other medically acceptable solution manufactured and labelled in accordance with applicable government regulations. (Sec 4.4, 4.10, 6.7 (c)), 7.5 (b), 8.5 (b), 9.5 (b), 11.3.3 (c))
- ☐ All equipment shall be constructed of corrosion-resistant materials (Sec 4.2, 5.1) Note: The Plumbing Code of Australia does not allow the use of galvanised pipes or fittings on drinking water supply lines. AS/NZS3500.1 Sec 2.4.2(c)
- ☐ Safety equipment shall be accessible within 10 seconds of hazard. (Sec 6.6, 7.4, 8.4, 9.4)
- ☐ Safety equipment shall be located on the same level as the hazard and the path of travel shall be free of obstructions. (Sec 6.6, 7.4, 8.4, 9.4)
- ☐ Emergency equipment location shall be well illuminated and be identified by a highly visible sign complying with AS1319 visible throughout the area served by the equipment. (Sec 6.6, 7.4, 8.4, 9.4)
- ☐ Employees who may be exposed to hazardous materials shall be trained in the location and proper use of emergency equipment. (6.8, 7.6, 8.6, 9.6).
- ☐ Emergency equipment shall be activated weekly to verify operation (6.8, 7.6, 8.6, 9.6)
- ☐ Emergency equipment shall be inspected annually to ensure conformance with the requirements of AS4775. (Sec 6.8, 7.6, 8.6, 9.6)
- ☐ Combination unit components shall comply with the individual performance requirements of the shower, eye wash & eye/face wash while operating simultaneously and shall be positioned so components may be used simultaneously by the same user. (Sec 9.3, 9.5 (b), 9.5 (e) (iii))
- ☐ Drench hoses are considered supplemental equipment to provide immediate flushing to support plumbed and self-contained equipment but shall not replace them. (Sec 11.1)
- ☐ Drench hoses shall be simple to operate and shall go from closed to fully open in one second or less. The valve shall be corrosion resistant. (Sec 11.3.2)
- ☐ Showerhead shall be not less than 2083mm and not more than 2438mm from the surface on which the user stands. (Sec 6.5.1, 9.1 (b))
- ☐ Shower shall deliver a minimum of 75.7 l/min of flushing fluid, with the flushing fluid being substantially dispersed throughout the pattern which shall be of a minimum diameter of 508mm when measured at 1524mm above the surface on which the user stands. (Sec 6.2, 6.5, 9.1 (b), 9.3)
- ☐ The shower operating control valve shall remain open without the use of the operator's hands. The valve shall be simple to operate and shall go from closed to fully open in one second or less and not be located more than 1733mm from the surface on which the user stands. The valve shall be corrosion resistant. (Sec 6.3, 7.2, 8.2, 9)



- ☐ Eye wash equipment shall deliver flushing fluid to both eyes simultaneously at a flow rate not less than 1.5 l/min. The flushing fluid streams should rise to approximately equal heights and should cover the areas between the interior and exterior lines of the test gauge when lowered not more than 38mm below the fluids peak. (Sec 7.1, 9.1 (c), 7.3.1)
- ☐ Eye / face wash equipment shall deliver flushing fluid to the eyes simultaneously at a flow rate not less than 11.4 l/min. The flushing fluid streams should rise to approximately equal heights and should cover the areas between the interior and exterior lines of the test gauge when lowered not more than 38mm below the fluids peak. (Sec 8.1, 8.3, 9.1 (d))
- ☐ The flushing fluid nozzles of eye and eye/face wash units shall be not less than 838mm and no greater than 1143mm from the surface on which the user stands and 153mm from the wall or nearest obstruction. (Sec 7.4, 8.4, 9.1 (c), 9.1 (d))
- ☐ The eye and eye/face wash operating control valve shall remain open without the use of the operator's hands. The valve shall be simple to operate and go from closed to fully open in one second or less. The valve shall be corrosion resistant. (Sec 7.2, 8.2, 9.1 (c), 9.1 (d))

ANSI Z358.1-2009 Safety Equipment Minimum Performance Checklist

**RECOMMENDED TESTING FLOW PRESSURE IS 30 psi
(+5 psi -0 psi)**

- ☐ Safety equipment shall be accessible within 10 seconds of hazard. (Sec 4.5.2, 5.4.2, 6.4.2, 7.4.2)
- ☐ Safety station shall be located on the same level as the hazard and the path of travel shall be free of obstructions. (Sec 4.5.2, 5.4.2, 6.4.2, 7.4.2)
- ☐ All employees subject to exposure to hazardous material should be instructed in the location and proper use of emergency equipment. (Sec 4.6.4, 5.5.4, 6.5.4, 7.5.4)
- ☐ Emergency equipment shall be activated weekly. (Sec 4.6.2, 5.5.2, 6.5.2, 7.5.2) All shower units shall be inspected annually to assure conformance with ANSI Z358.1. (Sec 4.6.5, 5.5.5, 6.5.5, 7.5.5)
- ☐ Combination unit components shall be capable of operating simultaneously and shall be positioned so that components may be used simultaneously by the same user. (Sec 7.3, 7.4.4)
- ☐ All plumbed emergency equipment shall be connected to a continuous source of flushing fluid supply which may be drinking water, preserved water, preserved buffered saline solution or other medically acceptable solution manufactured and labelled in accordance with applicable government regulations. (Sec 4.4, 4.10, 6.7 (c)), 7.5 (b), 8.5 (b), 9.5 (b), 11.3.3 (c))
- ☐ Drench hose must deliver a controlled flow of flushing fluid at a velocity low enough to be non-injurious. (Sec. 8.2.1)
- ☐ A drench hose can only be considered an eye wash – eye/face wash if it meets performance requirements in Sec 5 and/or 6.
- ☐ Delivery of tepid flushing fluid.* (Sec 4.5.6, 5.4.6, 6.4.6, 7.4.5). *Suggested temperature range – above 60°F (16°C) and below 100°F (38°C)
- ☐ Showerhead must be 82 to 96 inches (208.3cm – 243.8cm) above surface floor of user (Sec. 4.1.3, 7.1)
- ☐ Shower must deliver minimum of 20 gallons (75.7L) per minute and provide a column of water 20 inches (50.5cm) wide at 60 inches (152.4cm) above the surface floor of the user. (Sec. 4.1.2, 4.1.4, 7.1)
- ☐ Valve shall be designed so that the flushing flow remains on without the use of the operator's hands. The valve shall be simple to operate and go from "off" to "on" in one second or less and actuator can not be more than 69 inches (173.3cm) from surface floor of user. (Sec 4.2.7.1)
- ☐ Emergency equipment location shall be well lit and identified with a highly visible sign. (Sec 4.5.3, 5.4.3, 6.4.3, 7.4.3)
- ☐ Eye wash equipment must provide a means of controlled flow to both eyes simultaneously at a velocity low enough to be non-injurious. (Sec 5.1.1, 6.1.1, 7.1)
- ☐ Eye/face wash equipment must deliver minimum of 3 gallons (11.4L) per minute of water for 15 minutes. (Sec 6.1.6, 7.1) Eye wash only must deliver minimum of 0.4 gallon (1.5L) per minute for 15 minutes. (Sec 5.1.6, 7.1)



- ☐ The flushing fluid of an eye wash – eye/face wash shall cover the areas between the interior and exterior lines of a gauge at some point less than 8 inches (20.3cm) above the eye wash nozzle. (Sec 5.1.8, 6.1.8, 7.1)
- ☐ Outlets shall be protected from airborne contaminants. (Sec 5.1.3, 6.1.3, 7.1)
- ☐ Flushing fluid nozzles should be 33 to 45 inches (83.8cm – 114.3cm) from floor and minimum of 6 inches (15.3cm) from wall. (Sec 5.4.4, 6.4.4, 7.1)
- ☐ Valve shall be designed so that the flushing flow remains on without the use of the operator's hands. The valve shall be simple to operate and go from "off" to "on" in one second or less. (Sec 5.2, 6.2, 7.2)

product warranty statement - WATTS AUSTRALIA

EFFECTIVE FROM 20 November 2023

This Warranty Statement applies to products supplied by Australian Valve Group Pty Ltd (ACN 068 227 270) (**AVG**) or Enware Pty Ltd (ACN 662 302 767) (**Enware**) (each of AVG and Enware, a Supplier) and installed within Australia.

Subject to the terms and conditions outlined in this Warranty Statement, each Supplier warrants to its customers that a product supplied by it (**Product**) will be free from all defects in material and workmanship under normal usage for the applicable Warranty Period (as set out in the Warranty Table below). The Warranty Period commences from the date of delivery of the relevant Product.

1. Conditions

The warranty provided under this Warranty Statement will not apply in respect of a Product (or any Product defect, fault or resulting damage) if:

- (a) the Product is not installed and maintained in accordance with the requirements of the applicable laws, standards and codes (including, without limitation to, the National Construction Code Volume Three – Plumbing Code of Australia, associated reference standards as applicable at the time and AS/NZS 3500);
- (b) the Product is not installed and maintained by a qualified technician in accordance with the relevant installation and operation manual and instructions; and
- (c) any Product defect, faulty or resulting damage arises from:
 - (i) failure by you or any other person to follow the relevant manual or instructions (relating to the handling, storage, installation, fitting, connection, adjustment, maintenance or repair of the Product) published or provided by the Supplier;
 - (ii) 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, without limitation to, 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);
 - (iii) any parts or components not manufactured by the Supplier (or otherwise not authorised by the Supplier) are installed or combined with the Product, without the prior authorisation of the Supplier; or
 - (iv) any act or circumstance beyond our control including, without limitation to, accident, abnormal use, vandalism, fouling caused by foreign material, damage from adverse water conditions, chemical, acts of God, damage to buildings, other structures and infrastructure and loss or damage during transit or transportation of the Product, or any abuse, misuse, misapplication, improper installation or connection, or improper maintenance or alteration of the Product.

2. Make a claim

To make a claim under this Warranty Statement, you must notify the relevant Supplier in writing within 7 days of any alleged defect in the Product coming to your attention and provide the Supplier with proof of your purchase of the Product to the relevant Supplier:

- (a) If the Product is supplied by **AVG**, please contact AVG by telephone at 1800 284 287, or by email via its online portal <https://www.wattsau.com.au/support>.
- (b) If the Product is supplied by **Enware**, please complete the Product Service Request form (ENF091), which is available on request from our office (see contact details below), or online via <https://www.enware.com.au/warranty-service-form/>. All notifications and accompanying forms must be sent to Enware marked for the attention of Enware, 9 Endeavour Road, Caringbah NSW 2229. Enware can also be contacted by telephone (1300 369 273) or by email (info@enware.com.au).

On receipt of a notification from you of a claim under this Warranty Statement, the relevant Supplier may contact you requesting you provide reasonably additional evidence, information or details about your claim, or requiring that the relevant Product should be returned to the Supplier (in accordance with the Supplier's instructions) for inspection and testing.

Your failure to comply with any such request within a reasonable amount of time may result in your claim under this Warranty Statement being rejected.

3. Our responsibilities

(a) In the event that the Supplier is reasonably satisfied that there is a defect in the relevant Product within the applicable Warranty Period, the Supplier will, at its option, replace the Product, supply an equivalent product or repair the Product, free of charge. Your costs in making a warranty claim under this Warranty Statement, including any costs in relation to freight, collection, delivery and installation, are to be borne and paid by you. However, if in respect of a Product, it is indicated in the Warranty Table that labour support will be provided, and the Supplier is reasonably satisfied that a defect in the Product takes place during the period that labour support will be provided as indicated in the Warranty Table, the Supplier will bear the costs for delivery, repair and installation of the replacement Product (as applicable).

(b) TO THE EXTENT PERMITTED BY LAW AND SUBJECT TO PARAGRAPH 4 BELOW AND THE OPERATION OF THE AUSTRALIAN CONSUMER LAW:

- (i) THE WARRANTY SET OUT IN THIS WARRANTY STATEMENT IS GIVEN EXPRESSLY AND IS THE ONLY WARRANTY GIVEN BY THE SUPPLIER WITH RESPECT TO THE RELEVANT PRODUCT;
- (ii) THE SUPPLIER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED;
- (iii) THE SUPPLIER HEREBY SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; AND
- (iv) THE REMEDY DESCRIBED IN THIS WARRANTY STATEMENT SHALL CONSTITUTE THE SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY, AND THE SUPPLIER SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR LOST PROFITS OR THE COST OF REPAIRING OR REPLACING OTHER PROPERTY WHICH IS DAMAGED IF THE PRODUCT DOES NOT WORK PROPERLY.

4. Australian Consumer Law

This paragraph 4 applies if you are a 'Consumer' (as defined in section 3 of the Australian Consumer Law (**ACL**)) and the Product or services supplied to you falls within the goods or services which, for the purposes of the ACL, are of a kind ordinarily acquired for personal, domestic or household use or consumption.

The Products and services provided by the Supplier come with guarantees that cannot be excluded under the ACL, and noting in this Warranty Statement should be interpreted as attempting to exclude, restrict or modify such guarantees or your rights under the ACL. For major failures with any services, you are entitled:

- (c) to cancel your service contract with us; and
- (d) to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with Products. If a failure with the Product or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the Products and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the Products or service*.

5. Warranty table

*the applicable period commences on the date of delivery of the Product.

PRODUCT GROUP	PRODUCT SERIES CODES	WARRANTY PERIOD (YEARS)*	LABOUR SUPPORT (YEARS)*
Safety	ECE, EEE, ENB, EFE, EL, ENBE, EM, SELF CONTAINED AND GRAVITY FED	2	1