Oras Electra Metal Free Sensor Mixer Tap

Installation and Maintenance Instructions

ENM9220
ENM9250
ENM9220MB
ENM9250MB

technical data

Inlet Connection	3/8" x 1/2" BSP Flexi Connector
Recommended Working Pressure Range	100 - 500 kPa
Maximum Static Pressure	1600 kPa (for testing purposes)
Maximum Operating Temperature	70°C
WELS Flow Rate	5.5 L/min
Sensor Range	Optimally preset using Auto-Focus technology
Maximum Flow Time	2 minutes per activation (adjustable)
Power - Mains	9V transformer with 4.5m lead Input:100-240V~50/60Hz | Output:+9V DC
Power - Battery	3V Lithium (2 x 1.5V AA) battery | Battery life guide: 4 ± 1 years
Protection Class	IP55

Enware products are to be installed in accordance with the Plumbing Code of Australia (PCA) and AS/NZS3500. Installations not complying with PCA and AS/NZS 3500 may void the product and performance warranty provisions. Reference should also be made to the Australasian Health Facility Guidelines (AHFG), ABCB and Local Government regulations when considering the choice of, and the installation of these products.

This product is compliant with the Lead Free requirements of NCC Volume Three.

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

For use with potable water only.

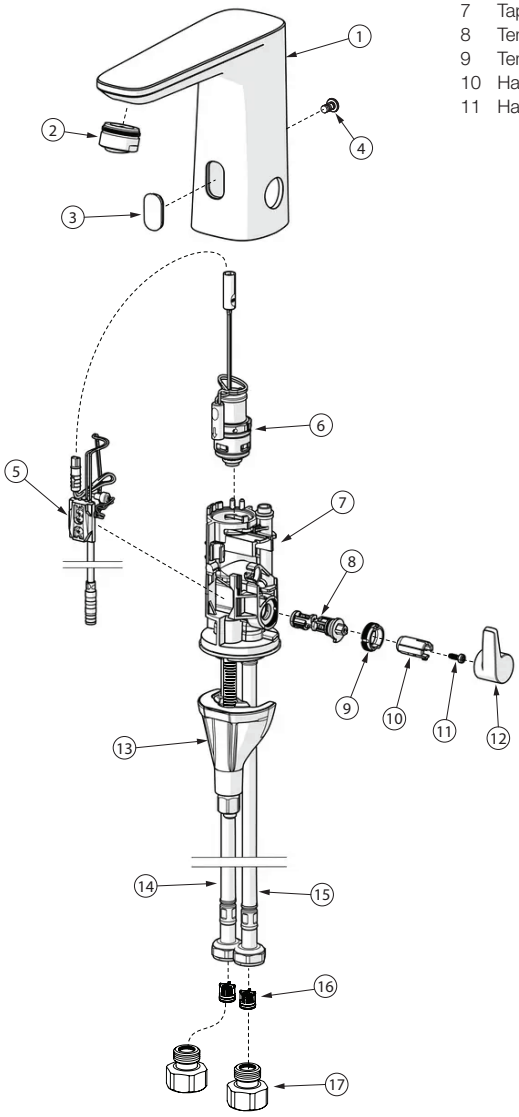
NOTE: Enware Australia advises:
1. Due to ongoing Research and Development, specifications may change without notice.
2. Component specifications may change on some export models.

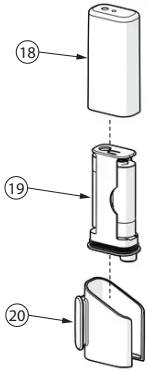
I00652_02 Jun 2026

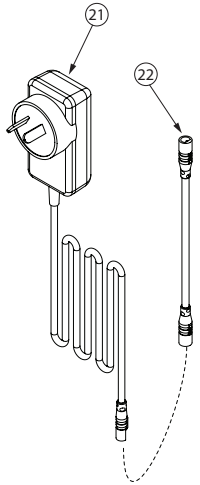
Rev. A.2

Components

1 Tap body
2 Aerator 5.5lpm tilt adjustable angle
3 Sensor lens cover
4 Retainer screw
5 Sensor 3V/9V
6 Solenoid
7 Tap base
8 Temperature regulator
9 Temperature limiter
10 Handle bracket
11 Handle screw
12 Temperature control handle
13 Fixing nut
14 Hot inlet hose
15 Cold inlet hose
16 Check valve
17 3/8" x 1/2" adaptor
18 Battery case
19 Battery holder (2x1.5V AA lithium batteries)
20 Bracket
21 Transformer 9V 4.5m
22 Adaptor cable 100mm







before installation

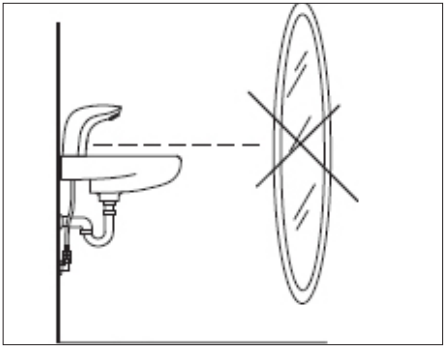
Before proceeding with installation ensure all operating and dimensional specifications are suitable for the intended installation.

- All supply lines must be flushed thoroughly to remove debris prior to the installation of this product, as per AS/NZS 3500.1. Debris in solenoid valve may void warranty. Strainers (40 mesh) are recommended if debris is an ongoing problem.
- A pressure reduction valve may be required to comply with the recommended maximum supply pressure and/or balanced pressure requirements.
- It is recommended that isolation valves are installed on the water supply prior to the tap and that it is easily accessible.

WARNING: Do not cut the electrical cable of the sensor tap, or alter the product in any way to suit installation. Damage caused in this way will void warranty.

Extended cable transformer and extension cables are available if extra power cable length is required.

It is advised NOT TO position taps directly in front of a mirror where the sensor could reflect back, causing false operation.



installation

1. Prepare a tap hole on bench.
   Tap hole can be between 34 – 37mm in diameter.
   Maximum bench thickness is 40mm. **SEE IMAGE 01**
2. Feed sensor cable and inlet hoses through the tap hole and fit the tap on bench, being careful not to pinch the sensor cable. **SEE IMAGE 03-1**
3. For bench thickness less than 2mm (e.g. stainless steel sinks), fit the stabilising washer. **SEE IMAGE 02**
4. From underneath the bench, fit fixing nut onto the threaded bolt, and slide fixing nut up into position. Ensure the sensor cable is not pinched by fixing nut. **SEE IMAGE 03-2**

   Note: Slide-up fixing nut is half-threaded for quick installation. The nut can be simply pushed up into position without the need to turn the nut.

   Once in position, the nut can be tightened as normal, using a spanner. **SEE IMAGE 03-3**

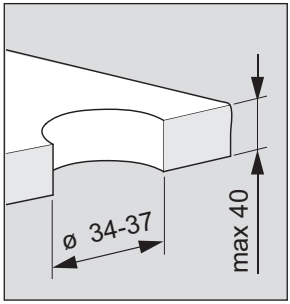


IMAGE 01

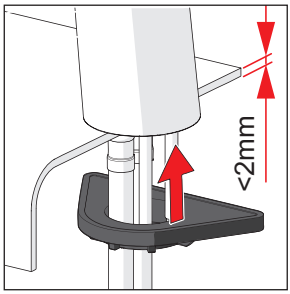


IMAGE 02

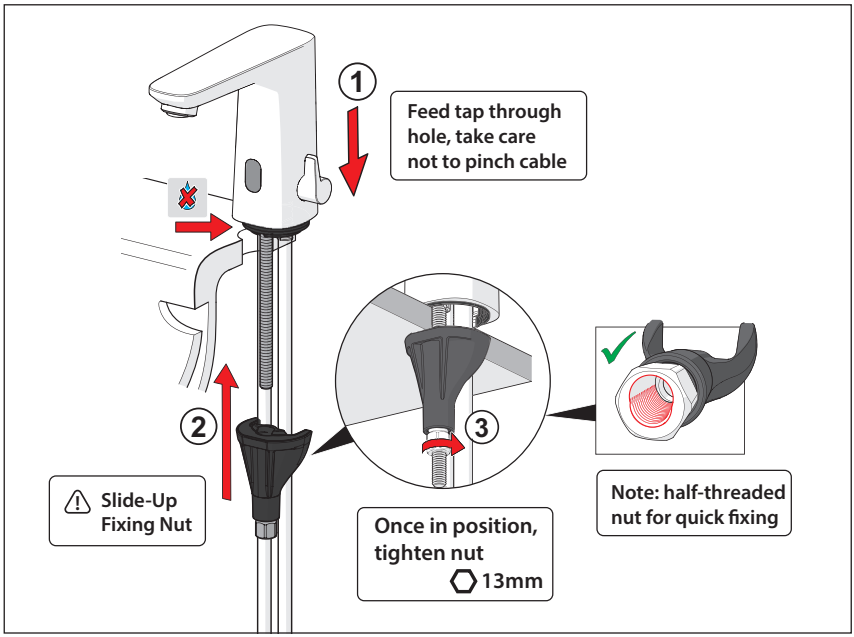


IMAGE 03

5. Connect inlet hoses to hot and cold water supplies. Tighten nuts with a spanner while holding onto the flats of the hose crimp with pliers, and ensure that the hose is not kinked, bent, twisted, or stretched. **SEE IMAGE 04**

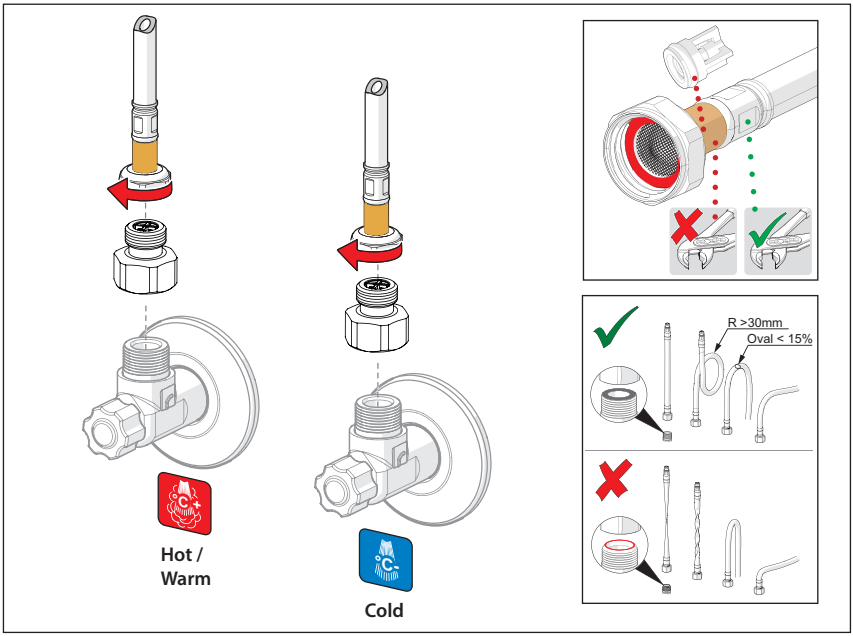


IMAGE 04

Continued next page -->

6. Connect transformer or battery to the sensor cable.

Transformer (Mains):

Ensure white line on the cable connector is aligning with the white line on transformer cable connector, then firmly press the connector into transformer cable connector. Plug transformer into power supply. **SEE IMAGE 06 & 07**

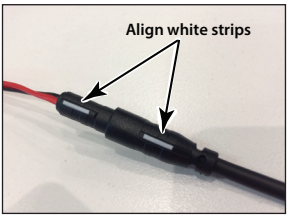


IMAGE 06

! WARNING !
Failure to align the connections correctly will result in permanent damage to the sensor & void warranty

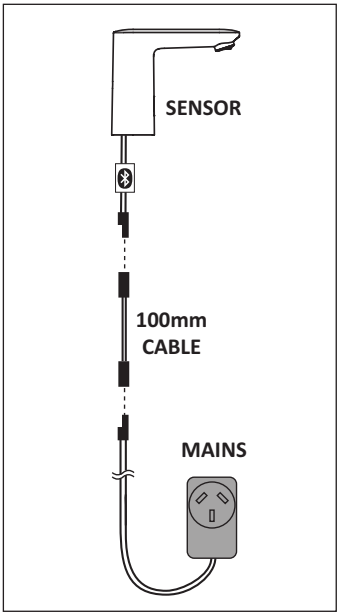


IMAGE 07

Battery:

Ensure white line on the cable connector is aligning with the white line in the battery holder, then firmly press connector into battery holder. **SEE IMAGE 08**

! WARNING !
Failure to align the connections correctly will result in permanent damage to the sensor & void warranty

Attach bracket onto inlet hose — to do this, first hook the O-ring onto bracket, wrap the O-ring around the inlet hose, and hook the other end of the O-ring to the other end of the bracket.
Insert battery holder into the bracket in the upside down position with the battery connector facing down. (Facing the connection upside down prevents water pooling near the connection.)
SEE IMAGE 08

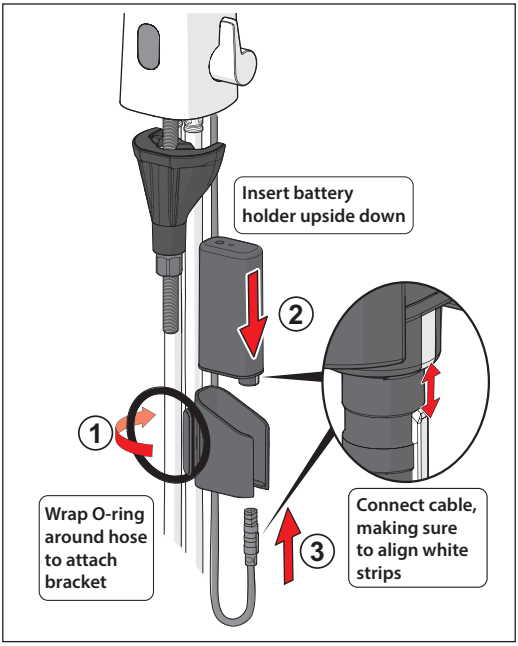


IMAGE 08

7. Turn on water supply and power. Test operation of the tap.

TEMPERATURE LIMITER

Install temperature limiter to restrict maximum water temperature.

1. Connect sensor tap to Oras360 App using a mobile device. Monitor the water temperature using the App. (See Sensor Program - page 19)

2. Using a 2mm Allen key or a small tool, press the lug on the back of temperature control handle to release and pull the handle off.

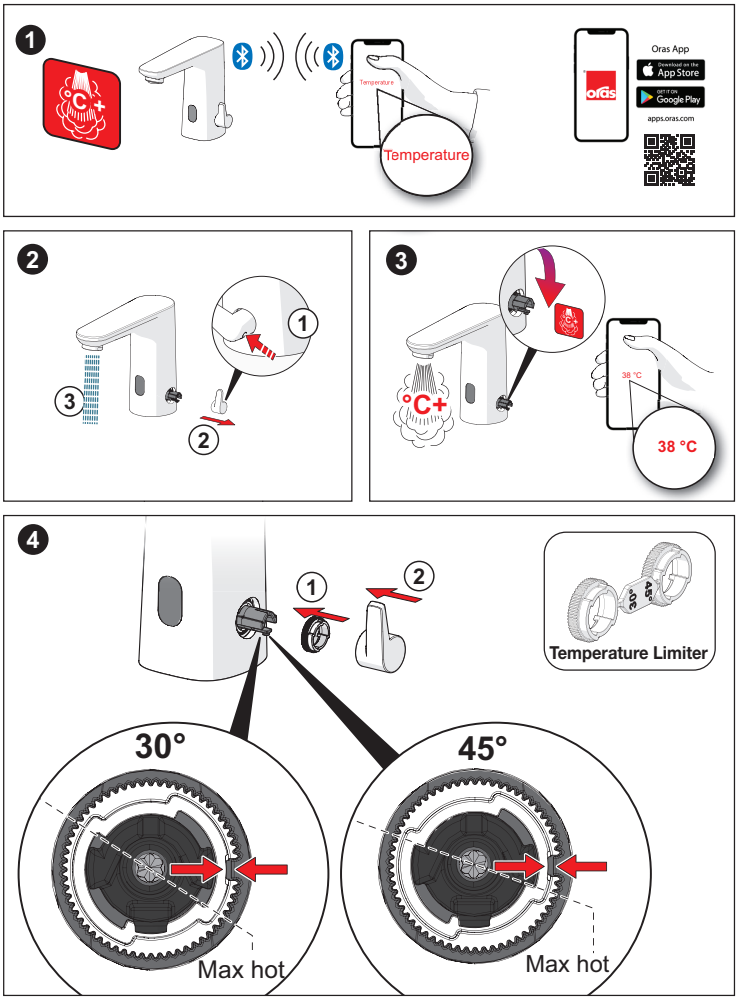
3. Turn tap on and adjust water temperature to 38°C.

4. Choose one temperature limiter, and fit over handle bracket as shown.

   45° angle will restrict temperature to a low setting.

   30° angle will have a higher maximum temperature setting.

   Fit the temperature control handle back on.



operating instructions

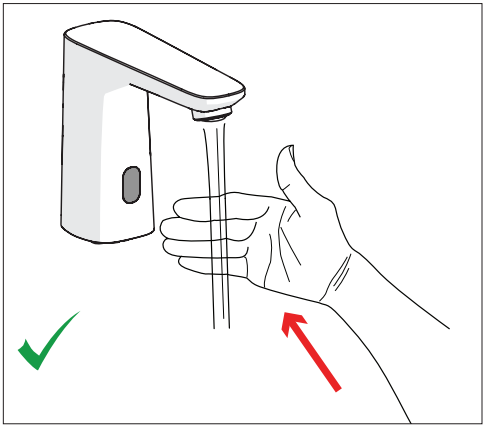
TO TURN ON

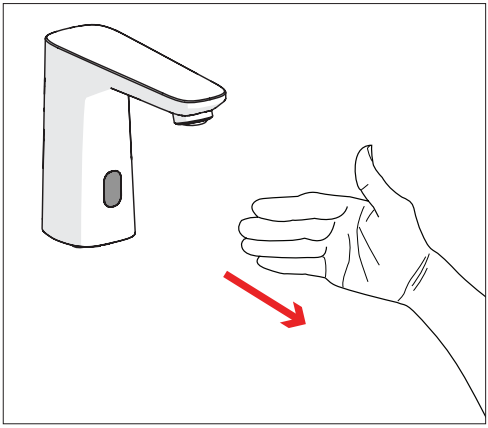
Place hand under spout, in front of sensor.
Water starts to flow.

TO TURN OFF

Pull hand away.

Water flow stops after 3 seconds.





Once sensor is activated, water runs for a minimum of 3 seconds*.

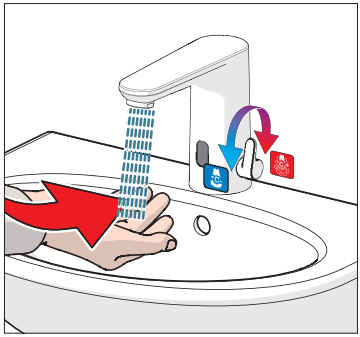
Maximum continuous run time per sensor activation is 2 minutes* for continuous use.

* The sensor factory settings such as run time and sensor range can be changed using Oras360 App. See "Sensor Program" for more information.

TEMPERATURE ADJUSTMENT

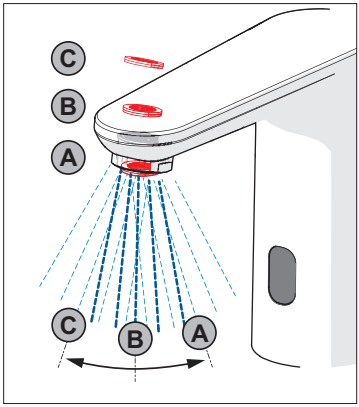
Turn the temperature control handle on the side of tap to adjust temperature.

- Turn handle towards the back to increase temperature.
- Turn handle towards the front to decrease temperature.



AERATOR ANGLE ADJUSTMENT

Push the aerator from the underside to tilt it to a desired angle.



CLEANING MODE

Cleaning mode disables sensor activation for 5 minutes^, during which time cleaning can be carried out without unexpectedly turning the tap on. It is a handy way to deactivate the sensor for a short time, besides turning water off at the isolation or covering the sensor lens. Cleaning mode can be activated using Oras360 App command button.

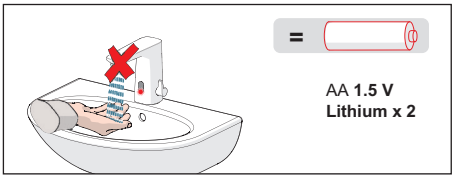
^ Cleaning Mode duration can be changed using Oras360 App - see "Sensor Program".

maintenance

CHANGING BATTERY

Red light blinking in the sensor indicates the battery level is low. Replace batteries with 2x AA Lithium batteries.

1. Detach sensor cable from battery. **SEE IMAGE 09-1**
2. Lift battery casing from bracket. Pull open battery casing. **SEE IMAGE 09-2**
3. Replace batteries with 2x AA Lithium batteries. Ensure batteries are fitted with the correct poloarity (+/-) as indicated.
4. Put battery casing and holder together, and connect sensor cable. Ensure white line on the cable connector is aligning with the white line in the battery holder, then firmly press connector into battery holder. **SEE IMAGE 08-2 & 08-3**



! WARNING !
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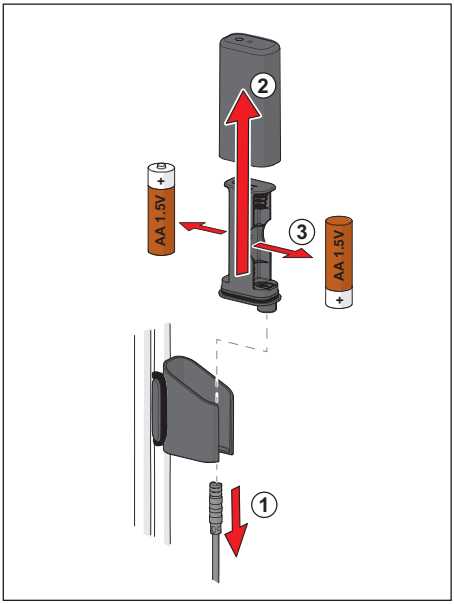


IMAGE 09

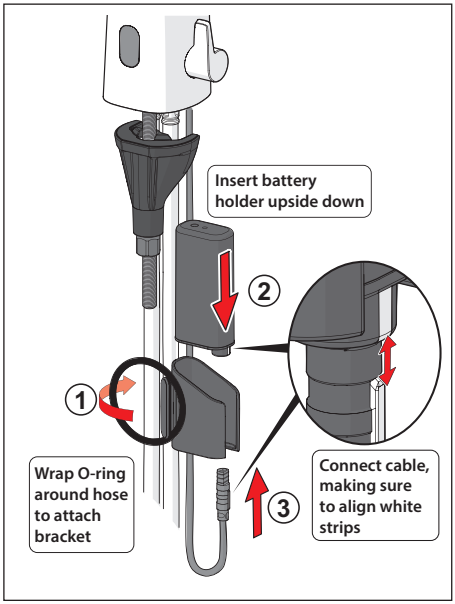


IMAGE 08

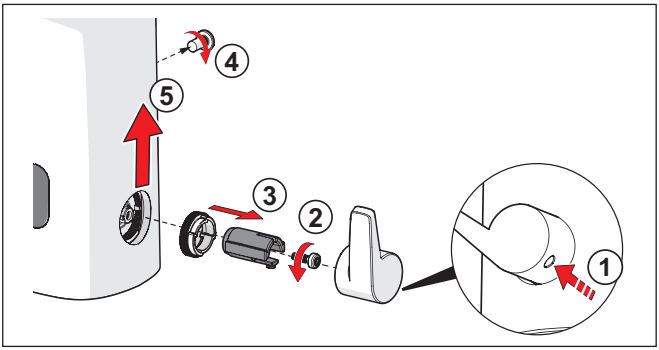
ACCESS TO INTERNAL COMPONENTS

Disconnect battery or transformer.

Turn off water supply to the tap.

1. Using a 2mm Allen key or a small tool, press the lug on the back of temperature control handle to release and pull the handle off.
2. Using a T-10 Torx key, unwind and remove screw from the temperature control.
3. Pull out handle bracket and temperature limiter.
4. Use a 2mm Allen key to remove retainer screw from the back of tap body.
5. Lift tap body vertically off the tap base.

Proceed to service of solenoid or sensor as required.



SERVICING / CHANGING SOLENOID VALVE

Disconnect battery or transformer.

Turn off water supply to the tap.

SEE IMAGE 10

1. Using a 2mm Allen key or a small tool, press the lug on the back of temperature control handle to release and pull the handle off.
2. Using a T-10 Torx key, unwind and remove screw from the temperature control.
3. Pull out handle bracket and temperature limiter.
4. Use a 2mm Allen key to remove retainer screw from the back of tap body.
5. Lift tap body vertically off the tap base.
6. Remove solenoid cover.
7. Disconnect sensor cable from solenoid.
8. Using a T-10 Torx key, unwind and remove screw.
9. Remove side cover.
10. Remove inlet port.
11. Pull out locking pin.
12. Pull solenoid up to remove. Check the O-ring is attached to the bottom of solenoid.
13. Unscrew bottom of solenoid to reveal the diaphragm and clean. Check for any damage to membrane and replace if necessary.
14. Note the correct orientation of membrane and attach to the bottom of solenoid.
15. Re-assemble solenoid, following the above steps in reverse order.

When reconnecting cables, ensure the white lines on the cable connectors align. **SEE IMAGE 06**

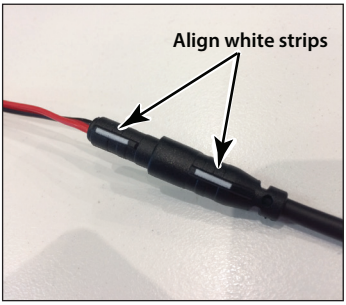


IMAGE 06

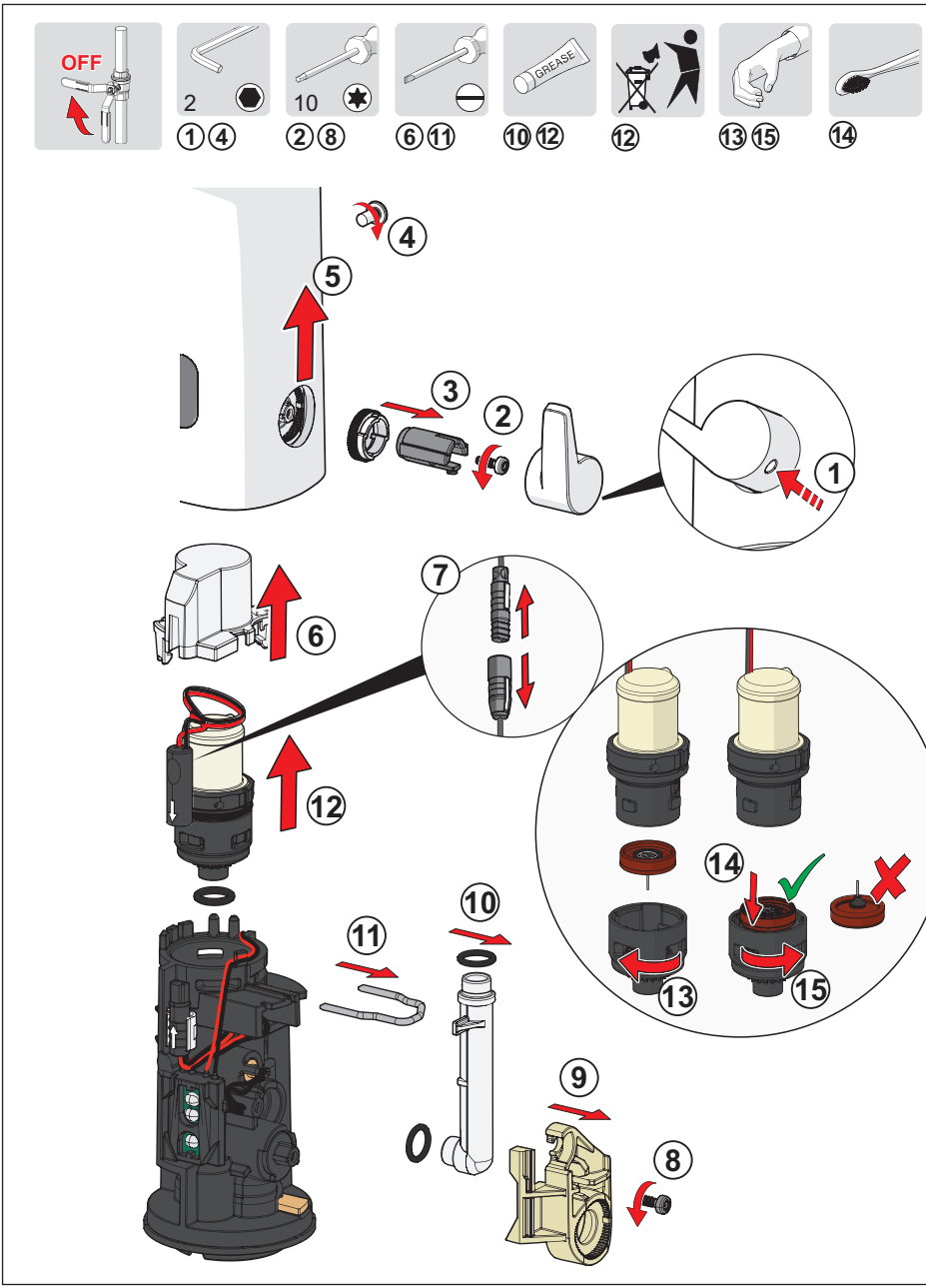


IMAGE 10

CHANGING SENSOR

Disconnect battery or transformer.

Turn off water supply to the tap.

SEE IMAGE 11

1. Using a 2mm Allen key or a small tool, press the lug on the back of temperature control handle to release and pull the handle off.
2. Using a T-10 Torx key, unwind and remove screw from the temperature control.
3. Pull out handle bracket and temperature limiter.
4. Use a 2mm Allen key to remove retainer screw from the back of tap body.
5. Lift tap body vertically off the tap base.
6. Remove solenoid cover.
7. Using a T-10 Torx key, unwind and remove screw.
8. Remove side cover.
9. Disconnect sensor cable from solenoid.
10. Pull out temperature probe from tap base.
11. Slide sensor out to the right to remove sensor from tap base. Release the sensor cable from positioning hooks located at the back of tap base, then pull out the cable.
12. Install new sensor and re-assemble the tap by following the above steps in reverse order.

When reconnecting cables, ensure the white lines on the cable connectors align. **SEE IMAGE 06**

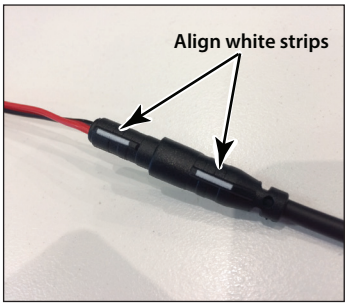


IMAGE 06

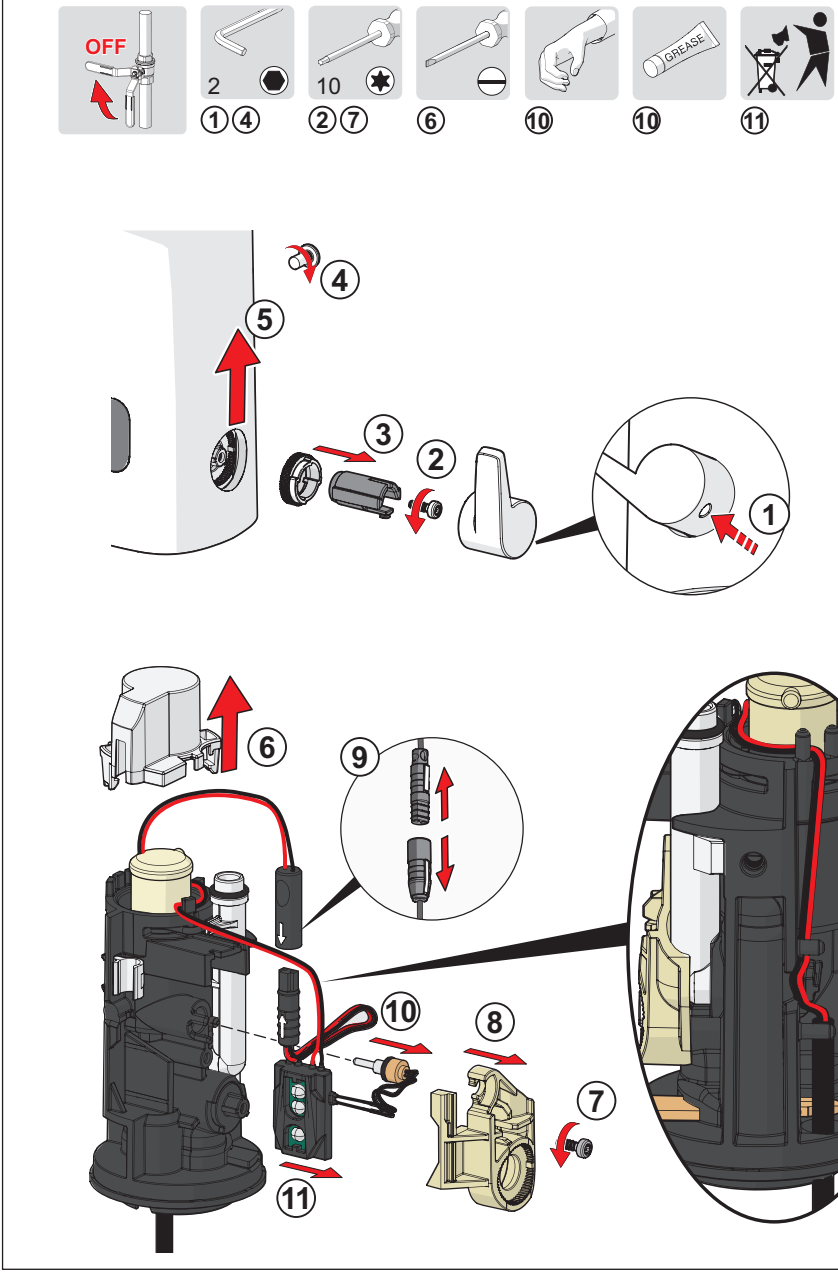


IMAGE 11

CHANGING TEMPERATURE REGULATOR

Disconnect battery or transformer.

Turn off water supply to the tap.

SEE IMAGE 12

1. Using a 2mm Allen key or a small tool, press the lug on the back of temperature control handle to release and pull the handle off.
2. Using a T-10 Torx key, unwind and remove screw from the temperature control.
3. Pull out handle bracket and temperature limiter.
4. Use a 2mm Allen key to remove retainer screw from the back of tap body.
5. Lift tap body vertically off the tap base.
6. Using a T-10 Torx key, unwind and remove screw.
7. Remove side cover.
8. Pull out temperature regulator cartridge.
9. On the new cartridge, lightly apply grease to the sealing O-ring, then install new cartridge. Re-assemble the tap by following the above steps in reverse order.

When reconnecting cables, ensure the white lines on the cable connectors align. **SEE IMAGE 06**

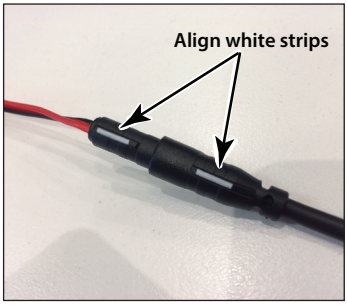
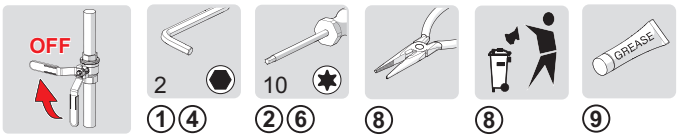
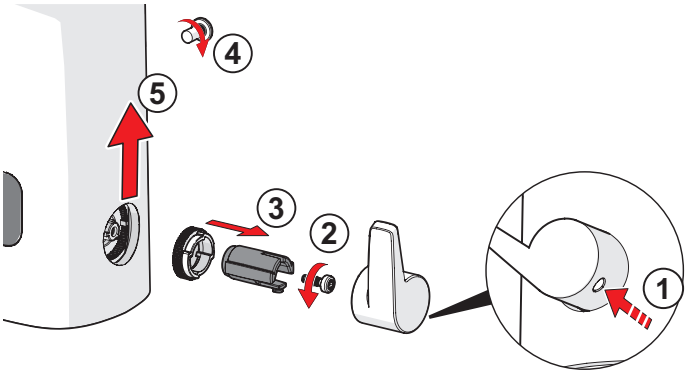


IMAGE 06





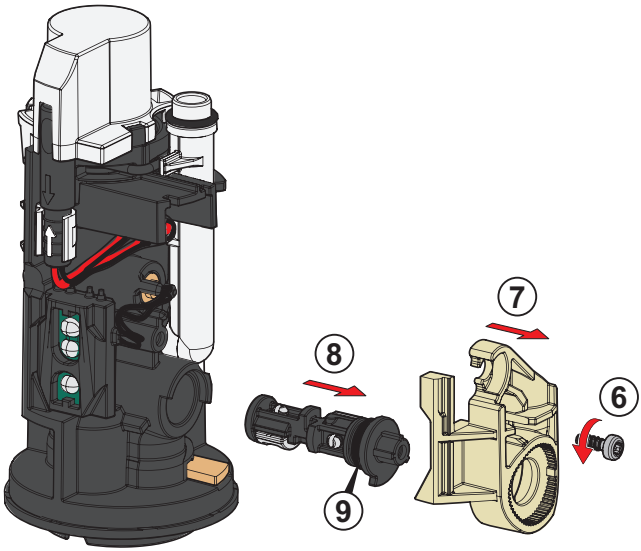


IMAGE 12

CLEAN AERATOR

Clean aerator periodically. Use a spanner to unscrew the aerator, and rinse the aerator under running water.

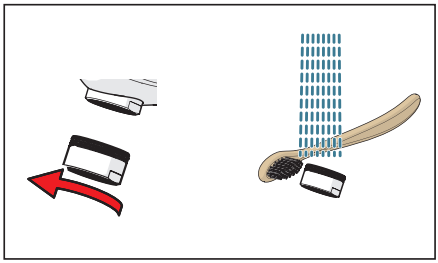


IMAGE 13

CLEANING

Enware products should be cleaned with a soft damp cloth using only mild liquid detergent or soap and water. Do not use cleaning agents containing a corrosive acid, scouring agent or solvent chemicals. Do not use cream cleaners, as they are abrasive. Use of unsuitable cleaning agents may damage the surface. Any damage caused in this way will not be covered by warranty.

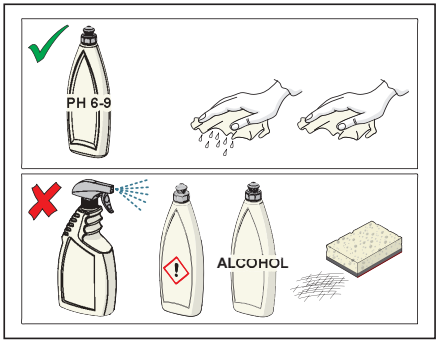


IMAGE 14

sensor program

The sensor has a built-in program that can be accessed using the Oras 360 App on a mobile device, to monitor or adjust the sensor program. (Available on sensors with Bluetooth® connectivity.)

Through the Oras 360 App, you can:

- Identify the Bluetooth® sensors in the vicinity
- Access all important product information and adjust current settings with secure password access
- Set periodic automatic flushing to avoid water becoming stagnant
- Turn the tap on or off remotely
- Turn the tap off for a set time, for cleaning
- Report the product information and settings made directly to your email
- Keep track of the remaining battery life
- Monitor water consumption

HOW TO USE THE ORAS 360 APP

1. Download the Oras 360 App from the App Store in an iOS device, or from the Google Play store in an Android device.

Download on the App Store

GET IT ON Google Play

ORAS360
Productivity

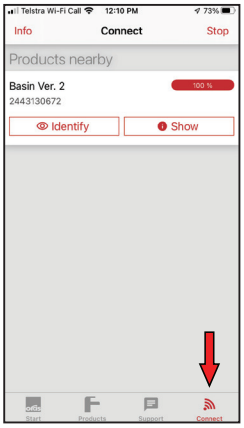
2. Turn on the Bluetooth® wireless connection in your smart phone or tablet settings.

3. Open the Oras 360 App. Press the "Connect" icon at bottom. All Bluetooth® compatible tap sensors in the vicinity will be listed automatically.
(If the product is not listed, check that the sensor tap has power turned on or the battery plugged in.)

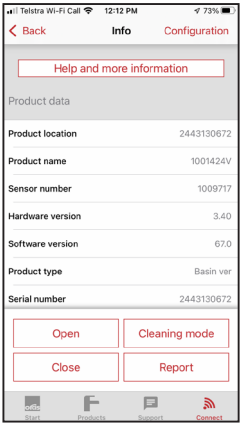
4. Select the desired sensor.

   Press the "Identify" button to confirm the sensor selected is correct. (Sensor will light up and turns water on for 2 seconds.)

   Press the "Show" button to access the tap information and settings.



The first page shows information about the sensor such as serial number, type, usage and the state of power source or battery life.



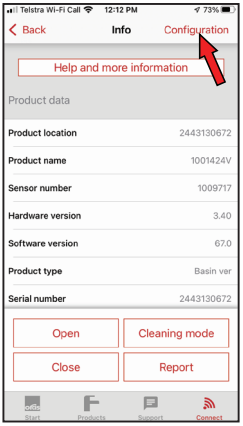
COMMAND BUTTONS

The lower section has command buttons for the tap.

Use the "Open" or "Close" button to open or close the tap using the App.

"Cleaning mode" turns off the sensor for a fixed period of time so that the tap does not activate while cleaning. (Cleaning mode is indicated by a slow green pulsing light on sensor.)

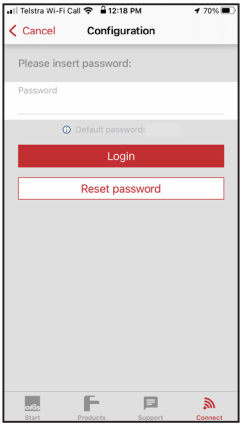
"Report" function will generate the sensor information to send out as a report using an email or messaging app in the mobile device.

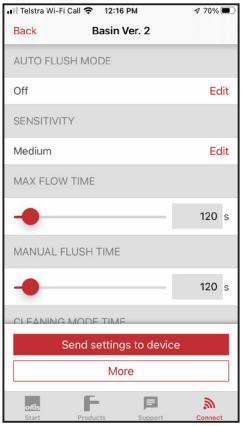


CHANGING THE SENSOR PROGRAM SETTINGS

1. To access the sensor program, press the "Configuration" button.
2. Enter the password. (Default password is shown in the App.)
3. Change the settings as desired.
   Once the settings are set in the App, send the settings to the sensor tap. (Press the "Send settings to device" button.)
4. Activate the sensor tap several times for the new settings to come into effect.

For explanation on the program settings listed, see the explanation next page.





Automatic Flush Mode:
Can set the tap to turn on by itself periodically to flush the water in the line, to prevent the water becoming stagnant. [Set the flush duration (s) and interval (hrs or weekly schedule). Default setting is OFF.]

Sensitivity:
Reduce the sensitivity (Low) if bright lighting or environmental disturbance is affecting sensor function. Increase the sensitivity (High) if sensor is not detecting the user well. [Set to High, Medium or Low.]

Max Flow Time:
Set the maximum length of time the water can run for per activation while the user is in the sensor range. If the water runs for longer than this time, the sensor goes to Vandalism state and turns off. It will stay closed until the object in the sensor range is removed, and the sensor will return to normal mode.
[Set the time from 2 to 1800 seconds.]

Manual Flush Time:
Set the maximum length of time the water can run for per activation when activated by the App using a mobile device. [Set the time from 1 to 1800 seconds.]

Cleaning Mode Time:
Set the length of time the tap will be turned off for Cleaning Mode (activated by the App using a mobile device). [Set the time from 2 to 1800 seconds.]

After Flow Time:
Set the length of time the tap runs for after user moves hand away from sensor range.
[Set from 1 to 20 seconds.]

Intelligent After Flow Mode:
Turn on to allow the sensor to control and vary the After Flow Time down to 1 sec depending on how long the user is inside the sensor range. (In addition to normal After Flow mode)

Open Distance (Sensor Range):
Set the sensor detection range. [Settings: Short - reduces the sensor range distance by -20%; Optimal - factory setting; Long - increases sensor range distance by +20%.]

Bluetooth Mode
Bluetooth connectivity on the sensor. [Settings: Always On / Active After Usage / Active After Boot / IR Detection Off]

Operation Mode:

- **Automatic (Auto Sense)** - Tap turns on and stays on as long as the user is within sensor range, up to the max flow time. Turns off when the user is out of sensor range.
- **Hand shower** - Short swing activates hand shower mode. The waterflow stops after the max flow time or when a hand is again in the sensor range. If a hand is in the range longer than 1s, it activates the Automatic mode.
- **Manual ON/ AUTO OFF** - If hand is within sensor range for longer than Activation Delay Time, the tap turns on and runs for the fixed duration of the maximum flow time without interruption. Set the Activation delay time from 1 to 20 seconds.

Flow Rate (for Consumption Calculation):
Set the flow rate of the tap outlet to monitor water consumption. [Set from 1 up to 40 l/min.]

App Control:
Activate or deactivate command buttons. [All Allowed / Valve Open Disabled / All Disabled]

Product Location:
Enter the name of your choice to identify the location of the tap.

Area Code:
Designate a number of your choice to identify the location / area of the tap.

Change Password:
Set the password of your choice to limit access to the settings by others (e.g. for public places).

troubleshooting

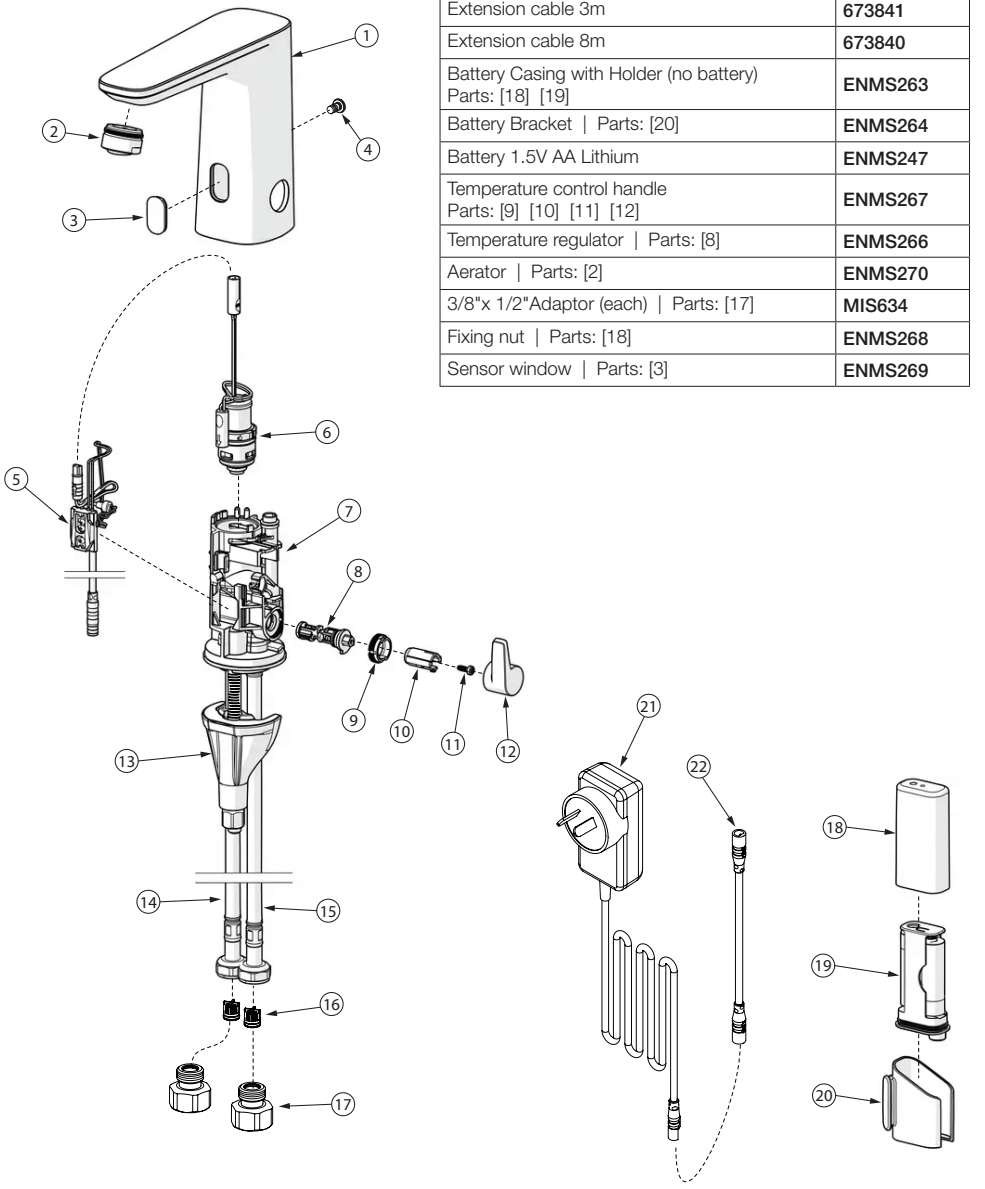
FAULT / SYMPTOM	CAUSE	RECTIFICATION
Leaking or dripping water from outlet	Solenoid has debris caught in the mechanism	Remove solenoid and inspect solenoid membrane for debris. Remove debris and/or replace solenoid if damaged.
	Supply water pressure is too high. Incorrect installation	Check water pressure and install a pressure reduction valve if greater than 500 kPa.
	Solenoid valve is damaged	Replace Solenoid valve.
No water flow from tap	Water turned off	Turn water on.
	Power supply is turned off	Turn on power supply.
	Sensor is covered up or detecting an object for longer than "Max Flow Time", and sensor is in "Vandalism mode"	Remove interfering object.
	Sensor is in "Cleaning Mode"	Wait until "Cleaning Mode" finishes. Turn on tap using Oras360 App. Change "Cleaning Mode" settings in Oras360 App.
	Electronic component failure – solenoid valve, sensor, battery or transformer	Access the sensor program by Oras360 App, and check for any error indication. Alternatively, check that light turns on in the sensor lens for a few seconds when power is first connected. If it does, the problem is likely to be with the solenoid. If not, either sensor, or power pack, or both may be faulty. Follow steps in Maintenance and Servicing instructions, and replace if needed. Replace battery if required.
	Power supply failure	Check that the sensor cable is not damaged or pinched between the fixing plate and tap body. Replace sensor if cable is damaged.
Water is leaking from base of tap body	Solenoid valve is damaged or O-rings are worn	Remove Solenoid and inspect. Replace solenoid or O-rings if damaged.
	Tap body is not fully engaged into tap base	Ensure internal components are aligned and that tap body is fully engaged into the base, being careful not to pinch any electronic cables.
	Solenoid valve loose in body	Ensure solenoid valve is secure in tap body.

FAULT / SYMPTOM	CAUSE	RECTIFICATION
Constant flow of water	Solenoid valve is damaged or solenoid has debris caught in the mechanism	Remove solenoid and inspect solenoid membrane for debris. Remove debris and/or replace solenoid if damaged.
	Electronic component failure – solenoid valve/ sensor/ battery/ power supply	Follow steps in Maintenance and Servicing instructions and replace if needed.
	Power supply is turned off	Turn on power supply
	Sensor is constantly activated by an object in front of sensor, such as a raised sink or bowl	Remove interfering object
Tap turns on randomly or erratically	Sensor beam interference by reflections off mirror or high-visibility vest	Remove interfering object. Adjust sensor range and/or sensitivity by reprogramming the sensor
	Incompatible lighting or electrical interference in the environment	Remove interference. Adjust sensor range and/or sensitivity by reprogramming the sensor
Battery only lasts a few weeks or days	Sensor has been permanently damaged due to reversed polarity (being incorrectly connected)	Replace sensor and battery. (A new battery typically lasts between 3 to 5 years, depending on frequency of use).
Sensor red/orange light constantly blinks	Low voltage Battery is running out, or power supply is insufficient	Replace battery. Check if power cable is not pinched or damaged. Check power supply.
Water stop slowly – long past After-Flow time	Solenoid has debris caught in the mechanism	Remove solenoid and inspect solenoid membrane for debris. Remove debris and/or replace solenoid if damaged.
Low flow from tap	Debris caught in flow path	Remove aerator and/or solenoid, then inspect and clean pathway.
	Aerator or flow control is blocked by debris	Remove aerator and flow control from spout and clean debris
	Inlet hose is kinked	Re-install inlet hose without any sharp bends, replace hose if necessary

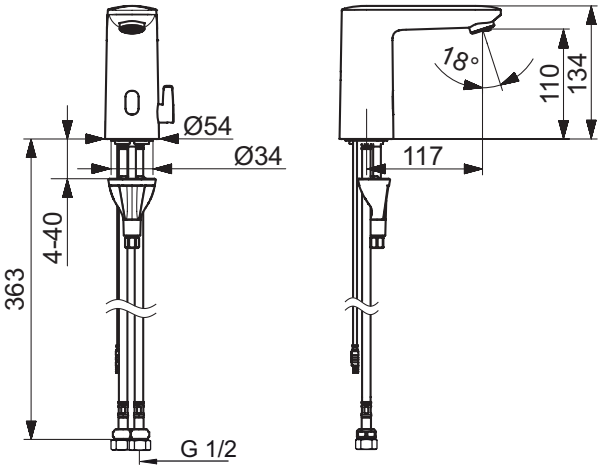
For further assistance, contact the Enware Service Team on 1300 369 273.

spare parts

DESCRIPTION	PART CODE
Sensor 9V/3V | Parts: [5]	ENMS265
Solenoid valve 1013394V | Parts: [6]	ENMS240
Transformer 9V 4.5m lead | Parts: [21]	ENMS210
Adaptor cable 100mm | Parts: [22]	693454
Extension cable 3m	673841
Extension cable 8m	673840
Battery Casing with Holder (no battery) Parts: [18] [19]	ENMS263
Battery Bracket | Parts: [20]	ENMS264
Battery 1.5V AA Lithium	ENMS247
Temperature control handle Parts: [9] [10] [11] [12]	ENMS267
Temperature regulator | Parts: [8]	ENMS266
Aerator | Parts: [2]	ENMS270
3/8"x 1/2"Adaptor (each) | Parts: [17]	MIS634
Fixing nut | Parts: [18]	ENMS268
Sensor window | Parts: [3]	ENMS269



dimensions



All measurements are in millimetres.

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)*
Enware Electronic Sensor	ENM	3	2

1300 369 273
info@enware.com.au
enware.com.au