



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
Jumper Valve Tapware	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)	2 Years: 1 Year parts and labour on the complete assembly then a further 1 Year parts only warranty is applicable
Ceramic Disc Cartridge Tapware	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	10 Years: 10 Year ceramic disc cartridges –parts only; 1 Year parts and labour on complete assembly
Commercial Laboratory Tapware	ComLab Series (LC, LCN) School Laboratory Tapware (LF, LCS) Wellbeing™	5 Years*: 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 needed valve cartridges and gas products</i>
Commercial Laboratory Tapware	Reverse Osmosis (RO) Water Laboratory Tapware	1 Year parts and labour on RO water products
Wellbeing Range	WB	5 Years Conditional Warranty 2 years parts and labour on the complete assembly; an additional 3 years, parts supply only, on Ceramic Disc Cartridges
Leva Sequential Range	LEVSQ	5 Years Conditional Warranty 2 years parts and labour on the complete assembly; an additional 3 years, parts supply only, on Ceramic Disc Cartridges.
Commercial Laboratory Tapware	Stainless Steel Tapware	1 Year parts and labour on the complete assembly
Commercial Laboratory Tapware	Pure Water Tap & Outlet	1 Year parts and labour on the complete assembly
Outlets	Classic (SP) and Cache (SPC) Series	1 Year parts and labour on the complete assembly
Spring Action Bubblers and Tapware	Spring Action Series (BUB)	1 Year parts and labour on the complete assembly

TAPWARE (MECHANICAL OR ELECTRONICS), SHOWERS & OUTLETS

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

SPECIALISED LABORATORY FITTINGS - SPECTRON (MESSER)

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

ENWARE-ORAS TAPWARE - SINGLE LEVER MIXERS AND ELECTRONICS

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Enware-Oras Single Lever Mixers	Viva (SLM300A) Series, Vega (SLM600) Series, Cubista (SLM800) Series	15 years* : 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. **This extended parts only warranty is applicable to Oras Ceramic Disc Single Lever Mixer products purchased within Australia
Enware-Oras Electronic Tapware	VIVA Series (ENM60##), VEGA Series (ENM61##), CUBISTA Series (ENM64##), ENM6###	3 Years* : 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>
Accessories & Spare Parts		1 Year warranted against material and manufacturing defects

TIME FLOW TAPWARE - TAPWARE, VALVES & SHOWER MODULES

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Enware-Delabie Time Flow Tapware & Showers	TFC Series	10 Years* : 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>
Accessories & Spare Parts		1 Year warranted against material and manufacturing defects

THERMOSTATIC MIXING VALVES

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

FLUSHING SYSTEMS

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Electronics Urinal Flushing	EMF300 Series	1 Year parts and labour on complete assembly
Electronics WC Flushing	EMF400 Series	1 Year parts and labour on complete assembly
Accessories & Spare Parts		1 Year 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)	1 Year parts and labour on complete assembly

ENWARE SAFETY SYSTEMS

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

SANITARY WARE & BATHROOM CARE PRODUCTS - PRESSALIT

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Pressalit Toilet Seats		10 years warranted against material and manufacturing defects
Accessories & Spare Parts		1 Year 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	3 Years warranted against material and manufacturing defects
Accessories & Spare Parts		1 Year warranted against material and manufacturing defects

FUNERAL HOME, MORTUARY AND ANATOMICAL SCIENCE – LEEC

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Trolleys, Trays, Cooling & Body Storage	ENL	1 Year warranted against material and manufacturing defects

SANITARY WARE & BATHROOM CARE PRODUCTS

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

STAINLESS STEEL SINKS, PANS AND ACCESSORIES

PRODUCT GROUP	SERIES	WARRANTY PERIOD
Sinks & Tubs		1 Year warranted against material and manufacturing defects
Pans (Including Bariatric Pan)		1 Year warranted against material and manufacturing defects
Stainless Steel Grab Rails	SGR Series	5 Years* : 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.

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

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.*