



PRODUCT WARRANTY FOR AUSTRALIA

EFFECTIVE 27 SEPTEMBER 2021

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 a minimum 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.

Installation is subject to the requirements of the applicable regulatory authority, the National Construction Code Volume Three – Plumbing Code of Australia, associated reference standards as applicable at the time and AS/NZS 3500.

PRODUCT GROUP	SERIES CODES	WARRANTY PERIOD (Years)	WARRANTY TYPE
General Tapware, Spouts & Outlets- Chrome Plated	CS/CSQ, VP/VPQ, IN/INQ, PZ/PZQ, LEV/LJV, LEVSQ, HOS/HPS, JPS/JHS, EX, LF/LFQ (EXCLUDING GAS TURRETS), LCS/LCQ, TFC, BUB (BUBBLERS, SPRING ACTION AND BOTTLE FILLERS), DET, SP, CN, AMA, LIV, OPL	10	2 Years Parts and Labour, then 8 Years Parts only
Commercial Lab and Gas Turrets	LCN/LC/LF	5	3 Years Parts and Labour, then 2 Years Parts
Food Service	FWS/FHS/FS/FSB	2	2 Years Parts and Labour
Hand Showers	SGR/SP	5	5 Years Parts and Labour
Beach (Column) Showers	ECS	2	2 Years Parts and Labour
Enware Electronic-Sensor, Correctional, Smart Flow Systems	ENM, EMD, CN	3	2 Years Parts and Labour, then 1 Year Parts
Smart Flow Electronic Components	SFM, WMS, CN	3	2 Years Parts and Labour, then 1 Year Parts
Oras Single lever mixers	SLM, SAF	15	2 Years Parts and Labour, then 13 Year Parts
Aquablend Thermostatic Mixing Valves and Spare Parts	ATM, ATMV	5	5 Year Parts and Labour*
Aquablend Cabinets, Pipework and additional Valves	ATMS	2	Parts Only

PRODUCT GROUP	SERIES CODES	WARRANTY PERIOD (Years)	WARRANTY TYPE
Flushing	EMF	3	2 Years Parts and Labour, then 1 Year Parts
Water Chillers	DFSA, DRC, CDF	1	1 Year Parts and Labour
Safety	ECE, EEE, ENB, EFE, EL, ENBE, EM, SELF CONTAINED AND GRAVITY FED	2	1 Year Parts and Labour, then 1 Year parts
Safety Accessories and Spare Parts	LIGHTING, SENSORS, RELIEF VALVES, AUDIO VISUAL ALARMS AND ASSOCIATED EQUIPMENT	1	Parts Only
Water Meters	EHM Series	2	2 Years Parts and Labour
Water Meter System Equipment	EHM Series	1	1 Year Parts and Labour
Accessories and Spare Parts	EHM Series	1	1 Year Parts and Labour
	ENWARE WELLBEING	2	2 Years Parts and Labour
	SPARE PARTS AND ACCESSORIES	1	Parts Only
Sanitaryware	IFO BASINS AND TOILETS	10	10 Years Parts Only (Ceramics) 2 Years Parts Only (Flush Valves, WC seats, Fittings and Accessories)
	SPARE PARTS AND ACCESSORIES	2	Parts Only
	KOLO BASINS	10	Parts Only
	SPARE PARTS AND ACCESSORIES	2	Parts Only

PRODUCT GROUP	SERIES CODES	WARRANTY PERIOD (Years)	WARRANTY TYPE
	CAREKIT ACCESSIBLE TOILET SOLUTIONS	AS PER INDIVIDUAL COMPONENT WARRANTIES	
Care	PROFILO CARE BATHROOM SOLUTIONS- ADJUSTABLE HEIGHT AND FIXED ARMS, SEATS AND ACCESSORIES	5	Parts Only
	ROPOX CHANGE BEDS, SHOWER BEDS, NURSING TABLES	1	Parts Only
	STAINLESS STEEL GRAB RAILS, SHOWER RAILS AND SEATS	5	Parts Only
	SOLID SURFACE BASINS	5	Parts Only
	PRESSALIT ARMS	5	Parts Only
	PRESSALIT TOILET SEATS- NON CARE (554)	10	Parts Only
	PRESSALIT TOILET SEATS- CARE (DANIA R37)	5	Parts Only
	INDIVO AND SCT 3000	5	Parts Only
	SCANSEAT- LUTANA	2	Parts Only
Stainless Steel	Bariatric Pan	1	Parts Only
	Cleaners Sink	1	Parts Only

MAKING A CLAIM

To make a claim under this warranty you must notify us in writing within 7 days of any alleged defect in the product coming to your attention and provide us with proof of your purchase of the product together with a completed Product Service Request form (ENF091), which is available on request from our office (see contact details below). Or go to- <https://www.enware.com.au/warranty-service-form/>

All notifications and accompanying forms must be sent to us marked for the attention of the Enware Australia Pty Limited, 9 Endeavour Road, and Caringbah NSW 2229. We can also be contacted by telephone (1300 369 273) or by email (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.

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.