

# **BRASSHARDS** — GROUP —

## **COMPLETE PLUMBING SOLUTIONS**

# **Warranty Information**

Warranty period commences from the date of purchase to the day the warranty claim is presented to Brasshards.

Warranty is applicable to original owner only and cannot be transferred.

Brasshards will dictate the nature of warranty repair or replacement work and all warranty work must be approved by Brasshards prior to commencement. Brasshards will not be liable for any claims on labour or parts that were not approved in advance by Brasshards.

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 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.

Warranty may be voided for the following reasons:

- Use of abrasive or acid based cleaners
- Failure to provide proof of purchase
- Failure to comply with National or State standards during installation or use
- Failure to follow installation instructions
- Fitting of non-approved products such as aerators or flow regulators
- Products used in applications other than intended
- Products installed by an unlicensed installer (where applicable)
- Products exposed to environmental elements
- Failure to properly clean or maintain the product
- Warranty work commenced without approval from Brasshards
- Damage as a result of installation or post installation use

# Warranty Periods

## MIXX Tapware & Accessories

Product	Residential Warranty	Commercial Warranty
Mixers & Tapware <small>(EXCLUDES MIXX BASIX, SEE BELOW)</small>	20 Years: replacement product or parts 5 Years: parts & labour 5 Years: finish	20 Years: replacement product or parts 1 Year: parts & labour 1 Year: finish
Showers & Spouts	10 Years: replacement product or parts 5 Years: hose replacement 5 Years: finish	10 Years: replacement product or parts 1 Year: hose replacement 1 Year: finish
Accessories	10 Years: replacement product or parts 5 Years: finish	10 Years: replacement product or parts 1 Year: finish
Wastes & Bottle Traps	2 Years: replacement product or parts 1 Year: finish	1 Year: replacement product or parts 1 Year: finish

## MIXX Basix

Product	Residential Warranty	Commercial Warranty
Mixers & Tapware	10 Years: cartridge replacement (on purchases after 1/6/2022) 2 Years: replacement product or parts 1 Year: parts & labour 2 Years: finish	1 Year: parts & labour
Showers	10 Years: cartridge replacement (on purchases after 1/6/2022) 1 Year: parts & labour 1 Year: hose replacement 1 Year: finish	1 Year: parts & labour

# Product Cleaning & Care

These care instructions apply to all colours and finishes on all products manufactured by Brasshards Group.

Do not install tapware using acetone silicones.

Do not use harsh detergents, abrasive cleaners (including cream cleansers), or cleaning agents containing hydrochloric acid, formic acid, chlorine bleach, citric acid or acetic acid, as these can cause significant damage.

Do not use wax based furniture cream, as these can result in a build up of deposits, detracting from the appearance of your tapware.

Do not use unnecessary pressure. Wipe in one direction only. Not only can robust cleaning methods and aggressive cleaning agents damage surfaces, they can also affect the inner workings of the product.

Take special care when combating limescale and dirt: if inappropriate handling leads to damage, this is not covered by the warranty.

Where your tapware remains dry in use, a soft cloth should be used to remove surface dust. If your tapware requires further cleaning, use a soft microfibre cloth in warm soapy water (this is especially important for electroplated tapware, to maintain the finish appearance).

If you are unsure about your cleaner, and/or it contains chemicals you cannot identify, simply avoid using it on your product.

## Making A Claim

While highly unlikely, should you experience any difficulties with the performance of your Brasshards Products during the warranty period, please take the following course of action:

1. Please ensure **Installation Instructions** have been read carefully.
2. In the first instance, **contact your installer**. Most issues are due to water lines not being flushed adequately prior to installation or fittings not being tightened correctly.
3. If this does not rectify the problem, please ensure you have your proof of purchase before contacting **Brasshards Service Hotline** on **07 3326 5950** during business hours, or email **service@brasshards.com.au**, for further trouble shooting solutions or to arrange a service call.

**WARRANTY APPLIES FROM 1 JULY 2023**