

Standard Warranty

THIS DOCUMENT PERTAINS TO ALL PRODUCT PURCHASED FROM NOVEMBER 2018

Methven Ltd provides the following warranty for all Methven, Flexispray and Echo products purchased in Australia or New Zealand from authorised Methven resellers for use in domestic residential (indoor) or commercial (indoor) installations (Goods). Commercial installations are all non-residential installations including hotels, motels, gyms, clubs, factories, schools, hospitals, restaurants and aged care facilities. This warranty is in addition to Methven's responsibility to customers under all other statutory and regulatory requirements.

	Brand / Product	Domestic / Residential (for original purchaser)	Commercial
Methven	Showers	Lifetime	Up to 15 Years (replacement only)
	Tapware	20 Years (parts and labour)	Up to 5 Years (parts and labour)
	Accessories	10 Years (replacement only)	1 Year (replacement only)
Flexispray	Showers	25 Years (replacement only)	1 Year (replacement only)
	Tapware	5 Years (parts and labour)	1 Year (parts and labour)
	Accessories	1 Year (replacement only)	1 Year (replacement only)
Echo	Showers	25 Years	1 Year (replacement only)
	Tapware	5 Years (labour) / 15 Years (parts)	1 Year (replacement only)
Finishes	All Goods	5 Years (on all finishes other than Chrome Plated or Stainless Steel)	

NEFA VALVES WARRANTY

(a) NEFA valves are not fit for purpose after a 5 year period from manufacture date (as per coded stamp on each product).

(b) The date of manufacture is marked on the valve, represented by a five digit number. The first two digits of the date of manufacture refer to the last two digits of the year of manufacture. The remaining three digits refer to the numerical day of the year in which the valve was manufactured (for example, 30 June 2018 would be represented as 18181).

(c) Methven will (at its cost) replace any NEFA valve to the original purchaser if it is purchased with less than 12 months remaining of the 5 year expiration period from manufacture date (as per coded stamp on each product).

WARRANTY STATEMENT

(a) Our Goods come with guarantees that cannot be excluded under the Australian and New Zealand 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.

(b) If during the applicable warranty period set out in the tables above (Warranty Periods), a Good has a material defect which arose in the course of manufacture then, subject to the warranty conditions below being met, you may submit a warranty claim to Methven;

- by email customercare@au.methven.com

- by calling Customer Care Australia on Ph: [1300 638 483](tel:1300638483)

Methven may require you to return the Good, and you must pay the expenses for such return.

(c) Methven will (at its cost) either repair or replace (at Methven's option) the Good at an equivalent value of the product purchased if it is discovered that the product contains a **material defect which arose during manufacture**. Methven will pay the expense for shipment of the repaired or replaced Good to you.

(d) Should any warranty claim be made and attended to by a Methven authorised Service Agent and that in the opinion of the Service agent or Methven, the problem was from a faulty installation or use of the products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the products for which Methven is responsible, Methven reserves the right to charge a service fee for each service staff attending the premise where products have been installed.

(e) A Lifetime Replacement Warranty applies for the lifetime of the original purchaser.

The Warranty Statement does not apply to any other brands marketed and sold by Methven, such as Deva, Steriline, Starkie, Nefa and Shower Skincare products.

WARRANTY CONDITIONS

The Methven warranty set out in the Warranty Statement above (other than sections 1(a)) is subject to the following conditions, and accordingly shall not apply if:

(a) The Good was not new as at the date of purchase or proof of purchase details (such as invoice, receipt or transaction record) are not provided.

(b) There is a failure to follow Methven's installation instructions, evidence cannot be provided that the Good was installed by a licensed plumber or the Good is used other than in with Methven specifications. This includes operating conditions specified for temperature and pressure.

(c) Repair work is performed on the relevant Good by a person other than Methven, its authorized service agents or any plumber who has not received authorisation from Methven prior to proceeding with the work.

(d) Applicable statutes or regulations relating to public health are not observed and the product must not have been damaged by misuse, accident or neglect.

(e) Standards or regulations governing sewerage, plumbing, water supply and gas applicable to the location of the particular plumbing installation are not observed. This includes (without limitation) the Australian Standards (AS/NZ 3500.1 Plumbing and Drainage Part 1: Water services) which specify that water pressure must be limited to 500kpa on any new home, extension or renovation. The recommended continuous operating pressure for tapware is between 150-500kpa (maximum static pressure must not exceed 500kpa).

(f) Harsh detergents or abrasive cleaners are used on any finishes of the Good.

(g) The product must not contain excessive debris (in-line filters must be installed).

(h) The Good has discolouration, corrosion or rusting from 'hard' water and/or other environmental factors.

(i) Adequate access to products, fittings and fixtures to undertake extended warranty repairs is required. Methven will not be responsible for any consequential damage or costs where adequate access to product fittings and fixtures is not accessible.