

# WARRANTY

Ramtaps is committed to investing in Australia's future and we are proud to still be designing, engineering and manufacturing products in Australia.

Aside from the benefits of retained infrastructure, knowledge, and employment for future generations, this commitment allows us to provide an uncompromising level of quality and service. As a result our customers can relax in the knowledge their purchase is covered by a comprehensive warranty.

Ramtaps warrants against faults in manufacturing and materials as outlined below. Should there be a need for a claim, the company is located at 556 Curtin Ave Eagle Farm 4009 and can be contacted on 0736336000 or by email [mail@ramtaps.com.au](mailto:mail@ramtaps.com.au) any warranty returns can be made at Ramtaps cost by prior arrangement with service staff. The benefits provided by this warranty are in addition to other rights and remedies available under the law.

THIS WARRANTY IS FOR PRODUCT PURCHASED AFTER 1ST MAY 2011

## **Single Lever Mixers Fitted with Brass Cartridge**

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within five (5) years parts and labour. Additionally, the single lever mixer includes a further ten (10) years, parts only from the date of purchase.

## **Fiesta Mixers Fitted with Plastic Cartridge**

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within one (1) year parts and labour. Additionally, the ceramic cartridge includes a further four (4) years, and the PEX connection hoses includes a further fourteen (14) years parts only from the date of purchase.

Mixers Fitted with a Plastic Cartridge (excluding Fiesta) sold after 1st May 2011

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within three (3) years parts and labour. Additionally, the ceramic cartridge includes a further two (2) years, and the PEX connection hoses includes a further twelve (12) years parts only from the date of purchase.

## **Two Handled Tapware and Spouts**

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within five (5) years parts and labour, includes a further ten (10) years, parts only from the date of purchase.

## **Showers**

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within five (5) years parts and labour. Additionally, this includes a further ten (10) years, parts only from the date of purchase.

## **Accessories**

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within five (5) years parts and labour. Additionally, this includes a further ten (10) years, parts only from the date of purchase.

## **Harbic Waste Outlets**

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within one (1) year parts and labour, and a further one (1) year, parts only from the date of purchase.

## **GENERAL TERMS**

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. Water pressures must not exceed 1000kpa as per the product installation instructions. Products must be installed in accordance with Manufacturer's Instructions and Plumbing Code AS/NZS 3500.1-2003

### **Parts Considered being**

Consumable Components of the tap which are designed to be periodically replaced and/or maintained.

These components will be replaced if a manufacturing fault exists.

These parts are;

- Jumper Valves
- O-rings
- Fibre and Plastic
- Washers
- Single Lever Mixer
- Lip Seals
- Single Lever Mixer
- Friction Washers
- Aerator Inserts

Warranty will be voided if;

- The defect in goods is caused by improper use
- The defect is due to improper installation
- The lines are not flushed adequately
- The product is exposed to waterborne solids e.g. thread tape, cuttings, grit, etc.
- The defect is caused by the effects of hard water
- The product is cleaned with harsh chemicals
- Devices are fitted to the outlet
- Acetic cure silicone is used

If a warranty claim is made and service staff of Ramtaps attend the Buyer's premises or place where the goods have been installed and discover that the problem arises from the faulty installation or use of the goods in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which Ramtaps is responsible, or if the Buyer

does not attend at the agreed appointment, Ramtaps may charge a service fee for service staff. Ramtaps will require dated proof of purchase of the goods before commencing work. The buyer may be asked to pay any service fee charged in accordance with this provision.

### **This Warranty Is For Product Sold Prior To 1st May 2011**

#### **Single Lever Mixers**

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within three (3) years of the purchase of goods. Additionally, the ceramic cartridge includes a further two (2) years, parts only warranty.

#### **Two Handled Tapware and Spouts**

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within three (3) years parts and labour, from the date of purchase.

#### **Showers**

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within three (3) years parts and labour, from the date of purchase.

#### **Accessories**

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within three (3) years parts and labour, from the date of purchase.

#### **Harbic Waste Outlets**

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within twelve (12) months of the purchase of goods.

Defects in the goods caused by improper use, improper installation, surface damage caused by installation, improper care of goods or failure to observe any one or more of the following will not be covered:-

- Applicable Health Acts; and
- Installed in accordance with manufacturer's instructions, regulation and/or other standards which govern the water supply and sewerage plumbing requirements of the location of the particular plumbing or installation of the goods.

#### **Parts Excluded from all Warranties**

Parts that are not covered by the above warranties are those components of the tap which are designed to be periodically replaced and/or maintained.

These parts are;

- Jumper Valves
- O-rings
- Fibre and Plastic Washers
- Single Lever Mixer Lip Seals
- Single Lever Mixer Friction Washers
- Aerator Inserts

Ramtaps will repair or, at its option, replace any of the above listed parts that are found to be defective through faulty workmanship or materials, upon installation only.

