

Warranty conditions

Sussex Taps Warranty covers the repair or, at Sussex's discretion, the replacement of any products which are defective through faulty workmanship or materials.

The warranty period commences from date of purchase or, for new buildings, date of handover. To make a warranty claim, proof of purchase, handover documentation for new homes or equivalent documentation must be supplied for warranty claims to be considered. All claims are to be lodged at point of purchase, whereby Sussex Taps After Sales Service Department will then be notified.

Sussex Taps will not be liable for any subsequent claims of labour, additional products or parts associated with alleged faulty product for work not approved in advance in writing by Sussex Taps.

Should any warranty claim be made and service attended to by a Sussex Taps authorized Service Agent whereby the installation has been assessed as an installation fault and not a product fault, or from some other cause other than a manufacturing defect, Sussex Taps reserves the right to charge a service fee for attending and/or any work carried out.

Sussex Taps require adequate access to products, fittings and fixtures to undertake warranty repairs. Sussex Taps will not be responsible for any consequential damage or costs where adequate access to product fittings and fixtures is not provided.

Warranty shall be void for the following reasons

- Inability to provide proof of purchase or equivalent documentation.
- Products not installed by a licensed plumber. (Excludes Bathroom accessories - towel rails, shelves etc.).
- Products not installed to relevant National Standards and State Regulations.
- Products not installed in accordance with the manufacturers installation instructions.
- Tapware exposed to water pressures and or temperatures that exceed stated limitations as per the product installation instructions. Note: AS/NZS 3500, 1-2003 (clause 3.3.4) specifies 500KPA maximum water supply pressure at any outlet within a building for new installations.
- Fitting of other devices to the outlet of tapware. E.g. Water filters.
- Fitting of Sussex Taps non-approved in tap body or end of line water flow regulating devices.
- Products used for incorrect applications, non-potable water etc.
- Damage as a result of obstructions due to inadequate flushing of system before use.
- Service, repairs or with non-standard replacement parts previously undertaken without Sussex Taps written approval.

- Damage to finishes by adhesives, sealant etc.
- Damage to finishes which arise from installation or post-installation use.
- Failure to observe manufacturer's care and cleaning instructions.
- Improper or abusive use of product, and/ or damage resulting from misuse, accident or neglect.

Care and cleaning instructions for tapware and accessories

- To clean, use a soft cloth with warm soapy water, gently wash and towel dry for best results.
- Never use harsh detergents containing ammonia, acids, bleach, alcohol or abrasive cleaners, as these will scratch the surface.
- Fittings must be protected and thoroughly rinsed with clean fresh water when using tile or grout cleaners. If left for prolonged periods, damage to finish may occur.
- Use of wax based furniture cream should be avoided as this can result in a build up of deposits, which could detract from the appearance.
- Gold plated products should always be cleaned with care using a soft dry cloth or a soft cloth with warm soapy water.
- Do not use undue pressure and wipe in one direction only.
- Under no circumstances should you install tapware using acetone silicones.

Note: This is a summary of the Sussex Taps warranty offer for Australian installed products. Some additional terms and conditions may apply. Sussex Taps reserves the right to alter, or amend this warranty offer in writing at any time. Sussex Taps reserves the right to provide minor components (eg. Handles, aerators, buttons, dress rings, spindle/ cartridges and seals) as 'Parts Only' to the customer.

Limitation of liability

Sussex Taps' obligations under this warranty are limited to the repair or, at Sussex's discretion, replacement of any products which are defective through faulty workmanship or materials. To the extent permitted by law, Sussex Taps will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other indirect or consequential loss or damage of any kind (including personal injury), whether due to negligence or any other cause, which may be suffered or incurred directly or indirectly as a result of or in any way connected with the product or components, or use of the product or components. Nothing in this warranty excludes, restricts or modifies any condition, warranty, right or remedy conferred on the customer by the Trade Practices Act 1974 (Cth) or any other applicable law that cannot be excluded, restricted or modified by agreement.

Domestic Warranty

PRODUCT	WARRANTY PERIOD	WARRANTY DETAILS
Mixers & Tapware	15 Years First 3 Years includes parts and labour. Remaining 12 years is parts only. Note: Pull-out nozzle and hose 1 year parts only.	Replacement product or parts. Excludes damage to ceramic discs from pieces of copper tube, plastic, sand, dirt or thread tape etc.
Showers	15 Years Shower head and arm. 3 years for rail showers. 2 years for shower hoses.	Replacement product or parts only.
Accessories	15 Years	Replacement product or parts only.

FINISHES	WARRANTY PERIOD	WARRANTY DETAILS
LUXPVD®	10 Years	Full product or part replacement. Excludes scratches/dents and normal wear and tear after installation. Excludes corrosion/oxidation caused by harsh cleaning chemicals, hard water or from coastal exposure.
Electroplated	2 Years	
Paint	1 Year	
Living (Unsealed)	N/A	Replacement product prior to installation only. Note: Living finishes are designed to oxidise/tarnish and patina.

Commercial Warranty

PRODUCT	WARRANTY PERIOD	WARRANTY DETAILS
Mixers & Tapware	5 Years First year includes parts and labour. Remaining 4 years is parts only. Note: Pull-out nozzle and hose 1 year parts only.	Replacement product or parts. Excludes damage to ceramic discs from pieces of copper tube, plastic, sand, dirt or thread tape etc.
Showers	3 Years Shower head and arm. 1 year for rail showers. 1 year for shower hoses.	Replacement product or parts only.
Accessories	3 Year	Replacement product or parts only.

FINISHES	WARRANTY PERIOD	WARRANTY DETAILS
LUXPVD®	5 Years	Full product replacement. Excludes scratches/dents and normal wear and tear. Excludes corrosion/oxidation caused by harsh cleaning chemicals, hard water or from coastal exposure.
Electroplated	1 Years	
Paint	Prior to installation only.	
Living (Unsealed)	Prior to installation only.	Replacement product prior to installation only. Note: Living finishes are designed to oxidise/tarnish and patina.

Difference between domestic & commercial warranty

A commercial premises is deemed to be any business, motel, hotel, airport, hospital or place that is not by its nature a domestic residential building.