

**Hansgrohe Pty Ltd  
Terms of Warranty**

In addition to the warranties implied by the applicable Consumer Laws in Australia and New Zealand, all Hansgrohe products purchased after September 1<sup>st</sup> 2020, carry the following special extended warranties depending on domestic or commercial use:

**Domestic Warranty 15 Years**

**First 10 Years:** Under special warranty: All products and parts including hoses, electroplated surfaces carry a warranty against any manufacturing defect or design fault. The importer / distributor will provide labour to either rectify any defect or fault by repairing or replacing the product or part supplied by Hansgrohe.

**11 Years - 15 Years:** Under special extended warranty: cartridges and thermostatic elements carry a warranty against any manufacturing defect or design fault. Labour costs and any other costs including packaging or freight charges will be the customer's responsibility..

**Commercial Warranty up to 10 Years**

**10 Year Special Commercial Warranty:** All Hansgrohe products used for commercial purposes have, subject to the conditions below, the following warranties:

**First 5 Years - Commercial Special Warranty including Light Commercial Special Warranty** (Commercial is all use other than for normal residential domestic purposes, including use in non-business settings such as in public buildings, schools, and sports centers) relates to all products and parts including hoses, chrome surfaces and replacement parts, against any manufacturing defect or design fault. The importer / distributor will provide labour to either rectify any defect or fault by repairing or replacing the product or part supplied by Hansgrohe.

**6 Years - 10 Years - Light Commercial Special Warranty:** (Light Commercial is Commercial use where the frequency of use is similar to residential domestic use e.g. private bathrooms in motels, hotels, retirement villages, hospitals), relates to all products and parts including hoses, chrome surfaces and replacement parts, against any manufacturing defect or design fault. The importer / distributor will provide labour to either rectify any defect or fault by repairing or replacing the product or part supplied by Hansgrohe.

**Exceptions to the above Warranty Periods:**

25 years' warranty on iBox Universal (article 01800180) against manufacturing defects.

5 years' warranty on all electronic taps and mixers against manufacturing defects (battery excluded from warranty).

5 years' warranty on powder coated surfaces against manufacturing defects.

2 years' warranty on spare parts.

**Conditions & Limitation of Liability and Warranty:**

The warranty applies to purchases in Australia & New Zealand from 01/09/2020. It applies only to use in Australia & New Zealand. Proof of purchase is required e.g. the original invoice. The warranty periods as stated above apply from date of purchase, with a 15 year maximum warranty period regardless of any interim rectification. The warranty is personal to the first end user and is not transferable. Products and parts must be installed and used according to Hansgrohe's Assembly Instructions and within applicable pressure guidelines. A line strainer must be installed to the water supply. The water supply pipes must be flushed prior to connection of the tailpipes. A pressure limiting valve must be installed to the water supply and set as outlined in Hansgrohe's Assembly Instructions. Acidic, citrus or alkaline cleaners and cleaners with scouring additives must not be used. Unapproved product modifications will void special extended warranty. Special extended warranty does not apply to the effects of hard water. It does not apply to products and parts deliberately or accidentally scratched, blemished, damaged or otherwise misused.

On site labour warranty is limited to major cities greater metropolitan areas only. Trip costs may be applicable for locations outside these areas.