

## Tekform Tapware by Titus Warranty Information

### Manufacture's Warranty

Titus Tekform offers the following Manufacturer's Warranty Subject to the following terms.

#### **Residential**

Category	Warranty Period	Warranty Details
Mixers	5 years	<ul style="list-style-type: none"> <li>• 5 year Ceramic disk cartridges – parts only Note: Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc.</li> <li>• 3 years replacement product or parts</li> <li>• 1 year replacement product or parts and labour</li> </ul>
Tapware	5 years	<ul style="list-style-type: none"> <li>• 5 years replacement product or parts</li> <li>• Note: 1 Year parts only for jumper valves and ceramic disc spindles.</li> </ul>
Accessories	5 years	5 year replacement product or parts only

#### **Commercial**

Hotels, Hospitals, schools, factory motels, and office aged care facility etc.

Category	Warranty Period	Warranty Details
All Products	1 year	1 year replacement product or parts & labour

### Warranty shall be void for the following reason:

- Failure to provide proof of purchase or equivalent document.
- Products not installed by a licensed plumber.
- Failure to follow the manufacturer's installation instructions.
- Failure to comply with National or State standards during installation or use.
- Tapware exposed to water pressures and or temperatures that exceed stated limitation as per the products installation instructions. Note: AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet other than a fire service outlet within a building for new installations.
- Isolation stop taps are not fitted as stated on manufacturer's installation instructions.
- Fitting of non-approved products such as aerators or flow regulators, and other devices, e.g. Water filters.
- Products used for incorrect applications, non-potable water etc.
- Damage as a result of obstructions due to inadequate flushing of system before use.
- Damage to finishes by adhesives, sealants etc.
- Damage as a result of installation or post installation use.
- Failure to follow manufacturers care and cleaning instructions.
- The warranty work is limited to the pre-approved scope of work. Additional work will require authorisation from Titus Tekform.

## Warranty Period

The warranty period commences from the date of purchase to the date the warranty claim is presented to Titus Tekform. Titus Tekform will dictate the nature of the warranty repair or replacement work, and all warranty work must be approved by Titus Tekform prior to commencement. Titus Tekform will not be liable for any claims on labour or parts that were not approved in advance by Titus Tekform.

## Warranty Conditions

Warranty claims should be made and attended to by a manufacturer authorised Service Agent. If the opinion of the Service Agent or Titus Tekform is that the problem occurred from use of the goods in conjunction with products of another manufacturer, from faulty installation or from some other cause other than a manufacturing defect of the goods, Titus Tekform reserves the right to charge a service fee for each service staff attending the Owner's premises, where products have been installed.

Adequate access to product fittings and fixtures is required by the manufacturer to undertake warranty repairs. Titus Tekform will not be responsible for any consequential damage or costs, where adequate access to product fitting & fixtures is not accessible.

## Consequential Loss

- To the extent permitted by law, Titus Tekform will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any consequential damage or costs of any kind caused by any defect in the product or components.
- The Titus Tekform obligations under warranty are limited to the repair or replacement of any products which are defective through faulty workmanship or materials at the manufacturer's option.
- Titus Tekform will not be liable for any consequential damage or costs where products do not have adequate accessibility.

NOTE: TITUS TEKFORM RESERVES THE RIGHT TO ALTER OR AMEND THIS WARRANTY IN WRITING AT ANY TIME.

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## Warranty Claims

To make a warranty claim the following documentation must be posted, emailed, uploaded to the online form or faxed to Titus Tekform Pty. Ltd.

- Name / Model / Order Code of product
- Photographs of the issue (if available)
  - Photograph of Product
  - Photography of any additional damage that has occurred due to faulty product
- Proof of installation (by a licensed plumber or cabinetmaker)
- End User details; name, address and best contact phone number
- Installer Contact details; company name, contact name, address and phone number of the customer who purchased the sink from Titus Tekform
- Handover documentation for new homes, if applicable

If the product has not yet been installed, the product can be returned to the place of purchase. If the cost of returning any defective parts is unreasonable, please contact Titus Tekform on the telephone number listed below so that, if appropriate, we can arrange a collection.

### **Titus Tekform Pty. Ltd. contact details for warranty claims are as follows:**

Titus Tekform Pty. Ltd.

Attn: Product Warranty Claim

Address: 1&2 Whyalla Place, Prestons NSW 2170

Phone: (02) 9826 0007

Fax: (02) 9826 0074

Email: [claims@titustekform.com.au](mailto:claims@titustekform.com.au)