



## Product Warranty

Effective From 1 February 2018

### Mixers, Taps, Outlets, Showers & Bathroom Accessories

Range	Warranty	Comments
<b>Paco Jaanson</b>		
Mixer Cartridge	15 years	15 years replacement on manufacturing faults
Polished chrome finish	15 years	15 years replacement against manufacturing faults & flaking
Special finishes	1 year	1 year replacement against manufacturing faults & flaking
Bathroom Accessories	1 year	1 year replacement parts or products on manufacturing faults
Spare Parts	1 year	1 year replacement parts
Labour	1 year	1 year labour on manufacturing faults
Commercial Use	1 year	1 year replacement parts or product against manufacturing faults
<b>IB Rubinetterie</b>		
Kusasi, Batlo, Tweet, Wave, Hey Joe, Love Me, Kelly Hoppen, Oh My God, Only One, Superbox, Jekyll & Hyde, Belmondo, Marmo, Loft, Taac		
Mixer Cartridge	5 years	5 years replacement on manufacturing faults
Mixer Body – C/P	5 years	5 years replacement against manufacturing faults & flaking
Mixer Body – Other Colours	1 year	1 year replacement against manufacturing faults & flaking
Bathroom Accessories	1 year	1 year replacement parts or products on manufacturing faults
Spare Parts	1 year	1 year replacement parts
Labour	5 years	5 years labour on manufacturing faults
Commercial Use	1 year	1 year replacement parts or products against manufacturing faults

### Sanitaryware

Range	Warranty	Comments
<b>Paco Jaanson, Isvea, Bocchi, Scarabeo</b>		
Basins	15 years	15 years replacement parts or products against manufacturing faults
Toilet Suites	15 years	15 years replacement parts or products against manufacturing faults
Inlet & Outlet Valves	1 year	1 year replacement parts or products
Bidets	15 year	15 years replacement parts or products against manufacturing faults
Seats & Spare Parts	1 year	1 year replacement parts or products
Labour	1 year	1 year labour on manufacturing faults
Commercial Use	1 year	1 year warranty against manufacturing faults
<b>Solid Surface Collection</b>		
Basins	5 years	5 years replacement parts or products against manufacturing faults
Accessories & Spare Parts	1 year	1 year replacement parts or products
Labour	1 year	1 year labour on manufacturing faults
Commercial Use		No warranty in commercial use

## Baths

Range	Warranty	Comments
<b>Paco Jaanson</b>		
Steel Baths	10 years	10 years bath shell replacement product against manufacturing faults
Acrylic Baths	5 years	5 years bath shell replacement product against manufacturing faults
Solid Surface Baths	5 years	5 years bath shell replacement product against manufacturing faults
Chrome Fittings	10 years	10 years parts or product
Accessories & Spare Parts	1 year	1 year replacement parts or products
Labour		No labour
Commercial Use		No warranty in commercial use

## Sinks & Laundry Tubs

Range	Warranty	Comments
<b>Paco Jaanson&amp;ElleciGranitek Sinks</b>		
Stainless Steel Sinks	Lifetime	Lifetime replacement parts or products against manufacturing faults
Granitek Sinks	10 years	10 years replacement parts or products against manufacturing faults
Ceramic Sinks & Tubs	15 years	15 years replacement parts or products against manufacturing faults
Laundry Cabinets	1 year	1 year replacement parts or products against manufacturing faults
Chrome Fittings	1 year	1 year parts or product
Accessories & Spare Parts	1 year	1 year replacement parts or products
Labour		No labour
Commercial Use	1 year	1 year replacement parts or products against manufacturing faults

## Inwall Cisterns

Range	Warranty	Comments
<b>Wilco</b>		
Wilco Inwall Cisterns	5 years	5 years replacement parts or products against manufacturing faults
Wico Push Buttons	5 years	5 years replacement parts or products against manufacturing faults
Access's & Spare Parts	1 year	1 year replacement parts or products
Labour	1 year	1 year labour on manufacturing faults
Commercial Use	1 year	1 year replacement parts or products against manufacturing faults
<b>Other Ranges</b>		
Other Ranges	varies	Other ranges sold through Paco Jaanson carry Manufacture Warranty

## Floor Grates

Range	Warranty	Comments
<b>Paco Jaanson</b>		
Tiled Floor Grates	1 year	1 year replacement parts or products against manufacturing faults
Shower Floor Grates	1 year	1 year replacement parts or products against manufacturing faults
Labour		No Labour
Commercial Use	1 year	1 year replacement parts or products against manufacturing faults

## Door Furniture

Range	Warranty	Comments
Paco Jaanson		
Handles	5 years	5 years replacement parts or products against manufacturing faults
Labour		No Labour
Commercial Use	1 year	1 year replacement parts or products against manufacturing faults

## Warranty Conditions

Defects in the goods caused by improper use, improper installation & failure to observe manufacturers installation instructions, surface damage caused by installation, installation by a non-licensed plumber, products not installed to relevant National Standards and State Regulations, improper care of goods, the effects of hard water, outdoor use, unusual physical or environmental conditions, use in an application for which the product was not intended or designed, harsh detergents or abrasive cleaners and products used in a commercial application will not be covered by the warranty. Finishes on wastes and floor grates are also excluded from the warranty.

Other exclusions to the warranty include:

- Jumper Valves
- O-rings and washers
- Aerator Inserts
- Normal wear & tear

AS/NZS 3500 states that the maximum water supply pressure at any outlet within a building must not exceed 500kpa. In this situation pressure-limiting valves should be installed. With pressure greater than 500kpa this means that warranty claims may not be honoured where excessive water pressure is evident.

With regards to ceramic cartridges, the warranty is void should the cartridge be faulty as a result of the following in the water supply:

- Copper and plastic tube pieces
- Dirt, sand or grit
- Thread tape