



Product Warranty effective From 1 March 2019

Mixers, Taps, Outlets, Showers

Range	Warranty	Comments
Paco Jaanson		
Mixer Cartridge	7 years	7 years replacement on manufacturing faults
Special Finishes	1 year	1 year replacement against manufacturing faults & flaking
Mixers & taps (general product)	15 years	15 years replacement on manufacturing faults (excludes cartridge and special finish as above)
Showers	7 years	7 years replacement parts or products on manufacturing faults
Spare Parts (aftersale purchases)	1 year	1 year replacement parts
Labour	1 year	1 year labour on manufacturing faults
Commercial Use	1 year	1 year replacement parts or products against manufacturing faults
IB Rubinetterie		
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
Special Finishes	1 year	1 year replacement against manufacturing faults & flaking
Mixers & taps (general product)	10 years	10 years replacement on manufacturing faults (excludes cartridge and special finish as above)
Spare Parts	1 year	1 year replacement parts
Showers	7 years	7 years replacement parts or products on manufacturing faults
Labour	5 year	5 years labour on manufacturing faults
Commercial Use	1 year	1 year replacement part or products against manufacturing faults

Bathroom Accessories

Range	Warranty	Comments
Paco Jaanson		
Special Finishes	1 year	1 year replacement against manufacturing faults & flaking
Bathroom Accessories (General product)	7 year	7 year replacement parts or products on manufacturing faults (excludes finishes as above)
Commercial Use	1 year	1 year replacement parts or products against manufacturing faults

Baths

Range	Warranty	Comments
Paco Jaanson		
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	1 years	1 year parts or product
Accessories & Spare Parts	1 year	1 year replacement parts or products
Labour		No labour
Commercial Use		No warranty in commercial use

Sanitaryware

Range	Warranty	Comments
Paco Jaanson, Isvea, Bocchi, Scarabeo		
Ceramic Basins	15 years	15 years replacement parts or products against manufacturing faults
Solid Surface Basins	5 years	5 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
Bidet's	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
Ceramic Commercial Use	1 year	1 year warranty against manufacturing faults
Solid Surface Commercial Use		No warranty in commercial use

Sinks & Laundry Tubs

Range	Warranty	Comments
Paco Jaanson, Bocchi & Elleci Granitek Sinks		
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
Access's & 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
Wilco		
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 years	1 year replacement parts or products against manufacturing faults
Other Ranges		
Other Ranges	varies	Other ranges sold through Paco Jaanson carry Manufacture Warranty

Floor Grates

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

Door & Bathroom Furniture

Range	Warranty	Comments
Paco Jaanson		
Door Handles and accessories	5 years	5 years replacement parts or products against manufacturing faults
Vanity Cabinets and tops	5 years	5 years replacement parts or products against manufacturing faults
Labour		No Labour
Commercial Use	1 years	1 year replacement parts or products against manufacturing faults

Commercial use refers to any application that is not residential (businesses, schools, hospitals etc)

Warranty Conditions

Defect 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 the 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

THE FOLLOWING CONDITIONS WILL APPLY:

1. Documentary proof of purchase must be provided.
2. The guarantee expires on the anniversary of the purchase date.
3. Goods are to be used only for the purpose they are designed for.
4. Installation instructions must be clearly followed.
5. Warranty extends to products purchased in Australia only.
6. The guarantee is limited to the original purchaser and is non-transferable.

THE FOLLOWING EXCLUSIONS WILL APPLY:

1. Damage caused by normal wear and tear, accidents, negligence, alteration, use of abrasive cleaners or misuse.
2. Damage during shipment, except where transport charges are included in the pricing.
3. Damage to returned goods while under the care of the customer or the customer's agent.
4. Labour costs not expressly authorised by Arcorp Enterprises Pty Ltd in writing, including cost of installation, uninstallation, consultants cost or technical advisors.
5. Light Bulbs.
6. Damage caused by unauthorised repairs or use of non-standard spares.
7. Damage caused by impurities in pipes, including hard water.
8. Possible imperfections which are part of the characteristics of the materials.
9. Claims for consequential damage and liquidated damage