



PAR TAPS

Warranty & Care
Information

Thank you

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Par Taps Warranty & Care

1. Product Guarantees

Under the Australian Consumer Law, Par Tap's products include automatic consumer guarantees that cannot be excluded, restricted or modified. In the unlikely event that we have supplied products that are not of a sufficiently high standard, the automatic consumer guarantees may apply. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. This is not a comprehensive statement of your rights under the Australian Consumer Law or relevant State laws.

2. Par Tap's product warranty

In addition to the automatic consumer guarantees, Par Taps provides customers with a product warranty. The warranty covers the repair and/or replacement of any Par Taps product which is defective due to a manufacturing fault or defective materials.

Where a warranty claim is accepted by Par Taps it will repair or replace free of charge the faulty product during the warranty period. Under the warranty:

- repairs will be undertaken as soon as practicable
- repairs will be undertaken with new and/or refurbished part/s
- faulty products may need to be removed and returned to a Par Taps facility for repair and/or replacement
- although Par Taps will use its best endeavours to minimise inconvenience caused to the customer the warranty does not include providing a temporary replacement product to the customer during any repair period
- replacement of a product will be with the same type of product

Warranty claims are limited to the scope of repair and/or replacement work which has been pre-approved by Par Taps or otherwise accepted by Par Taps. The warranty only applies to the initial product owner and is not transferable to subsequent owners.

In order to make a warranty claim you must do so in the manner set out below in the 'Making a warranty claim' section. Your claim will be processed and responded to as soon as reasonably possible.

3. Warranty period

The below warranty periods apply to products purchased after 1 March 2017 and begin from the earlier of:

- the date of installation of the product; and
- three (3) months after the date the product was purchased.

Product	Period	Warranty Details
Mixers / Tapware	10 Years*	Cartridge replacement, part only (excluding jumper valves, o-rings, aerators & washers)
	1 Year	Labour for change of faulty product
Showers	5 Years	Replacement part (excluding shower hose)
	2 Years	Replacement part - shower hose
	1 Year	Labour for change of faulty product (excluding shower hoses and sliding brackets)
Accessories / Wastes	1 Year	Replacement part
Finishes	7 Years	Replacement Part - chrome finish
	1 Year	Replacement Part – All other non-Chrome finish
	No warranty	Organic and natural finishes
Commercial	1 Year	Replacement part/s only

*For all products purchased before 1 March 2017 please contact Par Taps for a copy of our warranty period.

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4. Warranty exclusions

To the extent permitted by law, Par Taps' warranty is void in the following circumstances:

- No proof of product purchase
- Product installation was not undertaken by a licensed plumber or Par Taps approved installer
- Product installation was not in accordance with any applicable product installation specifications and/or applicable standards and regulations
- Failure to follow manufacturer's care and cleaning instructions for the product
- Product modifications were undertaken without Par Taps approval
- Repairs undertaken without Par Taps approval including use of unauthorised replacement parts
- Mixers or tapware exposed to water pressure and temperatures that exceed stated limitations or national limitations as follows;
 - o Maximum Temperature: 80 degrees Celsius
 - o Maximum Water Pressure: 500kPa according to AS/NZS 3500.1 Clause 3.3.4
 - o Not suitable with gravity fed water systems or instantaneous water systems
- Product installed in an incorrect application, e.g. non portable water
- Use of connections or fittings to product that are not approved by Par Taps
- Damage to product as a result of inadequate flushing of the water system prior to installation
- Damage to finishes to product during installation or post installation
- Reasonable wear and tear
- Par Taps custom products with organic finishes
- Accidental damage, abuse, misuse or neglect of product
- Waterproofing replacement costs or repairs associated with product repairs
- Loss or damage to furniture, floor coverings, walls, or fixtures or any other consequential loss of any kind caused by any fault with a product

Please note that you will not be entitled to a replacement or refund of a Par Taps product in the event that you have a change of mind after purchase of a non-faulty product and/or you have purchased an unsuitable product for your purposes (e.g. it is the wrong size).

If a product fault is determined to be due to an improper installation and/or the use of third-party or non-authorised products or parts, or the warranty is otherwise void, Par Taps reserves the right to charge service fees and/or repair fees in respect of any repairs it agrees to undertake and such fees may be required to be paid prior to Par Taps undertaking the repair works.

5. Making a warranty claim

Warranty claims should be made as soon as possible and no later than 7 days after the alleged faulty or defective product comes to your attention.

All claims are to be made directly through our website listed below:

<https://partaps.com.au/warranty/customer-warranty-claim/>

If you have limited internet access, then please contact our office 03 9484 0960 and section option 2 for aftersales service and we can lodge the claim on your behalf.

All claims lodged will be processed within 24 hours or by our next business day and some additional information may be required to process your claim.

PAR TAPS

Care, Cleaning & Maintenance

To maintain the look of your tapware and accessories, we suggest the following care procedures to you;

Do



Rinse the residue left by personal hygiene products such as liquid soap, toothpaste, shampoo and shower gel with clean water immediately after use.



All “Gold” finishes should only be cleaned with a soft damp cloth and mild soapy water.



Where tapware and / or accessories remain dry, wipe over with a soft cloth to remove surface dust and maintain finish.



Regularly clean with warm water or a mixture of mild ph-neutral liquid soap (e.g. dish-washing liquid) and water, rinsed with clean water and dried with a clean soft cloth (e.g. Microfibre cloth).



When cleaning your tapware, please ensure that you use moderate pressure and follow a single direction.

Don't



Cream products should be avoided, as build-up residue that is left may deteriorate the finish over time.



Cleaning agents containing acidic, caustic, bleach or alcohol substances should not be used to clean or be allowed to remain on these finishes as it will result in corrosion and deterioration of your tapware and finishes.



The use of steam cleaners is not permitted. High temperatures from steam cleaning can damage the products and their finish.



Never use materials or products which have an abrasive effect while cleaning. Such materials and products include; cleaning powders, abrasive cloths, scoring pads, scrub sponges, steel wool etc. as these can scratch and scuff the finish surfaces.



Do not store any cleaning agents or chemicals under the products, eg; in a vanity unit, as chemical vapours may damage the products.



Under no circumstances should you install tapware using acetone silicones

Organic / Aging Finishes

These finishes are chemically induced with a “natural” or “living” finish. The chemical process used, oxidises the surface, wax is then applied to the finished surface to provide a degree of stabilisation and protection (This excludes Raw Brass and Native Brass). Par Taps aging finishes are a soft finish and delicate, so can be easily scratched or scuffed if not cared for properly.

The degree of change is dependent on many factors including environmental, eg. Exposure to humidity and temperature or Applied factors e.g. perspiration, cleaning agents, wear and abrasion. Therefore, the durability of the finish is low and directly related to its environment and the care and maintenance of the product.

For best maintenance of these finishes;



Please follow all previous procedures listed above.



For extra care, Wipe/lightly rub with a soft wax such as “Renaissance Wax” after cleaning to preserve the finish.

By following these few steps, your tapware can remain in great condition for many years to come.

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