



P A R  
TAPS

## Warranty & Care Information

2024.10

# Warranty

## 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 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 foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be 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 Taps Product Warranty

In addition to the automatic consumer guarantees, Par Taps offers an extended product warranty for our customers. This warranty ensures the repair or replacement of certain Par Taps products found to be defective due to manufacturing faults or faulty materials. If a valid warranty claim is accepted by Par Taps, we will, at our discretion, repair or replace the defective product at no cost to the customer within the warranty period.

- Repairs will be carried out as promptly as possible.
- Repairs may involve the use of new and/or refurbished parts.
- Faulty products may need to be removed and returned to Par Taps' facility for repair or replacement. Par Taps will make every effort to minimize any inconvenience to the customer during the repair process.
- Replacement products may be of the same type and colour as the original product, however if a product or finish is discontinued, we may rework the current product or offer a reasonable replacement.
- Warranty claims are limited to the scope of repair or replacement work that has been pre-approved and accepted by Par Taps.
- This warranty applies only to the original purchaser and is not transferable to subsequent owners.
- Par Taps may require a proof of installation receipt from a licenced tradesperson
- To submit a warranty claim, follow the instructions provided in the Warranty Claim Form under our Par Care menu on our website. Claims will be processed and responded to as quickly as possible.

## 3. Warranty Period

The warranty periods (tables on page 4-5) apply to product purchased after 1st March 2022 and the begin from the earlier of:

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

## Residential

Product	Warranty Details	Period
Mixers	Cartridge Replacement Only	15 Years
	Replacement Part or Parts <sup>1</sup>	15 Years
	Hose Connection, Kitchen Hoses Only	2 Years
	Labour - Onsite	1 Year
Tapware	Product & Parts <sup>1</sup>	15 Years
	Ceramic Disc Cartridges	10 Years
	Jumper Valve Part Only	2 Years
	Labour - Onsite	1 Year
Showers	Product & Parts <sup>1,2</sup>	5 Years
	Shower Hose Only	2 Years
	Labour - Onsite	1 Year
Shower Hardware	Product & Parts <sup>1</sup>	10 Years
Accessories	Product & Parts <sup>3</sup>	10 Years
Wastes / Floor Gates	Product & Parts <sup>4</sup>	1 Year
Toilet Flush Buttons	Product & Parts <sup>1</sup>	3 Years
Heated Towel Rail	Product & Parts <sup>1</sup>	7 Years
	Transformer Part Only	1 Year
Finishes	Chrome Only <sup>5</sup>	10 Years
	Electroplated & Powder Coated Finishes <sup>5</sup>	5 Years
	Natural & Living Finishes	N/A

1: Excludes O-Rings, Aerators, Washers, Jumper Valves normal wear & tear | 2: Excludes End Fittings, Claws normal wear & tear | 3: Excludes Glass Shelf & Soap Pumps | 4: Excludes All Finishes

5: Excludes Wastes & Floor Grates



## Commercial

Products other than non-residential eg, Schools, Hospitals, Aged Care Facilities, Factories, Hotels, Restaurants, etc

Product	Warranty Details	Period
Mixers	Cartridge Replacement Only Replacement Part or Parts <sup>1</sup> Hose Connection, Kitchen Hoses Only	2 Years 2 Years 2 Years
Tapware	Product & Parts <sup>1</sup> Ceramic Disc Cartridges Jumper Valve Part Only	2 Years 2 Years 2 Years
Showers	Product & Parts <sup>1,2</sup> Shower Hose Only	2 Years 2 Years
Shower Hardware	Product & Parts <sup>1</sup>	2 Years
Accessories	Product & Parts <sup>3</sup>	2 Years
Wastes / Floor Gates	Product & Parts <sup>4</sup>	1 Year
Toilet Flush Buttons	Product & Parts <sup>1</sup>	2 Years
Heated Towel Rail	Product & Parts <sup>1</sup> Transformer Part Only	2 Years 1 Year
Finishes	Chrome Only <sup>5</sup> Electroplated & Powder Coated Finishes <sup>5</sup> Natural & Living Finishes	2 Years 1 Year N/A

1: Excludes O-Rings, Aerators, Washers, Jumper Valves normal wear & tear | 2: Excludes End Fittings, Claws normal wear & tear | 3: Excludes Glass Shelf & Soap Pumps | 4: Excludes All Finishes

5: Excludes Wastes & Floor Grates

#### 4. Warranty Exclusions

To the extent permitted by law, Par Taps' warranty does not apply in the following circumstances:

- The product was not installed by a licensed tradesperson.
- The installation did not comply with applicable product installation specifications, standards, or regulations.
- Par Taps's care and cleaning instructions were not followed.
- Product modifications were made without Par Taps' approval.
- Repairs were carried out without Par Taps' approval, including the use of unauthorized replacement parts.
- Mixers or tapware were exposed to water pressure or temperatures exceeding the stated limitations or national limits,
  - o Maximum temperature: 75° Celsius
  - o Maximum water pressure: 500 kPa (AS/NZS 3500.1 2003 Clause 3.3.4)
  - o Minimum water pressure continuous 300kPa
- The product was used with gravity-fed or pump water systems
- The effects of hard water quality
- Instantaneous water systems under a minimum of 300kPa
- The product was installed in an incorrect application, such as non-potable water systems.
- Non-approved connections or fittings were used with the product.
- The installation, use, or removal of the product results in water hammer, or water hammer occurs under any other circumstances. Note that water hammer is not a manufacturing defect.
- Damage occurred due to inadequate flushing of the water system before installation.
- The product's finish was damaged during or post installation.
- The product was subjected to accidental damage, abuse, misuse, or neglect.
- The product was a custom product / finish or special order.
- Costs for waterproofing replacement or repairs related to product repairs.
- Loss or damage to furniture, floor coverings, walls, fixtures, or any other consequential loss caused by a product fault
- The removal or deliberate alteration to the flow controller if applicable
- No proof of product purchase is provided.
- The product was not purchased as a brand new product from an authorised Par Taps reseller
- Normal wear and tear of the product.
- The warranty is exclusive to the original purchaser and is non-transferable. Additionally, the warranty does not reset if the product is repaired or replaced; the original purchase date will continue to serve as the warranty commencement date

## 5. Change of Mind Policy

Par Taps does not provide replacements or refunds for non-faulty products due to a change of mind or purchasing an unsuitable product (e.g., wrong size or finish). If a product fault is caused by improper installation, use of third-party parts, or if the warranty is void, Par Taps may charge for any repairs. These fees may need to be paid before repair work is carried out

## 6. Making Warranty Claim

If you believe that your product has a defect and require a warranty claim we encourage you to lodge the claim as soon as possible via our website at <https://partaps.com/par-care/warranty-claims-form> or alternatively scan the QR code below. Please note that there is numerous required fields and you are required to add an image or a video to validate the product and issue.

For those with limited internet access, you can contact our office at 03 9484 0960 and select option 2 for after-sales service and we will assist you in submitting the claim.

All claims are assessed and we will contact you within 3 business days. In the unlikely event of a manufacturing defect and providing your product falls within our warranty guidelines, we will arrange the repair, replacement supply the part only as per the warranty conditions within in our warranty table. If a product fault is determined to be due to an improper installation and/or the use of third-party or non-authorized products or parts, the warranty is otherwise void. Par Taps reserves the right to reject the warranty claim and/or 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. In some circumstances outside our warranty guidelines, we may advise you for a suitable solution as assistance.



# Product Care





### Detailed Cleaning and Maintenance Instructions

All our finishes are decorative and require care, respect and regular maintenance to ensure the finish integrity. Below we have provided our care information for your reference

#### Weekly Cleaning Routine - Electroplated / Powder Coated Finishes:

- Use a mixture of warm water and mild, pH-neutral liquid soap (e.g., dishwashing liquid) for cleaning.
- Using a clean microfibre cloth, gently wipe the surface then rinse thoroughly with clean water, and dry with another microfiber cloth
- Apply only light pressure and wipe in a consistent, single direction to prevent scratches.
- Use a non-abrasive polish like Mr Sheen™ occasionally to enhance protection against water spots.
- Regular care is needed as these are decorative finishes and requires meticulous maintenance.

#### Weekly Cleaning Routine - Living & Enduromatt Finishes:

- Wipe dry consistently to prevent water staining.
- Use a light spray wax like Mr Sheen™ periodically to protect and stabilise the finish using a clean microfibre cloth.
- Alternatively, Renaissance Wax can be applied sparingly and lightly buffed off with a clean microfibre cloth to stabilise the finish.
- To achieve a shiner look on polished brass finishes, Brasso™ is recommended to be applied sparingly and light buff off using a clean microfibre cloth.



Residue Removal - Follow your type of finish from before:

- Rinse off residues from personal hygiene products (liquid soap, toothpaste, shampoo, shower gel) immediately with water to prevent stains and damage

Shower Head & Aerator Cleaning - Follow your type of finish from before

- Conduct frequent cleaning of the shower head to remove impurities and sediments which can affect water flow and the finish
- Areas with impurities in the water for example South Australia it is likely to have a calcium or lime based build up which can affect the decorative finish. If this occurs we recommend the following only if the finish is an Electroplated or Powder Coated Finish
- Soaking a soft clean microfibres cloth in household vinegar and wrapping it around the affected area for approximately one hour then rinse off with hot water and dry off with another dry clean microfibre cloth should remove the build up

Maintenance of Moving Parts:

- Regularly inspect moving parts, such as swivel outlets to ensure smooth operation and good lubrication



Adhering to these detailed care instructions is vital for sustaining the appearance and functionality of your products.

- Avoid using cream-based cleaners to prevent residue buildup and deterioration of the finish.
- Do not use steam cleaners, as high temperatures can damage the tapware and its finish.
- Store cleaning agents and chemicals away from the tapware, as vapors can cause damage to the products or hose connections.
- Ensure that tapware is not installed using acetone-based silicones.
- Refrain from using cleaning or spray agents that contain acidic, caustic, bleach, or alcohol substances to avoid corrosion and deterioration of the tapware and finishes.
- Never use abrasive materials such as cleaning powders, abrasive cloths, scoring pads, scrub sponges, or steel wool for cleaning, as these can scratch and damage the finish.
- Following these cleaning instructions is essential to maintain the appearance and longevity of the products.

Thank You



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