



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 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 Taps 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, 1st March 2022 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	15 Years 15 Years 2 Years 1 Year	Cartridge replacement only Replacement Part or Parts ¹ Hose Connections, Kitchen Hoses Only Labour - Onsite
Tapware	15 Years 10 Years 2 Years 1 Year	Product & Parts ¹ Ceramic Disc Cartridges Jumper Valve Part Only Labour - Onsite
Showers	5 Years 2 Years 1 Year	Product & Parts Shower Hose Only ² Labour - Onsite
Accessories	10 Years	Product & Parts ³
Wastes/Floor Grates	1 Year	Product & Parts ⁴
Finishes	10 Years 5 Years Up to Date of Installation	Chrome Only On All Finishes ⁵ Natural & Living Finishes
Wastes/Floor Grates	1 Year	Product & Parts ⁴
Commercial ⁶	2 Years	Product & Parts ⁵

1: Excluding O-Rings, Aerators, Washers | 2: Excluding Wear & Tear on End Fitting |
3: Excluding Glass Shefl & Soap Pumps | 4: Excluding All Finishes |
5: Excluding Living Finishes | 6: All non residential properties such as hotels, retail shops, aged care facilities and schools



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;
Maximum Temperature: 80 degrees Celsius
Maximum Water Pressure: 500k Pa according toAS/NZS 3500,1 Clause 3.3,4
- 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 or through the scanning the QR code:

<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 48 hours or by our next business day and some additional information may be required to process your claim.





Detailed Cleaning and Maintenance Instructions

After Each Use:

- Dry products with a microfiber cloth after every use.
- Apply only light pressure and wipe in a consistent, single direction to prevent scratches.

Residue Removal:

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

Weekly Cleaning Routine:

- Use a mixture of warm water and mild, pH-neutral liquid soap (e.g., dishwashing liquid) for cleaning.
- Gently wipe the surface, rinse thoroughly with clean water, and dry with a microfiber cloth to keep the products in pristine condition.

Maintenance of Moving Parts:

- Regularly inspect and lubricate moving parts, such as swivel outlets to ensure smooth operation and adjustment.

Shower Head Cleaning:

- Conduct frequent cleaning of the nipples to remove impurities and sediments which can affect water flow.



Detailed Cleaning and Maintenance Instructions

Living & Enduromatt Finishes:

- Dry thoroughly after each use to prevent staining and water spots.
- Use a light spray wax like Mr Sheen™ periodically to protect and stabilize the finish.

Natural Finishes Care:

- Wipe dry consistently to prevent water staining.
- Apply a light polish with Brasso™ sparingly if a shinier brass finish is desired
- but consider that it might increase the polish level compared to other items.

Care for Electroplated Finishes:

- Clean regularly with warm water and immediately dry and polish with a microfiber cloth to maintain shine and prevent water spots.
- Use a non-abrasive polish like Mr Sheen™ occasionally to enhance protection against water spots.
- If soap is necessary, choose a mild liquid soap without harsh chemicals to avoid damaging the finish.
- Regular care is needed as these are decorative finishes and require meticulous maintenance.



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.



Product Care

Thank You

