



- Guarantee details
- User information

Sales/Support freecall 1800 505 116

Guarantee to the customer

For Australian installed products

Faucet undertakes to repair, or, at its option replace this product if it is defective through faulty workmanship or materials within the applicable period from date of purchase (see below). Proof and date of purchase must be produced in order to validate any claims. (NOTE: For custom labelled /packaged product that does not appear in the ranges listed, please consult store of purchase). Faucet undertakes to repair, free of labour or parts charge, any faulty Faucet branded product returned to Faucet's address, within five (5) years from date of purchase as arranged with Faucet.

Product guarantee periods as follows:

5 years parts & labour - Cascade, Splash, Praxis, Swirl, Eco, Culinio mixer, Jorja,

3 years parts & labour – Filter systems

1+4 years (1 year parts & labour, 4 years parts only) – Intro, Advantage, Stylex

5+10 years (5 years parts & labour, 10 years parts only) - Pegasi

Defects caused by improper use, improper installation, surface damage caused by installation, improper care of the product or failure to observe any one or more of the following will not be covered by this guarantee:

- 1) Applicable Health Acts;
- 2) Installation in accordance with manufacturer's instructions and specifications (Note: Tapware, mixers and filters must be installed by qualified plumber);
- 3) For plumbing products, regulation and/or other standards which govern the water supply and sewerage plumbing requirements at the location of the particular plumbing, on installation of the goods;
- 4) Recommended care and maintenance provisions set out below.

This guarantee does not cover:

- 1) For plumbing products, sealing rings, or washers. Depending on usage and conditions these may have to be replaced within the guarantee period;
- 2) Special finishes e.g. black chrome, brushed chrome etc.
- 3) Any loss or damage sustained by the consumer (including consequential loss or damage), in respect of the product or failure or omission on the part of Faucet Australia to comply with its obligations under these conditions.
- 4) Any products used in a commercial application.

Care and maintenance:

Clean product with a soft, damp cloth with methylated spirits or a mild cleaning agent, do not use harsh detergents or cleaning products with corrosive acid or abrasives. If product is fitted with an aerator, this should be cleaned out regularly by removing the aerator and flushing water through in reverse.



**Please attach proof of purchase here.
Required to validate any claims**

BATCH No.

Thank you for selecting this quality product **built in Australia** *Well done!*

Faucet Australia is a family owned factory based in Kerang, Victoria. We design and build innovative kitchen and bathroom products including tapware, mixers and bathroom accessories. For your interest, images of key models in our range are presented overleaf.

Whether you have selected a premium model or a value for money trade product from Faucet's vast range, be assured, it's made to last! We care about you and value you as our customers, so if you have any suggestions for improvement whilst fitting this product, or require further information or a brochure on other products, feel free to call on 1800 505 116.

We trust this product gives you many years of good service and look forward to your custom next time you need any taps, mixers or accessories.

What to do if you have a problem. Tapware, mixers and filters must be installed by a qualified plumber according to the installation instructions and should be thoroughly inspected after installation for malfunction or leaks. If the product appears faulty, the plumber should report the fault to Faucet Australia prior to leaving the site so that the necessary corrective action can be taken.

If any properly installed product develops a leak or malfunction within the guarantee period, please call Faucet Australia for assistance on how to proceed. Note that proof of purchase and batch number will be required for any claims.

– The Faucet Team.

