

## WARRANTY CONDITIONS

Product Category	Parts	Sector	Warranty Period (Total)	Parts & Labor	Parts Only
Tapware		Domestic	15 Years	5 Years	10 Years
		Commercial	2 Years	2 Years	
Thermostats	TMV trimset	Domestic	15 Years	10 Years	5 Years
		Commercial	10 Years	5 Years	5 Years
	TMV rough-in Grotherm	Domestic	25 Years	10 Years	15 Years
		Commercial	10 Years	5 Years	5 Years
Showers		Domestic	15 Years	1 Year	14 Years
		Commercial	15 Years	1 Year	14 Years
Accessories		Domestic	10 Years		10 Years
		Commercial	2 Years		2 Years
In-Wall cisterns	Tanks	Domestic	15 Years	5 Years	10 Years
		Commercial	2 Years		2 Years
	Flushing mechanism	Domestic	2 Years	2 Years	
		Commercial	2 Years	2 Years	
	Seals & Washers	Domestic	1 Year		
		Commercial	1 Year		
Replacement parts (purchased)		Domestic			1 Year
		Commercial			1 Year

### NO labour period for showers sold in New Zealand - parts only

**Products purchased outside Australia and New Zealand are not covered by this warranty as they may not meet local regulations.**

Tapware & In-Wall Tanks purchased prior to 1st November 2008 are Covered by a 5 year parts & labour warranty.

Showers purchased prior to 1st April 2013 are covered by a 5 year parts and labour warranty.

Shower hoses and hand-pieces purchased prior to 1st April 2013 are covered by a 1 year parts and labour warranty. If the products have been installed by a property developer, customers should contact the developer or the management office for warranty service.

### Domestic Use

This warranty covers faults in product construction, materials and assembly supplied for Domestic Use. For the purposes of this warranty 'Domestic Use' means use for all residential or personal accommodation applications such as private dwellings, hotels, motels and retirement villages.

Products which are found upon inspection by an authorized representative to be defective in construction, material or assembly, will be repaired or exchanged with an equivalent product free of charge within the warranty period outlined in the table. Replaced items become Grohe's property.

### Spare Parts & Labour

The labour for the replacement of products and spare parts to which this warranty applies will be supplied by Grohe or relevant supplier / Distributer using licensed plumbers engaged by local Grohe distributor or relevant supplier.

Spare parts found upon inspection by an authorised Grohe representative to be defective in construction, material or assembly, will be replaced free of charge.

### Warranty Conditions

This warranty will apply only under all of the following conditions:

- The item has been installed by a plumber or tradesperson licensed to install this product
- The item has been installed for and subjected to domestic use only
- Failure is due to a fault in the manufacture of the product
- Thermostatic cartridges MUST be serviced and replaced in accordance with AS4032 standards. If this is not adhered to the warranty may be void at the discretion of the manufacturer.
- Thermostat cartridge is covered by a 4 year warranty period from date of purchase for manufacturing faults/product failures

- Proof of purchase (including the date of purchase) is provided
- The installation of the product is in accordance with the instructions provided
- This warranty does not cover products purchased as an ex-display without being fully checked and tested for sale by the manufacturer.
- Seals and washers are covered by a 1 year replacement warranty
- Grohe colour finished products are covered as per normal warranty periods specified

This warranty does not include faults caused by:

- Unsuitable or improper use
- Incorrect installation or installation not in accordance with the instructions provided
- Installation or part installation by the purchaser or any person other than a licensed plumber or tradesperson licensed to install this product
- Normal wear and tear
- Inadequate or complete lack of maintenance
- Chemical, electrochemical or electrical influences
- Harsh detergents or abrasive cleaners used on product

### **Commercial Use**

For the purposes of this warranty 'Commercial Use' means anything other than Domestic Use, including use in commercial applications in commercial or non-residential premises, public buildings such as schools and sports centre, and in other commercial establishments such as hospitals and restaurants.

The Commercial Use warranty covers this product against manufacturing faults in the construction, material and assembly of both the finished products and any spare parts. Products and spare parts which are found upon inspection by an authorised Grohe representative to be defective in construction, material or assembly will be repaired or exchanged free of charge.

Replaced items become Grohe's property. The labour for the replacement of products and spare parts to which this warranty applies will be supplied by Grohe or relevant supplier using licensed plumbers engaged by Grohe or relevant supplier. The Warranty Conditions and exclusions which apply to the domestic use warranty also apply to this commercial warranty.

### **Exclusions**

To the fullest extent permitted by law, Grohe excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage.

### **Claim Procedure**

For all warranty queries customers are to contact the branch where the product was purchased. These details can be found on your purchase invoice. General contact details for Grohe are as follows:

#### **AUSTRALIA:**

Reece Australia Pty Ltd  
118 Burwood Hwy  
Burwood VIC 3125  
+61 3 9274 0000

#### **NEW ZEALAND:**

Robertson  
25 Vestey Drive  
Mt Wellington, Auckland  
+64 9 5730490

[admin@reece.com.au](mailto:admin@reece.com.au)

[sales@robertson.co.nz](mailto:sales@robertson.co.nz)

The benefits given by this warranty are in addition to the other rights and remedies that consumers may have under the Australian and New Zealand Consumer Law and any other applicable laws.

Goods sold in Australia come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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.

**INSTALLERS NOTE**: Please ensure warranty and installation instructions are left with home owner / property of installation.