

METHVEN

Standard Warranty

Please retain your proof of purchase. Ensure your purchase information is safe by registering your product online at www.methven.com/register.

THIS DOCUMENT PERTAINS TO ALL PRODUCT PURCHASED FROM APRIL 2020

GWA provides the following warranty for all Methven, Flexispray and Echo products purchased in Australia or New Zealand from authorised GWA resellers for use in domestic residential (indoor) or commercial (indoor) installations (Goods). Commercial installations are all non-residential installations including hotels, motels, gyms, clubs, factories, schools, hospitals, restaurants and aged care facilities. This warranty is in addition to GWA's responsibility to customers under all other statutory and regulatory requirements.

WARRANTY PERIODS

	Brand / Product	Domestic / Residential (for original purchaser)	Commercial
Methven	Showers	Lifetime [†]	Up to 15 Years (replacement only)
	Tapware	20 Years (parts and labour)	Up to 5 Years (parts and labour)
	Accessories	10 Years (replacement only)	1 Year (replacement only)
	Spares	10 Years (replacement only)	5 Years (replacement only)
Flexispray	Showers	25 Years (replacement only)	1 Year (replacement only)
	Tapware	5 Years (parts and labour)	1 Year (parts and labour)
	Accessories	1 Year (replacement only)	1 Year (replacement only)
	Spares	5 Years (replacement only)	1 Year (replacement only)
Echo	Showers	25 Years	1 Year (replacement only)
	Tapware	5 Years (labour) / 15 Years (parts)	1 Year (replacement only)
	Spares	5 Years (replacement only)	1 Year (replacement only)
NEFA	All Goods	5 Years (from date of manufacture)*	1 Year (from date of manufacture)*
Finishes	All Goods	Matte Black finishes are warranted at 5 years. Chrome, Stainless Steel and PVD** maintain the standard product warranty period	

*Please visit the Methven website for further details on determining the manufacture date.

**Physical Vapour Deposition

WARRANTY STATEMENT

- Our Goods come with guarantees that cannot be excluded under the Australian and New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.
- If during the applicable warranty period set out in the tables above (Warranty Periods), a Good has a material defect which arose in the course of manufacture then, subject to the warranty conditions below being met, you may submit a warranty claim to GWA:
 - by email customercare@nz.methven.com / customercare@au.methven.com
 - by calling Customer Care New Zealand on Ph: 0800 804 222
 - by calling Customer Care Australia on Ph: 13 14 16

GWA may require you to return the Good, and you must pay the expenses for such return.
- GWA will (at its cost) either repair or replace (at GWA's option) the Good at an equivalent value of the product purchased if it is discovered that the product contains a **material defect which arose during manufacture**. GWA will pay the expense for shipment of the repaired or replaced Good to you.
- Should any warranty claim be made and attended to by a GWA authorised Service Agent and that in the opinion of the Service agent or GWA, the problem was from a faulty installation or use of the products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the products for which GWA is responsible, GWA reserves the right to charge a service fee for each service staff attending the premise where products have been installed.
- [†]A Lifetime Replacement Warranty applies for the lifetime of the original purchaser.

The **Warranty Statement does not apply** to any other brands marketed and sold by GWA.

WARRANTY CONDITIONS

The warranty set out in the Warranty Statement above (other than sections 1(a)) is subject to the following conditions, and accordingly shall not apply if:

- The Good was not new as at the date of purchase or proof of purchase details (such as invoice, receipt or transaction record) are not provided.
- There is a failure to follow installation instructions, evidence cannot be provided that the Good was installed by a licensed plumber or the Good is used other than in accordance with product specifications. This includes operating conditions specified for temperature and pressure.
- Repair work is performed on the relevant Good by a person other than GWA, its authorised service agents or any plumber who has not received authorisation from GWA prior to proceeding with the work.
- Applicable statutes or regulations relating to public health are not observed and the product must not have been damaged by misuse, accident or neglect.
- Standards or regulations governing sewerage, plumbing, water supply and gas applicable to the location of the particular plumbing installation are not observed. This includes (without limitation) the Australian Standards (AS/NZ 3500.1 Plumbing and Drainage Part 1: Water services) which specifies that the main water supply pressure to any new home, extension or renovation must be limited to 500kPa. The recommended continuous operating pressure for tapware is between 150-500kPa.
- Harsh detergents or abrasive cleaners are used on any finishes of the Good.
- The product must not contain excessive debris (in-line filters must be installed).
- The Good has discolouration, corrosion or rusting from 'hard' water and/or other environmental factors.
- Adequate access to products, fittings and fixtures to undertake extended warranty repairs is required. GWA will not be responsible for any consequential damage or costs where adequate access to product fittings and fixtures is not available.