

BRASSHARDS — GROUP —

COMPLETE PLUMBING SOLUTIONS

Warranty Information

Warranty period commences from the date of purchase to the day the warranty claim is presented to Brasshards.

Warranty is applicable to original owner only and cannot be transferred.

Brasshards will dictate the nature of warranty repair or replacement work and all warranty work must be approved by Brasshards prior to commencement. Brasshards will not be liable for any claims on labour or parts that were not approved in advance by Brasshards.

Our goods 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.

Warranty may be voided for the following reasons:

- Use of abrasive or acid based cleaners
- Failure to provide proof of purchase
- Failure to comply with National or State standards during installation or use
- Failure to follow installation instructions
- Fitting of non-approved products such as aerators or flow regulators
- Products used in applications other than intended
- Products installed by an unlicensed installer (where applicable)
- Products exposed to environmental elements
- Failure to properly clean or maintain the product
- Warranty work commenced without approval from Brasshards
- Damage as a result of installation or post installation use

Warranty Periods

MIXX Tapware & Accessories		
Product	Residential Warranty	Commercial Warranty
Mixers & Tapware <small>EXCLUDES MIXX BASIX</small>	20 Years: replacement product or parts 5 Years: parts & labour 5 Years: finish	20 Years: replacement product or parts 1 Year: parts & labour 1 Year: finish
Showers & Spouts	10 Years: replacement product or parts 5 Years: hose replacement 5 Years: finish	10 Years: replacement product or parts 1 Year: finish 1 Year: hose replacement
Accessories	10 Years: replacement product or parts 5 Years: finish	10 Years: replacement product or parts 1 Year: finish
Wastes & Bottle Traps	2 Years: replacement product or parts 1 Year: finish	1 Year: replacement product or parts 1 Year: finish
MIXX Basix		
Product	Residential Warranty	Commercial Warranty
Mixers & Tapware	7 Years: cartridge replacement 2 Years: replacement product or parts 2 Years: finish 1 Year: parts & labour	1 Year: parts & labour
Showers	7 Years: replacement product or parts 1 Year: parts & labour 1 Year: hose replacement 1 Year: finish	1 Year: parts & labour

MIXX Tapware & Accessories warrants that any aforementioned product purchased under the MIXX Tapware & Accessories or MIXX Basix brands will be free of faults or flaws in materials or manufacture.

Residential warranty applies only to products installed in a residential home

Commercial warranty applies only to products not installed in a residential home. This includes but is not limited to hotels, motels, schools, hospitals, universities, aged care facilities, factories, restaurants & commercial kitchens.

The warranty period applies from the date of purchase.

Warranty Periods



Brasshards Products		
Product	Manufacturer's Warranty	Terms & Conditions
CuPress	25 Years: manufacturer warranty against defects in fittings	<ul style="list-style-type: none"> Installing plumber must adhere to all installation instructions Installation must be performed by a licensed plumber in accordance with AS3500 of the National Plumbing Code parts 1,4 and 5
Brasspex	25 Years: manufacturer warranty against defects in pipe & fittings	<ul style="list-style-type: none"> Excludes Brasspex tools Installing plumber must adhere to all installation instructions Installation must be performed by a licensed plumber in accordance with AS3500 of the National Plumbing Code parts 1,4 and 5
Copper Tube	25 Years: manufacturer warranty against defects in tube	<ul style="list-style-type: none"> Installing plumber must adhere to all installation instructions Installation must be performed by a licensed plumber in accordance with AS3500 of the National Plumbing Code parts 1,4 and 5
<p>All other products covered by Brasshards 12 Month Mandatory Warranty.</p>		

These care instructions apply to all colours and finishes on all products manufactured by Brasshards Group.

Do not install tapware using acetone silicones.

Do not use harsh detergents, abrasive cleaners (including cream cleansers), or cleaning agents containing hydrochloric acid, formic acid, chlorine bleach, citric acid or acetic acid, as these can cause significant damage.

Do not use wax based furniture cream, as these can result in a build up of deposits, detracting from the appearance of your tapware.

Do not use unnecessary pressure. Wipe in one direction only. Not only can robust cleaning methods and aggressive cleaning agents damage surfaces, they can also affect the inner workings of the product.

Take special care when combating limescale and dirt: if inappropriate handling leads to damage, this is not covered by the warranty.

Where your tapware remains dry in use, a soft cloth should be used to remove surface dust. If your tapware requires further cleaning, use a soft microfibre cloth in warm soapy water (this is especially important for electroplated tapware, to maintain the finish appearance).

If you are unsure about your cleaner, and/or it contains chemicals you cannot identify, simply avoid using it on your product.

Making A Claim

While highly unlikely, should you experience any difficulties with the performance of your Brasshards Products during the warranty period, please take the following course of action:

1. Please ensure **Installation Instructions** have been read carefully.
2. In the first instance, **contact your installer**. Most issues are due to water lines not being flushed adequately prior to installation or fittings not being tightened correctly.
3. If this does not rectify the problem, please ensure you have your proof of purchase before contacting **Brasshards Service Hotline** on **07 3326 5950** during business hours, or email **service@brasshards.com.au**, for further trouble shooting solutions or to arrange a service call.

WARRANTY APPLIES FROM 1 MARCH 2020

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