American Standard

Australia & New Zealand Warranty Sheet

Limited Warranty and service charge

Product	Warranty	Detail
Sanitaryware		
Basins	10/1 years	10 years product replacement, 1 year parts & labour
Toilet Suites	10/1 years	10 years product replacement, 1 year (cistern) parts and labour
Seats	1 year	1 year product replacement
Urinals	10/1 years	10 years product replacement, 1 year parts & labour
Shower Toilets & E-bidet Seats	2/1 years	1 year parts & labour included; 2 years parts only
Spare Parts	1 year	1 year product replacement
Tapware		
Mixers & Outlets	10/1 years	10 years product replacement, 1 year parts & labour
Mixer Cartridges	10/1 years	10 years product replacement, 1 year parts & labour
TMV's	10/1 years	10 years product replacement, 1 year parts & labour
Spare Parts & accessories	1 year	1 year product replacement
Showers		
Fixed, Rail & Twin Showers	10/1 years	10 years product replacement, 1 year parts & labour
Spare Parts	1 year	1 year product replacement
Baths		
Acrylic	10/1 years	10 years product replacement, 1 year parts & labour

Terms & Conditions

PRODUCT QUALITY GUARANTEE

This product is covered by a 10-year replacement product warranty and a 12 month warranty over spare parts and labour.

10 YEARS WARRANTY – 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 Lixil's property.

1 YEAR WARRANTY – 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 centres, 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 Lixil representative to be defective in construction, material or assembly will be repaired or exchanged free of charge.

Replaced items become Lixil's property. The labour for the replacement of products and spare parts to which this warranty applies will be supplied by authorized representative using licensed plumber.

The Warranty Conditions and exclusions plumbers which apply to the domestic use warranty also apply to this commercial warranty.

LABOUR AND SPARE PARTS

The labour for the replacement of products and spare parts to which this warranty applies will be supplied by relevant supplier using licensed plumbers within 1 year from the date of purchase. Spare parts which are within 1 year from the date of purchase found upon inspection by an authorised 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 licensed plumber
- The item has been installed for and subjected to domestic residential use only
- Failure is due to a fault in the manufacture of the product
- 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.

- Warranty only applies to the original owner and is not transferrable

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
- Normal wear and tear
- Inadequate or complete lack of maintenance
- Chemical, electrochemical or electrical influences
- Harsh detergents or abrasive cleaners used on product finishes

EXCLUSIONS

To the fullest extent permitted by law, Lixil 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 store where the product was purchased. These details can be found on your purchase invoice. Our goods come with guarantees that cannot be excluded under local country laws including the Australian Consumer Law and the New Zealand Consumer Guarantees Act. 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.

AUS

Lixil Australia
Tel: 1300 054 945
Email: americanstandard_australia@lixil.com

NZ

Monaco Corporation Ltd.
231 Bush Road
Albany, Auckland, 0632
Tel: 09 415 6000
Email: customercare@monacocorp.co.nz