



Warranty Periods

Phoenix tapware and accessories are made to the highest industry standards and quality. Refer to table below for warranty periods.

Category	Warranty Period	Warranty Details
Mixers	5 years	- 5 years replacement product or parts Note: Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt, or thread tape etc. - 2 years replacement product or parts & labour
Hand Showers or Rail Showers	3 years	- 3 years replacement products or parts - 1 year replacement product or parts & labour
Tapware & Standard Showers	5 years	- 5 years replacement products or parts - 1 year replacement product or parts & labour Note: Jumper valves - 3 months parts only
Accessories	3 years	- 3 years replacement products or parts

For all Service Enquiries contact below:

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Warranty shall be void for the following reasons:

- Inability to provide proof of purchase or equivalent documentation.
- Products not installed by a licensed plumber.
- Products not to relevant National Standards and State Regulations.
- Products not installed in accordance with the manufacturer's installation instructions.
- Products exposed to environmental elements.
- Tapware exposed to water pressures and or temperatures that exceed stated limitations.
MAXIMUM: Temperature - 60 degrees & Pressure - 500kPa
MINIMUM: Temperature - 1 degree & Pressure - 300kPa
Note: AS/NSZ 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations.
Note: The 500kPa maximum water supply pressure does not apply to fire service outlets.
- Isolation stop taps are not fitted as stated on manufacturer's installation instructions.
- Fitting of other devices to the outlet of tapware, eg. water filters.
- Fitting of Phoenix non-approved water flow regulating devices.
- Non-installation of flow regulated check valve for hand showers.
- Products used for incorrect applications, non-potable water etc.
- Damage as a result of obstructions due to inadequate flushing of system before use.
- Services repairs or with non-standard replacement parts previously undertaken without Phoenix's written approval.
- Damage to finishes by adhesives, sealants etc.
- Failure to clean & replace outlet aerator inserts etc.
- Damage to finishes which arise from installation or post installation use.
- Failure to observe manufacturers care and cleaning instructions.
- The warranty work is limited to the pre-approved scope of work. Additional work will require authorization from Phoenix After Sales & Services Departments.



Warranty Conditions

Phoenix Warranty covers the repair or, at Phoenix's option, the replacement of any products which are defective through faulty workmanship or materials.

The warranty period commences from date of purchase or for new buildings date of handover. In order to make a warranty claim, Proof of Purchase (POP), handover documentation for new homes or equivalent documentation must be supplied for warranty claims to be considered. Claims must be processed through Phoenix's Customer Service and each credit claim will be issued with a claim number which is recorded on the Phoenix system.

Phoenix will not be liable for any claims for labour, additional products or parts associated with alleged faulty product for work not approved in advance by Phoenix in writing.

Should any warranty claim be made and attended to by a Phoenix authorized Service Agent and that in the opinion of the Service Agent or Phoenix the problem was from faulty installation or use of the goods in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect to the goods for which Phoenix is responsible, Phoenix has the right to charge a service fee for each service staff attending the Owner's premise where goods have been installed.

Phoenix requires adequate access to products, fittings and fixtures to undertake warranty repairs. Phoenix will not be responsible for any consequential damage or costs where adequate access to product fittings and fixtures is not accessible.

Tapware and Accessories - Care and Cleaning Instructions

- Under no circumstances should you install tapware using acetone silicones.
- Never use harsh detergents or abrasive cleaners, as these will scratch the surface.
- Where your tapware remains dry in use, a soft cloth can be used to remove surface dust. Alternatively, a wipe over with warm soapy water is all that is required to maintain the finish in perfect condition for a lifetime of use.
- Use of wax based furniture cream should be avoided as these can result in a build-up of deposits, which could detract from the appearance.
- Do not use undue pressure and wipe in one direction only.

Note: This is a summary of the Phoenix warranty offer for Australian installed products. Some additional terms and conditions may apply. Phoenix reserves the right to alter, or amend this warranty offer in writing at any time. Phoenix reserves the right to provide minor components (eg. handles, aerators, buttons, dress rings, hinges, clips, rod and washers) as 'Parts Only' to the customer.

Consequential Loss

Phoenix's obligations under warranty are limited to the repair or, at Phoenix's option, replacement of any products which are defective through faulty workmanship or materials. To the extent permitted by law, Phoenix will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any consequential loss of any kind caused by any defect in the product components.