mixx

TAPWARE and ACCESSORIES

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QUALITY PLUMBING PRODUCTS

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CELEBRATING 50 YEARS 1967 - 2017

WARRANTY INFORMATION

PRODUCT	WARRANTY
Mixx & Brasshards Mixers	**20 years replacement warranty** Note: Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or any other foreign matter. **5 years parts & labour warranty**
Mixx & Brasshards Ceramic Disc Tapware	**20 years replacement warranty** Note: 1/4 turn ceramic disc tapware only, excludes jumper valve tapware. Note: Excludes damage to ceramic disc spindles from pieces of copper tube, plastic tube, sand, dirt or any other foreign matter. **5 years parts & labour warranty**
Mixx Showers, Spouts & Accessories	**5 years replacement warranty** Note: Applies to Mixx branded showers & accessories only

12 MONTH MANDATORY WARRANTY ON ALL OTHER PRODUCTS

Warranty may be voided for the following reasons:

- Use of abrasive or acid based cleaners may void warranty
- 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
- 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

mail@brasshards.com.au **brasshards.com.au** | **mixxtapware.com.au**

P: 07 3326 5950 | F: 07 3326 5955 | 63 Yarraman Place, Virginia, QLD 4014

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

Brasshards will dictate the nature of warranty repair or replacement work and all warranty work must be approved by Brasshards p rior 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 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."

PLEASE RETAIN PROOF OF PURCHASE

AFTER SALES SERVICE

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 contact **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.

THIS WARRANTY IS APPLICABLE FROM THE 1/9/2017 ONWARDS

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TAPWARE CARE AND CLEANING INSTRUCTIONS

- Under no circumstances should you install tapware using acetone silicones.
- Never use harsh detergents or abrasive cleaners, cleaning agents containing hydrochloric acid, formic acid, chlorine bleach or acetic acid, as these can cause significant damage.
- 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 appearance.
- Do not use undue pressure and 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.
- Don't make mistakes when combating lime scale and dirt: if inappropriate handling leads to damage, this is excluded from the warranty.

MATT BLACK TAPWARE CARE AND CLEANING INSTRUCTIONS

Matt black tapware can keep its velvet-looking finish if you follow the very simple maintenance guidelines.

It is recommended that you clean your matt black tapware with warm, soapy water and a clean, soft, microfibre cloth.

Solvents, abrasives, waxes, acids and other chemical-based cleansers should never be used. Bleaches can also discolour product and therefore should not be used.

If you are not sure about your cleaner, and it includes chemicals you cannot identify then simply avoid it.

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