

Warranty Information



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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

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

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 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 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.

Brasshards Holdings. 63 Yarraman Place, Virginia, QLD, 4014 - Po box 374 Virginia BC, QLD, 4014

Phone:

Email: mail@brasshards.com.au

Fax:

(07)3326 5900

(07)3326 5905

(07)3326 5950

(07)3326 5955

THIS WARRANTY IS APPLICABLE FROM THE 1/3/2015 ONWARDS