



Product Warranty

The Australian Competition and Consumer Act and the New Zealand Consumer Guarantees Act imply certain conditions, warranties and undertakings and give you other legal rights, in relation to the quality and fitness for purpose of ilife products sold in Australia and New Zealand respectively.

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 reasonable foreseeable loss and damage. You are also entitled to have to goods replaced if the goods fail to be of acceptable quality and the failure does not amount to be a major failure.

Subject to the general terms and conditions below, as part of your limited warranty.

Fidofine warrants that:

1. The ilife product ranges are designed and manufactured in accordance with the Australian Standards and Water Efficiency Labelling Standards (WELS) requirements.
2. The products are free from manufacturer's defects.
3. Fidofine will repair or replace parts or products that become defective during the Warranty Period. Repair or replacement of the product will be at the sole discretion of Fidofine.
4. The following conditions will apply to any warranty claim:
 - Documentary proof of purchase must be provided.
 - Goods are to be used only for the purpose for which the goods have been designed.
 - Installation and maintenance instruction must be adhered to.
5. The following exclusions will apply to any warranty claim:
 - 5.1 The products are not installed by a qualified plumber.
 - 5.2 Damage caused by excessive use, accidents, negligence, alternation, use of chemical based cleaners, or misuse.

- 5.3 Damage that occur during shipment from Fidofine to the customer except where transport charges are included in the pricing.
 - 5.4 Damage to goods that are being returned to Fidofine while such goods are under the care of the customer or the customer's agent.
 - 5.5 Labour costs not expressly authorised by Fidofine in writing, including cost of installation, de-installation, consultants or technical advisors.
 - 5.6 Damage caused by unauthorised repairs or use of non-standard replacement parts.
 - 5.7 Damage caused by impurities in pipes, including hard water.
 - 5.8 Possible imperfections, which are part of the characteristics of the materials used in the products, or a consequence of manufacture.
 - 5.9 Claims for consequential damage or liquidated damages.
 - 5.10 Water pressures and or temperatures that exceed stated limitations as per the product installation instructions. Note: AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations.
 - 5.11 Isolation stop taps are not fitted as stated on manufacturer's installation instructions.
 - 5.12 Products used with water additives i.e. Cleaning & or deodorising additives in cisterns.
 - 5.13 Fair wear and tear, such as the working seals in the inlet and outlet valves, including scratching from cleaning etc.
 - 5.14 Damage as a result of obstructions due to inadequate flushing of system before use and problems caused by water supply (including silt, corrosion and excess water pressure).
 - 5.15 Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware or shower heads etc.
 - 5.16 Damage to finishes by adhesives, sealants or abrasive cleaners etc.
 - 5.17 Damage to finishes that arise from installation or post installation use.
 - 5.18 Damage due to abuse as determined by authorised Service Agent.
 - 5.19 Failure to observe manufacturers care and cleaning instructions.
 - 5.20 The warranty work is limited to the pre-approved scope of work that will be set out in a work order. Additional work will require authorisation from Fidofine.
6. Fidofine does not exclude any condition or warranty that by reason of section 68 or 74K of the Trade Practices Act or any other relevant legislation may not be excluded, but Fidofine excludes all other conditions and warranties implied by customs, the general law or statute.
 7. Except for goods or services of a kind ordinarily acquired for personal, domestic or household use or consumption, Fidofine's liability under any non-

excludable implied condition or warranty (except a non-excludable condition or warranty implied by Section 69 of the Trade Practices Act or any similar legislation) is limited to:

- In the case of services, the cost of supplying the services again; and
- In the case of goods, the lowest of the cost of replacing the goods, acquiring equivalent goods and having the goods repaired.

8. The following Warranty Periods apply:

Range	Warranty	Comments
Concealed Cisterns and/or Frames	10/2/1 years	<ul style="list-style-type: none"> • 10 year replacement product warranty (labour is excluded) applies for faults in workmanship and material such as: Frame, Concealed Cistern Tank, HDPE pipes. • The first 2 years of the warranty comprises of free of charge labour, however only applies for Inlet Valve, Outlet Valve and Mechanical or Pneumatic push-access plate. • 1 year warranty only on Copper Angle Valves, Flexible hose, O-rings and washers.
Toilet Suite, Toilet Pan	5/2/1 years	<ul style="list-style-type: none"> • 5 year replacement product warranty (labour is excluded) applies for faults in workmanship and material. • The first 2 years of the warranty comprises of free of charge labour. • 1 year warranty only on Seat Cover, Seat Fixings, Wall Hung Fixing Kits, Cistern Internal, Buttons, Valves, O-rings and washers.
Taps, Mixers – Caballero, Harmony and Babylon Series	15/2/1 years	<ul style="list-style-type: none"> • 15 year replacement product warranty applies for faults in workmanship, material and the ceramic cartridge. Note: Warranty is void should there be damage as a result from pieces of copper and plastic tube, sand, dirt or thread tape etc. • The first 2 years of the warranty comprises of free of charge labour. • 1 year warranty only on the following parts:

		Copper Jumper Valves, O-rings and washers, and Aerator Inserts.
Taps, Outlets, Mixers, Showers – Prestige and Lenin Series	10/2/1 years	<ul style="list-style-type: none"> • 10 year replacement product warranty applies for faults in workmanship, material and the ceramic cartridge. Note: Warranty is void should there be damage as a result from pieces of copper and plastic tube, sand, dirt or thread tape etc. • The first 2 years of the warranty comprises of free of charge labour. • 1 year warranty only on the following parts: Copper Jumper Valves, O-rings and washers, and Aerator Inserts.
Accessories	10/2 years	<ul style="list-style-type: none"> • 10 year replacement product warranty applies for faults in workmanship and material. • The first 2 years of the warranty comprises of free of charge labour.
Waste Products	5/2/1 years	<ul style="list-style-type: none"> • 5 year replacement product warranty (labour is excluded) applies for faults in product construction and material. • The first 2 years of the warranty comprises of free of charge labour. • 1 year warranty only on valves, O-rings and washers.

9. For service or warranty claims, please contact the following:

Customer Service Manager
 Fidofine International Pty Ltd
 Ph: 02 8068 1111 Fax: 02 8068 2166
 Email: sales@ilifehomes.com.au
 Address: 2/36 Parramatta Rd, Lidcombe NSW 2141

