



**NEW ZEALAND WARRANTY GUIDE
EFFECTIVE - 1st July 2019**

RESIDENTIAL WARRANTY

Where Greens Tapware and showers are purchased for use in domestic residential installations, the purchaser or end user may have recourse or remedy under any relevant consumer protection legislation. In addition, Greens undertakes to either repair or replace (at Greens discretion) the tapware or shower fitting, if it is discovered that such tapware or shower contains a material defect which arose in the course of manufacture. The warranty commences on the date of purchase of the product.

Range	Warranty	
Tapware Textura Gisele Luxe Blush	Lifetime	Lifetime warranty on European Brass Cartridge 5 Years – Labour and replacement product or parts.
Tapware (excluding Applause/Voyage)	20 Years	20 Years Cartridge 5 Years – Labour and replacement product or parts.
Showers Twin Rail Showers Rail Showers Wall & Overhead showers	10 Years	Replacement product or parts
Finishes All products	5 Years	5 Years Chrome PVD Stainless Steel 1 Year on Matte Black
Bathroom Accessories	1 Year	Replacement product or parts only
All Consumables & Spare Parts	1 Year	Consumables include: Spout seals, O-rings, aerators, kitchen pull-out/pull-down hand pieces, hoses and diverter headworks, Slider control, soap dishes, wall fixings, mounting brackets and hoses. All replacement spare parts.
Applause/Voyage Tapware	5 Years	5 Year - Cartridge 1 Year - Labour, Finish, replacement product or parts. 1 Year - Spout seals, O-rings, aerators, kitchen pull-out/pull-down hand pieces and hoses
Conventional Tapware (NZ only) Marketti Project	5 Years	5 Years - Labour, Finish, replacement product or parts(excludes consumables).



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COMMERCIAL WARRANTY

This applies to all non-residential installations including (but not limited to) hotels, motels, rest homes, hospitals, offices, retail outlets, gyms, factories, schools and restaurants. The product is warranted to be free from defects in materials and workmanship and the warranty commences on the date of purchase of the product.

Range	Warranty	
Greens QL Cartridge European Brass Cartridge All single lever products containing these cartridges	2 Years	2 Years - Cartridge 1 Year - Labour, Finishes, replacement product or parts 1 Year – Consumables - Spout seals, O-rings, aerators, kitchen pull-out/pull-down hand pieces, hoses and diverter headworks
All Products	1 Year	1 Year – Cartridge, Labour, Finishes, replacement product or parts. 1 Year – Consumables - Spout seals, O-rings, aerators, kitchen pull-out/pull-down hand pieces, hoses and diverter headworks

Warranty Conditions:

The following conditions must be met, or the warranty will be deemed null and void.

1. Proof of purchase (invoice or receipt) must be provided.
2. The Greens product warranty is applicable only on items purchased and installed in Australia.
3. The claimant must be the original purchaser.
4. The product must be in the original building it was installed in.
5. The product must be installed by a licensed plumber and Greens installation instructions must be followed.
6. Temperature and pressure limits within the installation instructions must apply.
7. All products must be installed to relevant National Standards and State Regulations.
8. The product has not been tampered with or repaired in any way.
9. The product has not been damaged by misuse, accident, or neglect.
10. The product does not contain excessive debris (in-line filters must be installed).
11. The product has not been exposed to external environmental elements.
12. All warranty covered repair work is to be undertaken by a Greens authorised service agent or plumber who has received pre-approval from Greens,
13. Improper cleaning products, including cream cleaners and cleaners containing corrosive acids, scouring agents or solvent cleaners must not have been used on the product.
14. Other conditions may apply depending on the nature of the installation.

Greens shall in no way be liable to the purchaser or end user of Greens Tapware or showers for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person other than as provided in the above provisions, under any relevant consumer protection legislation or as consented to by Greens in writing in advance.