

# NEW ZEALAND WARRANTY GUIDE

EFFECTIVE 1ST FEBRUARY 2020



Please call Greens BEFORE you contact a plumber or try to fix the problem yourself. We can discuss the nature of the problem and how we may be able to help.

## 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	
<b>Tapware</b> Textura   Gisele Luxe   Blush	Lifetime	<ul style="list-style-type: none"><li>• Lifetime warranty on European Brass Cartridge</li><li>• 5 Years – Labour and replacement product or parts. (excludes consumables)</li></ul>
<b>Tapware</b> (excluding Applause/ Voyage)	20 YEARS	<ul style="list-style-type: none"><li>• 20 Years Cartridge</li><li>• 5 Years – Labour and replacement product or parts. (excludes consumables)</li></ul>
<b>Showers</b> Twin Rail Showers Rail Showers Wall & Overhead showers	10 YEARS	<ul style="list-style-type: none"><li>• Replacement product or parts (excludes consumables)</li></ul>
<b>Applause/Voyage</b>	5 YEARS	<ul style="list-style-type: none"><li>• 5 Year - Cartridge</li><li>• 1 Year - Labour, Finish, replacement product or parts.</li><li>• 1 Year - Consumables</li></ul>
<b>Conventional Tapware</b> Jumper Washer Headworks	5 YEARS	<ul style="list-style-type: none"><li>• 5 Years - Labour, Finish, replacement product or parts (excludes consumables).</li></ul>
<b>Finishes</b> All products	5 YEARS	<ul style="list-style-type: none"><li>• 5 Years Chrome   PVD   Stainless Steel</li><li>• 1 Year on all Matte Black</li></ul>
<b>Bathroom Accessories</b>	1 YEAR	<ul style="list-style-type: none"><li>• Replacement product or parts only</li></ul>
<b>All Consumables &amp; Spare Parts</b>	1 YEAR	<ul style="list-style-type: none"><li>• Consumables include: Jumper washers, Spout seals, O-rings, aerators, kitchen pull-out/pull-down hand pieces, hoses and diverter headworks, Slider control, soap dishes, wall fixings, mounting brackets, hoses, and sensor control units/battery boxes.</li><li>• All replacement spare parts.</li></ul>

## 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
<b>Greens QL Cartridge</b> <b>European Brass Cartridge</b> All single lever products containing these cartridges	<b>2 YEARS</b> <ul style="list-style-type: none"> <li>• 2 Years - Cartridge</li> <li>• 1 Year - Labour, Finishes, replacement product or parts</li> <li>• 1 Year – Consumables - Spout seals, O-rings, aerators, kitchen pull-out/pull-down hand pieces, hoses and diverter headworks, Slider control, soap dishes, wall fixings, mounting brackets, hoses, and control units/battery boxes.</li> </ul>
<b>All Products</b>	<b>1 YEAR</b> <ul style="list-style-type: none"> <li>• 1 Year – Cartridge, Labour, Finishes, replacement product or parts.</li> <li>• 1 Year – Consumables - Jumper washers, Spout seals, O-rings, aerators, kitchen pull-out/pull-down hand pieces, hoses and diverter headworks, Slider control, soap dishes, wall fixings, mounting brackets, hoses, and control units/battery boxes.</li> </ul>

### 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 New Zealand.
3. The claimant must be the original purchaser.
4. The product must be in the original building it was installed in.
5. The 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 New Zealand Building/Plumbing Standards and 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.
11. The product has not been exposed to external environmental elements.
12. Use of improper cleaning products, including cream cleaners and cleaners containing corrosive acids, scouring agents or solvent cleaners will void this warranty.
13. All repair work is to be pre-approved by Greens, and undertaken by its authorised service agent.
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.



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<http://www.greenstapware.com/warranty-guide>