



All Pacific Products (International) Pty Limited ("Pacific") products are manufactured to the highest standard and comply with Australian Standards and WELS regulations where required.

Pacific offers the following extended warranty periods (refer to table below) from the date of purchase for domestic and residential use, that our products are free from defects in materials and workmanship. The terms of this warranty apply to all products purchased on or after 1st January 2015 and are subject to our Warranty Conditions and Exclusions outlined below.

Product Type	Warranty	Comments
Taps Jumper Valve	[1] [3]	[1] Year replacement product or parts and labour * [3] Year replacement part only
Taps 1/4T Ceramic Disc	[1] [3] [5]	[1] Year replacement product or parts and labour [3] Year replacement part only [5] Year replacement ceramic disc assembly part only
Single Lever Mixers	[1] [3] [10]	[1] Year replacement product or parts and labour [3] Year replacement part only [10] Year replacement ceramic cartridge part only
Bathroom Accessories	[5]	[5] Year replacement part only
Showers Fixed	[3]	[3] Year replacement part only
Showers Hand Held	[1] [25]	[1] Year replacement part only [25] Year replacement hand piece only **
Push Flow Taps	[1]	[1] Year replacement product or parts and labour
Outlets	[1]	[1] Year replacement part only
Spare Parts	[1]	[1] Year replacement part only

\* Jumper valves 12months parts only

\*\* Does not include flexible hose, bracket or rail

#### WARRANTY CONDITIONS AND EXCLUSIONS

The warranty will be void

- If Taps and Single Lever Mixers are not installed by a licensed plumber and proof of same is not available
- If the end user is unable to provide proof of purchase documentation
- If the product is used for other than its intended application
- Where the water pressure exceeds 500kpa and water temperature is above 60°C
- Where water supply lines have not been flushed by the installing plumber before installation
- Damaged is caused by misuse and or negligence prior to, during and after installation
- Damage to surfaces caused by adhesives, harsh detergents, sealants, chemicals and abrasive cleaners
- Failure to properly maintain the product
- If the product has been fitted with third party products such as aerators or flow controllers or seat extenders.
- If the product has become blocked by foreign matter

The warranty period commences from the date of purchase and applies to the original purchaser of the product and is not transferrable. Our warranty terms are in addition to guarantees provided under Australian Consumer Law.

All warranty claims are to be lodged on a Pacific Warranty Claim Form by the end user then posted, emailed or faxed to Pacific along with all required documentation as per instructions. Claim forms are available on line at [www.pacifictaps.com.au](http://www.pacifictaps.com.au) go to the warranty tab or contact Pacific direct and a form will be sent via post, fax or email.

All information and documentation as per claim form must be supplied before any claim is acted upon. Once a claim is approved a reference number will be supplied for all future communication purposes.