

# WARRANTY

## Information

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V.2.6.1



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PRODUCT RANGE	WARRANTY	DETAILS
<b>SHOWERS</b>		
Elle 316 - Indoor Applications	Lifetime* / 2	When used in <b>INDOOR</b> Applications.   Lifetime Replacement Product or Parts 2 Year Labour Finish: Lifetime: Brushed Stainless Steel Finish 5.5 Year: Premium Finishes - Chrome, Matte Black, Gun Metal, Brushed Gold.
Elle 316 - Outdoor Applications	7 / 2	When used in <b>OUTDOOR</b> Applications. 7 Year Replacement Product or Parts   2 Year Labour Finish: Lifetime - Brushed Stainless Steel Finish 2.5 Year: Premium Finishes - Chrome, Matte Black, Gun Metal, Brushed Gold.
The Gabe Elle Stainless Steel (304 Grade) Liberty Huntingwood Loui Elle Cobra Hand Shower on Rail (T385B)	Lifetime / 2	Lifetime Replacement Product or Parts 2 Year Labour 2 Year Finish
Renew Range	2	2 Year Replacement Product or Parts   2 Year Finish
Shower outlets (excluding ranges listed above) Shower Heads, Arms, Hand Shower Hand Pieces / Shower Parts	2	2 Year Replacement Product or Parts 2 Year Finish
<b>MIXERS</b>		
Mixers - excluding ranges listed below.	15 / 5 / 2	15 Year Replacement Ceramic Disk Cartridge   5 Year Replacement Product / Parts 2 Year Finish   2 Year Labour.
Elle 316 - Indoor Applications	15 / 10 / 2 Lifetime*	When used in <b>INDOOR</b> Applications.   15 Year Replacement Ceramic Disk Cartridge 10 Year Replacement Product / Parts   2 Year Labour 5.5 Year Finish - Premium Finishes - Chrome, Matte Black, Gun Metal, Brushed Gold. *Lifetime - Brushed Stainless Steel Finish
Elle 316 - Outdoor Applications	15 / 7 / 2 Lifetime*	When used in <b>OUTDOOR</b> Applications. 15 Year Replacement Ceramic Disk Cartridge 7 Year Replacement Product / Parts   2 Year Labour 2.5 Year Finish - Premium Finishes - Chrome, Matte Black, Gun Metal, Brushed Gold. *Lifetime - Brushed Stainless Steel Finish
Loui Lauren Project	5/2	5 Year Replacement Ceramic Disk Cartridge Warranty 2 Year Replacement Product / Parts Warranty.   2 Year Finish   2 Year Labour
Sydenham Renovator MK2	2	2 Year Replacement Product / Parts Only   2 Year Finish
Renew	2	2 Year Replacement Product / Parts Only   2 Year Finish
<b>TAPWARE</b>		
TAPWARE SETS - Inc. Outlets.	7/2	7 Year Replacement Product or Parts.   2 Year Finish.   2 Year Labour
Renew Unstyled Tapware Renew Easy Clean Tapware	2	2 Year Replacement Product or Parts 2 Year Finish
<b>Please Note: Wearing parts such as Jumper Valve Washers, O-ring seals etc. are not covered under the manufacturer's warranty.</b>		
TAPWARE SPINDLES - CERAMIC DISK Linkware Ceramic Disk Cartridge Spindles come with a *7-year manufacturer's warranty against fault in manufacture, from the date of purchase, when installed at the time of initial installation with Linkware tapware sets, subject to compliance with the manufacturer's installation instructions.		
<b>BATHROOMS ACCESSORIES</b>		
The Gabe Huntingwood Elle Stainless Steel	5	5 Year Replacement Product or Parts 2 Year Finish
Excluding ranges listed Above.	2	2 Year Replacement Product or Parts   2 Year Finish
<b>TRADE</b>		
<b>RENEW RANGE</b>	2	2 Year Replacement Product or Parts
<b>Trigger Sprays</b>	2	2 Year Replacement Product or Parts   2 Year Finish
<b>Dual Control Minis, Minis and Cistern Kits</b>	2	2 Year Replacement Product or Parts   2 Year Finish
<b>Unstyled Flat Spindle Tapware / Unstyled Washing Machine Conversion Units</b>	2	2 Year Replacement Product or Parts
<b>Tilers Mistakes</b>	2	2 Year Replacement Product or Parts
<b>Floor Grates</b>	2	2 Year Replacement Product or Parts
<b>Basin Wastes / Pop Up Wastes / Bottle Traps</b>	2	2 Year Replacement Product or Parts
<b>Outlets</b> When purchased as individual product. E.g., not part of a Bath Set.	2	2 Year Replacement Product or Parts
<b>T-Head Tapware / Vandal Proof / Vacuum Breakers / Brass-ware Items</b>	2	2 Year Replacement Product or Parts
<b>Stainless Steel Sinks</b>	10 / 1	10 Year Replacement Product 1 Year Warranty on non-metallic parts
<b>LINKCARE – SPECIALIST CARE PRODUCTS</b>		<b>RESIDENTIAL AND COMMERCIAL WARRANTY</b>
Grab Rails	5 / 1	5 Year Replacement Product or Parts   1 Year Labour
Shower Chairs	3	3 Year Replacement Product or Parts
Assisted Living Hand Shower and Grab Rail Kit	5 / 1	5 Year Replacement Product or Parts   1 Year Labour
Hand Shower Kit	5 / 1	5 Year Replacement Product or Parts   1 Year Labour
Linkcare Tapware	10 / 1	10 Year Replacement warranty on ceramic disk spindle   1 Year Parts & Labour

**Please Note:** Unless specified, labour is not included.

<b>COMMERCIAL WARRANTY</b> - All Linkware Products <b>excluding</b> ranges listed below	1	Parts and Labour
SHOWERS – Elle 316	5 / 1	5 Year Replacement Product or Parts 1 Year Labour <b>Finish:</b> 1 Year: Brushed Stainless Steel 1 Year: Premium Finishes - Chrome, Matte Black, Gun Metal, Brushed Gold.
MIXERS – ELLE 316	5/5/1	5 Year Replacement Product or Parts 5 Year Replacement Ceramic Disk Cartridge   1 Year Labour <b>Finish:</b> 1 Year: Brushed Stainless Steel 1 Year: Premium Finishes - Chrome, Matte Black, Gun Metal, Brushed Gold.
<b>Timed / Sensor Tapware</b> Operating Pressure: Min 50kpa – Max 500kpa. Operating Temperature: 5-30 Degrees Celcius	1	1 Year Replacement Product or Parts 1 Year Labour

**Please Note:** Unless specified, labour is not included.

Whilst every Linkware product is manufactured to the highest quality standards, we offer a comprehensive after sales service. Linkware Australia is committed to upholding our position as one of Australia's leading plumbing and hardware manufacturers. The Linkware Manufacturer's Warranty does not cover products used for outdoor applications (excluding Elle 316 ranges), or where environmental factors will affect normal performance. All Linkware products are designed, tested, and assembled at factory level for use with mains water pressure only. Gravity Fed or Low Water Pressure Systems can affect product performance.

#### OWNERS / INSTALLATION INSTRUCTIONS

- 1) Products MUST be installed in line with Manufacturer's instructions.
- 2) Products MUST be installed by a licensed and registered plumber.
- 3) Products MUST be installed to relevant National Standards, State and Local Regulations.
- 4) Brazed connections should NOT be made directly onto mixer, as excessive heat will cause permanent damage.
- 5) All pipework MUST be thoroughly flushed prior to installation, as foreign material(s) may block the flow regulating element and reduce the flow of water or cause ceramic disc cartridges/spindles to leak.
- 6) Important – Pressure & Temperature Requirements
  - a. Hot and Cold-water inlet pressure MUST be equal.
  - b. Inlet pressure range: 150 – 1000 kpa.
  - c. 500kpa maximum operating pressure at any outlet within a building for new installations (ref AS/NZS 3500.1-2003 (Clause 3.3.4).
  - d. Maximum hot water temperature: 80 Degrees Celsius
  - e. The minimum operating/ outlet water pressure is (0.5 bar) 50kpa.
  - f. The maximum operating/ outlet water pressure is (5 bar) 500kpa.

- The recommended operating/ outlet water pressure is between (2 – 5 bar) 200kpa – 500kpa.
- 7) Isolation cocks MUST be fitted to all basin and sink mixers, basin sets, hob sink sets, pillar cocks and trigger sprays.
  - 8) In areas where water pressure exceeds 500kpa, an approved Pressure Limiting valve MUST be installed.
  - 9) Linkware products must be cleaned regularly in accordance with Linkware's Care & Cleaning Instructions.
  - 10) Cobra Flex mixer range – a stop valve with back flow prevention device MUST be installed.
  - 11) It is advised that prior to installing ceramic disc tapware, the installer checks the seat in the plumbing breach to ensure the seat face is even and level.
  - 12) Renew Trigger Sprays are designed as a general-purpose product. For use as a bidet spray, an RPZD that complies with AS/NZS 2845.1 or AS 2845.2 needs to be installed for the application to comply with AS/NZS 3500.1 Water Services Clause 12.2.3.
  - 13) Water Supply to Renew Trigger Sprays MUST be TURNED OFF at water source point when not in use.
  - 14) Products, such as for example, Mixers, Tapware, Accessories etc. may require tightening or adjustment over time. This is considered to be general maintenance, not a product fault.
  - 15) Aerators and Flow Restrictors must be cleaned regularly as they can develop blockages over time depending on the water quality and water impurities in some areas. This is considered to be general maintenance and is the homeowner's responsibility to perform this task.
  - 16) Mixer Inlet Hoses are covered under the manufacturers Mixer Warranty.  
Note: Flexible Connectors / Inlet Hoses have a lifespan of between 5 – 10 year and should be inspected by a licenced plumber every two year.  
F.Y.I. Environmental factors such as fumes from some cleaning agents stored in confined areas can cause deterioration of the stainless-steel braiding on hoses and can be the cause of flexible connectors / inlet hoses bursting.
  - 19) Timed / Sensor Tapware – Operating Pressure: Min 50kpa – Max 500kpa. / Operating Temperature: 5 – 30 Degrees Celsius

#### WARRANTY DEFINITIONS

##### REPLACEMENT PRODUCTS / PARTS WARRANTY LIFETIME REPLACEMENT PARTS WARRANTY

- Linkware will provide replacement products or parts (to be determined by Linkware Australia Pty Ltd) to resolve an issue.
- Please Note –There is no labour component attached to the replacement products / parts warranty.
- Linkware Australia Pty Ltd will not be liable for any costs associated with the replacement of faulty products / parts. This will be the responsibility of the owner / end user to arrange and pay for any trades person and any associated costs relating to the replacement of faulty products / parts. (\*Warranty Conditions apply).

##### PARTS & LABOUR WARRANTY

- Linkware will arrange for an Authorized Linkware Service Agent to attend and inspect the stated issue. If the attending service agent determines that the product has failed due to a fault in manufacture, they will replace the products / parts at no expense to the product owner / end user, for the duration of the Labour component period of the product warranty (\*Warranty Conditions apply).

##### RESIDENTIAL WARRANTY – Dwelling used as a permanent domestic residence.

**COMMERCIAL WARRANTY** – Building used for commercial applications such as but not limited to hotels, businesses, short stay rental accommodation, schools, aged care facilities, hospitals etc.

##### WARRANTY CONDITIONS

- This warranty is limited to defects which have arisen solely from faulty materials or workmanship of product (faults in manufacture)only.
- It does not extend to other defects which may have occurred as a result of, (without limitations) the following: accidental damage, abuse, misuse, maltreatment, abnormal stress, or strain, harsh or indifferent environmental or weather conditions, including Hard Water, excessive water pressure or temperature, or any other neglect of any kind.
- Finish Warranty excludes damage to surface of product due to cleaning or fair wear and tear, including but not limited to:
  - Scratches / abrasions / discolouration / fading from regular use.
  - Discolouration / fading from U.V. exposure.
  - Discolouration / fading due environmental factors
- Warranty does not apply to products supplied for display purposes
- All Linkware warranties are subject to Owners/Installation Instructions and Care & Cleaning Instructions being met.
- The warranty period shall commence from the original date of purchase, or for new buildings, the date of handover.
- Alterations, installations, or repairs of the product(s) other than by an accredited and licenced service representative or tradesperson are not covered.
- Attachments of components or use of non-genuine parts other than those manufactured by Linkware Australia Pty Ltd are not acknowledged by this representation.
- The warranty only applies to the original owner and is not transferable.
- Warranty claims must be lodged ASAP after the damage or defect is initially observed – no later than seven (7) days.
- Linkware Australia Pty Ltd reserves the right to alter/amend these warranty conditions in writing at any time.
- Linkware Australia Pty Ltd reserves the right to make changes to its products at any time.
- Unless specified, labour is not included.

Warranty Claims / Service Call Enquiries are to be submitted to Linkware Australia Pty Ltd by:

- As soon as a fault with a product is identified, where possible, water supply to the product must be turned off. Contact Linkware Australia by;
- Completing and submitting the Linkware Warranty Request / Service Call Authorization Document via the Linkware Australia website ([www.linkwareint.com](http://www.linkwareint.com)). This document is to be completed IN FULL (All Areas) noting full disclosure of the issue that you may be experiencing. This document can be completed by either by the end user or by the retail outlet from which the product was originally purchased (on behalf of the end user) and forwarded to Linkware Australia Pty Ltd.
- A copy of the Proof or Purchase or Hand Over documents for new building must be submitted with all warranty / service call requests.
- Clear Photographs or Video illustrating the issue should be provided (if available).
- Your enquiry will be attended to promptly thereafter.
- **Please contact Linkware Australia should you require further assistance.**
- Please Note: Where Linkware Australia Pty Ltd/authorised service agent attends a site and a warranty claim is rejected and the claimed issue is deemed not to be as a result of a fault in manufacture of the product, Linkware Australia Pty Ltd reserves the right to charge a service call out fee for each attending service staff at the site directly to the resident.
- Linkware Australia Pty Ltd will not be liable for any claims for labour/parts associated with service or repair previously undertaken without Linkware's prior written approval.
- Consequential loss -To the extent permitted by law, Linkware Australia Pty Ltd will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures, and any other consequential loss of any kind caused by any manufacturing defect of the product or its components.
- Linkware Australia Pty Ltd Reserves the right to provide minor components as "Parts Only" to the customer to resolve the matter.

- Delivery location of replacement items is to be at Linkware Australia Pty Ltd's discretion.
- Linkware Reserves the right to make changes to its products at any time.
- Where a product is discontinued or unavailable, Linkware Australia will endeavour to replace product with as close to equivalent product in appearance and design to original goods.

"In addition to this warranty, 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 compensation for any reasonable, 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."

#### WARRANTY SHALL BECOME VOID FOR THE FOLLOWING REASONS:

- Damage as a result of insufficient flushing of lines prior to operation.
- Damage to finishes which arise from installation or post installation use.
- Damages to finishes caused by adhesives, sealants, and abrasive cleaning products (pre and post installation).
- Failure to regularly maintain & clean products in accordance with Linkware's Care and Cleaning Instructions.
- Inability to provide proof of installation by a licensed plumber and/ or proof of purchase documentation.
- Products NOT installed by a licenced and registered plumber.
- Products not installed to relevant National Standard, State or Local Regulations.
- Products not installed in line with manufacturer's instructions.
- Products exposed to water pressure / temperature that exceeds stated limitations as per 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.
- Pressure Limiting Valve not fitted in areas where water pressure exceeds 500kpa as per

- manufacturer's installation instructions.
- Fitting of other devices to the outlet of tapware (e.g., Water filters)
- Product removed from installation, without Linkware's Prior approval.
- Non-Installation of flow regulated check valve in wall elbows for hand showers, trigger sprays or veggie mixers.
- Products used for incorrect applications, non-potable water etc.
- Service or repair with non-standard replacement parts.
- Service or repairs previously undertaken without Linkware's prior written approval.
- Failure to clean and replace outlet aerators/flow restrictors etc
- Tapware / mixers / showers/ accessories: - installation using acetone silicones, harsh or abrasive cleaners, use of wax-based furniture cream, use of undue pressure etc.
- Products used with water additives (i.e., Cleaning, or deodorising additives in toilet cisterns).
- If used for outdoor applications (excluding Elle 316 range of Mixers and Showers)
- Damage due to abuse and/or accidental damage, non-adherence to Linkware's Care and Cleaning Instructions as determined by authorised service agent or Linkware Australia Pty Ltd.
- Failure to install isolation cocks to basin and sink mixers, basin sets, hob sink sets, pillar cocks and trigger sprays.
- Use of offset pan collars/connectors.

#### IT IS THE INSTALLERS / CONSUMERS RESPONSIBILITY TO ENSURE:

- Inspections of goods upon receipt of goods to ensure all items meet your plumbing requirements.
- The product has no visual defects or damage prior to installation.
- The product has all of its components.
- Required Cleaning & maintenance is regularly carried out (e.g., cleaning of flow restrictors, aerators etc.)

## **CARE & CLEANING INSTRUCTIONS**

### **LINKWARE GENERAL CARE INSTRUCTIONS**

- Many soaps, dishwashing liquids, disinfectants, shower gels etc. contain chemicals that may react with the product's finish.
- Do not wipe down product with dish cloth or sponge as they may contain food acids or grime etc which may harm the product finish.
- After use, it is recommended that the product be **rinsed with clean water** to remove any possible chemical residue on the product and wiped down with a soft, clean dampened cloth with warm water to reduce water mark stains.
- **DO NOT USE** chemical cleaners, wax based furniture creams / polishes, cream cleansers, abrasive cleaning products or pads, citrus based cleaning products, household vinegar, limescale remover, bleach, disinfectants, alcohol-based products, ammonia, chlorine, acetic or hydrochloric acid, caustic, or abrasive ingredients.
- Protect products from contact with overspray from tile / grout / glass cleaners.
- **Not suitable for Hard Water** contact (water that has high mineral content) Clean and dry product thoroughly **after each use** if Hard Water is present to reduce mineral deposit build up.
- Damage due to environmental factors including Hard Water / Chemical Reactions are not covered under the manufacturer's warranty

### **LINKWARE CLEANING INSTRUCTIONS**

CHROME / MATTE BLACK / BRUSHED NICKEL / GUN METAL / BRUSHED GOLD / ROSE GOLD FINISHES /  
PVD GOLD / WHITE / IVORY

- Clean Regularly
- To clean products, use a clean, soft microfiber cloth and warm soapy water or a mild PH neutral liquid soap.
- Do not use undue pressure and wipe in one direction only.
- If the product has a "Brushed Finish" wipe in the direction of the grain only.
- Avoid allowing water to pool / stand on product surfaces.
- **After use / cleaning, rinse product with clean water** to remove any chemical / soap residue and gently towel dry

### **STAINLESS STEEL**

- Clean Regularly
- Do not use disinfectants on stainless steel products or components.
- To clean products, use a clean, damp microfiber cloth and warm soapy water or a mild PH neutral liquid soap.
- Do not use undue pressure and wipe in the direction of the grain only.
- **Rinse product with clean water** to remove any chemical / soap residue and gently towel dry.
- For difficult stains or tea staining\* removal, do not use steel wool / scrub pads. They can scratch the surface, leaving it vulnerable to moisture. Also, fragments of steel wool can become embedded in the stainless finish and rust. A synthetic scourer can be used with soapy water and work in the direction of the grain.

### **STAINLESS STEEL AFTERCARE**

- Stainless Steel is not stain, scratch or rust resistant and requires regular maintenance and cleaning to avoid rusting / tea staining\*.
- To minimise Tea Staining\*, wipe product with a stainless-steel specific cleaner regularly.
- Most contain mineral oil, which helps shield the steel's protective layer.
- Liquid Lanolin sprays have also been known to offer corrosion protection.
- Warranty does not cover tea staining

Should you require further assistance, please contact us on the details below