

# Tapware Terms and Conditions

A.B.N. 23 108 039 283

THIS WARRANTY AND ITS WRITTEN TERMS ARE BACKED AND SERVICED BY BELLA VISTA BATHWARE.

## Warranty and Installation Information - Mixers & shower heads

### General Information

Please read this information before beginning the installation

When installing this product, **the pipes must be flushed clean** where the product is being installed. The water pressure must be tested. Where the water pressure exceeds 500kpa, an approved pressure reducing valve must be fitted.

**Always fit isolating taps to the hot and cold inlet connections in accordance with national plumbing code AS3500.**

Ensure the hoses are not twisted or stretched, are not under tension and not bent to a radius less than 25mm when being installed.

If the water temperature exceeds 80°C, an approved water tempering valve must be fitted. This product is manufactured from DR Brass (Dezincification Resistant Brass). This ensures that your drinking water is not contaminated leaching of toxic metals.

## **FAILURE TO COMPLY WITH ALL OF THE ABOVE INSTRUCTIONS WILL VOID ALL WARRANTIES.**

### Installation Instructions

Please note; this product is to be installed by a qualified tradesperson. To make a warranty claim, the details of the installer must be provided.

**Ensure all pipes and hoses have been flushed.**

Fit the flexible inlet hoses. Ensure that the blue braided hose is connected to the right hand side of the tap and the red braided hose is connected to the left.

Position hoses through the hole in the surface.

Place horseshoe fixing clamp and washer to the underside of the surface.

Fit threaded studs through the clamp to the tap body and tighten firmly.

Connect the hoses to the isolating stop taps or similar valves (if previously fitted).

Turn on isolating stop taps and check for leaks.

### Care Instruction:

To ensure the longest life possible for your product, please adhere to the following.

Chrome plated surfaces must be cleaned with a soft cloth using mild soapy water

Never use any abrasive or acid based cleaning agents.

If these cleaning instructions are ignored, the product will be covered by warranty.

### Warranty Information

**(Mixers) Ceramic Cartridge carries a 5 year Replacement Warranty for mixers unless 10 year warranty is stated. (mixers or any other chrome plated product 1 year warranty applies on the body and functionality of the product and O rings from date of purchase.**

**Cartridge warranty is a replacement only, NO service call, you send us proof of faulty product and if we agree that our product has failed we will send you a replacement in the mail using AUST POST or similar.**

**(Shower heads) 2 year Replacement Warranty**

**Bella Vista Bathware** assures the purchaser of this product that it is free from faulty workmanship and materials.

The warranty will only apply if this product used for its intended purpose. If the product fails to function to an acceptable level within 12 months from date of purchase,

Please return the product to the original place of purchase. To receive a replacement product, you must provide original proof of purchase. The faulty product will be replaced with the same product or similar product of equivalent value.

**Bella Vista Bathware** offers this warranty separately from any warranties implied under the Trade Practices Act.

This product replacement warranty does not seek to limit any rights that a consumer may exercise under the Trade Practices Act or complimentary state based legislation.

**The warranty will not apply if:**

**The product has been damaged through misuse, neglect or accident:**

**The product has not been used in accordance with any applicable instruction guide;**

**The purchaser has attempted to modify or repair the product;**

**The product has not been installed by a Registered Plumber, (proof of plumber's installation and certificate must be provided**

**BELLA VISTA** Tapware

## **TAPWARE WARRANTY CARD**

The warranty period commences from the date of the purchase. Please note it excludes damage to ceramic disc cartridges from pieces of copper tube, sand, dirt, stones or thread tape.

“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 reasonably 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.”

### **This Warranty is void if:**

No stop taps are installed.  
Products have been damaged by improper use  
Products not installed by a licensed plumber  
Products exposed to water pressure and or temperatures that exceed our stated limitations  
Inability to provide receipt of purchase

### **Recommended Care Warning.**

Clean on regular basis only with mild soap and water and dry with a soft cloth  
Do not use abrasive cleaners or harsh detergents

Failure to comply with these cleaning instructions may make your warranty void.

**Please complete the form below and return within 60 days.**

NAME:

\_\_\_\_\_

ADDRESS:

\_\_\_\_\_

PH: \_\_\_\_\_ Email:

\_\_\_\_\_

Product Model Number:

\_\_\_\_\_

Installed By:

\_\_\_\_\_

Registered Plumber License No:

\_\_\_\_\_

Registered Plumber KPA meter reading:

\_\_\_\_\_

Registered Plumber PH No:

\_\_\_\_\_

Please send to:

Bella Vista

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Email :sales@bella-vista.net.au