

# WARRANTY CARD

## MIXERS



Ramtaps is committed to investing in Australia's future and we are proud to still be designing, engineering and manufacturing products in Australia. Aside from the benefits of retained infrastructure, knowledge and employment for future generations, this commitment allows us to provide an uncompromising level of quality and service. As a result our customers can relax in the knowledge their purchase is covered by a comprehensive warranty. Ramtaps warrants against faults in manufacturing and materials as outlined below. Should there be a need for a claim, the preferred and best method is via our website using the claims tab under the warranty drop down menu, otherwise the company is located at 556 Curtin Ave East Eagle Farm 4009 and can be contacted on 0736336000 or by email at [mail@ramtaps.com.au](mailto:mail@ramtaps.com.au) and any warranty returns can be done at Ramtaps cost by prior arrangement with service staff. The benefits provided by this warranty are in addition to other rights and remedies available under the law.

**This warranty is for product purchased after 1st May 2011**

### **Warranty period for Single Lever Fiesta Mixers Fitted with Brass Cartridge**

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within five (5) years parts and labour. Additionally, the single lever mixer includes a further ten (10) years, parts only from date of purchase. Covers, caps or components deemed to be minor in nature will be supplied as parts only.

### **General Terms**

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. Water pressure must not exceed 1000kpa as per the product installation instructions. Products must be installed in accordance with manufacturer's instructions and plumbing code AS/NZS3500.

## Parts Considered being Consumable

Components of the tap which are designed to be periodically replaced and/or maintained. These components will be replaced if a manufacturing fault exists. These parts are;

- O-rings
- Fibre and Plastic Washers
- Single Lever Mixer Lip Seals
- Single Lever Mixer Friction Washers
- Aerator Inserts

Warranty will be voided if;

- The defect in goods is caused by improper use
- Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and/or shower heads etc.
- The defect is due to improper installation
- The lines are not flushed adequately
- The product is exposed to waterborne solids e.g. thread tape, cuttings, grit, etc.
- The defect is caused by the effects of hard water
- The product is cleaned with harsh or abrasive cleaners
- Devices are fitted to the outlet
- Acetic cure silicone is used
- Accidental damage, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions or neglect

If a warranty claim is made and service staff of Ramtaps attend the Buyer's premises or place where the goods have been installed and discover that the problem arises from the faulty installation or use of the goods in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which Ramtaps is responsible, or if the Buyer does not attend at the agreed appointment, Ramtaps may charge a service fee for service staff. Ramtaps will require dated proof of purchase of the goods before commencing work. The Buyer may be asked to pay any service fee charged in accordance with this provision.