



AQUATICA WARRANTY

AQUATICA NZ LIMITED OFFERS THE FOLLOWING WARRANTY FROM THE DATE OF PURCHASE

Residential Use

- Toilets - vitreous china pans and cisterns - 10 years, seat - 2 years, flushing mechanism - 2 years
- Mirrors - 12 months
- Baths - 10 years
- Vanity tops, cabinets, shower doors, liners and shower trays - 5 years, hinges, runners, rollers, strips and seals - 12 months
- Tapware - 20 years on mixer ceramic cartridge, 5 years on all parts including tap mechanisms & 5 years onsite repair, pull-out sprays and spray heads on sink mixer coils - 2 years, decorative finishes including black - 2 years, provided cleaning instructions are followed
- Shower centres - 5 years on fixed part. Heads, hose, & slide - 2 years, 2 years on the colour
- Laundry tub - cabinet and taps - 5 years, bowl and mixer ceramic cartridge - 20 years
- Handshowers, Shower Roses, Pull-out Sprays and spray heads on Sink Mixer Coils - 2 years
- Commercial tapware - 2 years
- Stainless steel sinks - 20 years
- Bathroom accessories - 2 years
- Waste disposers - 2 years
- Outdoor showers - 2 years

Commercial Use

- Tapware - 1 year
- Laundry Tub Cabinet - 2 years
- Handshowers, Shower Roses - 1 year
- Pull-out Sprays and spray heads on Sink Mixer Coils - 1 year
- Shower Enclosures - 1 year

Only high quality workmanship and materials have been used in the manufacture of Aquatica's bathroomware and kitchenware.

If any workmanship or material is proven faulty during the warranty period, Aquatica NZ Limited will, at its own cost or option, repair or replace the faulty product.

The warranty is transferable but the original proof of purchase from an authorised Aquatica distributor is required for all claims.

Aquatica's liability will not extend to damage caused by reasonably foreseeable loss such as inappropriate materials in a wet area ie. floating wooden floors, or mounting a bath filler through a wooden floor. As well as being reasonably foreseeable, it is also in contravention of the building code E3.3.5 and E3.3.6 which requires surfaces likely to be splashed in the course of intended use to be impervious and easily cleaned, and constructed in a way that prevents water splash from penetrating into concealed spaces. The requirement to drill a hole to fit a tap directly into a laminate benchtop, which by this very action causes the bench to become a non-impermeable surface and can cause swelling, would also be considered reasonably foreseeable loss.

Every effort has been made to show the products as they will be sold, however all models and specifications are subject to change without notice. Aquatica cannot accept responsibility if the incorrect product is fitted. Measurements and products should always be checked prior to installation.

Waterlines to tapware incorporating a ceramic cartridge or ceramic disc mechanism should have an inline strainer or filter fitted. Absence of these may void the warranty.

Failure to have your new Aquatica products installed by a registered Plumber (or your shower enclosure installed by a Shower Installation Professional) may void the warranty.

Any suspected defect must be notified to Aquatica as soon as possible after discovery. All repair work must be performed by a plumber who has received authorisation from Aquatica prior to proceeding with the work. Aquatica may immediately authorise repair work to be undertaken, however, this is not necessarily acceptance of liability.

Aquatica guarantees that the tapware will be able to handle temperatures up to a maximum of 80°C.

Water pressure up to 1000kPa is the maximum limit for the tapware. Above this the warranty will become void. Please note that water pressures at night can far exceed daytime water pressures. We recommend that you ask your plumber to install a pressure limiting valve. (New documents released by MBIE in November 2023 (GS12/AS1 5.3.1)) requires that static pressure shall be no more than 500kPa (50m head).

Serial numbers or tags should not be removed from the products as they are essential in establishing warranty.

Parts supplied under warranty do not extend the warranty beyond the date of the original product.

Care and Maintenance

To retain the original look of your tapware, the following cleaning instructions should be followed:

- Do not use acidic or abrasive detergents, spray cleaners, rough sponges or metallic cleaning pads.
- Do not use alcohol based products, disinfectants or solvents.

To remove dirt or calcium, clean with mild detergent and water, then thoroughly rinse with clean water and dry with a clean soft cloth. The use of spray or abrasive cleaners of any kind will damage the finish and void the warranty of the finish.

Why you should check the tails on your tap for signs of corrosion every 6 months

About 25 years ago flexible stainless steel tails were introduced on tapware for easy installation. They replaced the old copper tails which required multiple welds to both tap and wall. Flexible tails are typically stainless steel braid covering a rubber hose, and generally these will last for at least the life of the tap.

There is a popular misconception that stainless steel is stainproof when in fact, it is stain resistant. Although stainless steel is much more resistant to corrosion than ordinary carbon or alloy steels, in some circumstances it can corrode. Chemicals ending in "ine", such as chlorine, iodine and bromine will attack stainless steel. This can happen if you store chemicals under the sink. Even if the container has a lid on, it won't be perfectly sealed and will give off vapour, which, when combined with any dampness in the air will corrode stainless steel.

It's also a good idea to check that your hoses are not kinked or unduly twisted during installation.

Tea Staining on Stainless Steel Bowls

Tea staining is the visible process of corrosion that occurs when certain chemicals attack stainless steel. Stainless steel stains less than steel but is not stainproof. Chemicals which corrode stainless steel are those ending in "ine" like chlorine, iodine and bromine. Laundry tub cabinets are ideal places to store laundry items. However, customers should be aware that the above chemicals can emit vapours which can corrode stainless steel. Moreover, if products which include those chemicals are used as cleaning agents inside the stainless bowl, they need to be thoroughly rinsed away afterwards to avoid corrosion.

Minerals can Damage Ceramic Cartridges in Tapware

There are areas of New Zealand, frequently those around geothermal zones, where high mineral content in water (such as sulphur) can cause damage to ceramic cartridges in tapware. In those instances we recommend a 1 micron carbon-block cartridge be fitted on the line to the house to protect all your tapware.