

WARRANTY INFORMATION – PLUG WASTE

Warranty Exclusions

- There is a failure to follow installation instructions
- Evidence cannot be provided that the goods was installed by a licensed plumber.
- Product is used other than in with specifications.
- Harsh detergents or abrasive cleaners are used on any finishes of the Good.
- No adequate access to products, fittings and fixtures to undertake warranty repairs.

Warranty Period

We offer

- **1 Year** parts or product replacement warranty (Labor is not covered)

Warranty Period above commences on the date of purchase or, where the Product is installed in a new building, the date of handover in the building's warranty period. For clarity, if the Product is installed in a building that is not a new building (for example as part of renovation work), the Warranty Period for that Product will commence on the date of purchase of that Product.

Maintenance

From time-to-time the mechanisms in Pop Up wastes may become stuck. It is due to hair or other gunk accumulated under the plug. Regularly cleaning the waste will help it to last longer. Please follow the steps below:

1. Make sure the cap is at up position.
2. Hold the cap by hand and unscrew it (anti clockwise). You can use a multi-grips with a cloth if it is too tight. Please be careful not to damage the basin.
3. Remove all hair or other gunk
4. Turn on the tap to flush the waste.
5. Screw the cap on when it is clear.