

# BEZZONI

BY BARBEN

## BEZZONI WARRANTY

The Bezzoni Tapware is manufactured using only the highest quality raw materials and finished to our usual high standards.

If any of the Bezzoni products fail to meet these high standards, the product will be replaced, repaired or a refund issued at no cost to the customer as required by Australian Competition and Consumer Act 2010 and any applicable state laws.

In addition to the normal warranties under the Consumer Law, Bezzoni offers extended warranty periods against manufacturing defects.

These extended warranty periods are stated below and are governed by the following terms:

Where a product is covered by a parts and labour warranty, the warranty covers both the repair / replacement of the defective part and the installation of the part.

Where a product is covered by a parts only warranty, the warranty covers only the repair of the defective part or the provision of a spare part to replace the defective part. The warranty does not include the cost to remove and replace the part.

## RESIDENTIAL WARRANTY

The date of purchase for new dwellings will be the date of purchase of the Bezzoni product.

Product	Warranty Period	Warranty Details
Mixers	5 YEARS	<ul style="list-style-type: none"><li>• 5 years replacement cartridge</li><li>• 1 year replacement product or parts and labour</li></ul>
Tapware	1 YEAR	<ul style="list-style-type: none"><li>• 1 year replacement product or parts and labour</li></ul>
Showers	5 YEARS	<ul style="list-style-type: none"><li>• 5 years replacement product or parts</li><li>• 1 year replacement product or parts and labour</li></ul>
Accessories	1 YEAR	<ul style="list-style-type: none"><li>• 1 year replacement product or parts</li></ul>

This warranty covers manufacturing defects only.

## COMMERCIAL WARRANTY

The commercial warranty applies to installation of Bezzoni in an application other than a residential home. Building types such as schools, hospitals, office buildings, hotels, motels, aged care, factories and sporting arenas fall under the title of a commercial building.

The date of purchase for commercial buildings will be the date of handover to the owners.

Product	Warranty Period	Warranty Details
ALL PRODUCTS	1 YEAR	<ul style="list-style-type: none"><li>• 1 year replacement product or parts and labour</li></ul>

This warranty covers manufacturing defects only.

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## WARRANTY EXCLUSIONS

Extended Warranties shall be void for the following reasons:

Products not installed or repaired by a licensed plumber.

Claims where the ceramic cartridge has malfunctioned due to the presence of any of the following contaminants in the lines including Copper Pieces, sand dirt or stones, thread tape or objects not normally presented in potable water supplies.

Product not installed to the relevant National Standards or State Regulations and to the manufacturer's instructions.

Maximum water pressure of 500KPA as stated per AS/NZS 3500, if the pressure exceeds 500KPA pressure limiting valves must be installed.

Maximum inlet water temperature is not to exceed 50 degrees Celcius.

Isolation stop taps are not fitted as stated on manufacturer's installation instructions.

Products used for incorrect installations, non-potable water etc.

Damage caused to the product due to inadequate flushing of the lines.

Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and or shower heads etc.

Accidental damage, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions or neglect.

Damage to surface finish as a result of cleaning with harsh chemicals, acidic or abrasive cleaning agents. All Bezzoni products should be routinely cleaned as indicated in the Care and Cleaning instructions below.

## CONSUMER RESPONSIBILITIES

It is the installers/consumers responsibility to ensure:

Products are not damaged prior to installation

They are happy with their purchase.

The product has all of its components as displayed on the installation instructions.

Required maintenance is performed.

To make a warranty claim you will need to provide proof of purchase, name, address purchase location and product fault accompanied by images where possible. All details are to be emailed to [info@barben.com.au](mailto:info@barben.com.au).

## CARE AND CLEANING INSTRUCTIONS FOR TAPWARE AND ACCESSORIES

Products are not to be cleaned with abrasive cleaning agents or cleaning equipment, cleaning should be done using a soft grit-free cloth with warm soapy water and wiped dry.

Products are not to be cleaned with glass cleaners, waxes, petroleum or acid based cleaning agents as this will cause the surface finish to deteriorate.

Never use acetone silicones to install the products.