

PRODUCT
WARRANTY
AUSTRALASIA
TAPWARE &
BATHROOM
ACCESSORIES

BAR
BIEN
Barben
Architectural
Hardware



[barben.com.au](https://www.barben.com.au)

Barben Industries A.B.N 981 529 950 63 warrants its products to the original purchaser (and is not transferrable) according to the table below. This warranty applies to all products purchased through Barben. Our liability under this warranty is limited at our option to the repair or replacement of the defective product or part, the cost of repair of the defective product or part or the supply of an equivalent product or part, in each case if we are satisfied the loss or damage was due to a defect in the materials or workmanship of the product or part. Barben and the manufacturer are continually investing in research and development to improve design specifications, aesthetics and production techniques of our products. As a result of this commitment to providing the highest standards, alterations to the dimensions and specifications of our products will occur. Barben reserves the right to modify our warranty provisions without prior notification. To the extent permitted by law, Barben Industries will not be responsible for any consequential loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by failing to comply with installation guidelines and the care and maintenance of products. Barben will not be responsible for any costs associated with warranty work undertaken without our knowledge and prior approval.

In addition to the normal warranties under the Consumer Law , Barben offers extended warranty periods against manufacturing defects. These extended warranty periods are stated below and 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. The warranty does not include the cost to remove and replace the part.



PRODUCT CATEGORY	WARRANTY PERIOD /DETAILS	
	<i>Residential</i>	<i>Commercial</i>
Tapware & Mixers	15 years replacement cartridge 7 year replacement product or parts 1 year replacement product or parts & labour 7 years for finishes	15 years replacement cartridge 7 year replacement product or parts 1 year replacement product or parts & labour 7 years for finishes
Showers	7 years replacement product or parts 1 year replacement product or parts & labour 3 years for finishes	7 years replacement product or parts 1 year replacement product or parts & labour 1 year for finishes
Bathroom Accessories	7 years replacement products or parts 7 years for finishes	1 year replacement product or part 1 year for finishes
Basins	1 year replacement product or parts	1 year replacement product or part
Baths	7 years bath shell/ 1 year labour	1 year replacement product or part
Cabinets	2 years on product	1 year replacement product or part

N.B. Residential is defined by normal residential domestic purposes including houses and residential apartments. Commercial refers to all non-residential purposes including hotels, schools, care homes, hospitals, clubs, student accommodation, rental properties and/or general public facilities etc. The date of purchase for commercial buildings will be the date of handover to the owners.



Warranty Exclusions Defects caused by improper use, improper installation, surface damage caused by installation, improper care of the product or failure to observe any one or more of the following will not be covered by this warranty:

1. Applicable Health Acts
2. The consumer is not able to provide proof of purchase or equivalent documentation which confirms that the relevant product was purchased from Barben or an authorised distributor or reseller.
3. Installation in accordance with manufacturer's instructions and specifications (N.B. Tapware and mixers must be fitted by a qualified plumber. Heated towel rails must be fitted by a qualified electrician.)
4. All products are to be cleaned according to the Barben Care and Maintenance schedule.
5. Tapware and showers to be supplied with only clean, potable water.
6. 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.
7. Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and or shower heads etc.
8. Water pressures and or temperatures that exceed limitations as per the product installation instructions. NOTE: AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kpa maximum water supply pressure at any outlet within a building for new installations. During on site testing the site must be fitted with 500kpa mains pressure limiting valve.
9. Maximum inlet water temperature is not to exceed 50 degrees Celsius and minimum water temperature is 1 degree.
10. Service or repairs with non-standard replacement parts which have been previously undertaken without Barben's approval. No claimable costs will be covered.
11. Non-installation of flow regulators in tapware and showers or regulated check valves in hand showers or pull out mixers.
12. The products serial number has been removed, defaced, changed or tampered with in any way.
13. Fitting of other devices to the outlet of tapware e.g. water filters.
14. Tapware and showers to be installed with compliance AS/NZ5200 and other standards which govern the water supply and sewerage plumbing requirements at the location of installation.



LIMITATIONS

1. Warranty does not cover fair wear and tear on sealing rings and washers. Depending on usage and conditions these may have to be replaced within the warranty period.
2. For finishes, this warranty does not cover damage caused by use of chemicals or detergents or abrasives and is limited to coating failure by bubbling, flaking or cracking. Please note that organic finishes are expected to change colour, develop patina and verdigris.
3. For basins/baths, the warranty does not cover damage caused by exposure to direct sunlight or UV, exposure to temperatures over 50 degrees Celsius or damage caused by dropping heavy or sharp objects.
4. For basins/baths, the warranty does not cover damage caused by strong chlorinated solvents, chloroform, chlorobenzene, nail polish remover, methylene chloride, acetone, turpentine, ethyl acetate, acids, ketones, phenols, ethers, drain cleaner, toilet cleaner, salts, oils, milks and bathwater additives, non-approved liquids or chemicals.
5. The product has been modified or altered outside the original factory specifications.

CONSEQUENTIAL DAMAGE

Barben Industries will not be liable for damage to other items (floor coverings, walls, lights and other fittings) or any type of consequential losses caused by a defect in the product, except when the failure amounts to a major failure under your statutory rights.

CONSUMER RESPONSIBILITIES

It is the installer's/ consumer's responsibility to ensure:

- Products are not damaged prior to installation.
- Ensure licenced trades install products and follow installation instructions.
- They are happy with their purchase.
- The product has all of its components as displayed on the installation instructions.
- Required maintenance is performed.
- Care and maintenance guidelines are adhered to.



LODGING A CLAIM

All tapware should be installed by a qualified plumber according to the product installation instructions and should be thoroughly inspected after installation to assess for malfunction or leaks. If the product does appear faulty, the plumber should report the fault to Barben prior to departing the site so that necessary action can be taken. If any properly installed product develops a leak or malfunction within the warranty period, please call your supplier or place of purchase for assistance. N.B. Proof of purchase and batch number will be required for any claims.

Claims must be lodged immediately or within 3 days of detection. Proof and date of purchase from Barben or a Barben supplier along with the site details and contacts will be required to process a claim. All claims must be lodged with Barben Industries via one of the following methods:

Phone: (07) 3890 8558

Online: www.barben.com.au

Email: sales@barben.com.au

Mail: 212 New Cleveland Road, Tingalpa QLD 4173

Your costs in making a claim under this warranty, including all freight, collection and delivery costs are to be borne and paid by you. We also reserve the right at our cost to inspect any alleged defect in the product wherever it is located or installed or on our premises. Barben Industries will not be liable for any claims for labour, additional products or parts associated with alleged faulty product for work not approved in advance by Barben Industries in writing. Barben Industries requires reasonable access to products, fittings and fixtures to undertake warranty repairs. Barben Industries will not be responsible for any damage or costs (including any consequential damage or costs) where adequate access to product fittings and fixtures is not accessible.

OTHER CONDITIONS

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.

NOTE

Barben Industries reserves the right to amend or alter this warranty offer in writing at any time. Barben Industries reserves the right to provide minor componentry such as handles, aerators, buttons and washers as 'parts only' to the customer.

Bezzoni Tapware is a Registered Trademark of Barben Industries Pty. Ltd., and is bound by this warranty.

Barben Industries Pty Ltd 29 June 2020
ABN 981 529 950 63

