

COBRA





Warranty

LIXIL Africa warrants that their products will be clear of material and manufacturing defects. Appraisal of the above will be done against ruling manufacturing specifications and standards at the date of manufacture. Defective product will be repaired or exchanged at LIXIL Africa's sole discretion. LIXIL Africa shall not be liable for indirect or consequential loss or damage.

THE WARRANTY WILL BE VOIDED UNDER THE FOLLOWING CONDITIONS:

- Products used with water pH falling outside of the guidelines set by the Department of Water Affairs and Forestry or similar body
- Products not installed by a registered or accredited installer
- Products fitted with unbalanced water pressure
- Products fitted without an inline strainer
- Products used with or included in installations where water temperatures are outside of the temperature range stipulated for that product, or as laid down in the Standards for water supply and drainage (SANS 10252 & 10254) or an equivalent international standard
- Products not installed according to LIXIL Africa's or its suppliers' installation instructions or according to valid Water Regulations and general good plumbing practice
- Products which have failed as a result of dirt or debris in pipe-work which has not been flushed prior to the use of terminal fittings
- Where a defect is attributable to the incorrect use or incorrect handling of the product
- Where routine maintenance has been neglected
- If spare parts other than the original spare parts are used during repairs or maintenance of the product;
- If damage was caused by transport by a third-party transporter
- If products are used or intended for display purposes
- If consumables (e.g. filters, filter cartridges, aerators or batteries) or material subject to wear and tear (such as seals or hoses) are affected
- If product damage is as a result of chemicals and cleaning agents, lime-scale build-up, aggressive environmental influences, or disruptions resulting in damage which are caused by freezing or lime-scale build-up
- If the defect is caused by specific environmental circumstances (e.g. excess or negative pressure in the line, excess voltage or under voltage on the line)
- If the defect is attributable to willful or negligent damage to the product by the user or a third party
- Any product installed in such a manner that it is not accessible to do maintenance will not be covered under our warranty

LIXIL Africa reserves the right to review any specific case in order to assess the validity of this warranty. LIXIL Africa may charge a discretionary service fee as may be reasonably determined by itself from time to time, when called out to inspect products which are not LIXIL Africa products or where there is an illegitimate claim.

THE WARRANTY IS VALID FOR:

| ACRYLICS | |
|--|--------------------|
| Baths | 10 Years |
| Shower Trays | 10 Years |
| | |
| CERAMICS | |
| Basins | 10 Years |
| Sinks | 10 Years |
| Urinals | 10 Years |
| Bidets | 10 Years |
| Toilets | 10 Years |
| Toilet Seats | 6 months |
| | |
| <u>SHOWERS</u> | |
| Shower Heads | 5 Years |
| Shower Rails | 5 Years |
| Wall Outlets | 5 Years |
| Shower Arms | 5 Years |
| Shower Accessories | 5 Years |
| Trigger Sprays | 5 Years |
| MADD | |
| ACCESSORIES | E Veere |
| Bathroom Accessories Kitchen Accessories | 5 Years 5 Years |
| Bath spouts | 20 Years |
| | 20 16415 |
| TAPS AND MIXERS | |
| Single Levers | 20 Years |
| Single Levers Single Lever Economy (Zambezi, Nile, Amazon and Seine ranges) | 10 Years |
| Medical | 20 Years |
| Public | 20 Years |
| Rough Brass | 20 Years |
| Screw Down | 20 Years |
| Thermostatic | 20 Years |
| Multi Way Diverter | 20 Years |
| Electronic | 2 Years |
| Colour finish excluding chrome | 2 years |
| | |
| <u>SINKS</u> | |
| Sinks Stainless Steel | 25 Years |
| | |
| CONCEALED CISTERNS | |
| GROHE | 10 Years |
| Cobra | 5 Years |
| | |

THE WARRANTY IS VALID FOR:

| Crame 15 Years Ceramic disc cartridges excluding cartridges used in the economy single lever mixer ranges (Zambezi, Nile, Amazon and Seine ranges) 2 Years Cartridges used in Demand and Metering Taps 2 Years PLUMBING FITTINGS 2 Years MLP pipe system (must be used with Cobra compression fittings and Cobra-Sate inserts or warranty shall be void) 10 Years Crimp MLP pipe system (must be used with Cobra crimp fittings or warranty shall be void) 10 Years Compression fittings excluding rings and capnuts 20 Years GEYSER VALVES 2 Years ISOLATING VALVES 2 Years Angle Valves 2 Years Ball Valves 2 Years Strainers 2 Years Years 2 Years Strainers 2 Years Strainers 2 Years Valves 2 Years Strainers 2 Years MASTES 2 Years PLOS and PB-50 | SPARES | |
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| PLUMBING FITTINGS MLP pipe system, (must be used with Cobra compression fittings and Cobra-Safe inserts or warranty shall be void) 10 Years Crimp MLP pipe system (must be used with Cobra crimp fittings or 10 Years warranty shall be void) 20 Years Compression fittings excluding rings and capnuts 20 Years FLUSH VALVES 2 Years GEYSER VALVES 2 Years SolaTING VALVES 2 Years Angle Valves 2 Years Ball Valves 2 Years Cate Valves 2 Years Strainers 2 Years ELECTRONIC RANGE COMPONENTS AND VALVES 2 Years MASTES 2 Years APE-20/25 1 Year APT-15 1 Year BB-40 and BB-50 1 Year FLT-150B 1 Year PB-20 and PB-25 1 Year RES-20, RES-00 1 Year RES-20, RES-00 1 Year RES-32, RES-00 1 Year RES-32, RES-00 1 Year RES-32, RES-00 1 Year RES-32, RES-00 1 Year RES-20 1 Year | Ceramic disc cartridges excluding cartridges used in the economy single lever mixer ranges Ceramic disc cartridges used in the economy single lever mixer ranges (Zambezi, Nile, Amazon and Seine ranges) | 2 Years |
| MLP pipe system, (must be used with Cobra compression fittings and Cobra-Safe inserts or warranty shall be void) 10 Years Crimp MLP pipe system (must be used with Cobra crimp fittings or warranty shall be void) 10 Years Compression fittings excluding rings and capnuts 20 Years ELUSH VALVES 2 Years GEYSER VALVES 2 Years SOLATING VALVES 2 Years Angle Valves 2 Years Ball Valves 2 Years Check Valves 2 Years Float Valves 2 Years Strainers 2 Years ELECTRONIC RANGE COMPONENTS AND VALVES 2 Years WASTES 2 Years APEX ITEM NUMBERS 1 Year AP20/25 1 Year AP21-15 1 Year RESDI-32, RESDI-40 and RES-50 1 Year RESDI-32, RESDI-40 and RESDI-50 1 Year VSBALL 1 Year YE220 1 Year RESDI-32, RESDI-40 and RESDI-50 1 Year VSBALL 1 Year YE25/20 1 Year YE25/20 1 Year YE25/20 1 Year SEV-600;22CX | Cantridges used in Demand and Metering Taps | _2 tears |
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| BB-32 1 Year XF25/20 1 Year XS25/20 1 Year LSEV-400;22CXC 5 Years LSEV-600;22CXC 5 Years TP-600;M and TP-400M 5 Years | WARRAMM ELECTRONIC RANGE COMPONENTS AND VALVES WASTES APEX ITEM NUMBERS AP-20/25 APT-15 BB-40 and BB-50 FLT-150B PB-20 and PB-25 RA-20 RES-32, RES-40 and RES-50 | 2 Years 20 Years 1 Year 1 Year 1 Year 1 Year 1 Year 1 Year 1 Year 1 Year 1 Year |
| XF25/20 1 Year XS25/20 1 Year LSEV-400;22CXC 5 Years LSEV-600;22CXC 5 Years TP-600;M and TP-400M 5 Years | WARRANDY ELECTRONIC RANGE COMPONENTS AND VALVES WASTES | _2 Years _20 Years _1 Year _1 Year _1 Year _1 Year _1 Year _1 Year _1 Year _1 Year _1 Year _1 Year |
| XS25/20 1 Year LSEV-400;22CXC 5 Years LSEV-600;22CXC 5 Years TP-600;M and TP-400M 5 Years | WARRANDY ELECTRONIC RANGE COMPONENTS AND VALVES WASTES | _2 Years _20 Years _20 Years _1 Year _1 Year |
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| LSEV-600;22CXC5 Years TP-600;M and TP-400M5 Years | WARRANITY ELECTRONIC RANGE COMPONENTS AND VALVES WASTES | _2 Years _20 Years _20 Years _1 Year _1 Year |
| TP-600;M and TP-400M5 Years | WARRAMOV ELECTRONIC RANGE COMPONENTS AND VALVES WASTES | _2 Years _20 Years _20 Years _1 Year _1 Year |
| | WARRANDY WASTES APEX ITEM NUMBERS AP-20/25 AP-20/25 APT-15 BB-40 and BB-50 FLT-15OB PB-20 and PB-25 RA-20 RES-32, RES-40 and RES-50 RESDL-32, RESDL-40 and RESDL-50 VSBALL 220P-15, 220P-20 and 220P-25 BB-32 XF25/20 XS25/20 LSEV-400;22CXC | _2 Years _20 Years _20 Years _1 Year _1 Year |
| | WARRAGE WARRAGE WASTES APEX ITEM NUMBERS AP-20/25 AP-20/25 APT-15 BB-40 and BB-50 FLT-150B PB-20 and PB-25 RA-20 RES-32, RES-40 and RES-50 RESDL-32, RESDL-40 and RESDL-50 VSBALL 220P-15, 220P-20 and 220P-25 BB-32 XF25/20 XS25/20 LSEV-400;22CXC LSEV-600;22CXC | _2 Years _20 Years _20 Years _1 Year _1 Year _5 Years _5 Years |

Note: Cartridge warranties are void should the cartridge be damaged in a situation where there is no inline strainer/filter.

MISCELLANEOUS:

This warranty shall apply in the above-mentioned scope and subject to the above-mentioned prerequisites. Proof of purchase will be required.

This LIXIL Africa warranty is carried by LIXIL Africa. Please contact our Service Department on +27 (0) 861 21 21 21 for warranty enquiries or further warranty information.