

› 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 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 manufacturer's 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 the surface of the product has been scratched;
- Products 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 of R350-00 when called out to inspect products which are not LIXIL Africa products or where there is an illegitimate claim.

THE WARRANTY IS VALID FOR:

- 20 years taps & mixers, wastes, capillary and compression fittings
- 5 years showerheads
- 2 years electronic mixers components and valves
- 2 years valves (geyser and toilet)
- 10 years Cobra-Safe multi-layer pipe system (must be used with Cobra compression fittings and Cobra-Safe inserts or warranty shall be void)
- 10 years on all baths, shower trays and vanities, except Tanya, Widestar and Scarlett baths which carry a 5 year warranty
- 20 years on baths with Amazonite coating
- 1 year on spa bath fittings and on all bath panels
- 10 years on all sanitaryware
- 6 months on all toilet seats supplied by Vaal Sanitaryware
- 2 years on all other valves not covered elsewhere in our warranty
- 2 years on cartridges, flexible hoses, aerators, click waste actuators, head parts, trigger spays and all other working components

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 0861 21 21 21 for warranty enquiries or further warranty information.

