

Suprema – Retractable Wall Spout Warranty

Congratulations for choosing this quality wall spout. Our wall spout is manufactured to the highest Australian Standards (AS/NZS3718) under strict quality control.

TECHNICAL DATA

Our wall spouts are fitted with a W.E.L.S. compliant max flow regulator. This low flow rate may not be suitable for use with gravity feed water heaters, low pressure supply networks or some instantaneous hot water heaters.

OPERATING RECOMMENDATIONS

- Maximum hot water temperature of 80°C
- Minimum working pressure 50kpa
- Maximum working pressure 500kpa
- For best performance and longer life we recommend 100-500kpa

NOTE: On high pressure systems where the pressure exceeds the above recommendation pressure limiting valves must be installed. If the water pressure is tested to be around 600kpa on existing installations a pressure limiting valve should be fitted as night time pressure may double.

For New Installations: New regulations Australian Standards ASNZS3500:2003 Clause 3.3, 3.34 now requires that the maximum water pressure from any water outlet is to be no more than 500kpa. This affects all new installations.

CLEANING RECOMMENDATIONS

The exterior surface should only be cleaned with liquid detergent or soap and water. Under no circumstances should any abrasive or acid base cleaning agents be used.

PRODUCT WARRANTY

This product warranty covers wall spouts supplied by Shinda Australia Pty Ltd (we/us).

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.

The benefits given by this product warranty are in addition to all other rights and remedies that you, the consumer has under any law in respect of this wall spout to which this product warranty relates.

1. We warrant that this wall spout is free from manufacturing defects in workmanship and material as follows:
 - a) for a wall spout purchased and used for DOMESTIC OR HOUSEHOLD USE:
 - i) parts and labour warranty for a period of 24 months from the date of purchase in new unused condition or for new buildings, the date of handover;
 - b) for a wall spout purchased and used for other than domestic or household use, a period of 90 days from the date of purchase to the original purchaser. Examples of non-domestic or non-household use are, use of the mixer in a factory, office, school or restaurant environment.
2. Where a wall spout has been installed and a manufacturing fault is claimed by you within the 24 month warranty period, we will arrange for a technician to examine the wall spout.
3. We will, during the warranty period and subject to the conditions of this product warranty, repair or replace free of charge the wall spout or any componentry part, which upon examination by us is found to be defective. Replacement of the wall spout or any part under the terms of this warranty does not give the right to an extension or start a new period of warranty.
4. This product warranty applies only to wall spouts which are installed in accordance with the following specifications:
 - a) the wall spout must be installed by a qualified plumber. All new connections must be flushed prior to connecting the inlet hoses to the isolating stop valves;
 - b) use only suitable agents to clean the surface of your wall spout (ie. no abrasive or acid based cleaners);
 - c) If the incoming water pressure exceeds 500kPa, an approved pressure limiting valve must be fitted.
5. Our product warranty does not cover:
 - a) installation, operation or maintenance of the wall spout which is contrary to the instructions supplied by us, including the Operating and Cleaning Requirements and the specifications set out in point 4 of this product warranty;
 - b) fair wear and t
 - c) misuse, abuse, accident or absence of care;
 - d) damage caused by a foreign object in or to the wall spout or by reason of its use for purposes other than that for which it was designed;
 - e) unauthorised repairs (whether made or attempted to be made) other than by our authorised service agent.
6. Component parts such as an aerator and spray handpiece, which require replacing and are covered under this product warranty may be posted to you to replace. We will be responsible for the cost of delivering your repaired or replacement component part.
7. Our service technician must have easy access to the wall spout to inspect the fault and rectify if necessary. We will not be responsible for any consequential costs or damages if access is limited.
8. To claim under this Product Warranty, you must, within the applicable warranty period:
 - a) Contact us at:

Shinda Australia Pty Ltd
Unit 7, 9 Mavis Street, Revesby NSW 2212

Telephone: 1300 358 770

Email: info@suprema.com.au

and provide proof of purchase or handover.
 - b) Where appropriate, we will request that you post or courier the defective part to the address above, clearly stating your Return Authorisation Number in original packaging or rigid box (to prevent further damage in transit) together with your original or legible copy of your proof of purchase showing the date of original purchase. We will provide you with instructions to post or courier the parts back to us free of charge.
 - c) You should not attempt to remove the wall spout or componentry part unless advised by us after making a warranty claim.
9. Proof of purchase is required for validation of all warranty claims. The inability to provide proof of purchase may result in us rejecting your claim. If your claim is rejected you will be required to pay for the cost of the service call, labour and parts.