Product Warranty

Congratulations on your purchase of a quality product from the Suprema range.

Your purchase is covered by a product warranty supplied by Shinda Australia Pty Ltd (we/us)

Product Warranty for purchases on or after 1 June 2025

Our products 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.

Subject to any additional rights you may have as a consumer, this Warranty does not extend to any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the Products or components.

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 the product to which this product warranty relates.

1. We warrant the product is free from manufacturing defects in workmanship and material for the warranty period specified in the table below.

2. The warranty period commences from date of purchase of the original owner, or for new buildings from date of handover and is not transferable.

3. Commercial use of the product is defined as usage for other than domestic or household use, for example in a factory, office, school, club or restaurant environment.

Range	Residential Warranty	Commercial Warranty
Sinks	25 years replacement product or part only (excludes plug & waste & accessories) 1 year replacement product or parts and labour 1 year replacement plug and waste	90 days replacement product or parts and labour. 15 years replacement cartridge and PEX inlet hoses (where relevant)
XpressFit Mixers	15 years replacement cartridge and PEX inlet hoses only 2 years replacement product or parts and labour	
Tapware handles Wall top assemblies	15 years replacement cartridge only 2 years replacement product or parts and labour	
Wall Outlets (spouts) Benchtop Outlets (spouts)	2 years replacement product or parts and labour	
Kitchen & Bathroom Accessories & Spare Parts	1 year replacement product or parts only	
Instant boiling water systems	2 years replacement parts and labour (excludes filter)	1 year replacement parts and labour (excludes filter)

4. If the product has been installed and a manufacturing fault is claimed by you within the labour warranty period, we will arrange for a technician to examine the product. We reserve the right to provide minor components (eg. handles, aerators, buttons, dress rings, spindle/cartridges and seals) as 'Parts Only' to the customer. These parts may be mailed to you.
   4.1. If upon examination by our technician that the fault is outside the scope of this product warranty, you will be liable for the cost of the technician's fees and any applicable parts.

5. We will, during the warranty period and subject to the conditions of this product warranty, repair or replace free of charge the product or any componentry part, which upon examination by us is found to be defective. Replacement of the product or any part under the terms of this warranty does not give the right to an extension or start a new period of warranty.

6. Our service technician must have easy access to the product to inspect the fault and rectify if necessary. We will not be responsible for any consequential costs or damages if access is limited.

7. This product warranty will be void for the following reasons:
   7.1. A consumer's inability to provide proof of purchase or equivalent documentation
   7.2. If any of the following circumstances apply:
      7.1.1. Products are not installed by a licensed plumber and/or electrician.
      7.1.2. Products are not installed to relevant National Standards and State Regulations.
      7.1.3. Products are not installed in accordance with the manufacturer's installation instructions.
      7.1.4. Water pressures and/or temperatures that exceed stated 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. The 500kPa maximum water supply pressure doesn't apply to fire service outlets.
      7.1.5. Isolation stop taps are not fitted as stated on manufacturer's installation instructions.
      7.1.6. Fitting of other devices to the outlet of tapware (e.g. Water filters).
      7.1.7. Fitting of non-approved in tap body or end of line water flow regulating devices.
      7.1.8. Fair wear and tear, such as the working seals in the inlet and outlet valves, including scratching from cleaning etc.
      7.1.9. Modifications to the Products without our written approval.
      7.1.10. Products used for incorrect applications, such as non-potable water etc.
      7.1.11. Damage as a result of obstructions due to inadequate flushing of system before use and problems caused by water supply (including silt, corrosion and excess water pressure).
      7.1.12. Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and/or shower heads etc.
      7.1.13. Service or repairs with non-standard replacement parts previously undertaken without our written approval.
      7.1.14. Non-installation of flow regulator in tapware and showers or regulated check valve or check valves in hand showers or retractable pull out mixers.
      7.1.15. Damage to finishes by adhesives, sealants or abrasive cleaners etc.
      7.1.16. Damage to finishes which arise from installation or post installation use.
      7.1.17. Damage caused by a foreign object or vermin.
      7.1.18. Damage due to abuse as determined by an authorised Service Agent or us.
      7.1.19. Failure to observe manufacturer's care and cleaning instructions.

8. To claim under this Product Warranty, you must, within the applicable warranty period:
   8.1. Provide contact information and proof of purchase (invoice) or handover via;

Our online form (preferred method): https://suprema.com.au/pages/after-sales-care
or
Email us at: info@suprema.com.au
or
Contact us at:

T: 1300 358 770
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