

ABEY TAPWARE / SHOWER WARRANTY INFORMATION

TERMS OF WARRANTY – Domestic and Residential (non-commercial) Use

Abey Australia Pty Ltd A.B.N. 34 004 589 879 (Abey) tapware and shower products are made to the highest industry standards.

Abey provides the following extended warranty on the Abey range of tapware and showers (product) purchased for use in normal domestic and residential (non-commercial) installations. The period for which the warranty will apply to the product differs according to the product type and is subject to the Warranty Conditions and Exclusions set out below.

The terms of this warranty apply to products purchased after 1 December 2024. If a subsequent version of this warranty is issued by Abey, the terms of that warranty will apply to products purchased after the date specified in that version.

Abey warrants that products in the Abey range purchased for normal domestic and residential use will be free from defects in material and workmanship for the period of time per product specified in the following table.

ABEY RANGE – Warranty Domestic and Residential (non - commercial use)			
PRODUCT	TAPWARE	SHOWERS	ACCESSORIES
Warranty Period From original date of purchase	15 Years Cartridge		
	5 Years on faulty Products or Parts	5 Years on faulty Products or Parts	5 Years on Faulty Parts
	1 Year Labour	1 Year Labour	
	3 Years on Finishes	3 Years Finishes	

WARRANTY CONDITIONS AND EXCLUSIONS

The warranty only applies to the original purchaser of the product and is not transferable to any other person under any circumstances. The warranty commences from the original date of purchase of the product in Australia from Abey or one of its authorised distributors or dealers.

Abey's obligation under this warranty is limited to removal of the defect and making the product functional by repairing or providing a replacement of a defective part if any with a functional part in respect of the product within the warranty period stated above.

This warranty will only apply where:

- (a) the product is installed by a licensed plumber;
- (b) the product is installed at a pressure no greater than 500kpa;
- (c) all water supply lines are flushed by the plumber before installation of the product.

Failure to do so will void this warranty.

This warranty will also be void if damage (including but not limited to corrosion) or malfunction of the product is caused:

- (a) due to misuse, negligence or failure to install or connect the product in accordance with any instructions, or information provided by Abey or to properly repair the product;
- (b) due to normal wear and tear or the non-observance of the maintenance recommendations for the product;
- (c) due to the use of harsh adhesives, detergent, sealants, chemicals, agents, abrasive sponges, wire wool, alcohol or electrical influences etc. which damage the product surfaces compromising their aesthetics, brightness and sanitising.

To the maximum extent permitted by law, and subject to any statutory provisions to the contrary, this warranty excludes any and all liability for damage or injury to any person, damage to any property and any other economic, consequential or other loss or damage caused by any defect in the product or part of the product.

Working Specifications

Maximum:

Temperature: 60°C
Pressure: 500kpa

Minimum:

Temperature: 1°C
Pressure: 300kpa

Where normal working pressures exceed the maximum stated above, a pressure limiting valve should be installed as excessive pressure may damage the tap and void warranty.

Maximum difference in pressure between hot and cold supply is 150kpa.
Recommended operating pressure: 300 to 500kpa.

HOW TO CLAIM

To make a claim against this warranty

- (a) Contact Abey Australia Customer Central
Monday – Friday, 8am – 4pm
Phone: 1800 809 143
Fax: 1800 654 063
Email: mail@abey.com.au
- (b) Additional service fees may apply if you are seeking warranty service from a distributor or dealer other than the distributor or dealer from whom you originally purchased the product.
- (c) Check with Abey in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this warranty.
- (d) Abey will assess your claim. Abey may need to inspect the product as part of the assessment of your claim. If the product requires inspection, Abey will discuss with you the best way for this to occur.
- (e) To make a claim under this warranty, you must be able to prove when you purchased the product. The easiest way to do this is through your original proof of purchase, for example your invoice or receipt. However, if you do not have your original proof of purchase Abey may accept other evidence of the date of purchase.

Other Rights

This warranty is in addition to any other rights or remedies that you may have under any Australian law (including the Australian Consumer Law) and must be read subject to such law. Nothing contained in this document shall operate to exclude, restrict or modify any such rights or remedies that you may have that can not be excluded, restricted or modified under any Australian law.

In addition to your rights under this warranty, 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.

RHS09-316 Installation Guide

1. The hand-shower holder can be located either above or below the top wall connector (A). It is supplied fitted above. To reposition the holder, you need to loosen the grub screw (B) and remove the top arm from the wall connector. Remove the holder (C) and reconnect the arm to the wall connector.
2. Loosen grub screws (D) and remove the threaded insert (E) by temporarily attaching the male thread of the bottom rail (J). Apply thread tape to male thread of lugged elbow (F) (protruding from the wall). Screw bayonet fitting onto lugged elbow.
3. Remove brass insert (G) from bottom wall connector assembly by loosening grub screw (H). Position the brass insert on the wall. The centre should be 540mm below the centre of the top wall connector. Mark screw positions on the wall. Drill 2 x $\phi 6$ mm holes and attach brass insert with raw-plugs (I) and screws provided.
4. Attach bottom rail (J) to top wall connector. No thread tape required. Slide the cover plates (K) onto the top and bottom wall connector assemblies.
5. Insert the rail onto the top bayonet fitting and bottom brass insert simultaneously. Tighten grub screws (L).
6. Fit top showerhead (M) ensuring that the seal and flow control are in the correct position. And attach hose to bottom threaded outlet (N) and hand-shower to the hose ensuring flow control is fitted correctly.

Note: The flow control should be inserted with the protruding side into the showerhead, taking care not to cause and damage to the flow controller. In accordance with AS/NZS3662 Cl.6e. These showers may not be suitable for use with gravity fed waterheaters, low and unequal pressure supply networks, instantaneous water heaters, tempering valves and/or thermostatic mixing valves. In accordance with AS/NZS3662 Cl.6c. The removal of the overflow controller will void the warranty.

The following pressure range should be complied with:

- Minimum working pressure 150Kpa
- Maximum working pressure 750Kpa

ALL ABEY SHOWERS MUST BE INSTALLED IN ACCORDANCE WITH AS/NZS3500 SERIES.

ALL ABEY SHOWERS ARE CERTIFIED IN ACCORDANCE WITH AS/NZS 3662:2005, LICENCE NUMBER WM-032384.

