

MODERN NATIONAL WARRANTY

PREMIUM TAPWARE RANGES		
Range	Period (Years)	Description
Mixers	Lifetime/1	Lifetime Product or Parts Replacement - 1 Year Labour
Tapware		
Showers		
Spouts		

TAPWARE RANGES		
Range	Period (Years)	Description
Mixers	15/1	15 Year Product or Parts Replacement - 1 Year Labour
Tapware		
Showers		
Spouts		

SINKS & LAUNDRY		
Range	Period (Years)	Description
Handmade Sink	15/1	15 Year Product & Parts Replacement - 1 Year Labour
Granite Sink		
Laundry Sink		
Laundry Cabinet		
Accessories & Spare Parts	1	1 Year Product Replacement

BATHTUBS		
Range	Period (Years)	Description
Bathtubs	10/1	10 Year Product Replacement - 1 Year Labour

ACCESSORIES		
Range	Period (Years)	Description
Accessories	15	15 Year Product Replacement

HEATED TOWEL RAILS		
Range	Period (Years)	Description
Heated Towel Rails	15/1	15 Year Rail Replacement - 1 Year Transformer

1. **Warranty Overview**

While all licensed Modern National products are manufactured to the highest standard, Modern National offers varying extended warranty periods from the date of purchase or handover in accordance to the guarantees provided under Schedule 2 of the Competition and Consumer Act 2010 (Australian Consumer Law). Modern National provides additional peace of mind to ensure products are free from all defects in materials and workmanship subject to the warranty exclusions.

2. **Warranty Exclusions**

- Normal and fair wear and tear, misuse, abuse, or mishap
- Exposure to excessive moisture derived from lack of ventilation
- Inability to provide proof of purchase.
- Products used for incorrect applications.
- Products not installed by a licensed tradesperson, failure to follow installation instructions or damage which arise from or during installation.
- Products not installed to relevant National Standards, State Regulations or in accordance with the installation instructions.
- Products exposed to extreme, unusual or outdoor environmental elements.
- Tapware exposed to water pressures and or temperatures that exceed stated limitations.
- Scratches or damage caused by applying physical and or abrasive contact directly to the product.
- Isolation stop taps were not fitted where required.
- Fitting of other devices to the outlet of tapware, e.g. Water filters or regulators that are not approved by the Seller.
- Flow regulated check valves not installed where required or obstructions caused by inadequate flushing before use.
- Services repairs or with non-standard replacement parts previously undertaken without the Seller's approval.
- Damage by adhesives, sealants, corrosives etc.; or failure to comply with care and cleaning instructions.
- Failure to clean and or replace outlet aerator inserts within 18 (eighteen) months.
- Repair or replacement of Jumper Valves, O-rings, washers, or Aerator Inserts.

3. **Water Pressure Information**

- MAXIMUM Temperature: 75 degrees & Pressure: 1,000kPa.
- MINIMUM Temperature: 3 degrees & Pressure: 150kPa (300kPa for Diverter mixers).

Note: AS/NSZ 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations.

Inability of use when installed in gravity-fed water systems, instantaneous hot water systems or when the pressure supply is less than 150kPa.

4. How To Make A Claim

In order to make a claim under warranty, consumers can do so by contacting:

service@modernnational.com.au or (02) 4647 8461 and our service department will respond within 72 hours.

Alternatively, you can fill out a claims form on our website.

To make a warranty claim, a consumer must:

- Lodge the claim as soon as they become aware of the issue.
- Provide relevant purchase information; including a receipt of purchase or PO number.
- If the product was installed in a new home, hand over or equivalent documentation must be provided.
- Provide details to support warranty claim including images and/or videos.

5. Warranty Claims And Services

When a warranty claim is put forward, our service department will be in contact within 48 hours. If the claim is suitable, one of the following actions will take place:

- Repair the relevant part of the product or,
- Replace the relevant product with a product of identical specifications (If a product is no longer in stock or discontinued, a product of close specification will be supplied as a replacement).

Each claim is treated individually, and an outcome will be decided upon all evidence of a claim put forward.

In cases where a product is to be replaced or serviced, Modern National works closely with T2 services to quickly resolve the claim and provide a positive outcome.

6. Cost Of Warranty Claim

Should a warranty claim be made and in the opinion of Modern National's authorised service agents that the issue is found to be:

- Due to incorrect installation by a non-authorised plumber.
- Tapware or items have been installed using/or in conjunction with other manufacturer's products.

Modern National reserves the right to charge a service fee for each service station attending the premises where the item is installed.

Any work undertaken prior to making a claim or without an inspection by an authorised service agent without Modern National's written approval will not be covered in the warranty costs.

Note: Modern National reserves the right to alter or amend the warranty terms and conditions at any time of writing.