

PRODUCT WARRANTY

Product Warranty Contact Details

All ACL Products vary from a minimum 12 month to a lifetime product warranty.

Should any of our products not perform to your satisfaction and/or for product specific warranty periods, please contact ACL office on 02-9647 1383 or service@aclcompany.com.au.

Our experienced customer service personnel will professionally deal with your enquiry.

How to make a Warranty Claim

To make a warranty claim, the following documentation must be emailed, posted or faxed to ACL company (contact details listed below):

- Name/model of product and photographs of the issue (if available);
- Proof of purchase and /or Proof of installation (by a licensed plumber);
- Your contact details: name, address and best contact phone number;
- Handover documentation for new homes.

ACL Company PTY LTD contact details are as follows:

101 Carnarvon St, Silverwater NSW 2128

Phone: 02-9647 1383

Fax: 02-9648 1338

Email: service@aclcompany.com.au

Warranty Conditions

Should any warranty claim be made and attended to by a ACL authorised Service Agent and that in the opinion of the Service Agent or ACL, the problem was from faulty installation or use of the products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which ACL is responsible. ACL reserves the right to charge a service fee for each service staff attending the Owner's premises where products have been installed.

As part of ACL's commitment to continuous improvement, ACL reserves the right to make changes to its Products at any time.

ACL requires adequate access to products, fittings and fixtures to undertake warranty repairs. ACL will not be responsible for any consequential damage or costs where adequate access to product fitting & fixtures is not accessible.

Consequential Loss

To the extent permitted by law, ACL will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any consequential loss of any kind caused by any defect in the product or components.

- The ACL's obligations under warranty are limited to the repair or replacement of any products which are defective through faulty workmanship or materials at ACL's option.
- ACL will not be liable for any consequential damage or costs where products do not have adequate accessibility.

Warranty Exclusions

1. Failure to provide proof of purchase or equivalent document.
2. If:
 - Products are not installed by a licensed plumber.
 - Products are not installed in accordance with the manufacturer's installation instructions.
 - Products are not installed to relevant National Standards and State Regulations.
 - Water pressures and or temperatures that exceed stated limitations as per the products installation instructions. **Note:** AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet other than a fire service outlet within a building for new installations.
 - Isolation stop taps are not fitted as stated on manufacturer's installation instructions.
 - Fitting of non-approved products such as aerators or flow regulators, and other devices, e.g. Water filters.

- Products used for incorrect applications, non-potable water etc.
- 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).
- Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and/or shower heads etc.
- Damage to finishes by adhesives, sealants etc.
- Damage to finishes which arise from installation or post installation use.
- Failure to follow manufacturers care and cleaning instructions.
- The warranty work is limited to the pre-approved scope of work. Additional work will require authorisation from ACL Company.

NOTE: It is the installer/consumers responsibility to ensure:

- Product is not damaged prior to installation.
- They are happy with their purchase.
- The product has all of its components.
- Required maintenance is performed.

Warranty Period

Subject to the warranty exclusions, ACL warrants that the below products which are provided for any consumers who use the products manufactured by ACL in any residential home will be free from defects of materials or workmanship for the periods specified below (with each of the below periods commencing on the date of purchase or, for new buildings, the date of handover). **Note: These warranty periods apply only to products purchased after 1st Jan 2022.**

1. ACL Warranty Periods: Residential

RESIDENTIAL WARRANTY			
Category	Range	Warranty# (years)	Details
Mixers	Ikon	20/7/2/1	<ul style="list-style-type: none"> • 20 years Ceramic disk cartridges – parts only; • 7 years replacement products or parts/1 year for pull down/out hoses & spray head; • 2 years Labour;
	Ruki, Cora, Eden, Nova, Slimline Range	15/5/1	<ul style="list-style-type: none"> • 15 years Ceramic disk cartridges – parts only; • 5 years replacement product or parts/1 year for pull down/out hoses & spray head; • 1 year - Labour;
	Designer Sink Mixer, Aziz-II, Luxa Range	15/5/1	<ul style="list-style-type: none"> • 15 years Ceramic disk cartridges – parts only; • 5 years replacement product or parts/1 year for Bohle led light, pull down/out hoses, spray heads; • 1 year - Labour;
	All other Ranges	8/3/1	<ul style="list-style-type: none"> • 8 years Ceramic disk cartridges – parts only; • 3 years replacement product or parts/1 year for pull down/out hoses & spray head; • 1 year - Labour;
Tapware	All	7/1/1	<ul style="list-style-type: none"> • 7 years replacement product or parts; • 1 year for Jumper valves and ceramic disc spindles; • 1 year labour excluding jumper valves;
Outlets	All	7	<ul style="list-style-type: none"> • 7 years replacement of product or parts only;
Showers	Shower on Rail	7	<ul style="list-style-type: none"> • 7 years replacement of product or parts only; • 1 year replacement of sliders and metal flex hoses;
	Shower Arm & Head		
	Combo Shower Sets	7/1	<ul style="list-style-type: none"> • 7 years replacement products or parts only; • 1 year replacement of sliders and metal flex hoses; • 1 year labour;
Accessories	All	7	<ul style="list-style-type: none"> • 7 years replacement product or parts only;
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RESIDENTIAL WARRANTY			
Category	Range	Warranty# (years)	Details
Basins	All	7	<ul style="list-style-type: none"> • 7 years replacement only;
Sinks	Pyragranite	Lifetime/1	<ul style="list-style-type: none"> • Lifetime Replacement Warranty; • 1 year replacement for accessories & spare parts;
	Other Ranges	15/1	<ul style="list-style-type: none"> • 15 Years replacement warranty; • 1 year replacement for accessories & spare parts;
Laundry Tub & Cabinets	All	10/1	<ul style="list-style-type: none"> • 10 years replacement products or parts; • 1 year replacement for accessories & spare parts;
Toilets	All	15/1/1/1	<ul style="list-style-type: none"> • 15 years warranty on Ceramics • 1 year on replacement parts & products on internal valves; • 1 year Labor service on internal valves • 1 year replacement parts and product on seat, button, assembly, hinges & other parts;
Heated Towel Rail	All	5	<ul style="list-style-type: none"> • 5 years replacement of products and part only;
Shower Screens	All	5	<ul style="list-style-type: none"> • 5 years replacement of products and part only;
Finishes	All	2	<ul style="list-style-type: none"> • 2 years replacement;
PVD Coating	All	5	<ul style="list-style-type: none"> • 5 years replacement of products or parts;
Spare Parts	All	1	<ul style="list-style-type: none"> • 1 year replacement products or parts only;

Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

2. ACL Warranty Periods: Commercial

Subject to the warranty exclusions, ACL warrants that the below products which are provided for any consumers who use the products manufactured by ACL other than in a residential home (for example hotels, aged care facilities, hospitals, schools, factories, motels) will be free from defects of material or workmanship for the periods specified below (with each of the below periods commencing on the date of purchase or, for new buildings, the date of handover). Note: These warranty periods apply only to products purchased after 1st July 2020.

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COMMERCIAL WARRANTY			
Category	Range	Warranty# (years)	Details
Mixers	ALL	5/1/1/1	<ul style="list-style-type: none"> • 5 years Ceramic disk cartridges – parts only; • 1 year replacement products or parts; • 1 year Labour; • 1 year - Pull down/out hoses, Spray heads;
Tapware	All	5/1/1	<ul style="list-style-type: none"> • 5 years replacement product or parts; • 1 year for Jumper valves and ceramic disc spindles; • 1 year labour excluding jumper valves;
Outlets	All	1	<ul style="list-style-type: none"> • 1 year replacement of product or parts only;
Showers	Shower on Rail	1	<ul style="list-style-type: none"> • 1 year replacement of product or parts only;
	Shower Arm & Head		
	Combo Shower sets	1/1	<ul style="list-style-type: none"> • 1 year replacement products or parts only; • 1 year labour;
Accessories	All	1	<ul style="list-style-type: none"> • 1 year replacement product or parts only;
Basins	All	1	<ul style="list-style-type: none"> • 1 year replacement only;
Sinks	All	10/1	<ul style="list-style-type: none"> • 10 Years replacement warranty; • 1 year replacement for accessories & spare parts;
Laundry Tub & Cabinets	All	10/1	<ul style="list-style-type: none"> • 10 years replacement products or parts; • 1 year replacement for accessories & spare parts;
Toilets	All	1/1/1/1	<ul style="list-style-type: none"> • 1 year replacement parts & products on Ceramics; • 1 year on all cabinet's internal mechanisms; • 1 year replacement on toilet seat; • 1 year labour;
Heated Towel Rail	All	1	<ul style="list-style-type: none"> • 1 year replacement of products and part only;
Shower Screens	All	1	<ul style="list-style-type: none"> • 1 year replacement of products and part only;
Coloured Finishes	All	1	<ul style="list-style-type: none"> • 1 year replacement;
Spare Parts	All	1	<ul style="list-style-type: none"> • 1 year replacement products or parts only;

Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.