

Limited product warranties

Sanitary and piping systems



General terms and conditions

The Australian Competition and Consumer Act (2010) and the New Zealand Consumer Guarantees Act (1993) imply certain conditions, warranties and undertakings and give you other legal rights, in relation to the quality and fitness for purpose of Geberit products sold in Australia and New Zealand respectively. 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 reasonable foreseeable loss or damage. You are also entitled to have the goods replaced if the goods fail to be of acceptable quality and the failure does not amount to be a major failure.

Subject to the general terms and conditions below, as part of your limited warranty Geberit agrees to repair or replace at Geberit's cost and discretion the Geberit product and accessories supplied by us with the product purchased by you.

I. Coverage and application

- A. Geberit warrants that your Geberit product
 - is of merchantable quality
 - does not have a latent defect

- B. For the purpose of this warranty " a Geberit product" is a building material hardware product which:
 - was manufactured by or on behalf of Geberit; and
 - is used in a normal domestic or commercial environment; and
 - bears a trademark owned or used by Geberit (generally Geberit); and
 - was supplied by Geberit Pty Ltd, to an authorized reseller or distributor of Geberit; and
 - was purchased and supplied either in Australia or New Zealand

- C. Geberit products sold and supplied to third party manufacturers outside Australia or New Zealand, commonly known as OEM supply (Original Equipment Manufacturing) are expressly excluded and the content of this document is not applicable

II. Warranty period

The period during which this warranty is in effect will depend on the type of Geberit product or system.

For all Geberit products the warranty period is strictly from manufacturing date or 1 year from actual day of purchase as reflected on the authorized reseller or distributors invoice provided to you. The period for each Geberit product, which is the subject of this warranty, is covered by this warranty as outlined in Part II in this warranty.

III. Warranty claims

- A. If you reasonably conclude that the Geberit product which you have purchased is not of merchantable quality, has a latent defect or is otherwise not compliant with the conditions, warranties, undertakings and legal rights given to you under Australian law or New Zealand law (for example; it appears to be faulty or does not work at all) you can make a claim under this warranty
- B. Warranty service will only be provided in the specific country where the Geberit product was originally purchased. For example; If you have purchased the Geberit product within Australia, warranty service will be limited to Australia only
- C. If you purchased Geberit products in Australia or New Zealand, the following process applies
 1. Contact authorized reseller or distributor where you purchased the Geberit products; or/and
 2. Contact sales.au@geberit.com or +61 2 9889 7866; or/and
 3. Visit www.geberit.com.au

IV. Warranty transferability

- A. This warranty is transferable to a subsequent owner of a Geberit product in the event of a sale of that product, provided that Geberit is informed in a reasonable time of the sale for example, If you have purchased the Geberit product from a authorized reseller or distributor. In case of an authorized product replacement of the original Geberit product purchased, the replacement Geberit product will be subject to its own then in force at the time of replacement (which may or may not be under the same terms as this warranty)

V. On site warranty repairs

- A. Geberit may choose to repair or exchange the Geberit product on site
- B. Geberit and its authorized service plumbers will make all efforts to fix the Geberit product on site. The claimant has to provide reasonable access to the Geberit product during normal working hours to enable the service work to occur
- C. All on site repairs are carried out by trained and authorised Geberit Service plumbers
- D. No additional claims will be accepted for disturbance, time lost etc

VI. Warranty exclusions

- A. This section identifies what is excluded under this warranty.
- B. This warranty does not extend to loss caused by normal wear and tear, excessive water pressure >1000 kPa, fire, heat, theft, vermin or insect infestation
- C. This warranty does not cover damage caused by:
 - misuse or abuse of the Geberit product
 - wrong or improper installation and applications not covered by Geberit's published application technique manuals and instructions
 - incorrect operation or not following operating instructions (as stated in product instructions and manuals)
 - failure to clean or improper cleaning of the product
 - incorrect voltage or non-authorized electrical connections
 - use of non-authorized/non-standard parts
 - use of non-authorized calculation software
 - repair or other work carried out on Geberit products other than authorized service plumber
 - damage to finishes which arise from installation or post installation use
- D. This warranty does not cover Geberit products sold at auctions
- E. If the Geberit product you are using has been rented or leased by you and you consider a claim might be made under this warranty, you should refer the matter to the rental or leasing company immediately and they will handle the matter
- F. This warranty does not cover service cost in replacing and maintaining consumable parts which have ceased through normal wear and tear such as but not limited to seals, diaphragms, washers filters, batteries, electronic components and other parts classified as consumable parts

Part II Product warranty periods

I. Parts and accessories warranty

- A. This part of the warranty identifies Geberit's preferred approach to resolving warranty claims in relation to parts and accessories of Geberit products.
- B. Parts and accessories
 - Remote controls purchased with Geberit electronically operated products are covered under this warranty for the same period as the Geberit product purchased.
 - All other Geberit parts and accessories (i.e. batteries) purchased together with the Geberit product are covered under this warranty for a time period of 6 months
 - You will be able to make a claim under this warranty for missing parts of originally packaged Geberit products and accessories if, with your claim are able to provide satisfactory evidence that the part or accessories was missing from the original package originally supplied by Geberit.

II. Parts and labour warranty

Unless specified, this warranty covers corresponding costs for parts and labour which may be required to repair the Geberit product, part or accessory if Geberit or its agents repair the item under this warranty.

III. Warranty by product line

The following pages outline the warranty periods for Geberit products by product line. For example, Installation systems (PL11) or Building Drainage systems (PL21)

Limited warranty period

For conditions and exclusions refer to relevant paragraphs of this document

Installation systems (PL11)

- 10 years on Duofix installation frame
- 10 years on concealed cistern tank
- 3 years on inlet and outlet valve products
- 3 years on mechanical push-access plate

Cisterns & Mechanisms (PL12)

- 10 years on Monolith installation frame
- 10 years on Monolith cistern tank
- 3 years on inlet and outlet valve products

Faucets & Flushing systems (PL13)

- 2 years on HyTronic and HyBasic products
- 2 years on HyTouch and Pneumatic actuators
- 2 years on HyTec UR partition walls

Waste fittings & traps (PL14)

- 2 years on Diseno washbasin trap

Building Drainage systems (PL21)

- 10 year system warranty for Geberit HDPE
- 10 year system warranty for Geberit Pluvia
- 10 year system warranty for Geberit Sovent
- 10 year system warranty for Geberit PP-HT, PP-KG, PP-SK
- 2 years on processing tools

Supply systems (PL22)

- 10 year system warranty for Geberit Mapress
- 2 years on processing tools