

GEBERIT LIMITED PRODUCT WARRANTY

GENERAL TERMS AND CONDITIONS

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 be a major failure.

COVERAGE AND APPLICATION

This warranty covers faults in the construction, material and assembly of Geberit products. Geberit products which are within the warranty period stated below which are found, upon inspection by an authorised Geberit representative, to be defective in construction, material or assembly, will be repaired or replaced with an equivalent product free of charge. Replaced items become Geberit's property.

For the purpose of this warranty, a "Geberit product" means a product that:

- was manufactured by or on behalf of Geberit; and
- bears a trademark owned or used by Geberit; and
- was supplied by Geberit Pty Ltd, to an authorised reseller or authorised distributor of Geberit; and
- was purchased and supplied either in Australia or New Zealand.

WARRANTY PERIOD

For all Geberit products the warranty period is strictly from the date of sale as reflected on the authorised reseller's or authorised distributor's invoice. The warranty period for each Geberit product is outlined below.

BATHROOM PRODUCTS

CONCEALED CISTERNS, INSTALLATION FRAMES, COMPONENTS AND ACCESSORIES	• 3-year warranty on inlet and outlet valve products • 10-year warranty on all concealed cistern tanks, and installation frames, outside of the Sigma, Kappa and Alpha12 range (limited only to the frames and cistern tanks themselves, and excluding any components inside of the frames and cistern tanks) • 15-year warranty on all concealed cistern tanks, and installation frames, in the Sigma, Kappa, and Alpha12 range (limited only to the frames and cistern tanks themselves, and excluding any components inside of the frames and cistern tanks)
ACCESSORIES, TAPS & TRAPS	• 2-year warranty on HyTronic and pneumatic products • 2-year warranty on HyTec Urinal partition walls • 2-year warranty on Diseno washbasin trap • 3-year warranty on mechanical flush/access plates
PIPES AND FITTINGS	• 10-year warranty for Geberit HDPE pipes, fittings and accessories, including Geberit components for Geberit Pluvia, Geberit Sovent, and Geberit SuperTube • 2-year warranty on processing tools for Geberit HDPE
ACCESSORIES	• All other Geberit parts and accessories (i.e. batteries) purchased together with the Geberit product are covered under this warranty for 6 months

LABOUR

The labour for the replacement of products to which this warranty applies will be provided by Geberit or a relevant supplier using licensed tradespeople engaged by Geberit or a relevant supplier within the warranty period. Geberit and its authorised service plumbers will endeavour to fix the Geberit product on site. The claimant must provide reasonable access to the Geberit product during normal working hours to enable the service work to occur.

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SPARE PARTS

For spare parts provided by Geberit under this warranty:

- this warranty applies to the spare part alone and does not include any labour, travel, installation, removal, inspection or site attendance costs unless the spare part was supplied as part of a repair or replacement under this warranty; and
- Geberit only warrants the spare parts for the balance of the express warranty of the relevant Geberit product for which the spare parts were provided.

WARRANTY CLAIMS

If you purchased Geberit products in Australia or New Zealand, the following process applies in order to claim this warranty:

1. Contact the authorised reseller or authorised distributor where you purchased the Geberit products; and/or
2. Contact support.au@geberit.com or +61 2 9889 7866

You are responsible for any expenses incurred in claiming this warranty.

WARRANTY EXCLUSIONS

This warranty does not apply if:

- the person acquired the Geberit products, or held themselves out as acquiring the Geberit products, for the following purposes:
 - for the purpose of re-supply (unless the person is an authorised reseller or authorised distributor of Geberit products); or
 - for the purpose of using them up or transforming them, in trade or commerce:
 - in the course of a process of production or manufacture; or
 - in the course of repairing or treating other goods or fixtures on land; and/or
- the Geberit products were not purchased from Geberit or an authorised reseller or authorised distributor of Geberit products. For avoidance of doubt, this warranty does not apply to Geberit products purchased from non-authorised resellers or non-authorised distributors, including from online marketplaces such as eBay and Facebook Marketplace.

This warranty is effective only if all of the following conditions apply:

- The Geberit product has been installed by a licensed plumber or electrician (where appropriate); and
- Failure is due to a fault in the construction, material or assembly of the product; and
- Proof of purchase (including the date of purchase) is provided; and
- The installation of the product is in accordance with the instructions provided.

This warranty does not cover faults caused or contributed to by:

- Alterations to, or improper use of the product;
- Vandalism;
- Extreme weather or environmental conditions;
- Use outside of the intended purpose for the relevant product, accessory, part or component;
- Incorrect installation or installation not in accordance with the instructions provided;
- Installation or part installation by the purchaser or any person other than a licensed plumber and/or electrician;
- Normal wear and tear;
- Inadequate or complete lack of maintenance;

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- Chemical, electrochemical or electrical influences;
- Harsh detergents or abrasive cleaning products used on product finishes;
- Excessive water pressure¹ or temperature;
- Incorrect operation or not following operating instructions;
- Incorrect voltage or non-authorised electrical connections;
- Use of non-authorised/non-standard parts;
- Use of non-authorised calculation software;
- Repair or other work carried out on Geberit products other than by an authorised service plumber; and
- The use of non-Geberit products, accessories, parts or components, including without limitation, flush buttons, remote buttons and access plates, and other flush controls used with Geberit products, including concealed cisterns, except where Geberit expressly authorises the use of such items. [Refer to 'Use of Non-Geberit Components' section for more information]

For the avoidance of doubt, the exclusions set out in this 'Warranty Exclusions' section apply only to this warranty and do not limit your rights under the Australian Consumer Law.

To the fullest extent permitted by law, Geberit excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage.

NON-GEBERIT COMPONENTS, PRODUCTS, ACCESSORIES, PARTS AND/OR COMPONENTS – WARRANTY LIMITATIONS

Geberit products are precision designed and tested to operate with other Geberit tested and authorised products, accessories, parts and components. Using untested or non-Geberit components, products, accessories, and/or parts may affect performance or cause faults.

Where a Geberit product is installed with non-Geberit product, accessory, part and/or component, such as, for example, a non-Geberit flush button or flush control mechanism:

- This warranty continues to apply only to the Geberit product and to genuine Geberit products, accessories, components and parts;
- In respect of any Geberit product that is mechanically linked to or operated by the non-Geberit product, accessory, part and/or component, it is the responsibility of the manufacturer or supplier of that non-Geberit product, accessory, part and/or component, and they must be the consumer and/or selling party's first point of contact for any related faults or failures;
- If it is found, upon inspection by an authorised Geberit representative, that a Geberit product is at fault and the fault was not caused or contributed to by the non-Geberit product, accessory, part and/or component, Geberit will meet its warranty obligations for that Geberit product, including attending site to repair or replace it where required;
- Geberit is not responsible under this warranty for any fault, failure, damage, cost or loss that is caused or contributed to by, or arises from, the non-Geberit product, accessory, part and/or component.
- For the avoidance of doubt, if, after inspection by an authorised Geberit representative, it is unclear as to whether the fault is with the Geberit product, this limited product warranty will not apply.

YOUR RIGHTS UNDER THE AUSTRALIAN CONSUMER LAW

Nothing in this warranty excludes, restricts or modifies any rights or remedies you may have under the Australian Consumer Law. The benefits given by this warranty are additional to other rights and remedies that you may have under any laws in relation to the supply of the Geberit products, including but not limited to the Australian Consumer Law.

This warranty is provided by:

Geberit Pty Ltd ACN 103 224 273

UNIT 1 & 6, 13 BOUNDARY ROAD, NORTHMEAD NSW 2152

+61 2 9889 7866

support.au@geberit.com

1. **NOTE:** AS/NZS 3500.1:2025 (Clause 3.3.4) specifies a 500 kPa maximum static supply pressure at any water outlet within a building, excluding fire services.