

AUSTRALIAN WARRANTY

Shaws by Perrin & Rowe Tapware®

Body of Tap and Consumable Components

Electroplated Finishes: Chrome (CP), Nickel (NI), Pewter (PF), English Bronze (EB), Gold (IG)

Unlacquered 'Living' Finishes: Satin Brass (SB), Polished Brass (BR)

15 Year Warranty

5-year Parts and Labour Warranty / Additional 10 Year Parts Warranty

5-year Finish Warranty

No Express Warranty

Perrin & Rowe tapware, or Shaws by Perrin & Rowe tapware and accessories sold by Luxe by Design in Australia, or via an authorised Australian dealer are warranted to be free from manufacturing defects in the materials and workmanship for 15 Years from the date of purchase. Luxe by Design does not assume responsibility for warranting, repairing, or supplying parts for products of unknown origin if there is no evidence available to support the proof of purchase from one of their authorised dealers.

The original sales receipt (proof of purchase) from the original purchaser of the product must be provided to Luxe by Design for all warranty claims. The warranty is extended solely to the original purchaser, so long as the product remains in its original installation, and is not transferable to a new owner.

TAPWARE WARRANTY

Our warranty means Perrin & Rowe ('we', 'us') will provide free of charge, at its option, replacement part/s or product (or a comparable alternative product) to replace those which have been proven defective in materials or workmanship within the warranty period on that product or part as stated below.

The warranty excludes defect or injury to the product caused by or resulting from misuse, abuse, neglect, accidental damage or improper installation. Please refer to the warranty inclusions and exclusions outlined below for more details.

Body of Tap - 5 year warranty | 10 year additional parts warranty

Perrin & Rowe will, at its option, repair or replace any faulty tapware with manufacturing faults in the materials or workmanship in the body of the tap for 5 years from the date of purchase. An additional warranty applies for a further 10 years where any warranty claim can be rectified with the supply of replacement product or parts with any labour cost being the responsibility of the customer. This warranty excludes defect or injury to the product caused by or resulting from improper installation, misuse, abuse, neglect, accidental damage or vandalism.

Consumable Components - 5 year warranty

Consumable components have a parts replacement warranty for a period of 5 years from the date of purchase. Components include ceramic disc cartridges, flexible inlet hoses, kitchen spray rinse tap hoses, o-rings, washers, non-return valves, poppet valves and aerator inserts. This warranty excludes damage incurred by improper installation, misuse or vandalism.

Electroplated Finishes - 5 year warranty (Chrome, Nickel, Pewter, English Bronze, Gold)

Chrome (CP), Nickel (NI), Pewter (PF), English Bronze (EB) and Gold (IG) finishes are warranted against manufacturing defects for 5 years from the date of purchase. The finish warranty is voided by accidental damage before, during or after installation; damage from adhesives, sealants, paint or solvents; or damage due to improper cleaning agents and materials including citric, acidic, corrosive, abrasive or alcohol-based solutions and abrasive cloths and scouring pads. English Bronze and Gold finishes are more delicate and require a greater level of care and maintenance. Please refer to the Cleaning and Care Guide for detailed instructions.

Unlacquered Living Finishes - No Express Warranty (Satin Brass, Polished Brass)

Perrin & Rowe living finishes - Satin Brass (SB) and Polished Brass (BR) are unlacquered brass with no coatings applied and are not warranted for any change in colour or finish of the appearance. Living finishes are characterful natural materials and are designed to patina and change over time.

INSTALLATION REQUIREMENTS

This warranty for tapware and consumables is void should the fault be found to be caused by one or more of the following conditions not being met:

- Excessive water pressure. AS/NZS 3500 Plumbing Code states the maximum static water pressure must not exceed 500kPa (72PSI) Where the inlet pressure exceeds 500kPa, pressure-limiting valves must be installed.
- Damage as a result of inadequate flushing of the water supply lines before use, and problems caused by debris in the water supply (ie: pieces of metal, plastic, dirt, organic matter, sand, rust etc.)
- Tapware must be installed by a Licensed Plumber in accordance with the relevant Standards and plumbing regulations in your area, Perrin & Rowe installation instructions and best trade practice.

PRODUCT INSTALLATION & CARE

Please take care when installing Perrin & Rowe tapware as the finishes warranty is voided by:

- Damage to finishes arising from installation or post-installation use.
- Failure to observe and adhere to Perrin & Rowe's care and cleaning guidelines.
- Damages to finishes by adhesives, sealants, paint or solvents used to remove them.
- Damage to finishes due to unsuitable cleaning products or methods contrary to Perrin & Rowe's Care and Maintenance guide. This includes abrasive, acidic, corrosive, alcohol-based and citrus-based cleaning solutions, or through scouring of the metal finish by abrasive cloths, steel wool, dish brushes or scouring pads.

General Installation advice:

- Indoor paints continue to cure for a few days after application and can release vapours that may discolour or tarnish metal finishes. It is advisable to wait for paint to completely dry, and for odours to dissipate before installing tapware and accessories.
- Avoid using silicone-based caulking adhesive or plumbers putty, lead-based acidic curing adhesive or mastic when installing the product as it may degrade brass material. The use of blue RTV silicone during installation will void the warranty.
- Due to the harsh environment or sun, wind, rain and snow, installing Perrin & Rowe products for outdoor use voids the warranty.

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General Care Advice:

- Dry fittings after use with a soft cloth.
- Residue left from soap or cleaning gels can cause blemishes on your brassware. Completely rinse off all fittings with clean water and dry after use.
- Using a soft microfibre cloth, gently clean the fixture regularly with warm water and a non-abrasive PH-neutral liquid soap, then dry with a microfibre cloth. The only exception is the Gold finish that requires a chamois leather cloth.
- To remove limescale, use a 50/50 solution of lemon juice and water. Soak cotton wool in the solution and leave wrapped around the tap for no longer than 1 hour, then rinse clean with water and fully dry with a lint-free cloth. For heavy scaling, the process can be repeated provided the area is rinsed with clean water between treatments to avoid a build-up of citric acid.

Avoiding Damage:

- Under no circumstances should harsh cleaning agents containing acidic, caustic or abrasive components such as bleach, alcohol or vinegar-based substances be used.
- Avoid getting household bleach or cleaners on to your fittings when using on surrounding surfaces. Any splashes should be immediately rinsed with clean water and dried - do not allow residue to remain on the metal finishes. To avoid this happening, cover the fixture with a cloth or towel when cleaning around the tapware.
- Do not use abrasive cloths, scouring pads, scrub sponges, steel wool etc. as they may damage the finish.
- To avoid dye and patterning transfer from wet cloths, avoid hanging them over the spout of the tap. Porous surfaces such as nickel, pewter and unlacquered brass finishes may be affected by chemicals in or on the cloth.

WARRANTY CLAIMS

To initiate a warranty claim, please contact Luxe by Design or the authorised Australian reseller where you originally purchased your goods. Proof of purchase will be required. Warranty service calls will be undertaken during regular working hours by Luxe by Design's nominated service agents in state capital cities. Service arrangements in regional areas, or outside of regular hours are provided at the discretion of Luxe by Design.

The customer is responsible for accurately detailing the alleged fault, description of the make, model and metal finish, and providing photographs or video evidence to assist Luxe by Design in identifying and rectifying any warranty-related issues.

REPLACEMENT PARTS

When Perrin & Rowe deem a replacement part does not warrant a service call to rectify the issue, the right is reserved to supply parts only in satisfaction of the product warranty. Any freight costs incurred to supply the replacement parts will be honoured by Luxe by Design. The return of the allegedly faulty component may be requested by Luxe by Design, where a pre-paid return postage satchel will be supplied at the same time as the replacement goods. Where replacement goods or parts are supplied under warranty, the original warranty period is not extended or altered in any way.

WARRANTY CONDITIONS AND EXCLUSIONS

This warranty is valid if the product has been installed following the relevant installation instructions and adhering to Australian, State, and local Standards by a Licensed Plumber. This includes, when applicable, ensuring that the inlet water pressure is limited to a maximum of 500kPa at the point of installation (AS/NZS 3500), installing in-line gauze filters, complying with water temperature limitations, and adequately flushing the water supply lines before installing the product.

Please note that this warranty does not cover damage, defects, or malfunctions resulting from normal wear and tear, improper installation or maintenance, accidents, negligence, vandalism, misuse, alteration, modification, unusual physical

or environmental conditions, using the product in a manner it was not intended or designed for, or the use of harsh, abrasive, or chemical cleaners.

Except as stated in this warranty and as required by Australian consumer law, Luxe by Design is not liable for any damage (direct, indirect, or consequential), injury, loss, harm, inconvenience, or any other detriment, whether physical, financial, or otherwise, arising directly or indirectly from the purchase, transportation, installation, or use of the goods in any way. Luxe by Design reserves the right to modify or amend this warranty at any time.