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## **WARRANTY INFORMATION –SHOWER HEAD AND ARMS**

### **Warranty Exclusions**

- There is a failure to follow installation instructions
- Evidence cannot be provided that the goods was installed by a licensed plumber
- Product is used other than in with specifications. This includes operating conditions specified for temperature (50°C) and pressure (500kPa).
- Harsh detergents or abrasive cleaners are used on any finishes of the Good.
- The Goods has discolouration, corrosion or rusting from 'hard' water and/or other environmental factors.
- No adequate access to products, fittings and fixtures to undertake warranty repairs

### **Warranty Period**

We offer

- 5** years PVD finishes (purchased after 01/01/2026)
- 1** year non-PVD finishes
- 1** year parts & labour.
- Note:** Hoses, slides, wall fixings, brackets: **1** year

Warranty Period above commences on the date of purchase or, where the Product is installed in a new building, the date of handover in the building's warranty period. For clarity, if the Product is installed in a building that is not a new building (for example as part of renovation work), the Warranty Period for that Product will commence on the date of purchase of that Product.

### **How to apply warranty**

Please email the following document to [ect\\_service@outlook.com](mailto:ect_service@outlook.com)

- Proof of purchase
- Evidence or proof of the goods was installed by a licensed plumber -  
Picture of the product