URINAL, UR01 AND UR02

Warranty information.

WARRANTY PERIOD

15 years	1 year	1 year
Replacement on all ceramics	Replacement on all parts, including waste	In-house labour from the date of purchase

ECT Global Pty Ltd (ABN 70 095 343 123), trading as Zenmo (ECT), warrants to the original purchaser of this product that, under proper care, use and maintenance, it carries a 15 year replacement warranty on all ceramics, a 1 year warranty on all parts including waste, and a 1 year warranty on labour from the date of purchase. This warranty is subject to the conditions and exclusions in this document. It is in addition to other rights and remedies you have under Australian law.

WARRANTY CONDITIONS

01 Installation of the urinal is the responsibility of the customer or the customer's installer. It must be installed by a licensed plumber, complete with an installation certificate that includes the plumber's identification.

02 A copy of the receipt of purchase from the merchant must be supplied to make a warranty claim. Any breach of these conditions voids the warranty.

03 Always check the urinal for faults, including cracks, before installation. The cost of installing a replacement that was faulty at delivery is the customer's responsibility. By installing the urinal, the purchaser accepts that it is free from any major imperfections.

04 ECT is only responsible for defects that arise solely from faulty materials or manufacturing workmanship within the warranty period. The product must be maintained and installed in accordance with any instructions, information or advice provided by ECT and its suppliers. It must also be installed in accordance with generally accepted professional installation practices and best methods for maintaining ceramic.

05 The product must not have been modified or altered outside the original factory specifications.

06 This warranty is limited to the original purchaser and is not transferable.

ADDRESS
42 Castro Way, Derrimut VIC 3026

PHONE
(03) 8390 6300

EMAIL
sales@zenmo.com.au

WEBSITE
www.zenmo.com.au

URINAL, UR01 AND UR02

Warranty exclusions.

WARRANTY CONDITIONS, CONTINUED

07	Zenmo reserves the right to modify warranty provisions without prior notification. Warranty coverage is determined by the provisions in effect at the time of the claim.
08	Vitreous china is not a perfect product due to the manufacturing process. The size and shape may vary by plus or minus 2% from the manufacturer's specifications.

THIS WARRANTY DOES NOT COVER

01	Any damage to the product caused during shipping, delivery or installation.
02	Any damage due to misuse, negligence, improper installation or connection, inadequate or improper maintenance, or other abuse.
03	The cost of removing or re-installing any replacement product, or any other damages or costs incurred in connection with removal or re-installation of any product.
04	Parts subject to wear and tear, such as seals and rubbers.
05	Parts damaged by flushing cleaners or chemical additives used in the cistern.
06	Waste cover, flush pipes and other components, which carry a 1 year replacement warranty and in-house service only.

HOW TO MAKE A CLAIM

Email the following to **sales@zenmo.com.au**:

01	02	03
Certificate of compliance	Receipt with the date of purchase	Your contact details

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