ZENMO IQ, BACK-TO-WALL SMART TOILET

Warranty information.

WARRANTY PERIOD

15 years	3 years	2 years	1 year	1 year
Replacement parts or complete product	Replacement for toilet valves	Replacement for smart seat	Replacement for hinges, flush pipes and button	In-house labour on all products, from the date of purchase

ECT Global Pty Ltd (ABN 70 095 343 123) warrants to the original purchaser that, under proper care, use and maintenance, the product is covered for the periods above. This warranty is subject to the conditions and exclusions in these documents and is in addition to other rights and remedies you have under Australian law.

WARRANTY CONDITIONS

01	Installation of any smart toilet is the responsibility of the customer or the customer's installer. It must be installed by a licensed plumber and a certified electrician, otherwise the warranty is void.
02	Always check the toilet before installation. The cost of delivering and installing a replacement toilet is the customer's responsibility. By installing the toilet, the owner accepts that it is free from any imperfections.
03	ECT Global is only responsible for defects that arise solely from faulty materials or workmanship within the warranty period.
04	The product must be maintained and installed in line with the instructions, information or advice provided by ECT Global, with generally accepted professional installation practices, and with the 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.
07	ECT Global may change the warranty provisions without prior notice. 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. Variations of plus or minus 2% in size and shape from the manufacturer's specifications are normal.

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42 Castro Way, Derrimut VIC 3026

PHONE
(03) 8390 6300

EMAIL
sales@zenmo.com.au

WEBSITE
www.zenmo.com.au

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Exclusions and claims.

THIS WARRANTY DOES NOT COVER

01	Any damage caused during shipping, delivery or installation.
02	Any damage caused by misuse, negligence, improper installation or connection, inadequate or improper maintenance, or other abuse.
03	The cost of removing or re-installing any replacement products, or any other damages or costs incurred in removing or re-installing a product.
04	Parts subject to wear and tear, such as seals and rubbers.
05	The toilet valves, smart seat, hinges, flush pipes and button, which carry the shorter warranty periods listed above.

HOW TO MAKE A CLAIM

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

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

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