



TP20FGLF | TP25FGLF

Installation:

1. Spindle assembly is removed from the TPFNR
2. The tapping tool is fitted & tapping performed
3. Spindle assembly is re-fitted

Warranty:

The following undertaking from Austworld Commodities Pty Ltd (Austworld) shall apply to any purchaser of our product who is classified as a 'Consumer' under the Competition and Consumer Act (Cth) 2010, which includes prescribed requirements for warranties against defects, which are set out in Regulation 90 of the Competition and Consumer regulations (Cth) 2010, (collectively, the Australian Consumer Law).

Austworld Contact Details Tel:	1300 780 430
Austworld Commodities Pty Ltd	Fax: 1300780 441
P.O. Box 311	info@austworld.com.au
Ashmore City QLD 4214	

Consumer Guarantees

1. 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 a major failure.
2. Austworld shall not be liable to the purchaser or user of any product, for any loss or damage (whether direct, indirect or consequential), cost or expenses, suffered or incurred by that purchaser, otherwise than as provided for in this document, the Australian Consumer Law any other law that cannot be excluded.
3. Where a failure does not amount to a major failure, Austworld is entitled to choose between providing you with a repair, replacement or refund. To obtain compensation, you would need to provide documentary evidence of the loss or damage suffered, and documentary evidence that such loss or damage was reasonably foreseeable consequence of a failure by Austworld to comply with a consumer guarantee under the Australian Consumer Law. Such evidence may include photographs, statutory declarations, receipts or reports (e.g. from your plumber), depending on the loss or damage.

4. Consumer Guarantees do not apply if you:

- 4.1 Got what you asked for but simply changed your mind;
- 4.2 Misused the product in any way that caused the problem; or
- 4.3 Knew of or were made aware of the faults in the product before you bought it.

Warranty Against Defects

1. In addition to all rights and remedies to which you may be entitled to under the Australian Consumer Law or any other applicable law:

- 1.1 Austworld warrants its products to be free from defect in materials and workmanship for a period of 12 months from date of purchase; and
2. A Warranty Against Defects only applies to the original purchaser of the product and is not transferable.
3. Austworld's liability under a Warranty Against Defects is subject to Austworld being satisfied that a defect was caused by defective workmanship or materials and was not caused, or substantially contributed to, by other factors or circumstances beyond Austworld's control, such as:
 - 3.1 Usage: the product was not used in normal domestic circumstances;
 - 3.2 Application: the product was not used for its manufactured application;
 - 3.3 Defective installation:
 - 3.3.1 The product was not installed according to any applicable Australian Standards, including the Plumbing Code AS/NZS 3500.1-2003, if applicable, and Austworld's installation instructions;
 - 3.3.2 The product was not installed by a licensed plumber;
 - 3.4 Maintenance and Repair: the product was damaged during the process of maintenance and/or repair;
 - 3.5 Alteration and Modification: the product was either altered or modified in a manner not recommended by the manufacturer; or was tampered with by person/s without the authority of Austworld.
 - 3.6 Commencement of work: If replacement or repairs are carried out without Austworld prior approval, Austworld reserves the right to void the warranty.
 - 3.6.1 Were carried out without Austworld's prior approval; or
 - 3.6.2 Were not carried out;
 - 3.7 Neglect: the product was not maintained as per the manufacturer's instructions;
 - 3.8 Misuse: the product was not fitted correctly to the outlet;
 - 3.9 Cleaning: the product was cleaned with an abrasive cleaning agent;
 - 3.10 Water Properties: the product incurred water damage due to below standard water properties;
 - 3.11 Water Supply: the lines were not adequately flushed;
 - 3.12 Exposure: the product was exposed to waterborne solids e.g. thread tape, cuttings, grit, etc.
4. A Warranty Against Defects over product parts is limited to replacement of parts that are defective in material content and/or workmanship under normal domestic installations, but, unless expressly stated, does not apply to:
 - 4.1 Product finishes (lacquered painted or similar finishes); or
 - 4.2 Ceramic discs, tap jumper valves, "O" rings, washers and other included parts.
5. Damages and/or labour charges incurred in installation, repair or replacement are not covered by a Warranty Against Defects over product parts.
6. If a Warranty Against Defects over Ceramic discs (cartridge or spindles) applies, it shall be valid for 5 years, but shall be voided if:
 - 6.1 Mixers have not been installed to Austworld's installation instructions; or
 - 6.2 Water pressure exceeds 1000kPa (it is advisable where day time water pressure exceeds 600kPa to fit a water pressure limiting valve).

Reasonable Access

Austworld require adequate access to items to undertake warranty repairs. Austworld will not be responsible for any damage and costs, or consequential damage or costs, where reasonable access is not available to the item and reserve the right to provide a replacement item only. If access to the building is not available when the service agent attends, the customer will be liable for the service call costs.

Warranty Claim

1. To make a warranty claim:
 - 1.1 In respect of an uninstalled product, a copy of this Warranty, proof of purchase and an explanation of the defect must be sent to us at the address specified in this document; and
 - 1.2 In respect of an installed product,
 - 1.2.1 Contact the store at which the item was purchased and ask for a warranty call to be initiated, or if supplied by a plumber, contact the plumber, and ask for a warranty call to be initiated.
 - 1.2.2 Provide proof of purchase and an explanation of the defect.