

Warranties

Residential: Applies to domestic uses and applications of Fienza® products, such as private dwellings and retirement villages.

Commercial: Applies to commercial uses and applications of Fienza® products, including, but not limited to: commercial food premises such as restaurants; commercial accommodation such as hotels; hospitals and healthcare facilities; public amenities; and industrial, laboratory and manufacturing facilities.

Product Component	Residential	Commercial
Ceramic Disc Cartridges	15 years replacement parts, 15 years labour	15 years replacement parts, 5 years labour
Mixer (Structure Only)	15 years replacement parts or product, 1 year labour	7 years replacement parts or product, 1 year labour
Finishes - Chrome	15 years replacement parts or product, 1 year labour	7 years replacement parts or product, 1 year labour
Finishes - PVD	10 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Finishes - Electroplated	5 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Finishes - Baked Lacquer	1 year replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

NOTE: Excludes parts subject to general wear and tear such as O-rings, washers and jumper valves.

Warranty Conditions

- Installation has been carried out by a licensed tradesperson in accordance with AS/NZS 3500 and all applicable local regulations and plumbing codes.
- All maintenance and adjustments to the product after the installation have been carried out by a licensed tradesperson.
- All care and cleaning instructions have been adhered to as prescribed.
- Proof of purchase is required for warranty claims.

Warranty Limitations

To the extent permitted under the Trade Practices Act and other relevant legislation, Fienza's liability is limited to: the cost of replacing the goods; or, the cost of obtaining equivalent goods; or, the cost of having the goods repaired. Fienza is not responsible for any lack of operation or performance of goods (or any loss or damage) where goods are used or adapted for use with other goods not supplied by Fienza. It is the responsibility of the customer and installer before installation to ensure that all components are correct and free of obvious visible faults. Fienza is not responsible for the labour and rectification costs incurred in the above circumstance.

Conditions for On-Site Warranty Service Calls

Fienza will charge a service fee for each visit to an installation by its technician where it is determined that the fault is due to poorly executed or unlicensed installation work or where the product is not a genuine Fienza product or where the product is outside the warranty period. This may be paid in advance by credit card over the phone to a Fienza technician attending the site and will be refunded if the Fienza product is found to be at fault.