

Warranty Claim Form

To Be Accompanied by Valid Proof of Purchase

Store Details

Store Name	
Address	
Store Contact Person	
Mobile Phone Number	
Email	

Your Customer Details

Customer Invoice NO.	
Customer Name	
Mobile Phone Number	
Email	
Address Where Product Installed	

Product Details

Product Name	
Product Code	
Faulty Information	
Action Required	

Checklist:

- 1) Please complete the Warranty Claim Form and place it in the package with your faulty product;
- 2) Please use the attached Other Notes to provide more details and information if there is not enough space;
- 3) Include a copy of your Proof of Purchase (Invoice/Bill/Receipt) in the same package;
- 4) Please attach or email relevant photo(s) or video(s) for the faulty product(s) if you can;
- 5) Send the package via a valid Courier Service or Express Post at the address given below on this form;
- 6) Retain you Courier/Express Post Receipt containing the Shipment Tracking Number safely;
- 7) The Customer Service Department will be the final determining authority for all potential warranty claims for service and replacement or same color preference (depending upon stock availability).

Other Notes

**Postal Address : Harmony Bathroomware
Customer Service Department**

**95 Gardens Dr
Willawong QLD 4110**

Email Address : sales@brewers.com.au

WARRANTY POLICES

PRODUCTS	WARRANTY	DETAILED COMMENT
TAPWARE	20 YEARS 12 MONTHS LABOUR	20 YEARS REPLACEMENT PRODUCTS OR PARTS 12 MONTHS LABOUR, FINISHES & SPARE PARTS 3 PIECE TAPWARE 12 MONTHS LABOUR & PARTS ONLY
SHOWERS	5 YEARS 12 MONTHS LABOUR	5 YEARS WARRANTY REPLACEMENT PRODUCT OR PARTS 12 MONTHS LABOUR, FINISHES & SPARE PARTS
ACCESSORIES	2 YEARS 12 MONTHS LABOUR	2 YEARS WARRANTY OR REPLACEMENT PARTS 12 MONTHS LABOUR, FINISHES & SPARE PARTS
COMERCIAL TAPWARE	1 YEAR	12 MONTHS LABOUR, FINISHES & SPARE PARTS

WHAT'S NOT COVERED UNDER WARRANTY

- Improper functioning of product due to incorrect installation
- Damage due to incorrect installation
- Damage due to accident
- Damage due to secondary transit or handling
- Improper care and cleaning
- Alternations to original product
- Inappropriate use and / or abuse of item / vandalism

OPERATING & CLEANING RECOMMENDATIONS:

■ Divertor Mixers :

- Maximum hot water temperature of 80°C
- Minimum working pressure 50kPa (7.5psi)
- Maximum working pressure 500kPa (70psi) or best performance and longer life we recommend 100-500kPa.
- CHROME PLATED SURFACES: Should only be cleaned with liquid detergent or soap and water. Under no circumstances should any abrasive or acid base cleaning agents be used.

■ Wall Mixers :

- Maximum hot water temperature of 80°C
- Minimum working pressure 50kPa (7.5psi)
- Maximum working pressure 500kPa (70psi)
- For best performance and longer life we recommend 100-500kPa.
- CHROME PLATED SURFACES: Should only be cleaned with liquid detergent or soap and water. Under no circumstances should any abrasive or acid base cleaning agents be used.

■ Wall Mixer Set :

- Maximum hot water temperature of 80°C
- Minimum working pressure 50kPa (7.5psi)
- Maximum working pressure 500kPa (70psi)
- For best performance and longer life we recommend 100-500kPa.
- CHROME PLATED SURFACES: Should only be cleaned with liquid detergent or soap and water. Under no circumstances should any abrasive or acid base cleaning agents be used.

■ **Mount Sink & Basin Mixers :**

- Maximum hot water temperature of 80°C
- Minimum working pressure 50kPa (7.5psi)
- Maximum working pressure 500kPa (70psi)
- For best performance and longer life we recommend 100-500kPa.
- CHROME PLATED SURFACES: Should only be cleaned with liquid detergent or soap and water. Under no circumstances should any abrasive or acid base cleaning agents be used.

■ **HORSESHOE BASE PLATE MOUNTED SINK & BASIN MIXERS :**

- Maximum hot water temperature of 80°C
- Minimum working pressure 50kPa (7.5psi)
- Maximum working pressure 500kPa (70psi) or best performance and longer life we recommend 100-500kPa.
- CHROME PLATED SURFACES: Should only be cleaned with liquid detergent or soap and water. Under no circumstances should any abrasive or acid base cleaning agents be used.

SERVICING

Should it be necessary to have your mixer serviced while under warranty period. Please carry out the following procedure:

1. Call the plumber, preferably the plumber that installed it as most problems are caused by incorrect installation eg, max water pressure must be no more than 500kPa and water supply lines have not been cleaned out properly before installation. Where water pressure exceeds 500kPa plumbers must install a pressure limiting valve and water supply lines must be drained clean of all debris.
2. Make sure that your plumber has installed your mixer according to the instruction.
3. If the plumber is satisfied that he could not rectify the problem then contact our Customer Service Department to arrange replacement parts.