

Thornthwaite Technologies Pty Ltd guarantees the Products (“**Product**”) listed in the Product Schedule and distributed by Thornthwaite Technologies in Australia through an authorized supplier for use in Australia. Thornthwaite Technologies is proud of the quality and workmanship of its Products. These Products have been properly designed, tested and inspected before they were shipped to you. If properly installed and operated in accordance with instructions furnished, they should give optimum reliable performance.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. If you are a consumer, 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.

The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

Warranty Statement

Subject to the “EXCLUSIONS”, “HOW TO MAKE A WARRANTY CLAIM” and “LIMITATIONS” below, each of the Products listed below is warranted in respect of the type of installation and use, during the Warranty Period against defects in materials and workmanship. Thornthwaite Technologies will rectify free of charge for parts, any fault due to a defect in materials or workmanship appearing within the Warranty Period subject to the conditions set out below. This warranty is not transferable to a subsequent customer if the Product is sold by the original purchaser during the Warranty Period.

Warranty Period

The Products listed below are warranted for the period stated below from the date of invoice of the original purchase:

Product	Type of Installation	
	Domestic	Commercial
Rada Pulse & Mono Control	1 year	1 year
Rada Outlook	1 year	1 year
Rada Sense	5 years	5 years
Rada Showerheads & Rail Showers	1 year	1 year
Rada 215 & 320 thermostatic mixing valves	2 years	2 years
Presto tapware and valves	2 years	2 years
B-Safety Emergency Showers and Eyewash	1 year	1 year
Spare parts	1 year	1 year
All other products	1 year	1 year

For the purposes of this section, “**Commercial**” means installation for businesses, commercial operations, public use or access or high use activities. “**Domestic**” means any private or domestic use that does not fall within the definition of Commercial.

Exclusions

- This warranty will not extend to:
 - Shipping or delivery charges to or from Thornthwaite Technologies. Thornthwaite Technologies will not bear the expense of making the warranty claim.
 - To the extent permitted by law, at no time will Thornthwaite Technologies be liable for any economic loss consequent upon the failure of the products.
 - Reused, recycled or demonstration goods.
 - Alleged defects that are within acceptable industry standards.
 - Damage to the exterior finishes, or surface scratches.
 - Parts which have been affected by fair wear and tear.
- This warranty is void if the Product is:
 - Used for purposes other than those for which it was designed.
 - Not installed, serviced or modified by a licensed plumber and/or licensed electrician.
 - Not installed in accordance with the Product installation instructions, relevant Australian Standards and Regulations.
 - Exposed to water pressures and/or temperatures exceeding specifications outlined in the Product installation instructions and AS/NZS 3500.

(AS/NZS 3500 nominates the maximum operating pressure at any outlet within a building must not exceed 500 kPa.) o Damage as a result of inadequate flushing of the pipework prior to use.

- o Installed without line strainer/filters for thermostatic mixing valves, digital mixing valves, mixer taps, sensor taps/showers/valves and solenoid valves.
- o Repaired without the consent of Thornthwaite Technologies. o Repaired using unauthorised parts or accessories. o Not maintained in accordance with the product maintenance and cleaning instructions. o Damaged by:
 - adhesives, sealants or abrasive cleaners
 - installation or post installation use
 - abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress or similar
 - the buildup of limescale
- o Not properly used and maintained in accordance with the Manufacturer's instructions, recommendations and specifications.
- o Accidentally or intentionally misused, abused, neglected or improperly installed.

How to make a Warranty Claim

1. If the Product does not function correctly, check the operation and maintenance advice provided in the product instructions to determine if the problem can be rectified.
2. If there is no immediate solution, contact your installer to ensure that the Product has been installed and commissioned in accordance with the Manufacturer's instructions. If the problem cannot be resolved you may be able to claim under this warranty.
3. To make a claim under warranty, contact Thornthwaite Technologies at the address listed below and provide the following: o proof of purchase (e.g. valid tax invoice) o details of the Product and where it is installed o a detailed description of the problem encountered with the product.
4. Access must be made readily available for Thornthwaite Technologies to inspect and/or test the product; or if requested by Thornthwaite Technologies and subject to the written approval and completion of any relevant forms, you must ship the Product in its original packaging, or equivalent, with shipping charges and insurance prepaid (at your cost), to Thornthwaite Technologies at the address listed below.
5. If no defects are found in the product, at Thornthwaite Technologies' discretion, the purchaser must pay for the cost of any service, evaluation and testing.

Limitations

To the extent permitted by law, Thornthwaite Technologies makes no express warranties or representations other than set out in this warranty.

To the extent permitted by law, the repair or replacement of the unit or part of the unit is the absolute limits of the Thornthwaite Technologies' liability under this express warranty.

Contact Details

Thornthwaite Technologies Pty Ltd

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