

evekare™

PRODUCT WARRANTY

EVK DC V3
AUST/NZ
12/23

THANK YOU FOR CHOOSING EVEKARE.

Please keep your receipt as proof of purchase, as this will authenticate your warranty. Any claim under this warranty must be made within the warranty periods as stated in this document from the date of purchase of the product. To make a claim under the warranty, take the product (with proof of purchase) to any Bunnings store (see www.bunnings.com.au or www.bunnings.co.nz for store locations). Bunnings Group Ltd bears reasonable, direct, expenses of claiming under the warranty. You may submit details and proof for consideration.

The warranty covers manufacturer defects in materials, workmanship and finish under normal use. The warranty does not cover damage to non-durable components made of rubber or plastic, such as rubber tips, grips, handles, dials, clips, latches, suction cups and other accessories. This warranty is provided in addition to other rights and remedies you may have under law. Our goods come with guarantees which cannot be excluded under the Australian Consumer Law or the New Zealand Consumer Guarantees Act 1993 (NZ). You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The warranty excludes damage resulting from product misuse or product neglect.

WARRANTY PERIODS

Each warranty period commences from the date of purchase:

Product Type	Consumer Warranty Period	Commercial Warranty Period
Fixed Grab Bars/Rails - Metallic	15 years	1 year
Fixed Grab Bars/Rails - Non-Metallic	1 year	1 year
Bath/ Shower Seats/ Chairs/ Steps - Metallic Frame	5 years	Nil
Bath/ Shower Seats/ Chairs/ Steps - Non-Metallic Frame	1 year	Nil
Bidet Hand Sprays	1 year	Nil
Electric Bidet Seats	3 years	Nil
Tapware/ Faucets (Shower/ Basin/ Sink)	5 years	1 year
Replacement Rubber Seals/ O-rings/ Jumper Valves	3 months	Nil
Ceramics	15 years	1 year
All other products	Nil	Nil

WARRANTY SHALL BE VOID FOR THE FOLLOWING REASONS:

- Inability to provide proof of purchase.
- Plumbing products not installed by a licensed plumber.
- Electrical products not installed by a licensed electrician.
- Products not installed to relevant local, national and state regulations.
- Products not installed in accordance with the manufacturer's installation instructions.
- Tapware exposed to water pressure and/or temperatures that exceed stated limitations. Note: As per AS/NZS 3500 pressure must be limited to 500 kPa on any new home, extension, or renovation. We recommend 150-500 kPa for best performance and longer life. We DO NOT recommend use for gravity fed hot water systems.
- Isolation taps are not installed in accordance with relevant local, national and state regulations.
- Fitting of other devices to the outlet of the tapware, e.g. water filters.
- Fitting of non-approved flow controllers in tap bodies or end of the line devices.
- Products used for incorrect applications, non-potable water, etc.
- Damage as a result of obstructions due to inadequate flushing of the system before use.
- Service or repairs with non-standard replacement parts previously undertaken without written approval.
- Damage to finishes by adhesives, sealants, etc.
- Damage to product and/or components due to exposure to caustic or corrosive substances or environments.
- Damage to flexible mixer hoses due to exposure to caustic or corrosive substances or environments.
- Failure to clean and replace outlet aerator inserts, etc.
- Items installed with visible damage. Please thoroughly inspect the item for damage prior to installation.
- Any damage which arises from installation or post-installation misuse.
- Failure to observe the manufacturer's care and cleaning instructions.
- Mishandling and/or transport of shower screens that leads to shattering or other damage.

The warranty work is limited to the pre-approved scope of work. Additional work will require authorisation.

This warranty is given by:

Australia - Bunnings Group Limited
ABN: 26 008 672 179
Botanicca 3 - Level 2 East Tower,
570 Swan Street, Burnley Vic 3121
Postal address: Locked Bag 3004,
Hawthorn East Vic 3122
Phone: 1800 797 586
Spare Parts Phone: 1800 772 737
Email: CustomerSupport@bunnings.com.au

New Zealand - Bunnings NZ Limited
Postal address: PO Box 14436,
Panmure, Auckland 1741
Phone: 1800 797 586
Spare Parts Phone: 0800 868 003
Email: OnlineEnquiries@bunnings.co.nz

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AU | You may submit details and proof to Kinetic Sourcing Group Pty Ltd for consideration. Kinetic Sourcing Group Pty Ltd bears reasonable, direct expenses of claiming under the warranty.

NZ | You may submit details and proof to ACM (NZ) Pty Limited for consideration. ACM (NZ) Pty Limited bears reasonable, direct expenses of claiming under the warranty.

The warranty covers manufacturer defects in materials, workmanship and finish under normal use. The warranty does not cover damage to non-durable components made of rubber or plastic, such as rubber tips, grips, handles, dials, clips, latches, suction cups and other accessories. This warranty is provided in addition to other rights and remedies you may have under law. Our goods come with guarantees which cannot be excluded under the Australian Consumer Law or the New Zealand Consumer Guarantees Act 1993 (NZ). You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The warranty excludes damage resulting from product misuse or product neglect.

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For full warranty terms and conditions please visit our website www.kineticsourcing.com.au

AFTERMARKET SERVICE PROCEDURE - AUSTRALIA

Please go to www.kineticsourcing.com.au and complete the warranty claim form.

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Australia

Kinetic Sourcing Group Pty Ltd
ABN 76 139 962 075
15/3 Box Road,
Caringbah, NSW 2229, Australia
Ph: (02) 9524 2570
Email: sales@kineticsourcing.com.au
Website: www.kineticsourcing.com.au

New Zealand

ACM (NZ) Pty Limited
NZBN 4474052
47 Stonedon Drive, East Tamaki
Auckland 2013, New Zealand
Ph: +64 9320 4515
Email: info@acmhardware.com
Website: www.acmhardware.com
Aftermarket Sales Ph: 0800 744 794