

Warranty

This warranty applies for all our goods purchased on or after Apr 8, 2019. Proof of purchase must be presented to obtain warranty service, prior to any claims.

To claim the warranty, you must contact us by telephone, email, fax or mail during the warranty period set out that relates to the products. Please note you may be asked for faulty product's photos and licensed installer invoice etc.

Our products come with guarantees that cannot be excluded under the Australian Consumer Law. Consumers are entitled to a replacement or refund for a major failure as well as for compensation for other reasonably foreseeable loss or damage. Also consumers are entitled to a replacement or repair if the products fail to meet an acceptable quality and the failure does not amount to a major failure.

All products should be inspected prior to installation. Any faulty / damaged products need to be returned to their place of purchase for inspection and appropriate action. Installation of faulty or damaged product will not be covered under our warranty.

Our warranty policy changes over time so depending on your purchase time your product warranty may be different to this warranty policy.

Manufacturer warranty for the following products: Hellycar Range

Hellycar Range	Comments
Mixers	15 years replacement ceramic disc cartridges-parts only 7 years replacement product or parts * 1 year labour on leaking
Taps	7 years replacement product or parts * 1 year labour on leaking
Showers	7 years replacement product or parts * 1 year labour on diverter cartridge leaking **
Outlets	7 years replacement product or parts *
Bathroom Accessories	7 years replacement product or parts *
All Others	1 year replacement product or parts

* Replacement product or parts warranty covers the product should it leak or malfunction.

* Chrome finish is subject to a 7 year replacement product or parts.

* All other finishes are subject to a 1 year replacement product or parts.

** The diverter cartridge is applied for shower system only.

All finishes on soap dish, contact surface between bracket and shower hose are not covered by warranty.

Other exclusions to the warranty include O-rings and washers.

All Products for Commercial Use: 1 year replacement product or parts.

All trade items and clearance items: 1 year replacement product or parts.

Tapart Range (After Aug 1, 2021)

Tapart Range	Comments
Mixers	Lifetime replacement ceramic disc cartridges-parts only 7 years replacement product or parts * 1 year labour on leaking
Outlets	7 years replacement product or parts *
Bathroom Accessories	7 years replacement product or parts *

* Replacement product or parts warranty covers the product should it leak or malfunction.

* Chrome finish is subject to a 7 year replacement product or parts.

* All other finishes are subject to a 2 year replacement product or parts.

All finishes on soap dish, contact surface between bracket and shower hose are not covered by warranty.

Other exclusions to the warranty include O-rings and washers.

All Products for Commercial Use: 1 year replacement product or parts.

All trade items and clearance items: 1 year replacement product or parts.

Warranty Terms

1. This product is covered by limited warranty from the date of original purchase or builder handover in the case of new buildings.
2. This warranty is provided by us as manufacturer to you as the consumer. It cannot be transferred or assigned to any other person.
3. This warranty period will not be extended by warranty service given during the warranty period.
4. This warranty covers faults in the product materials and workmanship from the manufacturer. Faulty products will be repaired or replaced the product or parts (if we do not have same product or parts, we will also provide replacement for the similar product or parts). This warranty is limited to the replacement of defective product or parts only.
5. This warranty will not cover time off work for labour warranty and freight fee for replacement products or parts.
6. When mixers or taps fail and leak water, the water supply is immediately shut off at the isolation stop valves or main valves and not turned back on until all warranty service work is completed, unless you ensure that water leaks do not cause damage to other items. To the extent permitted by law, we will not be liable for any labour cost, any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the product or components.

IMPORTANT NOTES

1. It is the responsibility of the retail store to ask customer to check for damage / quantity before leaving the store. Otherwise, all products need to be checked for damage / quantity before delivery.
2. All products should only be used indoor not outdoor.
3. When installing the product, be sure to install it according to the actual product size. Any measurements shown on the installation drawings included in the product are for reference only.
4. If water pressure exceeds 500kPa, a Pressure Limiting Valve must be installed.
5. Repairs or replacement requires adequate access to the products, fittings and fixtures. If they are not accessible, we will not be liable for any consequential damages or costs.
6. The bench top mixer should be installed in the centre position over the mounting hole and has been sealed correctly. Due to some bench top surfaces are not flat; a small application of Anti-Mold Transparent Silicone should be used to create a good seal between the mixer and the bench top.
7. Due to Australian standards, some mixers, taps and showers include flow controller. They may emit noises when water pressure is unstable and too high, or water line is changing direction. These noises are not a product fault, thus are not covered under our warranty.
8. We reserves the right to charge a service call fee if the problem is not due to a manufacturing defect in the product when a service call is attended to by us or one of we authorised agents.

Warranty will be void for the following reasons:

1. Unable to provide the original sales receipt as proof of purchase or handover documents in the case of new buildings, with a specific date stated on them.
2. The product is not installed by a licensed plumber, and inability to provide the proof of receipt.
3. The product is improperly installed / used / maintained and so on, not in accordance with our instructions, national standards, and state regulations. (All the defects made by the installation personnel, contractor, or user).
4. No isolation stop valves are fitted for the bench top mixer, or the connector has no standard water-sealing surface to connect the flexible hose.
5. Hydraulic pressure insufficiency or excess. The water pressure does not exceed 500 kPa as per Australian Standards.
6. Blockage caused by excessive impurities in the water, resulting in less water flow or product damage.
7. Improper care of products or use of improper cleaning products (e.g. use of corrosive cleaning agents, citrus based cleaning products, abrasives cleaning pastes, or any harsh chemical detergents).
8. The accredited and licensed service agent or technician is unable to obtain adequate access to the products, fittings and fixtures.
9. The product has been altered, disassembled, re-disassembled, and repaired by a non-accredited and non-licensed plumber.
10. Replacement of another company's parts.
11. The water pressure at both hot and cold is not equal.

12. Normal wear and tear.

There are our entire warranty items.

Below for purchased between Jan 1, 2014 and Apr 7, 2019.

This warranty applies for all our goods purchased between Jan 1, 2014 and Apr 7, 2019. Proof of purchase must be presented to obtain warranty service, prior to any claims.

To claim the warranty, you must contact us by telephone, email, fax or mail during the warranty period set out that relates to the products.

Our products come with guarantees that cannot be excluded under the Australian Consumer Law. Consumers are entitled to a replacement or refund for a major failure as well as for compensation for other reasonably foreseeable loss or damage. Also consumers are entitled to a replacement or repair if the products fail to meet an acceptable quality and the failure does not amount to a major failure.

Manufacturer warranty for the following products: Hellycar Range

Hellycar Range	Comments
Mixers	1 year labour and replacement product or parts 15 years replacement ceramic disc cartridges-parts only
Taps	1 year replacement jumper valves-parts only 1 year labour and replacement product or parts 15 years replacement ceramic disc cartridges-parts only
Showers	1 year replacement product or parts 5 years replacement shower head or hand shower-parts only*
Outlets	1 year replacement product or parts
Bathroom Accessories	1 year replacement product or parts

* Chrome finish is subject to a 5 year replacement product or parts.

* All other finishes are subject to a 1 year replacement product or parts.

Residential — Tapart Range

Tapart Range

Tapart Range	Comments
Mixers	Lifetime replacement ceramic disc cartridges-parts only 7 years replacement product or parts* 1 year labour and replacement product or parts
Outlets	7 years replacement product or parts*
Bathroom Accessories	7 years replacement product or parts*

* Replacement product or parts warranty covers the product should it leak or malfunction.

* Chrome finish is subject to a 7 year replacement product or parts.

* All other finishes are subject to a 2 year replacement product or parts.

Commercial — Tapart Range

Tapart Range

Tapart Range	Comments
Mixers	5 years replacement ceramic disc cartridges-parts only 2 years replacement product or parts* 1 year labour and replacement product or parts
Outlets	2 years replacement product or parts*
Bathroom Accessories	2 years replacement product or parts*

* Replacement product or parts warranty covers the product should it leak or malfunction.

* Chrome finish is subject to a 2 year replacement product or parts.

* All other finishes are subject to a 1 year replacement product or parts.

1. This product is covered by limited warranty from the date of original purchase or builder handover in the case of new buildings.
2. The warranty is provided by us as manufacturer to you as the consumer. It cannot be transferred or assigned to any other person.
3. The warranty period will not be extended by warranty service given during the warranty period.
4. Uninstalled products should be returned to their place of purchase for inspection and appropriate action.
5. This warranty covers faults in the product materials and workmanship from the manufacturer. Faulty products will be repaired or replaced the product or parts (if we do not have same product or parts, we also will provide replacement for the similar product or parts) free of charge for the first 1 year, after which we provide free parts only for the remainder of the warranty period. This warranty is limited to the replacement of defective product or parts only.
6. To the extent permitted by law, we will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the product or components.

Warranty will be void for the following reasons:

1. Unable to provide the original sales receipt as proof of purchase or handover documents in the case of new buildings, with a specific date stated on them.
2. The product is not installed by a licensed plumber, and inability to provide the proof of receipt.
3. The product not installed to relevant National Standards and State Regulations.
4. The product is improperly installed / used / maintained and so on, not in accordance with our instructions. (All the defects made by the installation personnel, contractor, or user).
5. Isolation stop valves are not fitted as stated on manufacturer's installation instructions.
6. Hydraulic pressure insufficiency or excess; in the water the impurity are excessively many; use of improper cleaning products, replacement of another company's parts.
7. Normal wear and tear.

These are our entire warranty items.