

OUR WARRANTY



This extended warranty only covers Newtech Bathroomware products, and will not extend to products which have been selected outside our product range. This extended warranty only applies to defects which have arisen solely from faulty materials or workmanship in the products and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions, including excessive water pressure or temperature, or neglect of any kind.

As per the Building Code Compliance documentation, the maximum temperature sanitary wear can be subjected to is 55°C. Any warranty assessment where the temperature of water for sanitary wear is above 55°C will be declined. The tempering valve must be subject to and comply with NZS4617 or AS1357.

Newtech Bathroomware products installed in light commercial and or commercial situations are void of the residential warranty and covered for 12 months from date of purchase. Commercial situations are defined as public washrooms, public buildings, schools, sports centres, gymnasiums, hospitals, motels, hotels and retirement villages.

Alterations and repairs of the products performed by someone other than a Newtech pre-approved service person are not covered. For the avoidance of doubt, attachment of accessories or use of non-genuine replacement parts other than those manufactured or approved by Newtech are not covered by this extended warranty.

This extended warranty commences from date of purchase or for new buildings on the date of handover for the relevant period set out in the warranty periods table.

In addition to this extended warranty, certain legislation may give you certain rights which cannot be excluded, restricted or modified. This extended warranty must be read subject to NZ laws, and nothing in this warranty has the effect of excluding, restricting or modifying those rights. Newtech warranty periods are dependent on date of purchase and may be different to what is stated in this publication.

Warranty claims: to make a warranty claim, the following documentation must be emailed or faxed to Newtech (contact details listed below):

- Name/model of product and photographs of the issue (if available)
- Proof of installation (by a licensed plumber) and/or proof of purchase
- Your contact details; name, address and best contact phone number
- A copy of handover documentation is required for new homes

Consequential loss to the extent permitted by law, Newtech 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 products or components.

Warranty Certificate or equivalent documentation must be supplied for warranty claims to be considered. If the cost of returning any defective parts is unreasonable, please contact Newtech on the telephone number listed below so that, if appropriate, we can arrange a collection. Newtech Bathroomware contact details are as follows:

Newtech Bathroomware

Head Office 281 Heads Road, Wanganui 4501

Auckland Office 525 Great South Road, Penrose, Auckland

Phone 06 349 0194 / 0800 728 662

Email sales@newtech.co.nz

Residential Warranty Information

Toilets	Vanities	Basins	Baths	Mirrors	Heated Towel Rails	LED Lights	Accessories
Pan and Cistern Vitreous China 10 years Valve and Flush System 5 years Seat, soft close workings and plastic wear 2 years	Cabinetry, either Solid Timber Plywood or Laminate MRF 5 years Soft close drawer runners 5 years Cupboard drawer hinges 5 years	Vitreous China tops 10 years StoneCast or Composite tops 5 years Butler Sinks 5 years	Baths 5 years	Mirror glass 2 years LED Mirrors 2 years LED Mirror Components Demisters 2 years	Heated towel rails 5 years	LED Lights 2 years	Chrome and Matte Black 5 years Click Clack Pop-up Wastes 1 year

