

alder tapware

35 BERRIMAN DRIVE
WANGARA WA 6065

PHONE (08) 9309 4688
FAX (08) 9409 6589
FREECALL 1800 800 919

CUSTOMER SERVICE REQUEST

PLEASE COMPLETE FORM IN FULL, PROVIDING AS MUCH INFORMATION AS POSSIBLE.

| | | | |
|------|--|---------|-----------------|
| DATE | | CONTACT | Name: |
| | | | Contact Number: |

Customer Details:

| | | | | | | |
|-----------------|-------------|---------------|-------------|--------|------------|--|
| NAME | | | | | | |
| ADDRESS | Lot: | House Number: | Street: | | | |
| | Suburb: | | | State: | Post Code: | |
| CONTACT DETAILS | Home Phone: | | Work Phone: | | Mobile: | |
| | Email: | | | | | |

Product Fault Details: Provide details of the product (Product Name & Code) and briefly explain nature of fault

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Proof of Purchase: SERVICE MAY BE DELAYED IF PROOF OF PURCHASE NOT SUPPLIED

NEW HOME BUILT

| | |
|---|-----------------|
| Builder Name & Address | Hand Over Date: |
| Proof of Handover – please provide copy of the Builder's Handover Document | |

RETAIL PURCHASE

| | |
|---|-----------------|
| Retailer / Merchants Name & Address | Date Purchased: |
| Proof of Purchase – please provide copy of the Retailer / Merchant's invoice | |

Warranty:

Alder Tapware products carry a 12 months warranty and a 5 year replacement warranty on ceramic disc cartridges in mixers.

Alder Tapware reserve the right to either repair or replace products or parts which are defective through faulty materials or workmanship, within the stated warranty period.

HAVE YOU READ THE WARRANTY? Please see attached

Please email or fax completed form and all attachments to:

| | | |
|---|-------------------|------------------------|
| Email: sales@aldertapware.com.au | Fax: 08 9409 6589 | Attn: Customer Service |
|---|-------------------|------------------------|

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Warranty and Care Instruction Card

WARRANTY

Alder Tapware products carry a 12 month warranty and a 5 year replacement warranty on ceramic disc cartridges in mixers. Alder Tapware reserve the right to either repair or replace products or parts which are defective through faulty materials or workmanship, within the stated warranty period. The warranty period commences from date of purchase or date of handover for new buildings and excludes damage to ceramic disc cartridges from foreign matter e.g. sand, dirt, stones, thread tape and metal filings.

Warranty may become void due to the following:-

- Inability to provide proof of purchase
- Products not installed in accordance with installation instructions
- Products not installed by a licensed plumber
- Products exposed to pressures that exceed 500 kPa and or temperatures that exceed 75°C within a building – Refer AS/NZS 3500.1:2003 (Clause 3.34)
- Inadequate flushing of system prior to usage, causing damage and/or obstructions to the product
- Damage to product surface due to installation (including adhesives and sealants) or post-installation
- Flow regulators removed from outlets including showers, sink and vegie mixers
- Products not used for its intended purpose
- Products fitted with other devices to the outlet e.g. water filters
- Failure to observe care and cleaning instructions
- All warranty work is limited to the pre-approved scope of work. Any additional work requires authorisation from our Customer Service.

Showers

The recommended maximum water supply pressure for Alder Tapware showers is 500kPa.

Alder Tapware Showers may not be suitable for use with:-

- Gravity-fed heated water systems
- Some instantaneous heated water systems
- Low pressure supply less than 150kPa

Please seek advice from a plumber if your shower situation falls within the above parameters

Note: - Faulty parts covered by REPLACEMENT PARTS ONLY WARRANTY include: - shower handsets and shower heads, soap dishes on rail, shower rail brackets, vegie mixer handset, shower hoses, aerator and aerator filters, tap handles, buttons and flanges

Consequential Damage

Alder Tapware will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any consequential damage or costs of any kind caused by any defect in the product or components.

Adequate access is required to undertake warranty repairs on products. Alder Tapware will not be liable for any consequential damage or costs where products do not have adequate accessibility.

CARE AND CLEANING INSTRUCTIONS

- Clean regularly with warm dilute soapy solution and a dry soft, clean cloth.
- Apply liberal quantities of clear petroleum jelly to all surfaces. Wipe off with dry tissue to achieve long lasting shine
- Abrasive, acid, alkaline and harsh detergents is not recommended as this will damage finish of the product
- Slight colour variances can occur as a result of unavoidable process variations

Note: This is a summary of the Alder Tapware warranty for all installed products and some additional terms and conditions may apply. Alder Tapware reserves the right to alter or amend this warranty at any time.

FOR WARRANTY ENQUIRIES

Freecall 1800 800 919 • (08) 9309 4688 • customer.service@aldertapware.com.au

www.aldertapware.com.au
www.vitobertoni.com.au

PLEASE RETAIN THIS CARD ALONG WITH PROOF OF PURCHASE

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FORM AND FUNCTION

alder tapware