

ZUMI SPRINGWHAT™ 6-IN-1 TAP PRODUCT WARRANTY STATEMENT

1. Scope of Warranty

This Product Warranty forms part of Zumi Bathware Pty Ltd's standard Terms and Conditions of Trade, available at www.zumibathware.com.au. It should be read in conjunction with those terms and conditions which apply to each purchase.

All Zumi products are supplied with guarantees that cannot be excluded under the Australian Consumer Law. Customers are entitled to a replacement or refund for major product failures and compensation for any other reasonably foreseeable loss or damage. Customers are also entitled to have the product repaired or replaced if it fails to meet acceptable quality standards and the failure does not amount to a major defect.

2. Residential Warranty Coverage

For domestic installations of the Zumi SpringWhat™ 6-in-1 Tap:

24 months parts and labour – covering mechanical and electronic components of the unit.

5 years on tap finishing – covering surface coating and external appearance (peeling, flaking, cracking, or corrosion caused by manufacturing defects under normal residential use).

3. Commercial Warranty Coverage

For commercial or non-residential installations (e.g., office kitchens, cafés, shared workspaces):

12 months parts and labour – covering mechanical and electronic components of the unit.

3 years on tap finishing – covering surface coating and external appearance under normal commercial use.

4. Warranty Conditions

This warranty applies on the following conditions:

The product is installed and operated in accordance with Zumi installation manuals, specifications, and all relevant local laws and regulations.

Only **Zumi filters and replacement parts** are used.

The product is not subjected to misuse, neglect, unsuitable water conditions, unauthorised modifications, or repairs by non-approved service providers.

Tap surfaces are cleaned with mild, non-abrasive cleaners and are not exposed to corrosive chemicals or harsh conditions.

5. Exclusions

This warranty does not cover:

- Consumables including filters, CO₂ cylinders, seals, and o-rings.
- Normal wear and tear, minor surface scratches, or discoloration from environmental exposure.
- Costs associated with product removal, transport, and re-installation where required.
- Damage caused by improper installation, lack of maintenance, poor water quality, or power surges.
- Consequential or indirect loss, damage, or expenses related to product failure.

⚠ **IMPORTANT:** If a service call is made and the fault is found to fall under these exclusion conditions, service call fees will be charged directly by the authorized third-party service department. These costs are not covered under this warranty and must be paid by the customer.

6. Making a Warranty Claim

To lodge a warranty claim, customers should contact:

ZUMI BATHWARE PTY LTD
Warranty & Service Department
warranty@zumibathware.com.au
www.zumibathware.com.au

When making a claim, customers must provide:

- Contact details and installation address
- A clear description of the issue or defect
- The product serial number (located on the identification label)
- Proof of purchase and date of installation

Claims must be lodged promptly upon identifying an issue. Any customer costs incurred in submitting a claim (e.g., shipping, courier fees) are non-refundable.

7. Terms and Conditions of Warranty

- This warranty is valid only for installations carried out within Australia and applies to the original purchaser of the product.
- The warranty is not transferable and will become void if the product is relocated, resold, or removed from its original installation address.

- Zumi reserves the right to assess the product before approving any warranty claim.
- Zumi's responsibility under this warranty is limited to repair, replacement, or refund of the product at its discretion in accordance with Australian Consumer Law.
- Use of non-genuine replacement parts or unauthorized modifications will void this warranty.

Warranty claims will not be accepted for defects caused by:

- Incorrect installation or connection to unsuitable water supply or power source.
- Exposure to environmental conditions outside the product's design specifications.
- Impact damage, misuse, or neglect.

Any labour provided under warranty must be carried out by Zumi-approved service technicians only.

This warranty does not override or limit your statutory rights under Australian Consumer Law.