

A high-speed photograph of water splashing, creating a large, dynamic splash that dominates the upper half of the frame. The water is captured in various stages of movement, with many small droplets and bubbles scattered throughout the scene. The background is a solid, dark grey color, which makes the white text stand out prominently.

alder

tapware | showers | accessories

Warranty

2019

V190521

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vito bertoni

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Warranty

Overview

In addition to the normal warranties under the Australian Consumer Law, Alder offers extended warranty periods for Alder products against manufacturing defects in accordance with the following warranty conditions.

The Alder Warranty is effective for product purchased on or after 1 November 2017 and covers Alder Tapware and Vito Bertoni. Note that the previous Alder Tapware and Vito Bertoni Warranties still apply for product purchased prior to 1 November 2017.

The warranties are personal to the person who acquires the product from the relevant retailer for their own consumption or use and not for resale or resupply (the consumer) and claims under this Warranty cannot be made by anyone other than the consumer. The extended Warranty only applies to the original owner and is not transferable.

1. Warranty periods: Residential

Subject to the exclusions in section 3, Alder warrants that the below products provided for any consumer who uses the products manufactured by Alder in any residential home will be free from defects of materials or workmanship for the periods specified below.

Each of the below periods commence on the date of purchase or, for new buildings, from the date of handover.

PRODUCT PURCHASED – FROM 1 NOVEMBER 2017

Category	Maximum Warranty Period	Warranty Detail
Mixers ¹	15 years	<ul style="list-style-type: none"> 15 years replacement cartridge 7 years replacement product, parts & finish 1 year labour
Showers	15 years	<ul style="list-style-type: none"> 15 years replacement diverter cartridge 7 years replacement product, parts² & finish 1 year labour
Tapware	15 years	<ul style="list-style-type: none"> 15 years replacement cartridge exclusively for Vito CD Tapware 7 years replacement products, parts & finish 1 year replacement product or parts & labour³
Accessories	7 years	<ul style="list-style-type: none"> 7 years replacement product or parts⁴ 1 year finish

PRODUCT PURCHASED – BEFORE 1 NOVEMBER 2017

VITO BERTONI

Category	Maximum Warranty Period	Warranty Detail
All product ¹	10 years	<ul style="list-style-type: none"> 10 years replacement cartridge 1 year replacement product or parts & labour²

¹ Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt, or thread tape etc.

² Excludes shower heads, slider brackets, soap dishes and baskets, wall fixings, mounting brackets and shower hoses that are subject to a 1 year parts only warranty

³ Jumper valves are subject to 'wear and tear' and are 1 year parts only

⁴ Soap dishes are 1 year parts only



ALDER TAPWARE

Category	Maximum Warranty Period	Warranty Detail
All product ¹	5 years	<ul style="list-style-type: none"> • 5 years replacement cartridge • 1 year replacement product or parts & labour²

¹Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt, or thread tape etc.

²Jumper valves are subject to 'wear and tear' and are 1 year parts only

2. Warranty periods: Commercial

Subject to the exclusions in section 3, Alder warrants that the below products which are provided for any consumers who use the products manufactured by Alder other than in a residential home (for example hotels, aged care facilities, hospitals, schools, factories, motels) will be free from defects of materials or workmanship for the periods specified below.

Each of the below periods commence on the date of purchase or, for new buildings, from the date of handover.

Category	Maximum Warranty Period	Warranty Detail
All product	1 year	<ul style="list-style-type: none"> • 1 year replacement product or parts & labour¹

¹Includes all Mixers, Showers and Tapware. All Accessories are subject to a 1 year replacement product or part only.

3. Warranty exclusions

This extended warranty shall not apply where –

- The consumer is not able to provide proof of purchase which confirms that the relevant product was purchased from an Alder authorised distributor or reseller;
- The relevant products are not installed by a licensed plumber and in accordance with the installation instructions and relevant National Standards and State Regulations;
- Other devices have been fitted to the relevant products outlet or tap, for example, water filters or non-approved water flow regulating devices;
- Failure to install or removal of flow regulators, check valves and isolating stop taps from outlets including showers, sink, basin and veggie mixers;
- Damage to ceramic disc cartridges from foreign matter such as sand, dirt, stones, thread tape, pieces of copper or plastic tubing;
- The relevant product or product surface/finish requires repairs due to damage resulting from accident, misuse (including use for incorrect applications), incorrect installation, cleaning or maintenance, unauthorised modification, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories or exposure to abnormally corrosive conditions, adhesives or sealants;
- The relevant products are exposed to environmental elements;
- The relevant products are exposed to water pressures and or temperatures that exceed the following limitations:
 - Maximum Temperature: 75 degrees;
 - Maximum Pressure: 500kPa. Note that AS/NSZ 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations.
 - This limitation does not include hydrostatic pressure testing to 1500kPa (AS/NZS 3500.1-2003, Clause 16.3.1)

- Failure to observe care and cleaning instructions as set out below in section 7, including failure to regularly clean aerator inserts in taps and or shower head nozzles to remove build up from water impurities;
- Services or repairs with non-standard replacement parts have been previously undertaken without Alders written approval; and
- Any work carried out in relation to a warranty claim is limited to the pre-approved scope of work. Additional work will require authorisation from Alder's Customer Service team.

Note that the recommended maximum water supply pressure for Alder Showers is 500kPa and may not be suitable for use with:

- Gravity-fed water systems;
- Some instantaneous hot water systems; or
- Pressure supply less than 150kPa.

4. How to make a claim

Consumers may make a claim under this warranty by submitting an online Warranty Claim Form that can be downloaded from our website, www.aldertapware.com.au. Alternatively contact Alder Customer Service on (08) 6217 0600 or customer.service@aldertapware.com.au.

To make a valid claim under this warranty, a consumer must:

- Lodge the claim with us as soon as possible and no later than two weeks after they first become aware of the issue;
- Provide reasonable proof of purchase;
- If the product was installed in a new home, provide handover or equivalent documentation; and
- Provide details relating to the proposed warranty claim.

Claims will be processed through Alder's Customer Service Team. Each claim will be issued with a claim number which is recorded by Alder.



Where a product has not been installed, the product can be returned with proof of purchase, to the place of purchase. Associated expenses are the responsibility of the purchaser (consumer).

5. Warranty claims

If a consumer makes a valid claim under this warranty and none of the exclusions set out in section 3 apply, Alder will, at its election, either:

- repair the relevant part of the product; or
- replace the relevant part of the product with a product of identical specification (or where the product is superseded or no longer available, with a product of as close a specification as possible).

The extended warranty only applies to the original owner and is not transferable.

Alder reserves the right to supply minor parts as replacement parts only during any part of the warranty period and includes and is not limited to: shower handsets and shower heads, soap dishes or baskets on rail, shower rail brackets, vegie mixer handset, shower hoses, aerator and aerator filters, tap handles, buttons and flanges.

6. Costs of warranty claim

Should any warranty claim be made and, in the opinion of Alder or an Alder authorised Service Agent the problem was from faulty installation or use of the products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect to the products for which Alder is responsible, Alder has the right to charge a service fee for each service staff attending the consumer's premise where products have been installed.

To the extent permitted by law, Alder 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 will not be liable for any consequential damage or costs where products do not have adequate accessibility.

Alder will not be liable for any claims for labour, additional products or parts associated with alleged faulty product for work not approved in advance by Alder in writing.

7. Care and Cleaning

Use of abrasive, acid, alkaline and harsh detergents or abrasive cloths will void the warranty for the product.

No not locate the products in environments that are exposed to the outside elements.

Its recommended to use warm diluted soapy solution and a dry soft microfibre cloth to clean your products to maintain the lustrous finish for a lifetime.

Regular cleaning of aerators and the silicone nozzles on shower heads and handsets is required to prevent calcium build up.

Do not use excessive force on the shower handset function tabs when cleaning.

8. Person giving the Warranty

The person giving the warranties in this Extended Warranty is:

Name: Danchelle Holdings Pty Ltd trading as Alder
Address: 15 Mumford Place, Balcatta, WA, 6021
Phone: 08 6217 0600
Fax: 08 6217 0699
Email: customer.service@aldertapware.com.au

Note: Alder reserves the right to alter, or amend this warranty offer in writing at any time.