

The following Warranty Statements apply to products supplied by Methven Ltd to customers in the New Zealand market that were purchased prior to 1st November 2018.

This is in addition to Methven's responsibility to customers under all other statutory and regulatory requirements.

This Warranty Statement is applicable only to products purchased from Methven New Zealand.

Warranty Statement - Methven Branded Products

General Warranty Statement

The following Warranty Statement applies to all:

Methven branded showers, tapware, internal parts, surfaces, and hoses, and spare parts for Methven Branded Products (**Spare Parts**), supplied to customers in the New Zealand market.

The Warranty Statement does not apply to any other brands marketed and sold by Methven, such as Flexispray, Echo, Deva, Steriline, Starkie, Nefa and Shower Skincare products.

Where Methven Branded Products and Spare Parts are used in:

- residential/domestic installations
- hotel, motels, and rest homes
- all other commercial installations

in addition to any other right or remedy that the purchaser or end user may have under any relevant consumer protection legislation, Methven undertakes to either **repair or replace** (at its discretion) Methven Branded Products and replace Spare Parts at an equivalent value of the product purchased if it is discovered that the product contains a **material defect which arose in the course of manufacture**.

1. Aurajet and Aio Branded Products

Domestic/Residential Installations

Showers: Lifetime Replacement Warranty for the lifetime of the original purchaser.

Tapware : A 20 year warranty applies to all Methven Aio Branded Products used in domestic/residential installations from date of purchase.

Labour, packaging, and freight costs incurred when Methven Branded Products are repaired or replaced are limited to the **first 10 years**.

Methven Spare Parts have a 10 year replacement guarantee (excluding labour and freight costs).

Commercial Installations

A 5 year warranty applies to Methven Aio Branded Products and Spare Parts, from date of purchase used in hotels, motels and rest homes and includes labour, packaging and freight costs.

For all other commercial installations, a **12 month warranty** applies to Methven Aio Branded Products and Spare Parts from date of purchase, and the warranty includes labour, packaging and freight costs.

Warranty Conditions

Methven's domestic/residential installations warranty and commercial installations warranty for Methven Branded Products are subject to the following conditions:

- Proof of purchase (such as invoice or receipt) must be provided.
- The product must not contain excessive debris (in-line filters must be installed)
- Methven's installation instructions must be followed. This includes operating conditions specified for temperature and pressure.
- The product must not have been tampered with or repaired in any way other than in accordance with this warranty.
- The product must not have been damaged by misuse, accident or neglect.
- Harsh detergents or abrasive cleaners must not have been used on the product.
- The product must not have discolouration, corrosion or rusting from 'hard' water and/or other environmental factors.
- The product must have been installed in accordance with the relevant New Zealand Building/Plumbing Codes by a certified plumber.
- All warranty covered repair work is to be performed by a Methven representative, Methven's authorised service agent or plumber who has received a Methven authorisation number.

If the above conditions are not met, the warranty will be null and void.

Methven shall in no way be liable to the purchaser or end user of product for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person (including, without limitation, any damage and/or labour charges incurred in installation, repair or replacement), other than as provided in the above provisions, under any relevant consumer protection legislation or as consented to by Methven in writing in advance.

2. Methven Branded Products - tapware and showers Domestic/Residential Installations Warranty purchased post 1st September 2011

A 20 year warranty applies to all Methven Branded Products used in domestic/residential installations from date of purchase.

Labour, packaging, and freight costs incurred when Methven Branded Products are repaired or replaced are limited to the **first 10 years**.

Methven Spare Parts have a 10 year replacement guarantee (excluding labour and freight costs).

Warranty Conditions

Methven's domestic/residential installations warranty and commercial installations warranty for Methven Branded Products are subject to the following conditions:

- The product must not contain excessive debris (in-line filters must be installed)
- Proof of purchase (such as invoice or receipt) **has** to be provided.
- Methven's installation instructions **must** be followed. This includes operating conditions specified for temperature and pressure.
- The product must not have been tampered with or repaired in any way other than in accordance with this warranty.
- The product must not have been damaged by misuse, accident or neglect.
- Harsh detergents or abrasive cleaners must not have been used on the product.
- The product must have been installed in accordance with the relevant New Zealand Building/Plumbing Codes by a certified plumber.
- All warranty covered repair work is to be performed by a Methven representative, Methven's authorised service agent or plumber who has received a Methven authorisation number.

If the above conditions are not met, the warranty will be null and void.

Methven shall in no way be liable to the purchaser or end user of product for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person (including, without limitation, any damage and/or labour charges incurred in installation, repair or replacement), other than as provided in the above provisions, under any relevant consumer protection legislation or as consented to by Methven in writing in advance.

3. Methven tapware and showers Domestic/Residential warranty pre 1st September 2011

Warranty statement

Where Methven tapware and showers are purchased for use in domestic/residential installations, in addition to any other right or remedy which the purchaser or end user may have under any relevant consumer protection legislation, Methven undertakes to either repair or replace (at its option) the tapware or shower, if it is discovered that such tapware or shower contains a material defect which arose in the course of manufacture.

The Methven product warranty is applicable only on product purchased and installed in the specific country where the original purchase was made.

Domestic Installations

A **5 year warranty** is applicable on all tapware and showers used in domestic/residential installations, subject to the conditions set out below.

A non-transferable Life Time warranty is offered on ceramic mixing cartridges used with mains pressure.

Warranty Conditions

Methven's shower and tapware warranties, for domestic installations, are subject to the following conditions. If these conditions are not met, the warranty will be deemed null and void.

1. Proof of purchase (such as invoice or receipt) is to be provided.
2. Methven's installation instructions must be followed. This includes operating conditions specified for temperature and pressure.
3. The product has not been tampered with or repaired in any way.
4. The product has not been damaged by misuse, accident, or neglect.
5. The product does not contain excessive debris (in-line filters must be installed).
6. All repair work is to be performed by Methven, its authorised service agent or plumber who has received a Methven authorisation number.

Methven shall in no way be liable to the purchaser or end user of product for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person (including, without limitation, any damage and/or labour charges incurred in installation, repair or replacement), other than as provided in the above provisions, under any relevant consumer protection legislation or as consented to by Methven in writing in advance.

4. Methven Branded Products - tapware and showers Commercial Installations Warranty purchased post 1st September 2011

A **5 year warranty** applies to Methven Branded Products and Spare Parts, from date of purchase used in hotels, motels and rest homes and includes labour, packaging and freight costs.

For all other commercial installations, a **12 month warranty** applies to Methven Branded Products and Spare Parts from date of purchase, and the warranty includes labour, packaging and freight costs.

Warranty Conditions

Methven's domestic/residential installations warranty and commercial installations warranty for Methven Branded Products are subject to the following conditions:

- The product must not contain excessive debris (in-line filters must be installed)
- Proof of purchase (such as invoice or receipt) **has** to be provided.
- Methven's installation instructions **must** be followed. This includes operating conditions specified for temperature and pressure.

- The product must not have been tampered with or repaired in any way other than in accordance with this warranty.
- The product must not have been damaged by misuse, accident or neglect.
- Harsh detergents or abrasive cleaners must not have been used on the product.
- The product must have been installed in accordance with the relevant New Zealand Building/Plumbing Codes by a certified plumber.
- All warranty covered repair work is to be performed by a Methven representative, Methven's authorised service agent or plumber who has received a Methven authorisation number.

If the above conditions are not met, the warranty will be null and void.

Methven shall in no way be liable to the purchaser or end user of product for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person (including, without limitation, any damage and/or labour charges incurred in installation, repair or replacement), other than as provided in the above provisions, under any relevant consumer protection legislation or as consented to by Methven in writing in advance.

5. Methven tapware and showers commercial warranty pre 1st September 2011

Warranty statement

Where Methven tapware and showers are purchased for use in domestic residential installations, in addition to any other right or remedy which the purchaser or end user may have under any relevant consumer protection legislation, Methven undertakes to either repair or replace (at its option) the tapware or shower, if it is discovered that such tapware or shower contains a material defect which arose in the course of manufacture.

The Methven product warranty is applicable only on product purchased and installed in the specific country where the original purchase was made.

Commercial Installations

A 12 month warranty is applicable on all tapware and showers used in commercial installations, subject to the conditions set out below.

Warranty Conditions

Methven's shower and tapware warranties, for commercial installations, are subject to the following conditions. If these conditions are not met, the warranty will be deemed null and void.

0. Proof of purchase (such as invoice or receipt) is to be provided.
1. Methven's installation instructions must be followed. This includes operating conditions specified for temperature and pressure.
2. The product has not been tampered with or repaired in any way.
3. The product has not been damaged by misuse, accident, or neglect.
4. The product does not contain excessive debris (in-line filters must be installed).
5. All repair work is to be performed by Methven, its authorised service agent or plumber who has received a Methven authorisation number.

Methven shall in no way be liable to the purchaser or end user of product for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that

person (including, without limitation, any damage and/or labour charges incurred in installation, repair or replacement), other than as provided in the above provisions, under any relevant consumer protection legislation or as consented to by Methven in writing in advance.

Warranty statement - NEFA New Zealand

The following warranty statement shall apply to all valving supplied to the New Zealand market. This includes, as stated, Methven's responsibility to the customer regarding all other statutory and regulatory requirements

1. Warranty

Where Methven valving is purchased for use or on-sale in the context of any business, Methven undertakes to either repair or replace (at its option) that valving, if it is discovered that such valving contains a material defect, which arose in the course of manufacture.

This undertaking shall not apply if:

The above undertaking from Methven shall also apply to any purchaser of Methven valving who is a "Consumer" under the Consumer Guarantees Act 1993, in addition to any other right or remedy which such person may have under that Act.

Methven shall in no way be liable to the purchaser or user of any valving, for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person, otherwise than as provided in the above provisions, or as provided under the Consumer Guarantees Act 1993.

- The defect is brought to Methven's attention later than 2 years after the date of purchase, where the defect relates to washers, O-rings, lip and other seals and powder coating, or 5 years where the defect relates to any other valving componentry. Proof of purchase will be required.
- There is a failure by any person to follow Methven's installation instructions or the valving is used other than in accordance with Methven's specifications.
- Evidence cannot be produced which confirms that the relevant valving was purchased from a Methven authorised distributor.
- Repair work is performed on the relevant valving by a person other than Methven, its authorised service agents or any plumber who has not received authorisation prior to proceeding with the work.

Warranty Statement - Echo Branded Products

Domestic Installations

A 5 year warranty applies to all Echo Branded Products used in domestic/residential installations from date of purchase. This warranty includes

labour, packaging, and freight costs incurred when Echo Branded Products are repaired or replaced.

Echo Spare Parts have a 5 year replacement guarantee (excluding labour and freight costs).

Commercial Installations

A 1 year warranty applies to Echo Branded Products and Spare Parts, from date of purchase used in all commercial installations including hotels, motels and rest homes and includes labour, packaging and freight costs.

Warranty Conditions

Methven's domestic/residential installations warranty and commercial installations warranty for Echo Branded Products are subject to the following conditions:

- The product must not contain excessive debris (in-line filters must be installed)
- Proof of purchase (such as invoice or receipt) **has** to be provided.
- Methven's installation instructions **must** be followed. This includes operating conditions specified for temperature and pressure.
- The product must not have been tampered with or repaired in any way other than in accordance with this warranty.
- The product must not have been damaged by misuse, accident or neglect.
- Harsh detergents or abrasive cleaners must not have been used on the product.
- The product must have been installed in accordance with the relevant New Zealand Building/Plumbing Codes by a certified plumber.
- All warranty covered repair work is to be performed by a Methven representative, Methven's authorised service agent or plumber who has received a Methven authorisation number.

If the above conditions are not met, the warranty will be null and void.

Methven shall in no way be liable to the purchaser or end user of product for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person (including, without limitation, any damage and/or labour charges incurred in installation, repair or replacement), other than as provided in the above provisions, under any relevant consumer protection legislation or as consented to by Methven in writing in advance.

Warranty statement - Export

The following warranty statement shall apply to all tapware and valving supplied to the export market:

Where Methven tapware or valving (tapware) is purchased for use or on-sale in the context of any business, Methven undertakes to either repair or replace (at its option) that tapware, if it is discovered that such tapware contains a material defect, which arose in the course of manufacture. This undertaking shall not apply if:

The above undertaking from Methven shall also apply to any purchaser of Methven tapware who is a "Consumer" under the local Consumers Act, in addition to any other right or remedy which such person may have under that Act.

Methven shall in no way be liable to the purchaser or user of any tapware, for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person, otherwise than as provided in the above provisions.

The guarantee does not cover either the consequences of incorrect installation, usage, maintenance or product care, which must be done according to the instructions included in the package; or damages resulting from collision or transportation or due to the presence of residues or foreign matters in the piping system.

If you have a defective product and wish to make a claim under this guarantee, please contact Methven Customer Service. New Zealand 0800 804 222 or Australia 1 800 035 330.

- The defect is brought to Methven's attention later than two years after the date of purchase. Proof of purchase will be required.
- There is a failure by any person to follow Methven's installation instructions or the tapware is used other than in accordance with Methven's specifications.
- Evidence cannot be produced which confirms that the relevant tapware was purchased from a Methven authorised distributor.
- Repair work is performed on the relevant tapware by a person other than Methven, its authorised service agents or any plumber who has not received authorisation prior to proceeding with the work.

Warranty Statement - Flexispray Branded Products

Domestic Installations

A 5 year warranty applies to all Flexispray Branded Products used in domestic/residential installations from date of purchase. This warranty includes labour, packaging, and freight costs incurred when Flexispray Branded Products are repaired or replaced.

Echo Spare Parts have a 5 year replacement guarantee (excluding labour and freight costs).

Commercial Installations

A 1 year warranty applies to Flexispray Branded Products and Spare Parts, from date of purchase used in all commercial installations including hotels, motels and rest homes and includes labour, packaging and freight costs.

Warranty Conditions

Methven's domestic/residential installations warranty and commercial installations warranty for Flexispray Branded Products are subject to the following conditions:

- The product must not contain excessive debris (in-line filters must be installed)
- Proof of purchase (such as invoice or receipt) **has** to be provided.
- Methven's installation instructions **must** be followed. This includes operating conditions specified for temperature and pressure.
- The product must not have been tampered with or repaired in any way other than in accordance with this warranty.
- The product must not have been damaged by misuse, accident or neglect.
- Harsh detergents or abrasive cleaners must not have been used on the product.
- The product must have been installed in accordance with the relevant New Zealand Building/Plumbing Codes by a certified plumber.
- All warranty covered repair work is to be performed by a Methven representative, Methven's authorised service agent or plumber who has received a Methven authorisation number.

If the above conditions are not met, the warranty will be null and void.

Methven shall in no way be liable to the purchaser or end user of product for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person (including, without limitation, any damage and/or labour charges incurred in installation, repair or replacement), other than as provided in the above provisions, under any relevant consumer protection legislation or as consented to by Methven in writing in advance.