

Whilst every Linkware product is manufactured to the highest quality standards, we offer a comprehensive after sales service. Linkware Australia is committed to upholding our position as one of Australia's leading plumbing and hardware manufacturers. The Linkware Manufacturers Warranty does not cover products used for outdoor applications, or where environmental factors will affect normal performance. All Linkware products are designed, tested and assembled at factory level for use with mains water pressure only. Gravity Fed or Low Water Pressure Systems can affect product performance.

**OWNERS / INSTALLATION INSTRUCTIONS**

- 1) Products MUST be installed in line with Manufacturer's instructions
- 2) Product(s) (Tapware, Mixers, Showers and Toilets) MUST be installed by a licensed and registered plumber.
- 3) Brazed connections should NOT be made directly onto mixer, as excessive heat will cause permanent damage.
- 4) All pipework MUST be thoroughly flushed prior to installation, as foreign material(s) may block the flow regulating element and reduce the flow of water or cause ceramic disc cartridges/spindles to leak.
- 5) Important – Pressure & Temperature requirements
  - a. Hot and Cold water inlet pressure should be equal.
  - b. Inlet pressure range: 150 – 1000 kpa.
  - c. New Regulation:- 500kpa maximum operating pressure at any outlet within a building (ref, AS/NZS 3500.1-2300, clause 3.3.4)
  - d. Maximum hot water temperature: 80 Degrees Celcius
  - e. The minimum operating / outlet water pressure is ( 0.5 bar ) 50kpa.
  - f. The maximum operating / outlet water pressure is ( 5 bar ) 500kpa.

\* The recommended operating / outlet water pressure is between ( 2 – 5 bar ) 200kpa – 500kpa.
- 6) Isolation cocks must be fitted to all basin and sink mixers, basin sets, hob sink sets and pillar cocks
- 7) In areas where water pressure exceeds 500kpa, an approved Pressure Limiting valve MUST be installed.
- 8) Cobra Flex mixer range – a stop valve with back flow prevention device MUST be installed.
- 9) It is advised that prior to installing ceramic disc tapware, the installer checks the seat in the plumbing breach to ensure the seat face is even and level.
- 10) Products, such as for example, Mixers, Tapware, Accessories, and Toilet Seats etc. may require tightening or adjustment over time. This is considered to be general maintenance, not a product fault.
- 11) Quick release style toilet seats will have some lateral / sideways movement. This is due to the quick release mechanism and is considered normal and is not a product fault.
- 12) Loose toilet seats and hinges are not covered under the manufacturer's warranty. This is considered to be general maintenance and is the home owner's responsibility to perform this task.
- 13) Do not use offset pan collars/connectors on any Linkware Toilet Suite. The use of offset pan collars/ connectors (even though they may be watermarked) can affect the performance of this product. Any issues such as blockages/poor flushing action etc. caused by offset pan connectors are not covered under the manufacturer's warranty.
- 14) **Aerators and Flow Restrictors** have to be cleaned regularly as they can develop blockages over time depending on the water quality and water impurities in some areas. This is considered to be general maintenance and is the home owner's responsibility to perform this task.

**CARE AND CLEANING**

Under no circumstances should you install products using acetone silicones. Never use harsh detergents or abrasive cleaners, as these will scratch the surface of the product. To clean products use a soft clean cloth dampened with warm water or a mild pH neutral liquid soap. Do not use undue pressure and be sure to wipe in one direction only.

**CARE AND CLEANING - MATTE BLACK PRODUCTS**

Many soaps, dishwashing liquids, shower gels etc. contain chemicals that may cause a chemical reaction with the product's finish.

After use, it is recommended that the product be rinsed with water to remove any possible chemical residue on the product and wiped down with a soft, clean dampened cloth with warm water to reduce water mark stains.

Do not use undue pressure and be sure to wipe in one direction only.

Issues caused by chemical reactions from cleaning products or environmental factors are not covered under the manufacturer's warranty.

**WARRANTY DEFINITIONS**

**REPLACEMENT PRODUCTS / PARTS WARRANTY**

Linkware will provide replacement products or parts (to be determined by Linkware Australia Pty Ltd) to resolve an issue.

Please Note – There is no labour component attached to the replacement products / parts warranty. Linkware Australia Pty Ltd will not be responsible for any costs associated with the replacement of faulty products / parts. This will be the responsibility of the owner / end user to arrange and pay for any trades person and any associated costs required for the replacement of faulty products / parts. (\*Conditions apply).

**PARTS & LABOUR WARRANTY**

Linkware will arrange a service agent to attend and inspect the stated issue. If deemed that the product has failed due to a fault in manufacture, they will replace the products / parts at no expense to the product owner / end user, for the duration of the Labour component period of the product warranty. (\*Conditions apply).

**WARRANTY CONDITIONS**

- The period of warranty shall start from the original date of dispatch of the product from Linkware Australia Pty Ltd to the retail outlet.

- Linkware Australia Pty Ltd reserves the right to alter/amend these warranty conditions in writing at any time.

- Claims / Sales Enquiries must first be addressed to the outlet which the product was initially purchased. It is their responsibility to communicate your enquiry to Linkware Australia Pty Ltd, noting full disclosure of the issue that you may be experiencing. Linkware may require you to return the goods and pay the expense of such return.

- Should an authorized Linkware Service Agent be required to attend to your issue, a Linkware Service Call Authorization Form must be completed in full either by the end user or by the retail outlet from which the product was originally purchased (on behalf of the end user) and forwarded to Linkware Australia Pty Ltd. See website for full terms and conditions. [www.linkwareint.com](http://www.linkwareint.com)

- Your enquiry will be attended to promptly thereafter.

Please contact Linkware Australia Pty Ltd should you require further assistance.

- Consequential loss - To the extent permitted by law, Linkware Australia Pty Ltd will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures and any other consequential loss of any kind caused by any manufacturing defect of the product or its components.

- Linkware Australia Pty Ltd Reserves the right to provide minor components as "Parts Only" to the customer to resolve the matter.

- Linkware Reserves the right to make changes to its products at any time.

- Delivery location of replacement items is to be at Linkware Australia Pty Ltd's discretion.

- Goods MUST be installed within 90 days of purchase.

- Where Linkware Australia Pty Ltd/authorised service agent attends a site and a warranty claim is rejected, a service call out fee for each attending service staff will be charged directly to the resident.

-Linkware Australia Pty Ltd will not be liable for any claims for labour/parts associated with service or repair previously undertaken without Linkware's prior written approval.

"Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any reasonable foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure."

**WARRANTY SHALL BECOME VOID FOR THE FOLLOWING REASONS:**

- Damage as a result of insufficient flushing of lines prior to operation.
- Damage to finishes which arise from installation or post installation use.
- Damages to finishes caused by adhesives, sealants and abrasive cleaning products (pre and post installation).
- Inability to provide proof of installation by a licensed plumber and proof of purchase documentation.
- Products (Mixers, Tapware, Showers, Toilets) NOT installed by a licenced and registered plumber.
- Products not installed to relevant national standards or local regulations.
- Products not installed in line with manufacturer's instructions.
- Tapware / Mixers exposed to water pressure / temperature that exceeds stated limitations as per product installation instructions. (Note: AS/NZS 3500.1-2003 – clause 3.3.4 specifies 500kpa maximum water supply pressure at any outlet within a building for new installations
- Pressure Limiting Valve not fitted as per manufacturer's installation instructions
- Fitting of other devices to the outlet of tapware (e.g. Water filters)
- Product removed from installation, without Linkware's Prior approval
- Non-Installation of flow regulated check valve in wall elbows for hand showers or veggie mixers.
- Products used for incorrect applications, non-potable water etc.
- Service or repair with non-standard replacement parts previously undertaken without Linkware's prior written approval.
- Failure to clean and replace outlet aerators/flow restrictors etc
- Tapware / mixers / showers/ accessories :- installation using acetone silicones, harsh or abrasive cleaners, use of wax based furniture cream, use of undue pressure etc.
- Products used with water additives (i.e. Cleaning or deodorising additives in toilet cisterns).
- If used for outdoor applications.
- Damage due to abuse and/or accidental damage as determined by authorised service agent or Linkware Australia Pty Ltd.
- Failure to install isolation cocks to basin and sink mixers, basin sets, hob sink sets and pillar cocks.
- Use of offset pan collars/connectors.

**IT IS THE INSTALLERS / CONSUMERS RESPONSIBILITY TO ENSURE:**

- Inspections of goods upon receipt of goods to ensure all items meet your plumbing requirements.
- The product has no visual defects or damage prior to installation.
- The product has all of its components.

This representation is limited to defects which have arisen solely from faulty materials or workmanship in the products. It does not extend to other defects which may have occurred as a result of, (without limitations) the following; accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or indifferent weather conditions, including excessive water pressure or temperature, or any other neglect of any kind. Alterations, installations or repairs of the product(s) other than by an accredited and licenced service representative or tradesperson are not covered. Similarly, attachments of components or uses of non-genuine parts other than those manufactured by Linkware Australia Pty Ltd are not acknowledged by this representation.

## MIXERS

15 years comprising:

- First 2 years parts and labour warranty against faults in manufacture.
- Years 3 to 5 replacement parts only warranty against faults in manufacture.
- Years 3 to 15 replacement only ceramic disc cartridge warranty against faults in manufacture.

**Please note:** The following ranges differ in warranty application:

- Loui range of Mixers carries a 2 year parts and labour warranty & 5 year cartridge warranty.\*
- Lauren Project range of mixers carries a 2 year parts and labour warranty & 5 year cartridge warranty\*.
- Sydenham and RenovatorMK2 range of Mixers carry a 2 year replacement only warranty against faults in manufacture.
- Mixer Inlet Hoses are covered under the manufacturers Mixer Warranty.

Note: Flexible Connectors / Inlet Hoses have a lifespan of between 5 – 10 years, and should be inspected by a licenced plumber every two years.

F.Y.I. Environmental factors such as fumes from some cleaning agents stored in confined areas can cause deterioration of the stainless steel braiding on hoses and can be the cause of flexible connectors / inlet hoses bursting.

## TAPWARE

7 years comprising:

- Including outlets / showers when purchased as part of a complete tapware set.  
(For example: shower set, bath set, wall sink set etc.)
- First 2 Years parts and labour warranty against faults in manufacture.
- Years 3 to 7 years replacement parts only warranty against fault in manufacture.

**Please Note:** Wearing parts such as Jumper Valve Washers, O-ring seals etc. are not covered under the manufacturer's warranty.

**Please Note:** The following range differs in warranty application:

- "Renew Easy Clean" range of tapware comes with a two year replacement warranty only.

## SPINDLES - JUMPERVALVE

- Linkware standard jumper valve spindles come with a \*7 year manufacturer's warranty against faults in manufacture, from the date of purchase, when installed at the time of initial installation with Linkware Tapware sets, subject to compliance with the manufacturer's installation instructions.
- Linkware Standard Jumper Valve spindles that are not installed at the time of the initial installation of the Linkware Tapware Sets carry a 2 year replacement only warranty against fault in manufacture.
- Linkware Standard Jumper Valve spindles that are installed in non Linkware tapware carry a 2 year replacement only warranty against fault in manufacture.
- **Please Note:** Wearing parts such as Jumper Valve Washers, O-ring seals etc. are not covered under the manufacturer's warranty. \*refer to Tapware warranty section for full warranty details.

## SPINDLES - CERAMIC DISK

- Linkware ¾ Turn Ceramic Disk Cartridge Spindles come with a \*7 year manufacturer's warranty against fault in manufacture, from the date of purchase, when installed at the time of initial installation with Linkware tapware sets, subject to compliance with the manufacturer's installation instructions.
- Linkware Ceramic Disk Spindles that are not installed at the time of the initial installation of the Linkware Tapware Sets, carry a 2 year replacement only warranty against fault in manufacture.
- Linkware Ceramic Disk Spindles that are installed in non Linkware tapware carry a 2 year replacement only warranty against fault in manufacture. \*refer to Tapware warranty section for full warranty details.

## ACCESSORIES

- 2 Year Replacement Warranty against fault in manufacture.
- Stainless Steel accessories carry a 5 year replacement warranty against faults in manufacture.

## RENEW RANGE

- 2 Year replacement warranty against fault in manufacture.
- Excluding "Renovator Mixer Range." See Mixer warranty for full details.

## TELESCOPIC LADDERS

- 2 year replacement only warranty

## SHOWERS & SHOWER PARTS

Where purchased as an individual product less tapware.

(For example: not part of a complete shower set).

- 2 year replacement only warranty against faults in manufacture \*(Conditions Apply).

**Please Note:** The following ranges differ in warranty conditions:

The products listed below carry a lifetime replacement only warranty against faults in manufacture \*(Conditions Apply).

- Liberty Shower Range
- Loui Shower Range
- Huntingwood Shower Range
- Dan Elle Shower Range (T871dan, T870dan)
- Elle Cobra Hand Shower on Rail (T385B)
- Elle Hand Shower on Rail (T880B)
- Elle Stainless Steel Hand Shower on Rail (SST880B)
- Lauren Hand Shower on Rail (T868B-3)
- Bo Lauren Hand Shower on Rail (T868B-8)

## BATHS – Drop in and free standing baths

P +61 2 9912 5900 • F +61 2 9912 5912 • 33 Liberty Road, Huntingwood NSW 2148 • linkware@ozemail.com.au • [www.linkwareint.com](http://www.linkwareint.com)

- 7 Year replacement ONLY Warranty against fault in manufacture

**Please Note:** Drop in baths must be bedded using a sand and gravel mortar mix. Expanding foam fillers, if used, will void warranty.

## TOILETS

- Linkware's toilets are covered by a 7 year vitreous china warranty against faults in manufacture
- First year parts and labour
- Years 2 to 7 year replacement warranty of parts only against faults in manufacture.
- 1 year replacement warranty on wearing parts including seats, hinges and cistern internals.

**Please Note:** The following ranges differ in warranty application.

Helena Linked Toilet Suites (Inc. Plastic/vitreous china cisterns, seat and link) carry a 12 month replacement warranty against faults in manufacture.

## STAINLESS STEEL SINKS

- 10 year replacement only warranty against fault in manufacture.
- 1 year warranty on non-metallic parts.

## LAUNDRY TUB AND CABINETS

- 10 Year replacement only warranty against fault in manufacture
- 1 year warranty on non-metallic parts.

## VITREOUS CHINA BASINS

- 1 Year replacement only warranty against fault in manufacture

## SHOWER SCREENS

- 10 year replacement only warranty against fault in manufacture

## OUTLETS

Where purchased as an individual product less tapware.

(For example: not part of a complete bath set/wall sink set etc.).

- 2 year replacement only warranty against fault in manufacture.  
(waterfall outlets, bath outlets, wall and hob outlets, shower outlets etc)

**BALL VALVES** - 2 year replacement warranty against faults in manufacture

## T-HEAD/VANDAL PROOF/VACUUM BREAKERS/BRASSWARE ITEMS

- 2 year replacement warranty against faults in manufacture

**MINIS AND CISTERN KITS** - 2 year replacement warranty against faults in manufacture

## FLEXIBLE CONNECTORS

- 2 Year replacement warranty against fault in manufacture.
- Must be installed by a licenced plumber.
- For water applications only.
- Note: Flexible Connectors have a lifespan of between 5 – 10 years, and should be inspected by a licenced plumber every two years.

F.Y.I. Environmental factors such as fumes from some cleaning agents stored in confined areas can cause deterioration of the stainless steel braiding on hoses and can be the cause of flexible connectors / hoses bursting.

## UNSTYLED FLAT SPINDLE TAPWARE/ UNSTYLED WASHING MACHINE CONVERSION UNITS

- 2 year replacement warranty against faults in manufacture

**FLOOR GRATES** - 2 year replacement warranty against faults in manufacture

**POP UP/PLUG & WASTE** - 2 year replacement warranty against faults in manufacture

**BOTTLE TRAPS** - 2 year replacement parts/product warranty against faults in manufacture

## TIMED TAPWARE

- 5 year parts and labour domestic warranty
- 1 year parts and labour commercial warranty
- Operating pressure: Min 50kpa – Max 500kpa
- Operating Temperature: 5 – 30 degrees Celsius

## LINKCARE – Specialist Care Products

### Grab Rails

5 years comprising of:

- First year parts and labour against fault in manufacture.
- Years 2 to 5 year replacement parts only warranty against fault in manufacture

### Shower Chairs

- 3 years replacement parts only warranty against fault in manufacture.

### Hand Shower Kit

5 years comprising of:

- First year parts and labour against fault in manufacture.
- Years 2 to 5 year replacement parts only warranty against fault in manufacture

### Disabled Toilet Backrest

5 years comprising of:

- First year parts and labour against fault in manufacture.
- Years 2 to 5 year replacement parts only warranty against fault in manufacture

### Linkcare Tapware

10 years comprising of:

- First year parts and labour on complete assembly against fault in manufacture.
- Years 2 - 10 year replacement parts only warranty on Ceramic Disk Spindles.

## COMMERCIAL WARRANTY:

1 Year parts and labour warranty applies when products are used for commercial purposes (excluding the Linkcare range of Grab Rails, Shower Chairs, Hand Shower Kits, Toilet Back Rests and Lever Tapware).