

MACDONALD INDUSTRIES LIMITED STANDARD PRODUCT GUARANTEE



STAINLESS STEEL TOILETS, URINALS, BASINS, SINKS, MOP SINKS AND WASHROOM ACCESSORIES	KWC	1 Year For manufacturing defects and workmanship
GRP SAFE ENSUITE	KWC DVS	1 Year For manufacturing defects and workmanship
CERAMIC SANITARYWARE	RAK	5 Years For manufacturing defects and workmanship
TIME FLOW TAPS, TIME FLOW SHOWER, MEDICAL TAPS, THERMOSTATIC MIXERS, CATERING FAUCETS	DELABIE	30 years (this does not apply to products that have an expiry date) ** For manufacturing defects and workmanship
HAND DYERS AND SENSOR TAPS	DELABIE	3 year warranty For manufacturing defects and workmanship
WASHROOM ACCESSORIES	BENDTECH	1 Year For manufacturing defects and workmanship
TAPWARE	KWC	1 Year For manufacturing defects and workmanship
HANDDRYERS	ANDA /JD MACDONALD	1 Year For manufacturing defects and workmanship
WASHROOM ACCESSORIES	ASI	1 Year For manufacturing defects and workmanship



DELABIE



RAK
CERAMICS



WARDEN



WILKINS
a ZURN company

Auckland (Head Office)

20 Carr Rd, Three Kings
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TOILET FLUSH VALVES, BACKFLOW PREVENTERS, PRESSURE REDUCING VALVES, SINK FAUCETS, MOP SINKS	ZURN/WILKINS	1 Year For manufacturing defects and workmanship
INWALL CISTERNS AND FRAMES	WISA	1 Year For manufacturing defects and workmanship
BABY CHANGE TABLES, URINAL CONTROLLERS. WARDEN SECURITY CONTROLS, SOLO, TRAP PRIMERS, ACCESS PANELS	MACDONALD INDUSTRIES	1 Year For manufacturing defects and workmanship
SOLENOID VALVES	ODE	1 Year For manufacturing defects and workmanship
THERMOBLENDING MIXING VALVES	JRG	1 Year For manufacturing defects and workmanship
BOTTLE FILLING STATION, PACKAGED WATER CHILLER, FOUNTAINS.	ELKAY	<ul style="list-style-type: none"> Indoor Bottle Filling Station. 1 Year for manufacturing defects and workmanship. <ul style="list-style-type: none"> LK44 Outdoor Bottle Filler. 5 Year for manufacturing defects and workmanship. <ul style="list-style-type: none"> Compressor & hermetically sealed refrigeration system. 5 Year for manufacturing defects and workmanship.



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This warranty is offered with the following conditions.

Product Warranty periods start from date of invoice unless otherwise agreed by us in writing. The Delabie 30-year warranty is offered on product invoiced from 01.01.2024. All sales prior to this include a 10 year warranty.

Warranty claims are limited to the replacement or repair of defective parts, once reviewed and agreed with us.

Labour costs for replacement of defective parts will not be accepted unconditionally. It would be beneficial to contact your local Macdonald Industries office for appropriate advice before engaging in a warranty repair.

Warranty responsibilities do not include;

- installation that does not comply with technical specification or current recommended installation guidelines,
- worn parts,
- non-compliance with installation, user, and maintenance guides
- other factors independent of our product quality i.e., Detergents or abrasive cleaning products, the action of hard water, presence of foreign bodies (i.e., swarf, gravel, scale, sand) Chemical and electrolytic phenomenon,
- poor storage or maintenance,
- plumbers brassware fittings, which are covered by a 1 year parts only warranty period
- wear and tear parts such as jumper valves, washers, o rings and seals. These are covered by a 3-month parts only warranty period.
- ceramic disc cartridges which are covered by a 3-year parts warranty and
- electronic transformers, solenoids, flexible hoses and cistern mechanisms which are covered by a 1-year parts warranty period
- product modifications or actions by the customer or third party,
- this warranty specifically excludes any claims from the initial purchaser, users or any other person for indirect or consequential damage, whatsoever arising from the installation or from the use of this product,
- failure to install adequate protection of water supply with water hammer arrestors and/or line strainers where applicable,
- repairs under warranty do not extend the original warranty period of the warranty. All claims must be accompanied by proof of purchase and must be preceded by completion of our Faulty Product Form. A copy is available from our website.

** Special Conditions for Delabie 30 Year Warranty.

Finished goods delivered after 1st January 2024 are warranted against any manufacturing defect for a period of 30 years, including electronic controls, excluding other electrical accessories (e.g., hand dryers, etc.) which have a 3-year warranty from the invoice date. This does not apply to products with an expiry date. Spare parts have a one-year warranty. This warranty is limited to replacement or repair of defective components as determined by our workshops in France but excludes the costs of spoilage, handling and carriage or compensation whatever they are.

Our warranty and responsibility does not include the following: - installation that does not comply with the technical specification or current recommended guidelines; - worn parts; - non-compliance with installation, user and maintenance guides; - other factors independent of our products' quality, for example: detergents or abrasive cleaning products, the action of hard water, foreign bodies (e.g., swarf, gravel, sand, iron filings, scale, etc.), chemical and electrolytic phenomenon; - lack of supervision, poor storage or poor maintenance; - product modifications or actions by the customer, or a third party, without our authorisation using non-DELABIE components and/or consumable items, - errors, carelessness,



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negligence or incorrect information from the client; - products past their expiry date.

The watertightness of connections, joints and the product housing is the responsibility of the professional responsible for installation, and must be guaranteed by them. Warranty excludes joints, valves, washers and rubber seals. However, they would be supplied if the warranty application requires them.

Any finishes other than chrome or nickel are also excluded from the warranty. In the event that the product has been discontinued or manufacturing methods have changed and replacements are not available, similar alternative products will be offered. Replacement under warranty will not extend the duration of the original warranty. The supplier's civil liability is excluded in all cases listed above. It is limited to compliance with the specifications and can only be initiated if the Customer has previously demonstrated the existence and extent of damage, a fault and the causal link between this fault and the damage. It is limited to direct material damage, excluding all immaterial or indirect damage such as loss of operation, profit, opportunity, commercial damage, loss of earnings.



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