

## Warranty Conditions & Exclusions

**MAS** is a registered trademark of Mark Anderson Sales Pty Ltd

The information contained on this sheet is to be read in conjunction with any other warranty, installation or care information provided to you by Mark Anderson Sales located at Building 4 84 Ingleston Road Wakerley QLD 4154. Our goods are supplied with guarantees that cannot be excluded under Australian Consumer Law.

### Conditions

All stainless-steel products manufactured by MAS for commercial applications are covered by a 12-month manufacturer's warranty from date of installation or 24-months from date of invoice whichever occurs first. If a product is on-sold by another party other than MAS the seller has no authority to offer additional warranties on behalf of MAS or any other MAS products.

All supplied products must be installed by a qualified and licensed contractor in accordance with the plumbing code of Australia and installed to the appropriate standards in conjunction with local state or territory requirements.

Components such as valves, pressure limiting valves, temperature mixing valves and flexible hoses supplied with an MAS assembled product are covered by the suppliers (manufacturer) warranty. Any extension of warranty terms offered by third parties will be the responsibility of those companies.

Claims made under warranty conditions must be made within a reasonable period of the discovery of a defect.

Visual imperfections or defects that are ignored at the time of install will be excluded from all warranty conditions and all warranty responsibilities will be forfeited.

MAS will repair or replace at our discretion any product part which is proven to be defective through faulty materials or workmanship within the warranty period. Repair or replacement of a product under the terms of this warranty does not give rise to an extension of original warranty period.

Where a product is installed outside the boundaries of a metropolitan area, the cost of any transport or travelling shall be the responsibility of the claimant.

Liability outside of statutory requirements is limited to the purchase price paid for the product or to the repair or replacement of the product. Any other loss directly or indirectly due to malfunction of the product is excluded from the warranty.

### Standard Exclusions

- Normal wear and tear
- Accidental or malicious damage
- Third party product causing failure
- Incorrect or not fit for purpose installation
- Any unauthorized alteration, modification or substitution
- Failure due to excessive or insufficient water supply
- Failure from foreign matter from installation or water supply
- Any and all consequential loss or damage, directly or indirectly caused by malfunction
- Acts of God

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### WARRANTY CLAIMS

To make a warranty claim, the following documentation must be emailed to [sales@masales.com.au](mailto:sales@masales.com.au)  
No unauthorized repairs or replacements will be warranted

- Product code/Model number
- Photographs of the issues or fault
- Proof of installation by a licensed plumber
- Proof of purchase
- Customer details, Site/job contact name address and phone number.

### EXTENDED WARRANTY

Product	Period	Exclusions
Swordfish Series	25 Year Domestic	Sink Clips Sound deadener Plug/Basket wastes
Whitsunday Series	25 Year Domestic	Sink Clips Sound deadener
Pressed Bowls 304 Grade Stainless	25 Year Domestic	
Pressed Bowls 316 Grade Stainless	30 Year Domestic	
Stainless Steel inset sinks and tubs	10 Year Domestic 2 Year Commercial	Sink Clips Sound deadener Plug/Basket wastes

Laboratory Sinks	10 Year Domestic 1 Year Commercial	Sink Clips Sound deadener
Hand Basins	5 Year Domestic 1 Year Commercial	Flexible hoses Plug/Basket wastes Third party supplied products
Cleaners sinks	5 Year Domestic 1 Year Commercial	
Urinals including cisterns & Parts	5 Year Domestic 1 Year Commercial	Cistern Buttons Cistern Pullcords

Mixers	5 Year Domestic 1 Year Commercial	Flexible hoses
Pre-Rinse Pre-Rinse spare parts	1 Year Commercial	

**Note:** The extended warranty only applies to the original purchaser and is non transferable