

PRODUCT WARRANTY

Product Warranty Contact Details

All ACL Products vary from a minimum 12 month to a lifetime product warranty.

Should any of our products not perform to your satisfaction and/or for product specific warranty periods, please contact ACL office on 02-9647 1383 or service@aclcompany.com.au.

Our experienced customer service personnel will professionally deal with your enquiry.

How to make a Warranty Claim

To make a warranty claim, the following documentation must be emailed, posted or faxed to ACL company (contact details listed below):

- Name/model of product and photographs of the issue (if available).
- Proof of purchase and /or Proof of installation (by a licensed plumber).
- Your contact details: name, address and best contact phone number.
- Handover documentation for new homes.

ACL Company PTY LTD contact details are as follows:

101 Carnarvon St, Silverwater NSW 2128

Phone: 02-9647 1383

Email: service@aclcompany.com.au

Website: aclcompany.com.au

Warranty Conditions

The warranty is exclusively applicable to products purchased on or after July 1, 2025.

The warranty only applies to the original owner and is non-transferable.

The warranty period commences on the earlier of the original date of purchase or the date of handover in the case of a new construction.

For special-order, customized, or discontinued items, a reasonable alternative component or product may be provided as a replacement.

Please note that any repair or replacement service provided under this warranty does not extend or reset the warranty period. The original date of purchase shall remain as the effective commencement date for all warranty coverage.

In the event that a warranty claim is made and attended to by an authorised service agent of ACL ("Service Agent"), and it is determined by the Service Agent or by ACL that the cause of the defect, malfunction, or failure does not arise from a manufacturing defect in the goods for which ACL is responsible, but rather from faulty installation, misuse, the use of the goods in conjunction with products of another manufacturer, or any other case outside ACL's responsibility, ACL reserves the right to impose and recover from the Owner a reasonable service fee for each attendance by a Service Agent at the Owner's premises.

ACL requires adequate access to products, fittings and fixtures to undertake warranty repairs, ACL will not be responsible for any consequential damage or costs where adequate access to product fitting & fixtures is not accessible.

Warranty Exclusions

1. Failure to provide proof of purchase or equivalent document.
2. ACL cannot offer warranty / replacement products after the incorrect or damaged products have been installed.
3. If:
 - Products are not installed by a licensed plumber.
 - Products are not installed in accordance with the manufacturer's installation instructions.
 - Products are not installed to relevant National Standards and State Regulations.
 - Water pressures and or temperatures that exceed stated limitations as per the products installation instructions. **Note:** AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet other than a fire service outlet within a building for new installations.
 - Isolation stop taps are not fitted as stated on manufacturer's installation instructions.

- Fitting of non-approved products such as aerators or flow regulators, and other devices, e.g. Water filters.
- Any product that has been damaged due to accident, abuse, misuse, neglect, maltreatment, or the application of excessive stress or strain.
- Products used for incorrect applications, non-potable water etc.
- Damage as a result of obstructions due to inadequate flushing of system before use and problems caused by water supply (including silt, corrosion and excess water pressure).
- Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and/or shower heads etc.
- Damage to finishes by adhesives, sealants etc.
- Damage to finishes which arise from installation or post installation use.
- Failure to follow manufacturers care and cleaning instructions.
- The warranty work is limited to the pre-approved scope of work. Additional work will require authorisation from ACL Company.
- Fail to check the mixer's all function if working properly before waterproofing and tiling.

Important Notice: Installer and Consumer Responsibilities

It is the sole responsibility of the installer and/or the end consumer to ensure the following prior to and during installation:

- The product is inspected and verified to be free from damage before installation.
- The product meets all expectations and specifications prior to use.
- All required maintenance is performed in accordance with the manufacturer's guidelines.
- The full and proper operational functionality of all mixers is thoroughly tested and validated before proceeding with waterproofing and tiling.

Failure to adhere to these requirements may void all applicable warranty coverage.

Consequential Loss

To the extent permitted by law, ACL will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any consequential loss of any kind caused by any defect in the product or components.

- The ACL's obligations under warranty are limited to the repair or replacement of any products which are defective through faulty workmanship or materials at ACL's option.
- ACL will not be liable for any consequential damage or costs where products do not have adequate accessibility.

Product Care and Maintenance

To preserve the appearance and functionality of your ACL Tapware products, please adhere to the following care and maintenance procedures:

- **Cleaning Instructions:**
All products must be cleaned exclusively with a mild liquid detergent and warm water. The use of harsh detergents, solvents, acidic cleaners, citrus-based products, lime scale removers, household vinegar, or cleaning agents containing acetic acid is strictly prohibited, as these substances may cause scratching or permanent surface damage.
The application of wax-based furniture creams should also be avoided, as these may lead to residue accumulation that compromises product aesthetics.
Care should be taken to avoid applying undue pressure during cleaning.
- **Installation Conditions:**
Products shall not be installed using silicone, except where explicitly permitted in sink installations (refer to installation instructions for details).
The use of epoxy in any installation is expressly prohibited.
- **Aerator and Outlet Maintenance:**
It is recommended to regularly clean or replace aerator inserts in tapware and showerheads to prevent blockage and maintain optimal performance.
- **General Provisions:**
ACL reserves the right to modify or amend the terms of this warranty in writing at any time. Furthermore, ACL reserves the right to supply minor components—including but not limited to handles, aerators, buttons, dress rings, hinges, clips, rods, washers, and hoses—on a “Parts Only” basis.

Note:

These guidelines are provided to assist in maintaining product integrity and are based on expert industry knowledge. Compliance with these instructions is essential to maintain warranty coverage. Failure to adhere to these procedures may result in voiding of the warranty.

Warranty Period

Subject to the warranty exclusions, ACL warrants that the below products which are provided for any consumers who use the products manufactured by ACL in any residential home will be free from defects of materials or workmanship for the periods specified below (with each of the below periods commencing on the date of purchase or, for new buildings, the date of handover). **Note: This warranty periods apply only to products purchased after July 1, 2025.**

1. ACL Warranty Periods: Residential

Category	Range	Warranty# (years)	Details
Mixers	Ikon	20/7/2	• 20 years replacement on Ceramic disk cartridges;
			• 7 years replacement products or parts. 1 year replacement for pull down/out hoses & spray head;
			• 2 years Labour;
	P & P plus	20/5/1	• 20 years Ceramic disk cartridges – parts only;
			• 5 years replacement product or parts.1 year replacement for pull down/out hoses & spray head;
			• 1 year - Labour;
	P & P	10/3/1	• 10 years replacement on Ceramic disk cartridges;
			• 3 years replacement product or parts. 1 year replacement for pull down/out hoses & spray head;
			• 1 year - Labour;
Tapware	All	7/1	• 7 years replacement product or parts ;
			• 1 year replacement for Jumper valves and ceramic disc spindles;
			• 1 year labour excluding jumper valves;
Outlets	All	7	• 7 years replacement of product or parts only;
Showers	Shower on Rail	7/1	• 7 years replacement of product or parts only;
	Shower Arm & Head		• 1 year replacement of sliders and metal flex hoses;
	Combo Shower Sets		• 7 years replacement products or parts only;
			• 1 year replacement of sliders and metal flex hoses;
			• 1 year labour excluding flex hoses, shower heads ;

Accessories	All	7	• 7 years replacement product or parts only;
Basins	All	7	• 7 years replacement only;
Sinks	Granite	20/1	• 20 Years Replacement;
			• 1 year replacement for accessories & spare parts;
	Other Ranges	25/1	• 25 Years replacement;
			• 1 year replacement for accessories & spare parts;
Laundry Tub & Cabinets	All	10/1	• 10 years replacement products or parts;
			• 1 year replacement for accessories & spare parts;
Toilets	All	15/1/1/1	• 15 years warranty on Ceramics;
			• 1 year replacement on parts, products, internal valves;
			• 1 year Labor on internal valves & ceramics;
			• 1 year replacement parts and product on seat, button, assembly, hinges & other parts;
Heated Towel Rail	All	5	• 5 years replacement of products and part only;
Finishes	All	5/3/1	• 5 years replacement of products and part only: mixers, tapware, spout, bathroom accessories;
			• 3 years replacement of products and part only: showers, coloured sinks;
			• 1 year replacement of products and part only: wastes & traps;
Wastes & traps	All	5	• 5 years replacement of products and part only;
Spare Parts	All	1	• 1 year replacement products or parts only;

Note: The labour cost is not included, unless specified.

Exclusions: 1.Ceramic Disc Cartridges: Damage caused by foreign objects such as pieces of copper tube, plastic tube, sand, dirt, thread tape, or other debris entering via the water supply is excluded from warranty coverage. 2.Cosmetic & Surface Issues: Scratches, normal wear and tear are not considered defects. 3.'Tea Staining' on Stainless Steel: The occurrence of 'tea staining' on certain stainless steel surfaces are not covered.

2. ACL Warranty Periods: Commercial

Subject to the warranty exclusions, ACL warrants that the below products which are provided for any consumers who use the products manufactured by ACL other than in a residential home (for example hotels, aged care facilities, hospitals, schools, factories, motels) will be free from defects of material or workmanship for the periods specified below (with each of the below periods commencing on the date of purchase or, for new buildings, the date of handover). Note: This warranty periods apply only to products purchased after **July 1, 2025**.

Category	Range	Warranty# (years)	Details
Mixers	ALL	7/1/1/1	• 7 years replacement: ceramic disk cartridges;
			• 1 year replacement products or parts;
			• 1 year Labour;
			• 1 year replacement: Pull down/out hoses, Spray heads;
Tapware	All	5/1	• 5 years replacement: product or parts;
			• 1 year replacement on Jumper valves and ceramic disc spindles;
			• 1 year labour excluding jumper valves;
Outlets	All	1	• 1 year replacement of product or parts only;
Showers	Shower on Rail	1	• 1 year replacement of product or parts only;
	Shower Arm & Head		
	Combo Shower sets		• 1 year replacement products or parts only;
			• 1 year labour excluding flex hoses, shower head;
Accessories	All	1	• 1 year replacement product or parts only;
Basins	All	5	• 5 years replacement only;
Sinks	All	10/1	• 10 Years replacement warranty;
			• 1 year replacement for accessories & spare parts;
Laundry Tub & Cabinets	All	10/1	• 10 years replacement products or parts;
			• 1 year replacement for accessories & spare parts;
Toilets	All	3/1	• 3 years replacement on Ceramics;
			• 1 year replacement on all parts;
			• 1 year labour on the internal valves & ceramics;

Heated Towel Rail	All	1	• 1 year replacement of products and part only;
Finishes	All	1	• 1 year replacement of products and part only: mixers, tapware, spout, bathroom accessories;
			• 1 year replacement of products and part only: showers, coloured sinks;
			• 1 year replacement of products and part only: wastes & traps;
Wastes & traps	All	3	• 3 years replacement of products and part only;
Spare Parts	All	1	• 1 year replacement products or parts only;

Note: The labour cost is not included, unless specified.

Exclusions: 1.Ceramic Disc Cartridges: Damage caused by foreign objects such as pieces of copper tube, plastic tube, sand, dirt, thread tape, or other debris entering via the water supply is excluded from warranty coverage. 2.Cosmetic & Surface Issues: Scratches, normal wear and tear are not considered defects. 3.'Tea Staining' on Stainless Steel: The occurrence of 'tea staining' on certain stainless steel surfaces are not covered.