



Company History

From the early 70's Relf Distributors had been the creator and distributor of the very popular 'Feltonmix' shower mixer. In 1989 a new company took over the production and distribution of the 'Feltonmix' then Noeline and Graham Yearsley purchased the remaining company calling it Relf Distributors 1989 Ltd.

Sometime after purchasing the company, the name was changed to Waterware Products Ltd. The creation of the G12 building code created new opportunities in the valve market which led Waterware to begin our very successful relationship with Caleffi S.p.A Italy. Our growing reputation and success with the Caleffi brand, ultimately led to new successful relationships being formed with other high quality European manufactures such as Vaillant, Valsir, RBM, Fondital, Clivet and Ferroli.

More recently, Waterware Products Ltd has become three separate specialist entities; Waterware Sales Ltd, Pipeware sales Ltd and Heatware Sales Ltd, all trading under the banner 'Waterware'.

The 'Waterware' operating philosophy together with it's range of products, which is constantly being refined to meet changing market demands, results in today's family company. Our sales team covers the whole country and our merchant customers are NZ wide. We import products from many parts of the world but still favour Italian products for their high quality, competitiveness and design flair.

We endeavour to 'value add' to our imported range wherever possible by offering custom designed plumbing and heating packaged solutions.

Product Category Warranties

To be read in conjunction with and subject to warranty conditions and exclusions found in this document and specific product installation instructions. Claims that instructions were missing are not accepted as a means of avoiding this condition.

From date of purchase, Waterware Services warrants products from the following categories to be free from manufacturing defect subject to the exclusions listed below:

Category	Domestic Installations	Commercial Installations	Exclusions
Bathroom Accessories	1 year parts and labour	1 year parts and labour	
Tapware	5 years parts and labour 6 - 10 years parts only	1 year parts and labour	Hand Showers and Hoses
Hand Showers and Hoses	1 year parts only	1 year parts only	
Toilets and Cisterns	5 years parts and labour 6 - 10 years parts only	1 year parts and labour	Flush Valve Seals
Flush Valve Seals	1 year parts and labour	1 year parts and labour	
Baths	5 years parts and labour 6 - 10 years parts only	1 year parts and labour	
Vanity cabinets and furniture	2 year parts and labour	1 year parts and labour	
Basins	5 year parts and labour	1 year parts and labour	
Plumbing Valves	5 years parts and labour	5 years parts and labour	

From date of purchase, Pipeware Services warrants products from the following categories to be free from manufacturing defect subject to the exclusions listed below:

Category	Domestic Installations	Commercial Installations	Exclusions
Tita-fix, Tita-gas, Pexal	10 years parts and labour	5 years parts and labour 6 - 10 years parts only	
Underfloor Pipe	25 years parts only	25 years parts only	Hand Showers and Hoses

From date of purchase, Heatware Services warrants products from the following categories to be free from manufacturing defect subject to the exclusions listed below:

Category	Domestic Installations	Commercial Installations	Exclusions
Boilers (excluding Vaillant)	3 years parts and labour	3 years parts and labour	Burners
Burners, Heat Exchangers, Fan Convectors	1 year parts and labour	1 year parts and labour	
Cylinders & Tanks	5 years parts & labour 6 - 10 years parts only	5 year parts and labour	Thermostats & Elements
Heat Pumps	5 years parts and labour	5 years parts and labour	
Radiators, Heated Towel Rails	5 years parts and labour 6 - 10 years parts only	5 years parts and labour	Towel Rail Elements
Thermostats & Elements	1 year parts and labour	1 year parts and labour	
Vaillant Boilers	5 years parts and labour	5 years parts and labour	
Heating Valves	5 years parts and labour	5 years parts and labour	

Warranty conditions and exclusions

This limited warranty is not transferable, and rests with the original householder.

If any fault arising from the manufacturing processes is found in a new product and if after consultation with Waterware, the product is returned, within the stated warranty period for that product, for inspection and or testing, Waterware will repair or exchange the product at its sole discretion.

Waterware Service Ltd shall in no way be liable for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by the purchaser. Any costs associated with the removal, replacement and return of any faulty product are not accepted without prior arrangement with Waterware. Under no circumstances will such costs be accepted by Waterware for products purchased and installed in remote, rural or locations greater than 50km's from the point of purchase.

Warranty does not apply where faults arise from;

- Normal wear and tear of perishable components like flexi hoses, working seals and surface finishes.
- Normal maintenance, cleaning or tuning requirements or faults that are a result of minimum maintenance requirements not being followed.
- Foreign matter in the water supplies.
- Water supplies that do not meet normal expected municipal water quality standards.
- Installation in a manner not in accordance with the manufacturers installation instructions or relevant NZ and or Australian Standards and local plumbing codes including G12.
- Environment operating conditions that are outside the minimum and or maximum recommendations

Evidence must be produced which confirms the relevant product was purchased from a known customer of Waterware to validate any claim.

Obligations accepted by Waterware are....

...in addition to all other rights and remedies had by the Purchaser in law in respect of the product and does not limit the right the Consumer may have under the Consumers Guarantee Act 1993.

Subject to the exceptions and conditions previously listed, all expressed or implied conditions, statements warranties as to the quality of fitness on any purpose of a product or otherwise are hereby expressly excluded to the fullest extent permitted by law except under conditions and warrants which cannot be legally excluded by law and which are intended in the contract for the supply of the valve by the Trade Practises and any other Act of Law.

