

## We're Waterware

Since 1989, our passion has been delivering quality in all things plumbing, central heating and cooling, and bathroomware.

Waterware is proudly New Zealand owned and operated. From the outset we've been supporting the market with technical and design knowledge, helping deliver solutions that are functional, intuitive and beautiful.

We're working hard to make your life easier. Waterware are innovators setting the pace in New Zealand with hydraulic radiance heating and cooling technology, high-performance plumbing fittings, and on-trend bathroomware.

## What we do

### Bathroom

Hand-picked from across the globe, our bathroomware combines impeccable design and unmatched quality for looks that are sure to wow.

We've partnered with our factories to design products that Kiwis are proud to use, as well as introducing new materials and technologies to suit the local market.

### Plumbing

If you want clever designs, greater aesthetics, more sustainable material choices, and manufacturing processes that are considerate to our environment, then we have the products and solutions for you.

### Radiant Heating & Cooling

Ditch noisy blasts of hot or frigid air, drafts, and dust. Waterware are leaders in radiant heating and cooling powered by hydronic solutions, with three technologies available for superior comfort in commercial and residential applications.

### The Solutions Suite

In engineering, a bigger hammer would do it – but smarter problem solving does it better. Talk to us about innovation, and how we can solve your bathroom, plumbing, heating, and cooling issues with customised solutions.

## Our innovation-led approach

Since Graham Yearsley introduced the iconic Caleffi brand onto the New Zealand market way back in 1989, we've worked to raise the standards of what's on offer. We approach plumbing, central heating and cooling, and bathroomware with a goal of creating environments of success for the people we work with.

Our mission is to provide solutions that look good, serve their purpose well, make life easier for everyone involved (from tradies to end users), and lead NZ on its mission towards a more sustainable future.

We came up with the first COMBO set, a unique tempering valve/pressure-reducing valve/cold water expansion valve that massively simplified water set-ups.

We also developed Protank HWCs with top-mounting valve sets that halve install time and give more billable time back to our tradies.

Waterware introduced NZ to iStone, a solid surface technology that has a durability, moldability, thickness, and range of colour finishes that traditional materials can't achieve.

We became a strategic partner of world-leading heating brand Valiant and Italian wireless water-metering system BMeters. And we've got great relationships with Brugman, Grant, RBM, Messina, Fondital, Ferroli, and other luxury brands, so you can be sure of the highest quality available.

We want more comfortable homes and spaces for everyone, which is why we launched Active Ceiling radiant cooling along with our hydraulic central heating onto the NZ market for a level of comfort no forced air system can ever match.

We're digital-first, so you can source the products you and your clients deserve from anywhere in the country, thanks to our e-commerce platform. Our one-stop project planning, ordering, and merchant-connected suite helps you plan your projects, secure the parts, and have them ready for you when you need them. Pre-ordered, scheduled, and price guaranteed.

Waterware are your innovative solutions provider. Let's talk about how we can deliver solutions that are functional, intuitive, and beautiful.

## Our commitment

We're on a mission to make lives easier with plumbing, central heating and cooling, and bathroomware solutions that look great and perform their best.

Waterware is constantly evolving to lead the market while reflecting our values of integrity, bold thinking, and genuine partnerships with everyone we interact with. We want to create environments of success for everyone involved.

We take special pride in our pre- and post-sales service experience, and our impressive network of business relationships around the world. Over the years, we've connected with thousands of like-minded partners to help us source products that suit our local market and perform better than any others.

Our products are supported by our extensive range of spare parts, and our in-house Installer Training and Warranty Assurance programmes, so you can rest assured that you'll be taken care of.

## CARE AND USE

**TAPWARE:** All finishes are smooth, abrasion resistant, corrosion resistant, fade-proof and easy to clean. All finishes are super hard wearing surfaces that won't chip, peel or tarnish with normal use. All surfaces should be regularly wiped clean with non scouring, neutral wash solutions. **Never use an abrasive cleaner.**

**ACRYLIC BATHS:** The glossy/matte acrylic finish should be regularly wiped clean with non scouring, neutral wash solutions. Avoid abrasive cleaners or use mild abrasives sparingly if absolutely necessary.

**STONE RESIN BASINS AND BATHS:** The gloss finish on these products is a generous layer of 'gel-coat' which should be regularly wiped clean with non scouring, neutral wash solutions. Lost luster can be returned using a similar range of products you might use to polish a car paint job. For severe scratching start with a cutting compound and only use wet and dry sand papers if absolutely necessary beginning with 1000 grit or 800 grit if required. Rub only very lightly with plenty of water to avoid scratching or penetrating the gel-coat surface layer.

The matte finish on these products should be regularly wiped clean with non scouring, neutral wash solutions or a mild abrasive as required. For severe scratching use wet and dry sand papers beginning with 1000 grit or 800 grit if required. Rub only very lightly with plenty of water to avoid scratching.

**CABINETS:** Wood veneers, laminates or lacquered finishes should be regularly wiped clean with non scouring, neutral wash solutions. Never use an abrasive cleaner or petroleum based products.

**MIRRORS:** For best results use a moistened microfibre cloth to remove dry dirt or grime, followed by cleaning with a dry microfibre cloth. Avoid using alkaline (ammonia) or acid (vinegar) based products you not only risk damaging the silvered backing of the mirror, but also tend to leave behind streaks and smears.

**TOILETS:** Vitreous china finishes are best cleaned with cream or mild abrasive toilet specific cleaners. Do not use harsh abrasives on the toilet seat surfaces.

## 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:

HOW Categories	Domestic Installations	Commercial Installations	Exclusions
Aspen SS Kitchen Sinks	2 years parts and labour 3-10 years parts only	1 year parts and labour 1-2 years parts only	Kitchen Sink Accessories
Basins	5 years parts and labour	1 year parts and labour	
Bathroom Accessories	1 year parts and labour	1 year parts and labour	
Bathroom Furniture / Mirrors	2 years parts and labour	1 year parts and labour	
Baths	5 years parts and labour 6-10 years parts only	1 year parts and labour	Pop-up waste
Filter Taps	2 years parts and labour	2 years parts and labour	
Flush Valve Seals	1 year parts and labour	1 year parts and labour	
Granite Kitchen Sinks	2 years parts and labour 3-10 years parts only	1 year parts and labour 1-2 years parts only	Kitchen Sink Accessories
Hand showers / Hoses	1 year parts only	1 year parts only	
Heated Towel Ladders / Single Towel Bars	5 years parts and labour	1 year parts and labour	Timer / Transformer
Kitchen Sink Accessories	1 year parts only	1 year parts only	
Luxe Tapware	5 years parts and labour	5 years parts and labour	
Outdoor Showers (SS and Matte Black)	5 years parts and labour 6-10 years parts only	2 years parts and labour	
Pop-up Wastes	1 year parts only	1 year parts only	
Project / Pioneer Tapware	5 years parts and labour 6-10 years parts only	5 years parts and labour 6-10 years parts only	Hand showers / Hoses
Tapware	5 years parts and labour 6-10 years parts only	1 year parts and labour	Hand showers / Hoses Project / Pioneer Tapware Luxe Tapware
Timer	1 year parts and labour	1 year parts and labour	
Toilets / Cisterns	5 years parts and labour 6-10 years parts only	1 year parts and labour	Flush Valve Seals
Transformer	2 years parts and labour	2 years parts and labour	
<b>Indent Items</b>	<b>Details on request</b>	<b>Details on request</b>	

Plumbing and Heating Categories	Domestic Installations	Commercial Installations	Exclusions
Active Ceiling Panels	10 years parts and labour	10 years parts and labour	
Blitz Radiators / Heated Towel Rails	10 years functional warranty*	5 years functional warranty*	Proof of annual servicing required
Brugman Radiators	25 years functional warranty*	10 years parts and labour	Proof of annual servicing required
Buffer tanks / Hydroboxes	5 years parts and labour	5 years parts and labour	
Caleffi Expansion Vessels	5 years parts and labour	5 years parts and labour	
Protank 2.0	10 years parts and labour 11-20 years pro-rata parts only	5 years parts and labour	Excluding Valves / Thermostats / Elements
Fondital Boilers	3 years parts and labour	3 years parts and labour	Excluding Burners Proof of annual servicing required
Heat Exchangers	5 year parts and labour	3 year parts and labour	
Heating / Plumbing Valves	5 years parts and labour	5 years parts and labour	
Heatmiser Controls	5 years parts and labour	2 years parts and labour	
Heatpump / Boiler Spare Parts	1 year parts and labour	1 year parts and labour	
Jaga Fan Coil Units	10 years parts and labour	10 years parts and labour	Heat Exchanger / Electric Spare Parts
Jaga Electric Spare Parts	2 years parts and labour	2 years parts and labour	
Jaga Heat Exchangers	5 years parts and labour	5 years parts and labour	
Messana Controls	5 years parts and labour	5 years parts and labour	
Pool Heat Exchangers (Titanium)	3 years parts and labour	3 years parts and labour	Note: Titanium units have a 10-year anti-corrosion guarantee against any damage associated from pool water
Ritter Heatpumps	5 years parts and labour	5 years parts and labour	
SPOC Circulating Pumps	5 year parts and labour	1 year parts and labour	Proof of annual servicing required
Thermostats / Elements	2 years parts and labour	1 year parts and labour	
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	
Vaillant / Grant Boilers	5 years parts and labour	5 years parts and labour	Excluding Burners Proof of annual servicing required
Vaillant Heatpumps	5 years parts and labour	5 years parts and labour	
Vasco Fan Coil Units	2 years parts and labour	2 years parts and labour	
Bmeter Water Meters and Modules (wireless)	5 years parts and labour	5 years parts and labour	TXE / RPT / C1 GPRS units, batteries
Bmeter Modules (wired)	10 years parts and labour	10 years parts and labour	TXE / RPT / C1 GPRS units
Bmeter TXE / RPT / C1 GPRS units	3 years parts and labour	3 years parts and labour	Batteries
Water Meters and Modules	5 years parts and labour	5 years parts and labour	TXE / RPT / C1 GPRS units
<b>Indent Items</b>	<b>Details on request</b>	<b>Details on request</b>	

\* functional warranty covers structural and functional failure of steel components, including welding. Excludes paint finish.

Does not include radiators installed in aggressive environments - e.g. bathrooms, swimming pool rooms. Proof of inhibitor levels checked annually

## WARRANTY CONDITIONS AND EXCLUSIONS

This limited warranty is non-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/testing, Waterware will repair or exchange the product at its sole discretion.

Waterware Services 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 will not be 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 50kms from 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 supply
- Water supplies that do not meet normal expected municipal water quality standards
- Installation in a manner not in accordance with the manufacturer's 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
- Defects which, in Waterware's opinion, arise due to misuse, neglect (irregular/incompetent maintenance), and/or extreme weather/environmental conditions

**Evidence must be produced which confirms the relevant product was purchased from a known customer of Waterware to validate any claim. If an invoice is not available, the serial number or date of production prevails. If neither can be located, date of install needs to be provided.**

\* Functional Warranty covers structural and functional failure of steel components incl. welding. Excludes paint finish, and radiators installed in aggressive environments - e.g. bathrooms, swimming pools. Proof required of inhibitor levels checked annually

## 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.