

# SEIMA PRODUCT QUALITY GUARANTEE

Seima manufactures products to stringent industry standards and is backed by technical support and customer service committed to provide our customers a prompt and efficient response to any issues that may arise.

## **DOMESTIC USE WARRANTY**

Seima products offer up to a 25 year replacement product warranty (refer table below for details) and a 12 month warranty over labour.

Product	Warranty	Details
Mixers	10 years	product part replacement <ul style="list-style-type: none"> <li>excludes perishables such as seals, dress rings (12 month)</li> </ul>
	5 years	ceramic disk replacement <ul style="list-style-type: none"> <li>excludes damage caused to cartridge from pieces of copper tube, plastic tube, sand, dirt, thread tape etc.</li> </ul>
Ceramic basins	10 years	product part replacement <ul style="list-style-type: none"> <li>excludes overflow dress rings and plug/waste (12 month)</li> </ul>
Toilets	10 years	product part replacement <ul style="list-style-type: none"> <li>excludes perishables such as seals, inlet and flush valves (12 months).</li> </ul>
Stainless steel sinks	25 years	product replacement. <ul style="list-style-type: none"> <li>excludes basket waste (12 month)</li> </ul>
Bathroom accessories	24 months	product part replacement
Vanities <ul style="list-style-type: none"> <li>Clarus ceramic vanity</li> <li>Designyo vanity system</li> <li>storage units</li> </ul>	24 months	product part replacement <ul style="list-style-type: none"> <li>excludes overflow dress ring and plug/waste</li> </ul>
Laundry Trough and Cabinet	25 years	Stainless steel trough - product part replacement <ul style="list-style-type: none"> <li>excludes perishables such as basket waste seals (12 month)</li> </ul>
	5 years	White powder coated cabinet –product part replacement against rusting/wear <ul style="list-style-type: none"> <li>must be installed above floor level using supplied adjustable feet</li> </ul>

Warranty period commences from date of purchase or for new buildings date of handover, and covers the repair or, at the option of Seima, the replacement of any products which are defective through faulty workmanship or materials where used in normal domestic installations.

All parts proven faulty will be replaced upon presentation of Proof of Purchase to the original purchaser providing:

- the product was used in normal domestic circumstances and not commercial usage;
- the product was installed by a licensed plumber according to the appropriate standards, installation instructions and specifications and was used for its intended application;
- the product finish was not damaged by adhesives, sealants etc. or cleaned with abrasive cleaning agents;
- that tapware is not exposed to water pressures and or temperatures that exceed stated limitations (AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building);
- the product is not damaged as a result of obstructions due to inadequate flushing of system before use;
- the product finish is not damaged from installation or post installation use.

**NOTE: Warranty does not apply to any damage or deterioration of product finishes eg lacquered, painted, processed or raw finishes. Any water damage, including but not limited to plumbing leakage is not covered by this warranty.**



SEIMA  
PO Box 198  
Torrensville, SA 5031

tel: (08) 8349 6433  
fax: (08) 8349 6466  
info@seima.com.au

## **12 MONTH LABOUR**

The labour for the replacement of products and spare parts to which this warranty applies, will be supplied by Seima or its authorised agent within 1 year from the date of purchase.

The obligations of Seima under warranty are limited to the repair or, at the option of Seima, replacement of any products which are defective through faulty workmanship or materials. To the extent permitted by law, Seima will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the product or components.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Should any warranty claim be made and that in the opinion of Seima the problem was from faulty installation or from some other cause other than a manufacturing defect of the goods for which Seima is responsible, Seima reserves the right to charge a service fee.

## **COMMERCIAL USE WARRANTY**

Seima offers a **12 month product part replacement warranty** on all Seima manufactured products used in commercial, industrial or any other non-residential applications.

‘Commercial’ use is all use other than for normal domestic residential purposes, including use in non-business places as in public buildings, schools, sports centres and in establishments that contain private bathrooms with high frequency of use by many individuals, such as hotels, motels, retirement villages and hospitals.

The Commercial warranty covers this product against manufacturing faults in the construction, material and assembly of both the finished products and any spare parts for a period of 1 year from the date of purchase. Products and spare parts which are found upon inspection by an authorised Seima representative to be defective in construction, material or assembly will be repaired or exchanged free of charge. The labour for the replacement of products and spare parts to which this warranty applies, will be supplied by Seima or its authorised agent within 1 year from the date of purchase.

The Warranty Conditions and exclusions which apply to the domestic use warranty also apply to this commercial warranty.

Should any warranty claim be made and that in the opinion of Seima the problem was from faulty installation or from some other cause other than a manufacturing defect of the goods for which Seima is responsible, Seima reserves the right to charge a service fee.



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