Warranty
Sussex taps pty. Ltd.

SUSSEX

Warranty effective 1st March 2026

Warranty conditions

Sussex Taps warrants the repair or, at Sussex Taps' discretion, replacement of any product that proves defective due to faulty workmanship or materials.

The warranty period commences from the date of purchase, or for new buildings, the date of handover. To make a claim, proof of purchase, handover documentation, or equivalent evidence must be supplied. All claims must be lodged at the point of purchase, after which Sussex Taps After Sales Service will be notified.

Sussex Taps will not be liable for any labour or additional costs associated with work not approved in writing in advance. If a Sussex Taps-authorised Service Agent attends a claim and the issue is found to be an installation fault, misuse, or any cause other than a manufacturing defect, Sussex Taps reserves the right to charge a service fee (comprising the Sussex Taps-authorised Service Agent's subcontractor fees in addition to a 15% administration fee) for the visit and/or any work carried out. Adequate access to products, fittings, and fixtures must be provided to allow repairs. Sussex Taps accepts no responsibility for any consequential damage or costs where access is inadequate.

The benefits provided under the express warranties in this document are in addition to any other rights and remedies available to customers under any applicable laws, including the Australian Consumer Law. Nothing in the terms of this warranty is intended to exclude, restrict or modify any right or remedy which cannot be excluded, restricted or modified under applicable laws, including the Australian Consumer Law

Warranty shall be void for the following reasons

(Full list retained for legal and service clarity)

- Proof of purchase not provided.
- Installation not performed by a licensed plumber and/or electrician (where applicable).
- Non-compliance with standards, instructions, or isolation tap requirements
- Water pressure exceeding 500 kPa or temperature limits above AS/NZS 3500.
- Inappropriate devices, filters, non-approved parts, or fittings..
- Damage from foreign matter, water additives, or poor flushing.
- Blocked aerators or filters not maintained.
- Normal wear and tear.
- Accidental damage, misuse, abuse, or negligence.
- Finish damage from adhesives, abrasives, chemicals, or improper materials.
- Failure to observe care and cleaning instructions
- Faults arising from work undertaken without Sussex Taps' approval or beyond authorised scope (as determined in Sussex Taps' reasonable discretion).
- Installer responsibility: Product must be checked for damage and completeness prior to installation.

Care and Cleaning Guidelines

- Use a soft cloth with warm soapy water; rinse and towel dry.
- For dry-use areas, a soft dry cloth may be used to remove dust or fingerprints.
- Never use detergents containing ammonia, acids, bleach, alcohol, chlorides, or halides (e.g. chlorine, bromine, iodine, fluorine).
- Do not use disinfectants or chemical sanitisers on stainless-steel or PVD surfaces.
- Never use hydrochloric acid (HCl) or cleaners containing it, as these cause corrosion and pitting.
- Avoid wax-based furniture creams.
- Aerator cleaning is the homeowner's responsibility. Clean at least every six (6) months, or more often in hard-water areas. Refer to the installation instructions for guidance.
- Colour finishes such as black, brass, bronze, or gold should always be cleaned with extra care using a soft dry cloth or warm soapy water.
- Do not install or clean tapware using acetone-based silicones.

Limitations

- Fair wear and tear on sealing rings, washers, cartridges, and shower hoses is not covered.
- Finishes are not covered for damage caused by chemicals, harsh detergents, or abrasives.
- Organic and Living finishes are designed to develop patina and verdigris naturally; this is not a defect.

Limitations of Liability

Sussex Taps' obligations under this warranty are limited to the repair or, at its discretion, replacement of products defective in workmanship or materials.

To the extent permitted by law, including the Australian Consumer Law, Sussex Taps is not liable for indirect or consequential loss (including personal injury or damage to fittings or finishes) arising from use or installation of its products.

Nothing in this warranty is intended to limit Sussex Taps' liability for losses, to the extent that such losses are caused by Sussex Taps' gross negligence, fraud, criminal conduct or wilful misconduct.

Australia Consumer Law

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 to compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Domestic Warranty

Residential Product Coverage:

Product	Total Warranty	Parts & Labour (On - Site Service)	Parts Only	Notes
Mixers & Tapware Tapware	40 Years	5 Years	35 Years	Pull-out hose & nozzle 1 Year parts only
Showers	40 Years	5 Years	35 Years	Rail showers – 5 Years / Hoses – 3 Years
Accessories	40 Years	5 Years	35 Years	
Heated Towel Rails	40 Years	5 Years	35 Years	Serviceable electrical parts (timers, transformers, elements) – 1 Year
Traps & Wastes	40 Years	5 Years	35 Years	

Commercial Warranty

A commercial installation is any business, hospital, public building, or facility not defined as a domestic residential dwelling.

Product	Total Warranty	Parts & Labour (On - Site Service)	Parts Only	Notes
Mixers & Tapware Tapware	10 Years	2 Years	8 Years	Pull-out hose - 1 Year parts only
Showers	10 Years	2 Years	8 Years	Rail showers – 2 Years / Hoses – 3 Years
Accessories	10 Years	2 Years	8 Years	
Heated Towel Rails	10 Years	2 Years	8 Years	Electrical parts (timers, transformers, elements) – 1 Year
Traps & Wastes	10 Years	2 Years	8 Years	

Finishes Warranty

Finish	Domestic	Commercial	Coverage Deatils
Chrome	20 Years	10 Years	Replacement product or parts only.
LUXPVD®	20 Years	10 Years	Replacement product or parts only.
Electroplated	20 Years	10 Years	Replacement product or parts only.
Paint/ Powder Coated	2 Years	1 Year	Replacement product or parts only.
Living (Unsealed)	Prior to installation	Prior to installation	Designed to oxidise and patina naturally.