



Silverback Warranty Conditions

Product Category	Warranty Period	Warranty Provisions
Bolted Clips	10 Years	Warranty depends on Climate Category ISO 9223 (Refer to page 2)
Clip Heads & Stand-Off	10 Years	
Hangers & Brackets	10 Years	
PEX Clips	10 Years	
Saddle Clips	10 Years	

Refer to page 2 for full warranty conditions & definitions.

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REECE PRODUCT QUALITY GUARANTEE

You have purchased a quality product from Reece Australia Pty Ltd ABN 84 004 097 090 ("Reece"). This product is covered by a 10 year product warranty unless otherwise specified.

SILVERBACK WARRANTY

This warranty covers faults in the product construction, material and assembly. Products which are within the below warranty periods from the date of purchase, found upon inspection by an authorised Reece representative, to be defective in construction, material or assembly, will be repaired or exchanged with an equivalent product free of charge.

All replacement products will be available for collection without charge to the customer at the nearest Reece branch to the customer's location, or elsewhere as agreed between the customer and Reece.

SILVERBACK BOLTED CLIPS

Reece warrants that Silverback Bolted Clips will not suffer loss of structural integrity due to the effects of natural corrosion for the applicable period as set out in the below table. Replaced items become Reece's property.

Climate Category - ISO 9223	Outdoor Environment	Distance (mtrs) from Ocean	Warranty Period
Category 1	Indoor Clean/Dry Environment	Indoor	10 Years
Category 2	Mild Marine/Industrial/Urban	1000+	10 Years
Category 3	Moderate Marine/Industrial/Urban	400-1000	10 Years
Category 4	Severe Marine/Industrial/Urban	100-400	7 Years
Category 5	Very Severe Marine/Industrial	0-100	No Warranty

WARRANTY CONDITIONS

This warranty will apply only under all of the following conditions:

- The item has been installed by a licensed plumber or tradesperson;
- Failure is due to a fault in the manufacture of the product;
- Proof of purchase (including the date of purchase) is provided;
- The installation of the product is in accordance with any relevant National Standards and State Regulations.
- The product has not have been modified, neglected or damaged prior to installation.

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This warranty does not cover products purchased as an ex-display without being fully checked and tested for sale by the manufacturer.

This warranty DOES NOT include faults caused by:

- Unsuitable or improper use or modification;
- Incorrect installation or installation not in accordance with relevant Nation Standards and State Regulations;
- Installation or part installation by the purchaser or any person other than a licensed plumber or tradesperson licensed to install this product;
- Normal wear and tear;
- Damage caused to the item between purchase and installation;
- Chipping or scratching of protective paint finish.
- Inadequate or complete lack of maintenance
- Chemical, electrochemical or electrical influences
- Harsh detergents or abrasive cleaners used on product finishes

EXCLUSIONS

To the fullest extent permitted by law, Reece excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage.

CLAIM PROCEDURE

For all warranty queries customers are to contact the branch where the product was purchased. These details can be found on your purchase invoice. General contact details for Reece are as follows:

Reece Australia Pty Ltd
118 Burwood Hwy
Burwood VIC 3125
+61 3 9274 0000
admin@reece.com.au

The benefits given by this warranty are in addition to the other rights and remedies that consumers may have under the Australian Consumer Law and any other applicable laws.

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.

