



Product Guarantee

Austec Pty Ltd products are guaranteed against manufacturing defects for a period of 25 years when installed and used in accordance of the Australian and New Zealand Plumbing codes and the Local or State Authority and when installed by a licensed plumber.

Austec Pty Ltd products are compliant with Australian Regulations and have been independently certified to relevant Australian Standards, Watermark and Gas regulations as follows:

- Austec Water PEX/AL/PEX multilayer piping system complies with the standards as set out in AS/NZS 4176.5:2010 for pipes and AS/NZS 4176.3:2010 for fittings.
- Austec Water PEX-B piping system complies with the standards as set out in AS/NZS 2492:2007 for pipes and AS/NZS 2537:2011 for fittings.
- Austec Gas PEX/AL/PEX multilayer piping system complies with the standards as set out in AS/NZS 4176.8:2010 for pipes and fittings.
- Austec Copper Press fittings comply with the standards as set out in AS/NZS 3688:2016.

Warranty

Austec Pty Ltd warranty covers faults in the product construction, material, and assembly. This warranty only covers products within 25 years from date of purchase.

This warranty will apply only under all the following conditions:

- The item has been installed by a licensed plumber.
- Failure is due to a fault in the manufacture of the product.
- Proof of purchase (including the date of purchase) is provided.
- Claimant is the original purchaser of the products.
- The installation of the product is in accordance with the instructions provided.
- Installation document can be provided detailing that the installation has been pressure tested in accordance to AS/NZS 3500 for water applications and AS/NZS 5601 for gas applications at completion of installation.

This warranty does not include faults caused by:

- Unsuitable or improper use.
- Incorrect installation or installation not in accordance with the instructions provided.
- The warranty is void where the installer does not use Austec fittings and pipe together.
- Faulty workmanship or misuse of the product.

Austec offers a 25 year warranty on its products and is backed by a products and public liability insurance policy to the value of AUD \$40,000,000. The policy covers claims made anywhere in Australia for personal injury or property damage caused by faulty product.

