

# Warranty Document

## INFORMATION REQUIRED FOR WARRANTY CLAIMS

- All categories of service request form must be completed to have this processed.
- This can be requested by emailing [hello@marni.co.nz](mailto:hello@marni.co.nz).
- Service requests must be included with complete information including photos accurately depicting the issue. A minimum of two photos is expected, showing the product from both a wide angle and a close-up.

## WARRANTY INFORMATION

PRODUCT RANGE	REPLACEMENT PRODUCT WARRANTY	LABOUR INCLUSIVE WARRANTY PERIOD	NOTES
Essence	10 YEARS	5 YEARS	Working Parts and PVC Seals are 12 months.
Urban	10 YEARS	5 YEARS	Working Parts and PVC Seals are 12 months. Black Warranty 2 Years.
Luxe	10 YEARS	5 YEARS	Working Parts and PVC Seals are 12 months.

## LIMITATIONS AND CONDITIONS

- Water temperatures exceeding 55 degrees Celsius, heavy mineral loadings, geothermal, PH imbalance or excessive water pressure.
- All products must be installed by a suitably qualified/licensed installer in accordance with the installation instructions and looked after in accordance with the aftercare instructions.
- The product guarantee will be invalid if it has been modified, misused, neglected, willfully or accidentally damaged or not maintained, cleaned or cared for.
- Products where a defect is not considered to be due to faulty manufacturing or materials but related to normal wear and tear.
- Timelines of warranty applies from original purchase date. The warranty is invalid if the warranty claim has not been notified within ninety days of the problem first appearing.
- Visible faults and damaged product must be notified prior to installation. Installed product is considered as accepted product later claims are not valid.
- The warranty applies only in New Zealand and only to the original purchaser or the first resident owner after acquiring this title.
- Inspect goods prior to acceptance of delivery. If there is freight damage this must be recorded when signing receipt of goods. Any issues or breakages must be advised immediately.
- All product must be inspected prior to installation. If you find any defects or damage do not proceed with installation until resolved.