FORENO.

The following warranty information applies to products supplied by Foreno Tapware (NZ) Limited to our New Zealand customers. This is in addition to FORENO's responsibility to customers under all other statutory and regulatory requirements.

Consumers: Please call us on **0508 367 366** before removing tapware or undertaking any repair work.

Merchants and Plumbers: Please call us before recommending or undertaking any repair or warranty work.

This Warranty Statement is applicable only to products purchased from FORENO. New Zealand.

Warranty Statement for FORENO. Branded Products

GENERAL WARRANTY STATEMENT

The following Warranty Statement applies to all:

FORENO. branded showers, tapware, internal parts, surfaces, and hoses, and spare parts for FORENO. Branded Products (Spare Parts), supplied to customers in the New Zealand market.

This Warranty Statement does not apply to any other brands marketed and sold by FORENO.

See Commercial Installations Terms where FORENO. Branded Products and Spare Parts are used in:

- domestic / residential installations.
- hotels, motels, camp grounds, short term accommodation.
- rest homes.
- all other commercial installations, eg: airports, public restrooms, halls, retail complexes, & commercial buildings

in addition to any other right or remedy that the purchaser or end user may have under any relevant consumer protection legislation, FORENO. undertakes to either **repair or replace** (at its discretion) FORENO. Branded Products, and replace Spare Parts at an equivalent value of the product purchased, if it is discovered that the product contains a **material defect which arose in the course of manufacture**.

Please note: Replacement of any product, in whole or part, does not extend the warranty period to begin from the date of the replacement (i.e. the warranty period remains as starting from date of *original* purchase as per the consumer's receipt).

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DOMESTIC/Residential Installations of FORENO. Products

The term applies to FORENO. Branded Products used in domestic/residential installations (indoors) from date of purchase.

TAPWARE:

A 10 Year Labour & Replacement or Parts Warranty for all FORENO. tapware (that is not a Shower as defined below) to the **Original Purchaser** if purchased on or after 1st April 2018 (excludes AF210 Sensor Tap, Consumables, and Finishes specified below).

IF YOUR TAPWARE PURCHASE WAS MADE PRIOR TO 1 APRIL 2018:

A **10 Year** Replacement Warranty applies only to **ARCTIC, PURITY, SPRINT, and SOLITAIRE** ranges, and a **5 Year Replacement Warranty applies to all other items in ranges not specified above**.

SENSOR TAPS:

AF210 Sensor Tap: A **2 Year Labour & Replacement or Parts Warranty** applies to all Domestic/Residential installations of FORENO. AF210 Sensor Tap.

SHOWERS:

A 10 Year Labour & Replacement or Parts Warranty for all Shower ranges, to the **Original Purchaser** if purchased on or after 1st April 2026 (excludes Consumables, and Finishes specified below).

IF YOUR FORENO. SHOWER PURCHASE WAS MADE PRIOR TO 1 APRIL 2026:

A **10 Year** Replacement Warranty applies only to **PURITY, SPRINT, SOLITAIRE**, **NORTH, E-STEEL, & VIENNA** shower ranges, and a **5 Year Replacement Warranty applies to all other Showers in ranges not specified above**.

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FINISHES:

Overriding the above Domestic/Residential Installation terms is the Warranty on the surface coating "finish" of the product;

FULL CHROME plated: **10 Year** Labour & Replacement or Parts warranty on **finish*****

BRUSHED STAINLESS 304: **10 Year** Labour & Replacement or Parts warranty on **finish*****

PVD (Physical Vapour Deposition) Finishes

PURCHASES DATED PRIOR To April 1st 2026: **5 Year** Labour & Replacement or Parts warranty on **PVD finish***; **covering** Brushed Brass, Brushed Copper, Brushed Gunmetal, Brushed Nickel, Mirrored Black.

PURCHASES DATED FROM April 1st 2026: **10 Year** Labour & Replacement or Parts warranty on **PVD finish***; **covering** Brushed Black, Brushed Brass, Brushed Copper, Brushed Gunmetal, Brushed Nickel, Brushed Stainless Effect/Brushed Stainless PVD (EXCLUDES Mirrored Black PVD Finish).

Mirrored Black PVD Finish: **5 Year** Labour & Replacement or Parts warranty on Mirrored Black **PVD finish for all Purchase dates.**

Other COLOURED/COATED surfaces (Electroless, Electroplated, Powdercoated, Spray Coated, Textured etc): **2 Year** Labour & Replacement or Parts Warranty on **finish***

***Finish Warranty Applies for Indoor Use Only.** Finish Warranty Void when used in external applications. Excludes damage to surface caused by general wear and tear (scratches and dents etc), improper cleaning and maintenance, hard water, environmental corrosion, or oxidation.

THE SURFACE SHOULD NOT BE CLEANED WITH ACIDIC, CAUSTIC/ALKALINE, ABRASIVE OR CITRIC CLEANERS. ANY DAMAGE CAUSED THROUGH USE OF AN UNSUITABLE CLEANER WILL NOT BE COVERED BY WARRANTY. A soft, damp cloth is recommended for cleaning (Not a microfiber cloth). Mild soap solutions can also be used on occasion. See website for full care instructions; www.foreno.co.nz/tapware-care-instructions/

BRUSHED STAINLESS 316: 10 Year Labour & Replacement or Parts warranty on finish^^^
^^^Finish Warranty Applies for Indoor and Outdoor use. Excludes damage to surface caused by general wear and tear (scratches and dents etc), improper cleaning and maintenance, hard water, environmental corrosion, oxidation, excessive temperatures or frosts.

THE SURFACE MUST BE CLEANED REGULARLY WITH DILUTED LIQUID DETERGENT AND DRIED WITH A SOFT CLOTH. SURFACE BUILDUP, SALTWATER SPRAY, OXIDATION, AND/OR TEA-STAINING SHOULD BE REMOVED WITH USE OF A SUITABLE STAINESS STEEL CLEANER AND PROTECTOR. ANY DAMAGE CAUSED THROUGH USE OF AN UNSUITABLE CLEANER, OR INADEQUATE CLEANING WILL NOT BE COVERED BY WARRANTY.

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ALL CONSUMABLES AND FORENO. SPARE PARTS:

1 Year Replacement Product or Parts Warranty (excluding labour) applies to:

All Tap and Plumbingware consumables including: Rubber Washers, Spout Seals, Rubber O-rings, Aerators, Diverter Headworks, Under-bench fittings, Pull Out/Pull Down hand-pieces, Soap Dishes, and Wall/Floor fixings.

2 Year Replacement Product or Parts Warranty (excluding labour) applies to:

Pull Out/Pull Down Hoses, Mixer Flexi Hoses, FORPT96 Toilet Hand-spray kit, all FORENO. branded spare parts excluding the above consumables, and all FORENO. branded shower roses (excluding SR110, FDSR1, AMS1, FSRM)

5 Year Replacement Product or Parts Warranty (excluding labour) applies to:

FORENO. branded shower handpieces (excludes NORTH, REEF, and Purity), and SR110, FDSR1, AMS1 Shower Roses.

10 Year Replacement Product or Parts Warranty (excluding labour) applies to:

NORTH, REEF, and PURITY Shower Handpieces, Ceramic Cartridges, Half Turn Ceramic Headworks, FSRM Shower Rose, and All FORENO. branded Shower Hoses.

COMMERCIAL Installations of FORENO. Products

HOTELS, MOTELS, CAMP GROUNDS:

A 2 Year Warranty applies to FORENO. Branded Products (Excl. AF210**) and Spare Parts, from date of purchase used in hotels, motels, camp grounds, Air-BnB's, short-stay and visitor accommodation providers, and includes labour, packaging and freight costs.

RESTHOMES:

A 5 Year Warranty applies to FORENO. Branded Products (Excl. AF210**), and a **2 Year Warranty** applies to FORENO. Branded Spare Parts, from date of purchase used in rest homes, and includes labour, packaging and freight costs.

****AF210 SENSOR TAP COMMERCIAL INSTALLATIONS:**

A 1 Year Warranty applies to FORENO. AF210 Sensor Tap from date of purchase, in **ALL COMMERCIAL INSTALLATIONS**, and includes labour, packaging and freight costs.

OTHER COMMERCIAL INSTALLATIONS:

For all other commercial installations, a **1 Year Warranty** applies to FORENO. Branded Products and Spare Parts from date of purchase, and includes labour, packaging and freight costs.

SURFACE COATING WARRANTY FOR COMMERCIAL INSTALLATIONS:

Overriding the above Commercial Installation terms is the surface coatings of the product: FULL CHROME plated carries the above terms, and ALL COLOURED/COATED surfaces carry a **1 Year Replacement Warranty**.

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Warranty Conditions for FORENO. Branded Products

FORENO'S domestic/residential installations warranty and commercial installations warranty for FORENO. Branded Products are subject to the following conditions:

- Proof of purchase (such as invoice or receipt) must be provided, with the goods sold new at the time of purchase.
- The product must not contain excessive debris **(in-line debris filters must be installed)**
- FORENO's installation instructions must be followed. This includes operating conditions specified for temperature and pressure (kPa). The Australian/New Zealand Standards (AS/NZ 3500.1 Plumbing and Drainage Part 1: Water services) specify that the **main water supply pressure must be limited to 500kPa** for any new installations, as well as any alterations, additions and repairs to existing installations. **Pressures above 500kPa can cause damage from water hammer, reduce life of appliances, taps and fittings, and cause excessive noise in the system.**
- The product must not have been tampered with or repaired in any way other than in accordance with this warranty.
- The product must not have been damaged by misuse, accident or neglect.
- The product must not have discolouration, corrosion, or rusting from 'hard' water and/or other environmental factors.
- The product must not have been installed outdoors (excludes PURITY Outdoor 316 collection*) and/or with inadequate protection from extreme hot or cold temperatures, frosts, rainwater, or saltwater spray.

*OUTDOOR WARRANTY CONDITIONS FOR PURITY OUTDOOR 316 COLLECTION

Products in the PURITY Outdoor 316 collection may be installed outdoors however adequate care should be taken to clean and maintain the finish, and to protect the product from extreme hot or cold temperatures, including frosts and snow. The surface must be cleaned regularly with diluted liquid detergent and dried with a soft cloth. Surface buildup, saltwater spray, oxidation, and/or tea-staining should be removed with use of a suitable stainless steel cleaner and protector.

- That no harsh detergents, abrasive, alcohol-based or acidic cleaners, rough sponges or metallic cleaning pads have been used on the product.
- The product must have been installed in accordance with the relevant New Zealand Building/Plumbing Codes by a certified Plumber.

When mounting a FORENO. product on a laminated bench or veneered surface, the waterproof nature of the finished surface is compromised once a hole is drilled through it. Any drilled holes should be adequately waterproofed with a suitable sealant. FORENO. cannot assume responsibility for any water damage to a laminate benchtop, veneered surface, or similar that has not been effectively sealed, or one that cannot be effectively sealed, after the hole has been drilled.

FORENO. basin & sink mixers are supplied with rubber o-rings for the base to prevent excess water leaking into cabinets below. Silicone sealant, which can affect some colour finishes, should not be applied to the base of mixer. There are exceptions to this rule: when a sink or basin mixer is fitted to a non-machined and uneven surface on a counter-top, basin, or sink that is obviously bumpy or rutted, then silicone must be applied to seal the base of the mixer to prevent water leaking into cabinetry. Warranty does not cover damage to cabinets caused by excess water leaking through the base of a mixer fitted to an uneven surface and not sealed, when a mixer has not been installed in the recommended size hole, or is installed in a manner that does not allow the o-ring to seal adequately.

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- All warranty covered repair work is to be performed by a FORENO. Representative, FORENO's authorised service agent or plumber who has received a FORENO. Service Request number.
- If the FORENO. product that is returned under a warranty claim was not found to have a manufacturing fault or was found to be a fault caused by installation and FORENO. sent out in good faith a replacement product or component (the act of sending out a replacement product is not an admission of liability) and/or arranged a Plumber for installation of the replacement – FORENO. does not accept liability for payment and will on-charge the Plumber's cost, cost of the replacement product and any other costs associated with this claim onto the Claimant.

If the above conditions are not met, the Warranty will be null and void.

FORENO. shall in no way be liable to the purchaser or end user of product for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person (including, without limitation, any damage and/or labour charges incurred in installation, repair or replacement), other than as provided in the above provisions, under any relevant consumer protection legislation or as consented to by FORENO. in writing in advance.

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Warranty Statement for Exported Products

The following warranty statement shall also apply to all tapware and showerware supplied to the export market:

Where a FORENO. product is purchased for use or on-sale in the context of any business, FORENO. undertakes to either repair or replace (at its option) that tapware, if it is discovered that such tapware contains a material defect, which arose in the course of manufacture.

This undertaking shall not apply if:

- The above undertaking from FORENO. shall also apply to any purchaser of FORENO. tapware or showerware who is a "Consumer" under the local Consumers Act, in addition to any other right or remedy which such person may have under that Act.
- FORENO. shall in no way be liable to the purchaser or user of any tapware or showerware, for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person, otherwise than as provided in the above provisions.
- The guarantee does not cover either the consequences of incorrect installation, usage, maintenance or product care, which must be done according to the instructions included in the package; or damages resulting from collision or transportation or due to the presence of residues or foreign matters in the piping system.
- If you have a defective product and wish to make a claim under this guarantee, please contact FORENO. Customer Service in New Zealand +64 9 470 2090
- Proof of purchase is required and is not available.
- There is a failure by any person to follow FORENO's installation instructions or the tapware is used other than in accordance with FORENO's specifications.
- Evidence cannot be produced which confirms that the relevant tapware was purchased from a FORENO. authorised distributor.
- Repair work is performed on the relevant tapware by a person other than FORENO. or its authorised service agents, or any plumber who has not received authorisation prior to proceeding with the work.

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TO MAKE A WARRANTY CLAIM:

Please contact our customer service team on 0508 367 366 to make us aware of your warranty claim, and before removing the product or undertaking any repair or warranty work.

For the quickest service, please complete an online Warranty “Service Request Form” on our website at www.foreno.co.nz/service-request

If the product is deemed faulty out of the box and has not been installed, it can be returned to the place of purchase with original proof of purchase, for exchange.

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