

WORKMANSHIP AND PRODUCT WARRANTY

We stand behind every job we do.

Every job comes with a lifetime workmanship warranty. If a problem is caused by how we installed or repaired something, we come back and fix it at no charge, for as long as our work is in place.

Lifetime

Workmanship warranty

On home work, for as long as our work is in place and unaltered, while you own the property.

12 mths

Parts and labour

On parts and products we supply. Then the manufacturer's warranty, claimed by us for you.

90 days

Blocked drains

When cleared with our CCTV and jet rodding combo.

12 mths

Commercial work

Workmanship on commercial, strata and builder work, from the invoice date.

■ What's covered

- ✓ **Faults caused by our workmanship:** leaks at joints or connections we made, fittings that come loose, work not done to Australian Standards, and wiring faults at points we worked on.
- ✓ **The visit to fix it:** no call-out fee, no labour charge and no charge for parts needed to put our work right.
- ✓ **Manufacturer's warranty claims:** we handle them for you, whatever the age of the product.

■ What's not covered

- ✗ **General wear and tear and age:** tap washers, O-rings, seals, cartridges, flush valve washers, globes and smoke alarm batteries.
- ✗ **Product faults,** which fall under the product warranty overleaf.
- ✗ **Parts of your system we didn't work on,** and faults we found that you chose not to fix (listed in your job report).
- ✗ **Products you supplied yourself.** We warrant our installation, not the product.
- ✗ **Outside causes:** misuse, wipes, fats or foreign objects in drains, tree roots, storms, flooding, power surges or pests.
- ✗ **Work altered or repaired by anyone else** after us, and temporary make-safe repairs we've told you in writing need a permanent fix.

If we find the problem isn't caused by our workmanship, we'll show you why on site. From there it becomes a normal job: a standard \$88 diagnosis, then repair options at our fixed prices.

■ Product warranty

If a part or product we supplied fails	The part	Labour to fix it
Within 12 months of the invoice	Free	Free
After 12 months, within the manufacturer's warranty	Free. We organise the claim at no charge.	Charged at our normal prices
After the manufacturer's warranty ends	Charged	Charged

Manufacturer's warranties range from 12 months on most parts to 10 years or more on some hot water systems; the product's paperwork shows its period. **Hot water systems:** unit faults are usually repaired by the manufacturer's own warranty service, under their terms. We arrange it at no charge, and our workmanship warranty still covers the valves, pipework and fittings we installed.

■ Blocked drain guarantee

When we clear a blocked drain with our CCTV and jet rodding combo, we camera the line afterwards to confirm it's fully clear. If the same section blocks again within **90 days**, we come back and clear it at no charge.

Doesn't apply to blockages from wipes, fats or foreign objects, or to broken pipes or roots we found that you chose not to repair. Clears without the CCTV inspection aren't covered.

■ How to make a claim

01

Contact us

Call 1300 522 107 or email us with your address, invoice number and a photo of the problem.

02

We book a visit

Within 2 business days, or the same day for an active leak or electrical safety issue.

03

We find the cause

If it's our workmanship or a covered product, we fix it as set out here.

04

If it isn't covered

We show you why first. It becomes a normal job: \$88 diagnosis, then fixed-price options.

■ Who pays

We cover all costs of a valid workmanship claim, and of a product claim in the first 12 months, including call-out, labour and parts.

If a covered failure means you pay reasonable costs before we can attend, such as an emergency tradesperson to make it safe, send us the receipts and we'll reimburse them.

■ Conditions

- Your invoice is paid in full, and you contact us as soon as you notice the problem.
- Let us inspect and fix it first. If anyone else works on it before we can (except an emergency make-safe), that work is no longer covered.
- The lifetime warranty is for the owner at the time of the work, at the property on your invoice, while our work is in place and unaltered. It ends if the property is sold.
- Keep your invoice. We keep photos and notes of every job.

Your rights under the Australian Consumer Law

This warranty is given in addition to your other rights and remedies under the law. It doesn't replace or limit them.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.