

The following Warranty Statements apply to products supplied by Voda Plumbingware Limited (VODA) to customers in the New Zealand market. This is in addition to VODA'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 VODA in New Zealand

## **Warranty Statement for VODA Branded Products**

### **GENERAL WARRANTY STATEMENT**

The following Warranty Statement applies to all:

VODA branded showers, tapware, internal parts, surfaces, and hoses, and spare parts for VODA 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 VODA.**

Where VODA Branded Products and Spare Parts are used in:

- domestic / residential installations
- hotels, motels, camp grounds
- rest homes
- all other commercial installations, typical examples such as airports, public restrooms, halls, commercial buildings,

In addition to any other right or remedy that the Purchaser or end user may have under any relevant consumer protection legislation, VODA undertakes to either **repair or replace** (at its discretion) VODA 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).

## **DOMESTIC/Residential Installations of VODA Products**

The term applies to VODA Branded Products used in domestic/residential installations from the date of purchase.

**A 10 Year Labour and Replacement or Parts warranty** applies to VODA showers and tapware to the **Original Purchaser\***, with proof of purchase. Consumables, indicators, covers, or components deemed to be minor will be supplied as parts only.

\*When the product has been installed in a residential dwelling by a party that has constructed that dwelling with the intention of sale, **this warranty will apply to the first occupier of that home**, with suitable proof of purchase.

## **FINISHES:**

Overriding the above Domestic/Residential Installation terms is the Warranty on the surface coating “finish” of the product.

**\*\*\*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 OR CHEMICALS 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.

**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 1<sup>st</sup> 2026: **5 Year Labour & Replacement or Parts** warranty on PVD finish\*\*\*; covering Brushed Black, Brushed Brass, Brushed Copper, Brushed Gunmetal, Brushed Nickel, Mirrored Black.

PURCHASES DATED FROM April 1<sup>st</sup> 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: 2 Year Labour & Replacement or Parts Warranty on finish\*\*\***

Includes Electroless, Electroplated, Powder-coated, Spray Coated, Textured etc.

**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 STAINLESS STEEL CLEANER AND PROTECTOR. ANY DAMAGE CAUSED THROUGH USE OF AN UNSUITABLE CLEANER, OR INADEQUATE CLEANING WILL NOT BE COVERED BY WARRANTY.

**ALL VODA CONSUMABLES & VODA SPARE PARTS:**

VODA Branded Spare Parts, and VODA Consumables have a **10 Year Replacement Warranty (excluding Labour).**

This encompasses all Tap and Plumbingware consumables and OTC Retail Spare parts including:

Rubber Washers, Spout Seals, Rubber O-rings, Aerators, Diverter Headworks, Under-bench fittings, Pull Out/Pull Down hand-pieces, Pull Out/Pull Down Hoses, Mixer Flexi Hoses, Soap Dishes, Wall/Floor fixings, Shower Hoses, Shower Handpieces/Rainheads/Roses, Ceramic Cartridges, and Half Turn Ceramic Headworks.

## **COMMERCIAL Installations of VODA Products**

### **HOTELS, MOTELS, CAMP GROUNDS, AIR-BnB's and short-stay & visitor accommodation providers:**

**A 2 Year Labour and Replacement or Parts Warranty** applies to VODA Branded Products from date of purchase used in hotels, motels, camp grounds, Air-BnB's, short-stay and visitor accommodation providers, and a **2 Year Replacement Warranty (excl Labour)** applies to VODA Branded Spare Parts.

### **RESTHOMES/AGED CARE:**

**A 10 Year Labour and Replacement or Parts** applies to VODA Branded Products from date of purchase used in Resthomes/aged care facility living quarters\*\*, and a **2 Year Replacement Warranty (excl Labour)** applies to VODA Branded Spare Parts.

**\*\*Excludes Commercial kitchen installations in Resthomes.** For Commercial Resthome Installations a **1 Year Labour and Replacement or Parts Warranty** applies to VODA Branded Products, and **1 Year Replacement Warranty (excl Labour)** applies to Voda Branded Spare Parts.

### **OTHER COMMERCIAL INSTALLATIONS:**

For all other commercial installations, a **1 Year Warranty** applies to VODA Branded Products and Spare Parts from date of purchase, and the warranty 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 COLOURED/COATED surfaces carry a **1 Year Replacement Warranty**.

## **Warranty Conditions for VODA Branded Products**

VODA'S domestic/residential installations warranty and commercial installations warranty for VODA 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**)
- VODA'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 AEGIS-316 collection\*) and/or with inadequate protection from extreme hot or cold temperatures, frosts, rainwater, or saltwater spray.
- That no harsh detergents, abrasive, caustic/alkaline, alcohol-based or acidic cleaners, rough sponges, or metallic cleaning pads have been used on the product.

- **\*OUTDOOR WARRANTY CONDITIONS FOR AEGIS-316 COLLECTION**

Products in the AEGIS-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.

The 3 Function ABS Handpiece is excluded from the outdoor warranty and covered by our standard warranty terms.

- The product must have been installed by a certified Plumber in accordance with the relevant New Zealand Building/Plumbing Codes.
- When mounting a VODA 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. VODA cannot assume responsibility for any water damage to a laminate benchtop, veneered surface, or similar benchtop, that has not been effectively sealed, or one that cannot be effectively sealed, after the hole has been drilled.
- VODA 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.
- All warranty covered repair work is to be performed by a VODA Representative, VODA's authorised service agent or plumber who has received a VODA. Service Request number.
- If the VODA 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 VODA 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 – VODA 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.**

VODA shall in no way be liable to the Purchaser/Claimant 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 VODA in writing in advance.

## **Warranty Statement for Exported products**

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

Where VODA tapware or showerware is purchased for use or on-sale in the context of any business, VODA 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 VODA shall also apply to any purchaser of VODA 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.
- VODA 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 VODA Customer Service. New Zealand +64 9 470 2090
- Proof of purchase is required and is not available.
- There is a failure by any person to follow VODA's installation instructions or the tapware is used other than in accordance with VODA's specifications.
- Evidence cannot be produced which confirms that the relevant tapware was purchased from a VODA authorised distributor.
- Repair work is performed on the relevant tapware by a person other than VODA, or its authorised service agents, or any plumber who has not received authorisation prior to proceeding with the work.

## **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.vodaplumbingware.co.nz/service-request](http://www.vodaplumbingware.co.nz/service-request)

If the product is deemed to be 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.

### **VODA PLUMBINGWARE LTD**

Freephone: 0508 367 366

Email: [info@vodaplumbingware.co.nz](mailto:info@vodaplumbingware.co.nz)

Head Office: 5 Hewlett Street, Port Whangarei 0110

PO Box 4090, Whangarei 0141

[www.vodaplumbingware.co.nz](http://www.vodaplumbingware.co.nz)