

Warranty Certificate – Pipe Products

The following Warranty is provided by Devex Systems ACN 122 894 562, hereinafter referred to as Devex (“**We/Us**”). It is offered in addition to any relevant statutory Federal or State Warranty.

How long is the warranty?

The Warranty is valid from date of purchase depending on the product:

- X Pipe™: 15 years
- Blansol™ Pipe and Fittings: 15 years
- Barbi™ Pipe and Fittings: 15 years

(“**Warranty Period**”).

What does the Devex Warranty cover?

During the Warranty Period, Devex warrants the Devex X Pipe™, Blansol™ Pipe and Fittings and Barbi™ Pipe and Fittings against defects in manufacture, material, or workmanship under normal use and maintenance up to the amount of \$1,500,000.00 AUD, subject to the conditions and limitations below:

1. This Warranty does not cover faults caused by incorrect installation, damage by others, misuse, misapplication, poor quality water or incorrect design by others. Please refer to individual product installation instructions for details about proper installation, application, usage and design. Rectification work, performed as a consequence of matters not covered by the Warranty, will be at the expense of the customer.
2. An authorised Devex representative must be given the opportunity to inspect and report on any defects. Please contact Devex on 1800 636 091 to arrange inspection by an authorised representative.
3. This Warranty does not cover standard wear and tear nor the discoloration of components.
4. The Warranty is void if payment of the equipment or installation is or was in default.
5. Devex shall not be liable for any consequential or incidental damages including, but not limited to, damages to property or extra utility expenses.

What can I claim?

The Devex Warranty covers the product replacement, as well as any damages caused by the use of Blansol™ Pipe and Fittings and Barbi™ Pipe and Fittings up to the amount of \$1,500,000.00 AUD, due to product design defects or manufacturing defects.

The Devex Warranty does not include the labour cost for removing and/or refitting any product or any other costs associated with the replacement of the product. These costs will be at the customer's expense.

Devex provides guarantees for the supply of Devex X Pipe™, Blansol™ Pipe and Fittings and Barbi™ Pipe and Fittings pursuant to the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage in accordance with Australian Consumer Law. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure in accordance with Australian Consumer Law.

How to claim your warranty?

The first step is to contact us on 02 9997 2811 and provide details about the product, such as name of the product, date of the installation, proof of purchase, and name of the installation company.

We will attempt to understand and resolve the issue remotely in the first instance. If the problem cannot be resolved remotely, depending on the situation, we will send you a Service Agreement and arrange an accredited installer to come on site and assess the issue. Alternatively, you may arrange for your installer to remove the product and send it to Devex Systems, Sydney, for our inspection.

This warranty is effective as of May 2023