

Schedule of Warranties

WARRANTY

Renowned for the highest quality and most reliable products for over 100 years, MM Kembla warrants its products against manufacturing defects subject to the warranty period stated in the warranty schedule below, and subject to Clause 11 of our standard terms and conditions located at www.kembla.com.au.

WARRANTY CONDITIONS

The warranty will apply provided the following conditions are met:

- The item has been installed by a plumber or tradesperson licensed to install the product
- Failure is due to a manufacturing defect in the product
- The product has been installed as per the relevant installation standard and/or product design and installation instructions
- Proof of purchase (including the date of purchase) is provided

The warranty does not apply to faults caused by:

- Unsuitable or improper use
- Installation not in accordance with the relevant installations standard or installation instructions provided
- Installation or part installation by the purchaser or any person other than a licensed plumber or tradesperson licensed to install this product
- If the product defect is the result of an incorrect specification or used in an incompatible environment or medium
- Normal wear and tear
- Inadequate or lack of maintenance

WARRANTY CLAIM PROCEDURE

The Customer must notify MM Kembla of any major or minor failure or if the goods fail to be of an acceptable quality, within forty-eight (48) hours of noticing the fault.

Any fault or product failure must not be removed until it is inspected by a MM Kembla representative.

The Customer should call the National Customer Service Hotline (7:30am – 5:30pm Monday to Friday excluding public holidays), on 1800 804 631 or sales@kembla.com.au to give MM Kembla notice of its claim and details.

HONOURING THE WARRANTY

MM Kembla agrees to assess any claim under warranty within sixty (60) days of receiving notification of a claim. Such assessments may require the following in order to assess the claim:

- On-site inspection of the installation, fault and product by a representative of MM Kembla
- Samples of the product in question to be submitted to MM Kembla for assessment
- Installation, system, design and operating details to be submitted by the Customer at the request of MM Kembla

MM Kembla will notify the Customer of the assessment and provide information regarding replacement or repair of goods.

If any defect or failure in the items supplied becomes apparent under proper use within the applicable warranty period and MM Kembla is notified of the details, MM Kembla will either, at its option, replace the goods, arrange repair of the original item free of charge, or reimburse the Customer for the price.

EXCLUSIONS

To the maximum extent permitted by law, MM Kembla excludes its liability (including, but not limited to, liability in tort, contract and for breach of statute) to the Customer or any other person for:

- (a) any loss or damage consequential or otherwise for any special, incidental, indirect or consequential damages or injury including, but not limited to, any loss of profits, contracts, or revenue arising out of or in connection with the provision of the products and whether as a result of any breach, negligence or otherwise by MM Kembla suffered or incurred by the Customer or any other person in relation to the products; and
- (b) any loss or damage consequential or otherwise suffered or incurred by the Customer or any other person caused by or resulting directly from any failure, defect or deficiency of any kind of or in the products.

The maximum liability of MM Kembla in relation to a defective product is the price paid by the Customer for that product.



- KemPress Li-ion Batteries
- Battery Chargers
- KemDrain
- Pipe Supports
- Accessories & other items



- KemPress Tools, Jaws, Adaptor Jaws & Collars



- Kembla Insulation by K-Flex (HNBR & EPDM)
- Kembla Stainless Tube (Industrial applications)
- KemPress Stainless (Industrial applications)



- Kembla Copper Tube
- Kembla 316L Stainless Steel Tube (Potable Water and Gas)
- PairCoil & PairCoilMax (Copper tube only)
- KemPress Copper & Copper Alloy Fittings
- KemPress Stainless Steel Fittings (Potable Water & Gas)
- Copper Capillary Fittings
- Sanha RefHP 130 Bar Copper Iron Fittings