

Warranty (NZ Only)

Apex Valves Product Warranty

Apex Valves warranty is limited to any fault found in a new valve due to poor workmanship or materials that is returned to Apex Valves Ltd within five (5)* years from the date of manufacture unless otherwise stated. This warranty meets the durability requirements as specified in NZ Building Code Clause B2, Table 1.

The warranty does NOT apply if faults arise due to the following causes:

1. Faulty operation due to foreign matter in the water supply.
2. Installation of valves to impure or deleterious water supplies that contain excessive dissolved salts or chemicals.
3. Installation that does not comply with NZ Building Code G12, NZS 4607:1989, any other relevant approved Standard, or Manufacturer's instructions and recommendations.
4. Abuse or mutilation of a valve during installation or in an attempt to repair or replace the valve.
5. Installation of a valve in an application where its intended use is not that for which the valve was designed without the prior written consent of Apex Valves Limited.
6. Failure due to a lack of maintenance.

Apex Valves Limited shall in no way be liable for any loss, damage (direct, indirect or consequential), cost or expense incurred other than those rights a consumer has under the Consumer Guarantees Act 1993.

Note: Apex Valves Limited reserve the right at any time to modify any valve specifications.

Watts Product Warranty

Watts' voluntary manufacturer's warranty applies only to any fault found in a new valve due to poor workmanship or materials that are returned to Watts within two and a half years from date of manufacture (30 months) unless otherwise stated. The date of manufacture can be found on the valve body. The voluntary manufacturer's warranty does NOT apply if faults arise due to the following causes:

1. Faulty operation due to foreign matter in the water supply.
2. Installation of valves to impure or deleterious water supplies that contain excessive dissolved salts or chemicals.
3. Installation that does not comply with AS 3500, any other relevant approved standard, or manufacturers' instructions and recommendations.
4. Abuse or mutilation of a valve during installation or in an attempt to repair or replace the valve.
5. Installation of a valve in an application where its intended use is not that for which the valve was designed without the prior written consent of Watts.
6. Failure due to a lack of maintenance.

This voluntary manufacturer's warranty is provided by Watts Water Equipment Manufacturing (Ningbo) Co., Ltd., with its registered address at No. 536, West Mingzhou Road, Beilun District, Ningbo, Zhejiang, 315824, P. R. China, Tel: +86-574-26892222.

Watts' voluntary manufacturer's warranty is in addition to, and does limit or restrict, any rights and remedies under the Consumer Guarantees Act 1993.

Our goods come with guarantees that cannot be excluded under the New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

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.

All claims must be filed in a timely manner by sending the valves, a description of the defect and your contact details to the address of our New Zealand distributor detailed on the package. All claims are subject to laboratory appraisal. For claims under the voluntary manufacturer's warranty we will repair or replace your valve/refund you the cost of purchase in our absolute discretion. We may also reimburse reasonable and direct costs associated with the return of your valves under this warranty. To apply for reimbursement, please provide details of costs incurred (including a receipt) for our consideration.

Watts will not otherwise be liable for any loss, damage (direct, indirect or consequential), cost or expense incurred.

Note: Valve specifications change from time to time so please check these before purchase.