

Phoenix Warranty Information

Residential Warranty

Mixers	Lifetime / 15 / 7 / 1	Lifetime - Replacement European cartridge 15 Years - Replacement standard cartridge 7 Years - Replacement product or parts 1 Year – Labour 1 year Parts Only - Braided hoses, pull-out hand pieces, Filters & Housing
Tapware & Outlets	7 / 1	7 Years - Replacement product or parts 1 Year – Labour 1 year Parts Only - Jumpers valve & ceramic disc Spindles
NX lupeXP Showers	Lifetime / 1	Lifetime - Replacement product or parts 1 Year - Labour
Standard Showers	15 / 1	15 Years - Replacement product or parts 1 Year - Labour
Accessories	7 Years	7 Years - Replacement product or parts
Heated Towel Ladders & Rails	7 / 1	7 Years - Replacement product or parts 1 Year Parts Only - Labour
Drains	10 years	10 Years - Replacement product or parts
Wastes & Traps	1 Year	1 Year - Replacement product or parts
Sinks	Lifetime / 1	Lifetime -Sink Structure 1 Year - Replacement parts and Labour 1 Year Parts Only - Sinks waste and sink accessories

Non-Chrome-Finish	Lifetime / 7 / 3 / 2 / 1	Lifetime - NX lupeXP Showers and Stainless Steel 316 products, Quartz Sinks 7 Years - Mixers, Tapware, Outlets, Accessories, heated towel ladders and rails and coloured stainless 3 Years - Showers 2 Years - Drains 1 Year - Wastes & Traps
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Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt, or thread tape etc. 2 Excludes filter housing on Filtered Sink Mixer; 1-year parts only. To claim, receipts must be presented to verify filter cartridges have been replaced as specified (every 6 months). 3 Excludes jumper valves and ceramic disc spindles; 1-year parts only. 4 Colored finishes only, Chrome finish covered under standard replacement product or parts warranty.

Commercial Warranty

Mixers, Tapware & Outlets	15 / 7 / 1	15 Years - Replacement standard cartridge 7 Years - Replacement product or parts 1 Year Parts Only- Labour, finish, spindles, braided hoses, pull-out, hand pieces, filters & housing
Showers	7 / 1	7 - Replacement product or parts 1 Year - Labour, finish, sliders, mounting brackets, fixings, soap dishes, caps, hoses
Drains	10 / 1	10 Years - Replacement product or parts 1 Year - finish
Accessories, Heated Towel Ladders & Rails, Wastes & Traps	1 Year	1 Year - Replacement product or parts

Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt, or thread tape etc. In order, to claim on Filtered Sink Mixer filters & housing, receipts must be presented to verify filter cartridges have been replaced as specified (every 6 months)