

# Warranty



**ANKA** warrants each **ANKA** product (“Product”) to the original customer (“Customer”) against defect in materials and workmanship. The term of this warranty is two years from the date of manufacture, plus shipping time. This is a parts only warranty. The Customer is responsible for uninstalling and reinstalling the Product. **ANKA** shall not be responsible nor liable for the cost of field labour or other charges incurred by the customer in removing and/or reinstalling any Product or part thereof.

To make a warranty claim, the Customer should send contact details to **ANKA** at the address below. **ANKA** will contact the customer directly and promptly. If the issue can't be resolved by email or phone discussions, then **ANKA** will decide whether we need to get the product back for testing. **ANKA** may instruct the Customer to send the Product to their point of sale.

The Customer shall bear the freight cost to return the Product to the point of sale. **ANKA** or its authorised agent shall bear the freight cost to ship the Product back to **ANKA** for testing.

This warranty is void in any of the following circumstances:

1. The Product has been misused, mishandled, neglected or abused.
2. The Product is not suitable for the Customer's application.
3. The Product has been improperly installed, operated, repaired, serviced or maintained.
4. The Product has been damaged other than by reason of a Product defect.
5. The Product has been modified.
6. The Product has been connected to other equipment with which it is not compatible.
7. The Product has been used outside its stated specifications, and operating parameters, including specifications and operating parameters relating to capacity, temperature and pressure.
8. The Product has been used for purposes other than which it was designed.

This warranty does not cover damage caused by freezing. It is the responsibility of the customer to please ensure that the product is truly defective under the warranty terms. The Customer should follow the standard trouble shooting procedures. Refer to the technical documentation on the **ANKA** website. If necessary, contact **ANKA** for technical support. This warranty applies to **ANKA** Products only. It does not apply to ancillary equipment over which **ANKA** has no control. Such ancillary equipment includes, without limitation, other plumbing equipment, pipe, hoses and fittings.

Installation is entirely at the Customer's risk. The Customer is responsible for installing the Product in accordance with **ANKA**'s installation instructions and applicable local codes, ordinances and good trade practices. **ANKA** accepts no liability for damages resulting from faulty installation.

**ANKA** accepts no liability for direct, indirect, incident, special, or consequential damages resulting from the Customer's failure to follow **ANKA**'s warnings, installation instructions and procedures or such other procedures generally applicable to products of the same type. The foregoing limitation extends to damages to person or property as well as the cost of alternative arrangements and the cost of trades people. **ANKA** reserves the right to change or improve its Products or any component thereof without being obligated to provide such a change or improvement for Products sold and/or shipped prior to such change or improvement.

This warranty gives the Customer specific legal rights. The customer may have other rights or remedies pursuant to the laws in its territory. Nothing in this limited warranty should be construed as limiting or restricting any other statutory right or remedy of the Customer, except for such limitations or restrictions herein as may be allowed by the law of the territory. With our policy of continuing product design and development, specifications, code numbers and items are subject to change without notice.

The products in this website are protected by intellectual property rights including patents, registered designs and trademarks owned by Apex Valves Limited. These registrations cover countries including, but not limited to, New Zealand, Australia, USA, Canada, UK, Europe, South Africa and many others.

**ANKA** and its trademarks belong to Apex Valves Limited.