

3-Year Limited Product Warranty

Issued by Clawfoot Baths NZ Limited

This document sets out the official terms, conditions, and coverage details of the structural and mechanical warranty provided for your premium outdoor shower installation within New Zealand.

1. Coverage Period

This warranty applies strictly to outdoor shower units imported and distributed by Clawfoot Baths NZ Limited (trading as Outdoor Showers New Zealand) for a period of **three (3) years** from the original date of purchase recorded on your sales invoice.

2. What is Covered

This limited warranty covers verifiable manufacturing defects, structural failure of the main steel frame, and underlying defects in the internal plumbing valves, cartridges, and mixers supplied directly with the unit. Coverage is conditional upon the shower being fully installed, commissioned, and regularly maintained according to our strict trade and environmental standards.

3. Mandatory Installation Requirements

To claim under this warranty, valid proof of professional installation by a **Registered NZ Plumber** must be provided. The plumber must strictly adhere to the following trade steps:

- **Mastic Isolation Barrier:** A continuous bead of neutral-cure marine silicone or professional mastic sealant **must** be applied heavily behind all wall-mounting plates prior to securing them to the wall structure. This critical barrier prevents trapped salt spray, coastal moisture, and atmospheric pollutants from building up behind the plate, which can cause oxygen-starvation corrosion over time.
- **Pressure Limiting:** Incoming mains water pressure must not exceed **500 kPa**, directly in accordance with the New Zealand Building Code standards. Excess pressure voids internal valve protections.

4. What is Explicitly Excluded

This warranty provides targeted protection against manufacturing and component defects but explicitly excludes structural or superficial damage arising from environmental factors or improper handling:

- **Tea Staining / Cosmetic Surface Oxidation:** The appearance of a light brown discoloration caused by environmental salt crust, industrial airborne fallout, or chemical build-up is classified as an environmental

maintenance issue, not a metallurgical or manufacturing defect. Regular freshwater rinsing is mandatory to protect and preserve the premium finish.

- **Frost / Ice Expansion Damage:** Structural splits, hairline cracks, or structural bursts in the internal brass valves, cartridges, or steel pipework caused by frozen water trapped inside the unit during cold winter spells are strictly excluded. Showers located in frost-prone regions must be isolated and fully drained ahead of low-temperature seasonal drops.
- **Labor and Incidental Costs:** This warranty covers the direct replacement or repair of the faulty part or unit as determined by our technical assessment. It does not cover a plumber's call-out rates, standard labor fees, or travel expenses for the removal, diagnostic service, or re-installation of equipment.

Warranty Service & Technical Assistance:

To log a formal warranty claim, please contact our support team at richard@clawfoot-baths.co.nz. You will need to provide your original invoice number, proof of professional installation by a registered plumber, and clear photographic or video evidence documenting the issue.