

LeakSmartShield™
by CAROMA



Product Warranty

Thank you for purchasing Leak SmartShield™ by Caroma, a product supplied by GWA Water Solutions Pty Ltd ABN 90 053 413 157 (**GWA**). This product receives a warranty on the following terms.

Two (2) Year Limited Warranty

GWA warrants to the original purchaser of this Leak SmartShield™ product that, when properly installed, the product will be free from defects in materials and workmanship under normal conditions of use for a period of two (2) years from the date of delivery to the purchaser (the "Limited Warranty").

Certain laws in Australia and its States and Territories may impose consumer guarantees and other obligations on GWA in connection with supplies made by us which cannot be excluded, restricted or modified, or only excluded, restricted or modified to a limited extent. The Limited Warranty is subject to those laws, including the Australian Consumer Law. The benefits provided to you under this Limited Warranty are in addition to the rights and remedies afforded to consumers under these laws.

What will we do to correct problems

If GWA determines that the product was installed appropriately and has failed or is defective within the scope of this Limited Warranty, GWA will, at its option, either (i) repair or replace, free of charge, any defective Leak SmartShield™ product, or (ii) accept the return of the product and refund the money actually paid by the original purchaser for the product. Repair or replacement may be made with a new or refurbished product or component, at GWA's sole discretion. GWA reserves the right to discontinue any of its products without notice and disclaims any warranty to repair or replace any such discontinued products. In the event that GWA is unable to repair or replace a product (for example, because it has been discontinued) covered by the Limited Warranty, GWA will offer a credit toward the purchase of another Leak SmartShield™ product in an amount equal to the purchase price of the product as discounted. If the product or a component incorporated within it is no longer available, GWA may, at its sole discretion, replace the product with a similar product of similar function.

This Limited Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer.

Should any warranty claim be made and attended to by a GWA authorised Service Agent, and in the opinion of the Service Agent or GWA the problem was from faulty installation or use of the product in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the product for which GWA is responsible, GWA reserves the right to charge a service fee for each service staff attending the premises where the product has been installed.

GWA requires adequate access to the product, fittings and fixtures to undertake warranty repairs under this Limited Warranty. Subject to any additional rights you may have as a consumer, including under the Australian Consumer Law, this Limited Warranty does not cover any consequential damage or costs where adequate access to the product fittings and fixtures is not accessible.

What is not covered by this Limited Warranty

In order for this Limited Warranty to be in effect, the GWA product must be: (i) installed, maintained, repaired and operated in accordance with the instructions provided by GWA; (ii) installed in an end-use environment as intended for the product; and (iii) installed in accordance with then-applicable building, mechanical, plumbing, electrical, or other applicable code requirements.

Without limiting the foregoing, this Limited Warranty does not cover and will be voided if GWA determines that any of the following have occurred: (i) the product was not installed in accordance with the terms of Leak SmartShield™ Installation Guide or other written instructions provided by GWA; (ii) the product was not installed by a licensed plumber and/or electrician; (iii) the product was not installed to relevant National Standards and State Regulations; (iv) the product has been altered or tampered with in any way or improperly handled or maintained; (v) the product has been exposed to temperatures and/or water pressures that exceed the limitations for the product, exposed to highly corrosive atmospheric conditions or subjected to abnormal physical or electrical stress; (vi) the product was not installed, handled, or stored in accordance with GWA's instructions; or (vii) the product was combined with any non-GWA hardware products. This Limited Warranty does not cover data loss related to the GWA hardware product regardless of the nature or basis of the loss. Products installed on anything other than potable water service lines shall not be covered by this Limited Warranty (for example, irrigation lines or well systems).

Unauthorised use of the product or software can impair the product's performance and may invalidate this Limited Warranty.

This Limited Warranty does not protect against, and any liability for losses related to any of the following are hereby expressly excluded; accidental damage; acts of God such as flood, lightning, earthquake, war, vandalism, theft, and does not protect against losses due to normal-use wear and tear, erosion, depletion, obsolescence, abuse or neglect of any kind, damage due to low-voltage disturbances (i.e., brownouts or sags), non-authorized program, inadequate connectivity of the product to wi-fi networks or otherwise, wi-fi throughput below required levels, or system equipment modification.

In addition, GWA does not give any warranty: (i) in relation to software or services provided or made available by GWA (or its contractors) with the product, whether factory loaded on the product, contained on media accompanying the product,

or downloadable in connection with the product; (ii) in relation to any third-party software or service offerings which may be included in, accessible by, or bundled with the product; (iii) that the operation of the GWA product, software, or services will be uninterrupted or error free; (iv) that the GWA product, software or services, or any equipment, system or network on which the product, software or services are used, will be free of vulnerability to intrusion or attack; or (v) as to the continued availability of a third party's service which this product's use or operation may require.

Consequential Loss

Subject to any additional rights you may have as a consumer, including under the Australian Consumer Law, this Limited Warranty does not extend to any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the product or its components.

How to get service for your Leak SmartShield™ product

Call us - 1300 414 336

Email us - solutions@gwagroup.com

Write to us - GWA Water Solutions Pty Ltd 1 Melito Court, Prestons, NSW 2170

IMPORTANT: When submitting a claim under this Limited Warranty be prepared to provide the following information: The serial number from the barcode on the back of the product (printed physically on the device) and a copy of the original receipt.

Australian Consumer Law (ACL)

Our goods and services come with guarantees that cannot be excluded under the ACL. You are entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service. For major failures with our services, you are also entitled to cancel your service contract with us, and to a refund for the unused portion, or to compensation for its reduced value

