

ALPINE KB

Tapware, Showers & Accessories

Warranty Schedule & Care Guide

This Warranty Schedule applies specifically to Alpine KB Tapware, Mixers, Showers, Bath Outlets, and Bathroom Accessories purchased in Australia for domestic use. This schedule must be read in conjunction with the Alpine KB General Warranty Terms & Conditions, which govern all claims, exclusions, labour limits (1 year maximum for labour), and statutory rights under the Australian Consumer Law.

1. Warranty Coverage & Periods

A. Standard Alpine Tapware & Accessories Range

Component / Category	Warranty Period	Remedy Coverage
Standard Tapware & Mixers	5 Years	Replacement Parts or Complete Product
Wall Mixers & Spouts	5 Years	Replacement Parts or Complete Product
Showerheads & Arms	5 Years	Replacement Parts or Complete Product
Finishes – Chrome	5 Years	Replacement Parts or Complete Product
Finishes – Coloured	2 Years	Replacement Parts or Complete Product
Shower & Tapware Hoses	1 Year	Replacement Parts or Complete Product
O-rings & Washers	3 Months	Replacement Parts

B. Premium Sky Range (*Purchased Post-January 2024*)

The Sky Range features extended tier warranties split across structure, finish, and wear parts:

1. Sky Mixers & Wall Assemblies

Component / Category	Warranty Period	Remedy Coverage
Mixer Structure Only	15 Years	Replacement Parts or Complete Product
Ceramic Disc Cartridges	15 Years	Replacement Parts or Complete Product
Finishes – Chrome	7 Years	Replacement Parts or Complete Product
Finishes – Coloured PVD Coating	5 Years	Replacement Parts or Complete Product
Accessories & Spare Parts	1 Year	Replacement Parts or Complete Product
O-rings, Washers & Hoses	3 Months	Replacement Parts or Complete Product

2. Sky Showers

Component / Category	Warranty Period	Remedy Coverage
Shower Heads & Arms Structure Only	15 Years	Replacement Parts or Complete Product
Finishes – Chrome	7 Years	Replacement Parts or Complete Product
Finishes – Coloured PVD Coating	5 Years	Replacement Parts or Complete Product
Flexible Hoses	1 Year	Replacement Parts or Complete Product
Accessories & Spare Parts	1 Year	Replacement Parts or Complete Product
O-rings & Washers	3 Months	Replacement Parts or Complete Product

3. Sky Bath Outlets

Component / Category	Warranty Period	Remedy Coverage
Outlet Structure Only	15 Years	Replacement Parts or Complete Product
Finishes – Chrome	7 Years	Replacement Parts or Complete Product
Finishes – Coloured PVD Coating	5 Years	Replacement Parts or Complete Product
Accessories & Spare Parts	1 Year	Replacement Parts or Complete Product
O-rings & Washers	3 Months	Replacement Parts or Complete Product

4. Sky Bathroom Accessories

Component / Category	Warranty Period	Remedy Coverage
Accessory Structure Only	15 Years	Replacement Parts or Complete Product
Finishes – Chrome	7 Years	Replacement Parts or Complete Product
Finishes – Coloured PVD Coating	5 Years	Replacement Parts or Complete Product
Accessories & Spare Parts	1 Year	Replacement Parts or Complete Product

C. Specialty Range – Galaxy Sensor Tapware

Component / Category	Warranty Period	Remedy Coverage
Galaxy Sensor Basin Mixer	2 Years	Replacement Parts or Complete Product
Accessories & Spare Parts	1 Year	Replacement Parts or Complete Product
O-rings, Washers & Hoses	3 Months	Replacement Parts or Complete Product

For any warranty queries on unlisted items, please contact Alpine KB customer support for clarification.

2. Category-Specific Conditions & Exclusions

In addition to the general exclusions set out in the General Terms, this warranty does not cover:

Mandatory Licensed Plumber Requirement: All claims require Proof of Purchase alongside evidence that installation was completed by a registered, licensed plumber (e.g., plumber's invoice, compliance certificate, or building handover documentation). DIY installations strictly void warranty coverage.

Service Call-Out Fee Disclaimer: If an Alpine KB representative or technician attends a warranty site inspection and determines that the fault is due to improper installation, un-flushed debris, excessive water pressure (>500 kPa), or lack of owner maintenance (rather than a genuine manufacturing defect), a standard service call-out fee will be charged to the claimant.

Concealed Wall Access Limits: Alpine KB is not responsible for the cost of removing or replacing tiles, stone, plaster, or structural wall elements required to access concealed mixer rough-in bodies. Adequate service access must be provided during initial installation.

Failure to Flush Supply Lines (Voids Cartridge Warranty): Pipework must be thoroughly flushed prior to installing tapware, mixers, or sensor units. Cartridge dripping, valve scoring, or sensor blockages caused by sand, dirt, thread tape, or copper filings left in supply lines will completely void warranty coverage on cartridges and valves.

Excessive Water Pressure (>500 kPa): Water supply pressure exceeding 500 kPa at any outlet (as mandated by AS/NZS 3500.1). Excess pressure damages ceramic cartridges, causes water hammer, and ruptures flexible inlet hoses.

Excessive Water Temperature (>75°C): Water supply temperatures exceeding 75°C (or 50°C at personal hygiene outlets as per plumbing regulations), which cause seal degradation, thermal expansion failure, and cartridge cracking.

Non-Genuine Attachments & Aftermarket Aerators: Attaching third-party devices to spout outlets (such as aftermarket water filters, swivel spray adaptors, or shut-off valves) creates excessive back-pressure and will void warranty coverage on cartridges and seals.

Missing In-Line Isolation Valves & Filters: Failure to install accessible isolation valves/cocks or required mesh strainers on flexible inlet hoses during installation.

Twisted or Stretched Flexible Hoses: Kinked, twisted, or over-tightened flexible inlet hoses during installation, leading to internal braid rupture or flood damage.

Harsh Chemical & Surface Finish Attack: Dull, scratched, etched, or peeling finishes (Chrome, PVD, Electroplated, or Powder Coated) caused by chemical cleaners, bleach, harsh scouring pads, spray disinfectants, or plumber's putty.

Sensors & Electronics (Galaxy Range): Water ingress, battery corrosion, or circuit failure caused by submerging control boxes, using incorrect voltage, or spraying high-pressure water directly onto sensor lenses.

3. Dedicated Tapware & Accessories Care Guide

Modern tapware and accessories feature sensitive surface coatings (PVD, electroplating, and powder coating) that require gentle, non-abrasive care. Failure to follow these cleaning guidelines may void your surface finish warranty.

Routine Cleaning

Daily Care: Clean tapware, shower heads, and accessories using a soft microfiber cloth with warm water and a few drops of mild liquid dishwashing detergent.

Dry Immediately: Buff dry immediately after use with a soft cloth to prevent mineral deposits, water spots, and limescale buildup from hardening on aerators and spouts.

Aerator Maintenance

- Unscrew and rinse the spout aerator mesh every 3 to 6 months to remove trapped sand and pipe scale, ensuring smooth water flow.

Prohibited Products & Actions (Will Void Finish Warranty)

No Abrasive Cleaners or Pads: Never use steel wool, scouring pads, abrasive sponges, wire brushes, or cream cleansers (e.g., Jif, Gumption).

No Harsh Chemicals: Keep bleach, ammonia, alcohol, methylated spirits, acetone, drain cleaners, and acid-based bathroom/tile cleaners strictly away from tapware and accessories.

Do Not Spray Directly: Never spray cleaning solutions directly onto mixers or sensor components. Always spray onto a soft cloth first, then wipe gently.