



**TradePex**®

**25 Year  
Warranty**

For more info visit [tradepex.com.au](https://tradepex.com.au)

Exclusive to Tradelink

This warranty is provided by Tradelink Pty Limited trading as Tradelink Plumbing Centres.

## Warranty

Tradelink warrants that all TradePex™ pipes and fittings when used as a system (Products) will be:

1. free of defects in material and workmanship for a period of 25 years from the date of purchase; and
2. manufactured and produced in accordance with the ISO 9001-2008 quality standard and the following Australian and International Standards: AS/NZS 2492-2007, AS/NZS 2537.2-2011, AS 4176.8-2010, ISO 15875-3:2003 MOD and ISO 17484-1:2006 MOD.

## Warranty Terms

This warranty only applies where Products are:

1. installed and tested by a licensed installer in accordance with the relevant Australian Standards;
2. installed in accordance with the installation instructions and Code of Practice available on the TradePex™ website at [www.tradepex.com.au](http://www.tradepex.com.au);
3. used as a system and not used in conjunction with other branded pipes, fittings or materials;
4. exposed to water pressure, temperature, UV exposure, environmental and/or operating conditions that do not exceed stated limitations as per Product specifications;  
Note: TradePex™ Water pipe is rated for continuous operation of 1000KPA at 72°C (90°C max).  
Note: TradePex™ Gas pipe is rated for continuous operation of 500KPA (5 bar) at 60°C max.
5. not damaged prior to installation due to improper storage or handling;
6. not damaged after installation due to improper operating conditions;
7. modified or repaired by an authorised service agent of Tradelink and not subjected to damage caused by unauthorised modifications or repair to the Products; and
8. not used for inappropriate applications or purpose

If a Product is defective, Tradelink's liability is limited to, at Tradelink's option, the repair or replacement of the defective Product in question and the payment of compensation for any proven direct and reasonably foreseeable loss or damage caused by the defective Product where adequate access to the site of installation has been provided to Tradelink. Tradelink will not be liable for any loss of profit, loss of revenue, loss of business, loss of opportunity, loss of production or business interruption or any other kind of indirect or special loss.

In addition to this warranty, if you are a consumer as defined under the Australian Consumer Law, our Products come with guarantees that cannot be excluded under the Australian Consumer Law. Consumers are entitled to a replacement or refund



for major failure and compensation for any other reasonably foreseeable loss or damage. Consumers are also entitled to have the Products repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure.

## Warranty Claims

To make a warranty claim, Tradelink must be informed no later than 3 months after the occurrence of an event giving rise to a potential warranty claim. Your nearest Tradelink branch can be contacted on 1800 PLUMBING (1800 758 646). Please have the following details available:

- Proof of purchase or Tax Invoice
- Product information (product code or description)
- Your contact details including the address of the installation
- A photo of the Product or fault in question

If the Product has not been installed, the Product can be returned with proof of purchase or tax invoice to the branch of purchase. The cost of returning the Product is the responsibility of the customer, however if the cost of returning any defective Product is unreasonable, please contact Tradelink so that collection can be arranged, if appropriate.

If the Product has been installed, Tradelink will arrange for an authorised service agent to attend the site of installation and will require adequate access to the Product to inspect and undertake any required warranty repairs during normal weekday working hours. Where adequate access is not provided, Tradelink will not be responsible for any consequential loss or damage.

NOTE: If any warranty claim is made and the site of installation is attended to by an authorised service agent of Tradelink and in the opinion of the service agent the problem was due to a cause other than a manufacturing defect in the Products such as faulty installation or use of the Products in conjunction with the products of another manufacturer, Tradelink reserves the right to charge a service fee for each service agent attending the premises where the Products have been installed.

## Product Warranty Contact Details

Should you need to contact Tradelink regarding an existing claim or with a general claim query, the contact details are:

Tradelink Warranty

1051 Nudgee Rd, Banyo QLD 4014

Phone: 1300 658 277 (Option 2)

Email: [Warranty@Tradelink.com.au](mailto:Warranty@Tradelink.com.au)

