

Manufacturer's Warranty



Metlam Australia Pty Ltd guarantees to all purchasers that each new Metlam product bought via our distributors/merchants is free from defects in material and workmanship and is fit for purpose in use and application, subject to the following terms, conditions and limitations.

- a) This Warranty is limited to replacing or repairing, at our discretion, any Metlam product or part thereof, which, upon our inspection, is determined to have been defective within the limitations of this Warranty.
- b) The Warranty does not include installation or any other charges, and does not apply to any product which is damaged or ineffective in operation due to:
 - Accident, abuse or misuse, improper handling, insufficient protection during construction;
 - Misuse or abusive use of the product, including physical abuse;
 - Incorrect operation or not following the operating instructions;
 - Improper installation;
 - Incorrect or improper maintenance or failure to maintain the product;
 - Failure to clean or improper cleaning of the product;
 - Incorrect voltage or non-authorized electrical connections;
 - Adverse conditions such as power surges and dips, thunderstorm activity, acts of terrorism, damage caused by vermin, or any other act or circumstance beyond our control;
 - Exposure to excessive or extreme environments;
 - Exposure to abnormally corrosive conditions;
 - Use of non-authorized/non-standard, defective or incompatible parts or incorrect/unsuitable consumables;
 - Repair, modification or other work carried out on the product other than by authorised service personnel.
- c) This Warranty does not encompass fasteners or anchoring devices (other than those supplied by Metlam, which in turn are not covered if proven to have been incorrectly installed).
- d) The period during which Metlam Australia Pty Ltd products are warranted is as follows, from the date of Invoice to a distributor/merchant:

Product Category	Warranty Period (Years)	Limitations/Exclusions
Combination Units	7 (Seven)	Not including internal Hand Dryers (see Hand Dryers)
Door Handles	7 (Seven)	Not including consumable parts such as, but not limited to, rubber stoppers, etc.*
Grab Rails	7 (Seven)	
Hooks	7 (Seven)	Not including consumable parts such as, but not limited to, rubber bumpers, etc.*
Paper Towel Dispensers	7 (Seven)	Not including consumable parts such as, but not limited to, rollers, etc.*
Shelves	7 (Seven)	
Soap Dishes & Shampoo Holders	7 (Seven)	
Toilet Roll Dispensers	7 (Seven)	Not including consumable parts such as, but not limited to, rollers, etc.*
Towel Rails	7 (Seven)	
Waste Receptacles	7 (Seven)	
Hand Dryers	5 (Five) years for Parts only and 3 (Three) years for Replacement or Repair	3 (Three) years replacement or repair warranty comprises either full replacement or repair of the unit at the discretion of Metlam Australia or an authorised Metlam Australia chosen Service Agent if deemed defective, including, if required, labour costs by an authorised Metlam Australia chosen Service Agent within the first 3 (Three) years. Travel surcharges may be applicable for visits to remote locations, subject to the site address. After the first 3 (Three) years, the remaining 2 (Two) years of this warranty are limited to the repair or replacement of defective parts only, not labour or transport costs. Not including consumable parts such as, but not limited to, filters, ceramic pads, etc.*
Baby Change Stations	2 (Two)	Not including consumable parts such as, but not limited to, struts, straps, liner dispenser covers, etc.*
Cubicle & Partition Channel	2 (Two)	
Cubicle Legs	2 (Two)	
Integrated Mirror Cabinets (including internal Hand Dryers & Soap Dispensers)	2 (Two)	Not including consumable parts such as, but not limited to, struts, etc.*
Mirrors	2 (Two)	
Seat Brackets	2 (Two)	
Shower Curtain Tracks and Curtains	2 (Two)	
Shower Seats & Bench Seats	2 (Two)	
Soap Dispensers	2 (Two)	Not including consumable parts such as, but not limited to, valves, etc.*
Toilet Partition Hardware	2 (Two)	Not including consumable parts such as, but not limited to, rubber bumpers, etc.*
Door Stops	1 (One)	
Hand Shower Kits	1 (One)	
Signage	1 (One)	
Any other product not listed above	1 (One)	
*Consumable Parts	1 (One)	
*Finishes	1 (One)	Antimicrobial protection is effective for the lifetime of the product

- e) This Warranty extends only to commercial and/or institutional purchasers and is subject to inspection by an appointed agent of Metlam Australia Pty Ltd to determine any defect. If the product is proven not to have a defect in either material or workmanship, a service fee (inclusive of travel time) will be charged for call-outs required. This service fee rate will be provided in writing at the time of the service call request and is required to be accepted before the call-out service is completed. The call-out fee does not include any parts and labour should they be required.
- f) If the product has been installed and then uninstalled by someone other than an authorised Metlam Australia chosen Service Agent, it is the customer's responsibility to return this product to Metlam Australia for inspection to obtain a resolution under warranty. Incorrect installation may void the warranty, and if deemed not to be a faulty product, credit/replacement may be refused.
- g) This Warranty is in addition to other rights and remedies of the customer under law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- h) Please contact Metlam Australia for any claims or information regarding this warranty.

Warranty effective as of 1st September 2026.