

# 25-YEAR LIMITED WARRANTY



Effective May 1<sup>st</sup>, 2021

Illuminated Balustrade Australia offers a non-transferable limited 25-year product warranty on all 2205 stainless steel spigots/pods from date of purchase.

Illuminated Balustrade Australia covers the following under normal conditions.

- Cracking or splitting of any 2205 stainless steel items.
- Bending or disfiguring of any part of the spigot/pod (cover plate not included).
- 10- year colour fade – colour fade on all stainless-steel PVDF coated products in a normal occurrence. Excess color fade is defined by change in color greater than five (5) delta E's.
- 10-year coating warranty against flake, peel, crack, and blister.

*Limitations:* Illuminated Balustrade Australia does not cover any defects caused by acts of God such as: tornado, hail, hurricane, earthquake, flood, lightning, fire, salt, or storm damage. Damage caused by air pollution, mildew, or harmful chemicals. Harmful chemicals may also cause discoloration and should not be used to clean any Illuminated Balustrade products. Damage caused by foreign objects, any abuse or misuse, improper handling during transportation, or improper damaged caused by incorrect installation will not be covered for this warranty. Misuse of the product will not be covered. Labour and installation costs are not covered costs related to any warranty.

*Care Instructions:* All Illuminated Balustrade Australia products should be cleaned on a regular basis, failure to carry out correct cleaning maintenance may result in discoloration or staining depending on the environment. Recommended cleaning should be carried out four (4) times a year, every three (3) months. Warm soapy water and soft cloth should be used when cleaning spigots.

*Product Warranty Period:*

- Years: 0-5 100% product replacement.
- Years: 6-10 50% product value refund.
- Years: 11-20 25% product value refund.
- Years: 21-25 10% product value refund.

DO NOT – Use high pressure power wash to clean powder or PVD coated spigots/pods.

*PVDF coating warranty:*

- Years: 0-10 100% product replacement.

## LIGHTING KITS

- Illuminated Balustrade Australia lighting kits come with a full 12-month replacement warranty.
- This does not include LED light bulbs or RGB controller. Spare LED light bulbs and RGB controllers can be purchased separately.
- Cutting or splitting any cables will void the warranty.
- Failure to seal unused light junctions may cause water damage and voids warranty.

## TERMS & CONDITIONS

- A claim shall only be initiated if proof of purchase and ownership is forwarded prior to the expiration of the warranty period by certified mail or email return receipt requested to

Illuminated Balustrade Australia.  
17 Balmoral Crt, Frankston South, VIC, 3199.  
Australia.  
Email – [mark@ibaustrialia.net.au](mailto:mark@ibaustrialia.net.au)