P.A.G.E. Tradie
Plumbing And Gas Experts

PAGE Tradie Plumbing & Gas Experts
QBCC: 15559043
ABN: 24 691 857 815
Phone: 0447 655 396
Email: info@pagetradie.com.au
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Workmanship and Product Warranty

I stand behind every job. If something goes wrong because of how I installed or repaired it, I come back and fix it at no charge.

10 years
Workmanship warranty
On my installation and repair work, from the invoice date. Flexible hoses: 12 months.

12 months
Parts and labour
On parts and products I supply, then the manufacturer's warranty.

30 days
Drain guarantee
When the clear is confirmed with a CCTV camera inspection.

What's covered

Faults caused by my workmanship: leaks at joints or connections I made, fittings I installed that come loose, and work not done to Australian Standards.

The visit to fix it: no call-out fee, no labour charge and no charge for parts needed to put my work right.

Manufacturer's warranty claims on products I supplied: I lodge them for you at no charge, for as long as that warranty runs (on some tapware, up to 20 years).

What's not covered

Wear and tear: tap washers, O-rings, seals, cartridges and flush valve washers.

Fixtures that loosen through normal use or how they are used, rather than how I installed them.

Products you supplied yourself: I warrant the installation for 12 months, not the product.

Parts of your system I didn't work on, including existing pipework and fittings I connected to but didn't replace.

Faults caused by problems I recommended fixing in writing that you chose not to fix, such as high water pressure where a pressure limiting valve was recommended.

Faults caused by maintenance the manufacturer requires not being done, such as relief valve and tempering valve servicing.

Misuse, wipes, fats or foreign objects in drains, tree roots, storms, flooding, power surges, work altered by anyone else, and temporary make-safe repairs.

Flexible hoses after 12 months (see below).

Product warranty

If a part or product I supplied fails	The part	Labour to fix it
Within 12 months of the invoice	Free	Free
After 12 months, within the manufacturer's warranty	Free. I lodge the claim at no charge	Standard rates, unless the manufacturer covers it
After the manufacturer's warranty ends	Charged	Charged

Hot water systems: faults in the unit itself are usually repaired by the manufacturer's own warranty service, under their terms. I arrange it at no charge, and my workmanship warranty still covers the valves, pipework and fittings I

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installed. Manufacturers may void their warranty if the system isn't serviced by a licensed plumber as their manual requires. I can send you a reminder when it's due.

Flexible hoses

Flexible (braided) hoses carry a 12-month warranty on both the connection and the hose, part and labour. After that they are covered by the hose manufacturer's warranty only: I lodge the claim at no charge and my labour is charged. Most makers recommend replacing flexible hoses every 5 to 10 years. Hoses you supply yourself are not covered.

Drain guarantee

If the same section of drain blocks again within 30 days of a clear I confirmed with a CCTV camera inspection, I come back and clear it at no charge. Not covered: wipes, fats or foreign objects, roots or broken pipes I found that you chose not to repair, and clears where CCTV was offered and declined.

Damage to property

This warranty covers repairing the faulty work or product. It doesn't cover damage to your property caused by a failure, except where the law requires.

How to make a claim

Call **0447 655 396** or email **info@pagetradie.com.au** with your address, invoice number and a photo of the problem. I'll book a visit and find the cause. If it's my workmanship or a covered product, I fix it as set out here, and I cover all the costs of a valid workmanship claim, and of a product claim in the first 12 months. If it isn't covered, I'll show you why on site before anything is charged, and from there it's a normal job.

Conditions

Your invoice is paid in full, and you contact me as soon as you notice the problem. Let me inspect and fix it first: if anyone else works on it before I can (except an emergency make-safe), that work is no longer covered. The warranty covers the owner at the time of the work, at the property on the invoice, and ends if the property is sold. On rental properties it belongs to the property owner, and claims can come from the owner or their current property manager. Keep your invoice.

Your rights under the Australian Consumer Law

This warranty is given in addition to your other rights and remedies under the law. It doesn't replace or limit them. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled to cancel your service contract with us, and to a refund for the unused portion or to compensation for its reduced value. You are also 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.

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