

AQ | AquaFLOW



WARRANTY INFORMATION

## AquaFLOW Pump Station Warranty

### 1. Overview

Everhard Industries Pty Ltd (Everhard Industries) offers a warranty against defects for AquaFLOW Pump Stations. This warranty assures product quality and applies only to the original purchaser. It is non-transferable and subject to the terms outlined in this document.

### 2. Warranty Periods

Everhard Industries warrants that the AquaFLOW Pump Station products will be free from defects for the following periods:

- Pumps, Parts, and Components: 2 years.
- Polymer Pits & Covers: 5 years.
- Metal Grates: 1 year
- Warranty: 2 years for pumps, parts, components and labour:
  - Commissioning is conducted by a qualified plumber/installer.
  - A completed commissioning form and a letter from the specifying engineer are submitted to Everhard Industries within 30 days of commissioning.
  - Failure to complete the commissioning results in 1-year warranty only

### 3. Warranty Conditions

This warranty is valid only when the product is:

- Installed and used according to Everhard Industries' guidelines.
- Specified correctly for its intended application.

This warranty does not cover:

- Damage due to misuse, improper installation, or failure to follow guidelines.
- Faults caused by unauthorised repairs, modifications, or negligence.
- Incorrect pump specification leads to performance issues.
- Environmental damage or normal wear and tear.
- Costs associated with removal, reinstallation, or transportation of the product unless agreed upon by Everhard Industries.

### 4. Installed Products

For installed products, please contact Everhard Industries Customer Service:

- Phone: 131 926
- Email: [info@everhard.com.au](mailto:info@everhard.com.au)

Everhard Industries may arrange for a representative to inspect the product at the installation site. If the product is deemed defective under warranty, Everhard Industries will repair or replace the product or supply an equivalent alternative if the original is unavailable.

Note: If the defect is visibly apparent and should have been noticed during installation, removal and reinstallation costs will not be covered.

FEBRUARY 2025  
Version 1.0

## 5. Uninstalled Products

Uninstalled products must be returned to the place of purchase along with proof of purchase and any required claim documentation. The customer is responsible for transportation costs.

## 6. How to Make a Warranty Claim

All claims must be made within 14 days of identifying a defect. Claims submitted after this period may not be accepted. To lodge a claim, provide:

- Proof of purchase showing the purchase date.
- Details of the defect, including photos if applicable.
- Evidence of commissioning for extended warranty claims, including the completed commissioning form and engineer's letter.
- If installed, the installer's invoice or proof of installation by a licensed professional.

If requested, customers must provide original documentation. Costs associated with submitting claims, including postage and communication, are the responsibility of the customer.

## 7. Important Notes

- Everhard Industries is not liable for defects caused by incorrect installation or use.
- It is the responsibility of the installer to ensure the product is undamaged and free from visible faults before installation.

## 8. Australian Consumer Law

This warranty is in addition to your rights under the Australian Consumer Law. You are entitled to a replacement or refund for major failures and compensation for other foreseeable losses or damages.

## 9. Contact Details

For further assistance, please contact:  
Everhard Industries  
454 Newman Rd, Geebung, QLD, 4034  
Website: [everhard.com.au](http://everhard.com.au)  
Phone: 131 926