

HYDROFLOW WARRANTY POLICY

All Hydroflow product warranties are in accordance with the New Zealand Building Code, a government-mandated document that we are legally required to comply with.

***The warranty periods are categorized as follows:**

5 years for products that are easily repairable or replaceable

15 years for products requiring moderate access

25 years for products with difficult access

50 years for products with extreme access challenges, such as water pipes embedded in concrete slabs.

***Warranty period is Valid from the date of purchase from Hydroflow Distributors Ltd.*

It is important to note that all warranties cover manufacturing defects only. They do not extend to general wear and tear, nor do they cover issues such as worn washers due to regular usage, debris, or similar factors. For example, if a Backflow valve fails within the five-year period due to debris embedded in the washer, this would not be covered under warranty.

I trust this clarifies our legal obligations regarding warranties as outlined in the NZ Building Code.

Regards,

Ken Paget
Technical and Commercial

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