

Apex - Warranty Statement

(version 2026.07)

Subject to the terms and conditions in this Warranty Statement, Apex Valves Limited provides a limited warranty covering faults in new products supplied by it ("**Product**") arising from defective workmanship or materials under normal usage. The applicable Warranty Period will be determined in accordance with the Warranty Table below, based on the country or region where the Product is used. The Warranty Period commences on the date of manufacture of the relevant Product. This warranty meets the durability requirements specified in NZ Building Code Clause B2, Table 1.

Conditions

The warranty does NOT apply if faults arise in respect of a Product due to the following causes:

- (a) Faulty operation due to Foreign Matter in the water supply, except to the extent the Product is a water filtration product and the relevant Foreign Matter is of a type and level that the Product is expressly designed to filter or treat when used in accordance with its published specifications and operating instructions.
- (b) Installation of Products in impure or deleterious water supplies that contain excessive dissolved salts or chemicals.
- (c) Failure by you or any other person to install, fit, maintain or work on a Product in accordance with applicable laws, standards and codes (including, without limitation, NZ Building Code G12, NZS 4607:1989, all applicable industrial code and directions and requirements of local and other statutory authorities), or instructions and recommendations supplied with the Product.
- (d) Abuse or mutilation of a Product during installation or in an attempt to repair or replace a Product.
- (e) Installation of a Product in an application where its intended use is not that for which the Product was designed without the prior written consent of Apex Valves Limited.
- (f) Failure due to a lack of maintenance.
- (g) Any act or circumstance beyond our control including, without limitation, accident, abnormal use, vandalism, fouling caused by Foreign Matter, damage from adverse water conditions, chemical, acts of God, damage to buildings, other structures and infrastructure and loss or damage during transit or transportation of the Product, or any abuse, misuse, misapplication, improper installation or connection, or improper maintenance or alteration of the Product.

"Foreign Matter" means substances in the water supply that can abrade, foul, scale, corrode, obstruct or damage the Product, including but not limited to sediment, pipe scale, biological growth (such as bacteria, algae, and biofilms), oils/hydrocarbons, heavy metal deposits, microplastics, and chemical contaminants (for example, chlorine) that may contribute to corrosion or fouling.

Apex Valves Limited (Apex) shall not be liable for any loss, damage (whether direct, indirect or consequential), cost or expense incurred, except to the extent required under the Consumer Guarantees Act 1993 (**CGA**). If you are a 'consumer' as defined in the CGA:

- (h) The Products and services provided by Apex come with guarantees that cannot be excluded under the CGA, and nothing in this Warranty Statement is intended to exclude, restrict, or modify any of your rights or remedies under the CGA.
- (i) If the Products or services fail to comply with any guarantee under the CGA, you are entitled to the remedies set out in the CGA. You may also be entitled to compensation for any other reasonably foreseeable loss or damage resulting from the failure of the Product or service.

Consumables

Consumables are parts or components of a Product that are intended to be replaced periodically due to normal use, wear or maintenance requirements, including seals, gaskets, O-rings, diaphragms, cartridges, membranes, filter media, batteries, lamps and other replacement parts or components specified as consumables in the applicable Product documentation. Consumables are excluded from the Warranty Table and are not covered by this Warranty Statement except to the extent that a consumable is defective upon delivery or as otherwise required by applicable law. This warranty does not cover normal wear and tear, deterioration, performance reduction or replacement of consumables arising from normal use, maintenance requirements, water quality, usage levels or operating conditions. For water filtration products, filter cartridge lifespan may vary depending on incoming water quality, usage levels, maintenance and the volume of water processed.

Make a claim

To make a claim under this Warranty Statement, you must notify Apex by telephone at 0800 500 484 (Freephone within New Zealand) or +64 9 828 3123 (Calling from Overseas), or by email via its online portal <https://www.wattsnz.co.nz/support> within 14 days of any alleged defect in the Product coming to your attention and provide Apex Valves Limited with proof of your purchase of the Product.

On receipt of a notification from you of a claim under this Warranty Statement, Apex Valves Limited may contact you requesting you provide reasonable additional evidence, information or details about your claim, or requiring that the relevant Product be returned to Apex Valves Limited for inspection and testing.

Your failure to comply with any such request within a reasonable amount of time may result in your claim under this warranty statement being rejected.

Our Responsibilities

- (a) In the event that we are reasonably satisfied that there is a defect in the relevant Product within the applicable Warranty Period, we will, at our option, replace the Product, supply an equivalent product or repair the Product, free of charge. Your costs in making a warranty claim under this warranty statement, including any costs in relation to freight, collection, delivery and installation, are to be borne and paid by you.
- (b) TO THE EXTENT PERMITTED BY LAW AND SUBJECT TO THE OPERATION OF THE CGA:
 - (i) THE WARRANTY SET OUT IN THIS WARRANTY STATEMENT IS GIVEN EXPRESSLY AND IS THE ONLY WARRANTY GIVEN BY THE SUPPLIER WITH RESPECT TO THE RELEVANT PRODUCT;
 - (ii) WE MAKE NO OTHER WARRANTIES, EXPRESS OR IMPLIED;
 - (iii) WE HEREBY SPECIFICALLY DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; ANDTHE REMEDY DESCRIBED IN THIS WARRANTY STATEMENT SHALL CONSTITUTE THE SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY, AND WE SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR LOST PROFITS OR THE COST OF REPAIRING OR REPLACING OTHER PROPERTY WHICH IS DAMAGED IF THE PRODUCT DOES NOT WORK PROPERLY.

Note: Apex Valves Limited reserves the right at any time to modify any specifications.

Warranty Table

*the applicable period commences on the date of manufacture of the Product.

Country or region	Plumbing Control	Apex Filtamate	Apex Rural (Inc RainAid)	Anka Rural	Watts Brand products
New Zealand	5 years	2 years	2 years	2 years	1 year
Australia	2 years	2 years	2 years	2 years	N/A
International	1 year	2 years	2 years	2 years	N/A