

Warranty Certificate – Pipe Products

The following Warranty is provided by Devex Systems ACN 122 894 562, hereinafter referred to as Devex (“We/Us”). It is offered in addition to any relevant statutory Federal or State Warranty.

How long is the warranty?

The Warranty is valid from date of purchase depending on the product:

- X Pipe™: 15 years
- Blansol™ Pipe and Fittings: 15 years
- Barbi™ Pipe and Fittings: 15 years

(“Warranty Period”).

What does the Devex Warranty cover?

During the Warranty Period, Devex warrants the Devex X Pipe™, Blansol™ Pipe and Fittings and Barbi™ Pipe and Fittings against defects in manufacture, material, or workmanship under normal use and maintenance up to the amount of \$1,500,000.00 AUD, subject to the conditions and limitations below:

1. This Warranty does not cover faults caused by incorrect installation, damage by others, misuse, misapplication, poor quality water or incorrect design by others. Please refer to individual product installation instructions for details about proper installation, application, usage and design. Rectification work, performed as a consequence of matters not covered by the Warranty, will be at the expense of the customer.
2. An authorised Devex representative must be given the opportunity to inspect and report on any defects. Please contact Devex on 1800 636 091 to arrange inspection by an authorised representative.
3. This Warranty does not cover standard wear and tear nor the discoloration of components.
4. The Warranty is void if payment of the equipment or installation is or was in default.
5. Devex shall not be liable for any consequential or incidental damages including, but not limited to, damages to property or extra utility expenses.

What can I claim?

The DeveX Warranty covers the product replacement, as well as any damages caused by the use of Blansol™ Pipe and Fittings and Barbi™ Pipe and Fittings up to the amount of \$1,500,000.00 AUD, due to product design defects or manufacturing defects.

The DeveX Warranty does not include the labour cost for removing and/or refitting any product or any other costs associated with the replacement of the product. These costs will be at the customer's expense.

DeveX provides guarantees for the supply of DeveX X Pipe™, Blansol™ Pipe and Fittings and Barbi™ Pipe and Fittings pursuant to the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage in accordance with Australian Consumer Law. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure in accordance with Australian Consumer Law.

How to claim your warranty?

The first step is to contact us on 02 9997 2811 and provide details about the product, such as name of the product, date of the installation, proof of purchase, and name of the installation company.

We will attempt to understand and resolve the issue remotely in the first instance. If the problem cannot be resolved remotely, depending on the situation, we will send you a Service Agreement and arrange an accredited installer to come on site and assess the issue. Alternatively, you may arrange for your installer to remove the product and send it to DeveX Systems, Sydney, for our inspection.

This warranty is valid under the following conditions:

- When the product is used for the purpose, it was designed and developed, as per Schedule 2 of this Warranty Certificate;
- When there are no faults caused by incorrect installation;
- When it's clearly demonstrated that the pressure leak test was properly done prior to use as per Schedule 1 of this Warranty Certificate;
- When, it is proven that the root cause of the claim and damage is a defective DeveX pipe.

This warranty is effective as of May 2023

SCHEDULE 1

TEST PROCEDURE

Stage 1

- Charge pipework system with water up to 9 Bar.
- Wait 10 mins and record the reading.
- If the pressure drops below 8 Bar, repeat by charging back up to 9 Bar and waiting a further 10 minutes.
- If the pressure continues to drop, do another check of all pipework and joins. Make sure there are no slow leaks in the system. Repeat until the test of holding at least 8 bar for 10 minutes is passed.
- If the pressure holds above 8 bar, record the reading.

Stage 2

- Once all clear, reduce pressure to 3 Bar and maintain for at least 30 minutes.
- If the pressure drops below 3 bar, do another check of all pipework and joins. Make sure there are no slow leaks in the system. Start again at Step 1 and repeat until Stage 2 is passed.
- If the pressure holds at 3 bar, record the reading.

NOTES:

Record all measurements using a form and/or by taking photos.

It is recommended to keep the system charged at 3 bar during construction to identify damage to the system. A pressure gauge should be left on the system to enable the site foreman to check the pressure daily and to alert if there is a pressure drop so that we can find the damaged pipe as soon as possible.

Glycol needs to be added if freezing of pipework is a possibility.

This procedure is done for pipe circuits and for the full distribution system (prior to connecting the heat source or pressure limiting valves).

SCHEDULE 2

OPERATING CONDITIONS

APPLICATION CLASSES AND ADMISSIBLE PRESSURES

Application Class 1 - Hot Water supply 60°C

Application Class 2 - Hot Water supply 70°C

Application Class 4 - Underfloor heating and low temperature radiators

Application Class 5 - High temperature radiators

APPLICATION CLASS	SERIES					
	2.5	3.2	3.5	4.0	4.5	5.0
1	10	10	10	8	8	6
2	10	10	10	8	6	6
4	10	10	10	10	8	8
5	10	10	8	8	6	6

DeveX pipe 16x2,0 is Series 3.5.