

Muses Grates – Product Warranty

Warranty Coverage

Muses Grates are manufactured from **triple anodised aluminium** and are designed for **indoor and outdoor use**. When supplied and installed in accordance with Muses installation guidelines and Australian Standards, Muses Grates are covered by the following warranty:

1. Rust Proof Warranty

Muses Grates are **100% rust proof** and are covered by a **Lifetime Warranty against rust and corrosion** under normal residential and commercial use.

2. UV Protection Warranty

Muses Grates carry a **25-Year UV Protection Warranty**, ensuring resistance to fading, peeling, or deterioration caused by ultraviolet exposure.

3. Manufacturing Defects

Muses warrants that all grates are free from defects in materials and workmanship at the time of supply. This warranty applies only to products used for their intended purpose and installed correctly.

Conditions of Warranty

This warranty is valid only if **all installation and care requirements are strictly followed**, including but not limited to:

- Installation must be carried out by a **licensed plumber**.
- Grates, tile inserts, end caps, and outlets **must be installed using silicone only**.
- **No grout, slurry, glue, cement, or cement-based products** may be used on or in contact with the grates.
- Grates must **not be in direct contact with cement-based or screeded cement products**.
- Grates must be installed **after tiling, grouting, and cleaning**, and fixed directly to the waterproofing membrane using silicone only.
- Silicone must be applied to grates and tile joints — **grout or cement-based products are not permitted**.
- Tile inserts must be fixed into the grate body **using silicone only**.
- Installation must comply with **AS 3740:2021, AS 3500.1:2021, and AS 3958:2007**, and WaterMark Certification **WMTS-040**.

Failure to comply with these requirements will **void the warranty**.

Care & Maintenance Requirements

To maintain warranty coverage:

- Clean grates using **everyday household cleaning products only**.
 - Do **not** use commercial-grade, abrasive, or acid-based cleaners.
 - Acid-based products (including products such as **Domestos**) may cause discoloration and will void the warranty.
 - Use a **soft cloth** for cleaning.
 - Do not leave metal objects, cement, grout, or cement-based materials on the grate surface.
 - If cement-based products come into contact with the grate, they must be **cleaned immediately**.
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Exclusions

This warranty does **not** cover:

- Damage caused by incorrect installation.
 - Damage resulting from the use of grout, cement, slurry, glue, or cement-based products.
 - Discoloration caused by chemical exposure, acid-based cleaners, or harsh cleaning products.
 - Scratches, surface wear, or cosmetic damage caused by misuse or improper maintenance.
 - Damage caused by impact, overloading beyond rated limits, or modification of the product.
 - Normal wear and tear.
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Liability Limitation

This warranty covers the **repair or replacement of the product only**, at the discretion of Muses. It does not cover:

- Labour costs
 - Installation or removal costs
 - Consequential or incidental damages
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Australian Consumer Law

This warranty is provided in addition to your rights under the **Australian Consumer Law**. Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

Warranty Claims Procedure

All warranty claims must be submitted **through the retail store where the product was originally purchased**.

As **Muses Ceramics Australia is a wholesaler**, we do not deal directly with end consumers. All warranty communications, assessments, and claims must be managed by the **original point of sale (retailer)**.

To lodge a claim, customers should return to the retail store with:

- Proof of purchase
- Details of the issue
- Supporting photos

The retailer will liaise directly with Muses Ceramics Australia on the customer's behalf. Claims submitted directly to Muses Ceramics Australia by end users **will not be accepted**.