

# COLOURED PVC DOWNPIPE WARRANTY

15 YEAR MANUFACTURER  
15 YEAR MATERIAL

How To.



## — STRATCO PROUDLY OFFER A TRUSTED — *15 Year Manufacturer Warranty*

ON STRATCO COLOURED PVC DOWNPIPE SYSTEM, DUE TO:

- THOROUGH & CONTINUOUS TESTING OF MATERIALS
- STRINGENT MANUFACTURING CONTROLS
- INDUSTRY LEADING MANUFACTURING TECHNOLOGIES

## *15 Year Material Warranty* FROM THE DATE OF INSTALLATION

REGISTER YOUR WARRANTY ONLINE AT:  
[www.stratco.com.au/about/about/warranty-registration/](http://www.stratco.com.au/about/about/warranty-registration/)



## THE STRATCO *Advantage*

Stratco is a 100% AUSTRALIAN OWNED success story, proudly boasting over 70 years of manufacturing excellence. Stratco operates 15 manufacturing facilities around Australia, employing many hundreds of Australians.

DESIGNED • ENGINEERED • TESTED • MANUFACTURED • GUARANTEED



Large in-house engineering and design team to customise each project to the customer's specific needs.



World class testing facility with a battery of testing processes to ensure the highest quality materials that consistently exceed Australian standards.



Industry leading research and development program to drive innovation in outdoor lifestyle and building products.

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## WARRANTY FOR STRATCO COLOURED PVC DOWNPIPE SYSTEM

This warranty is given by Stratco (Australia) Pty Limited (ACN 007 550 754)  
PO Box 158, Enfield Plaza, South Australia 5085  
125 Cavan Road, Gepps Cross, South Australia 5094  
Telephone: (08) 8260 9600

All other references to Stratco in this warranty refer to SLECO Pty Ltd (ABN 25 007 893 781) and any and all of its subsidiaries and related bodies corporate including Stratco (Australia) Pty Limited.

### 1. Warranty Period

In addition to any statutory warranties or conditions that apply under the Australian Consumer Law, Stratco warrants in favour of the original purchaser ("the Purchaser") of a Stratco Coloured PVC Downpipe System ("the Product") which is purchased directly from Stratco the following:

#### 1.1 Manufacture

The manufacture of the Product for a period of fifteen (15) years from the date it is received. For the purposes of this warranty, "manufacture" is, and only is, the ability of the Product to convey water as designed. Suitable manufacture shall be assessed by Stratco whose determination shall be conclusive.

#### 1.2 Material

The material of the Product for a period of fifteen (15) years from the date it is received. Stratco warrants the material against perforation.

### 2. Warranty

Subject to the terms and conditions of this warranty, if Stratco determines that there is a valid claim under this warranty, the obligations of Stratco will be limited to, at its option and cost, the repair and/or replacement of the Product. Additional costs or work required to disconnect or reconnect the downpipe system from plumbing, to remove it from brackets or other support material, to obtain access to the downpipe system, to repair and replace any existing structure or material, including the cost of lifting equipment, temporary storage of water and other costs associated with obtaining clear access to the downpipe system for the purpose of effecting the repair and/or replacement will be at the expense of the Purchaser. Stratco will not be responsible for either the cost of water, or the replacement of any water lost during any repair or replacement of the Product.

### 3. Exclusions from Warranty

#### 3.1 General

The warranties given will not apply to the following:

- 3.1.1 Any Product that has not been properly protected against damage prior to and during installation in accordance with all instructions contained in any brochure that may have been published by Stratco at the date of installation.
- 3.1.2 Defects or damage caused by any one or more of improper installation, buckling, fire, accident, abuse, mistreatment, neglect, unsuitable roof traffic, storm damage, acts of God, incompatible materials, overflow from air conditioners, poor drainage, insufficient care or exposure to acidic or corrosive or other abnormal conditions.
- 3.1.3 Any Product which has been installed other than in accordance with Stratco installation instructions.
- 3.1.4 Any Product to which paint, varnish, enamel or any other coating or compound has been applied by any person other than Stratco.
- 3.1.5 Any Product containing water to which chemicals have been added.
- 3.1.6 Any Product where the water pressure has increased above its design pressure.
- 3.1.7 Any Product that has been used for a purpose other than conveying water as defined by the Australian Drinking Water Guidelines.

- 3.1.8 Any Product to which items are attached (whether permanently or temporarily) that exceed the design loading allowed by Stratco engineers.
- 3.1.9 Any Product that is moved after being installed.
- 3.1.10 Any Product which has been damaged by wind.
- 3.1.11 Any Product or associated items supplied by Stratco, such as fittings, that have been modified.
- 3.1.12 Any Product that has been installed on unstable or unsound surfaces, or where the supporting surface is incapable of adequately supporting the mass of the downpipe if blocked and filled with water.

#### 3.2 Stratco Materials

- 3.2.1 Notwithstanding any provision to the contrary, this warranty shall have no force or effect unless all materials comprising the Product have been supplied by Stratco.
- 3.2.2 This warranty applies only to the Product and does not apply to any other "Stratco" branded product manufactured or supplied by Stratco and specifically excludes pumps, or any electrical accessory of any form.

#### 3.3 Time Limits

Notwithstanding any other term or condition of this warranty, no claim under this warranty will be accepted unless:

- 3.3.1 the Product has been installed within thirty (30) days from the date the Product has been received by the Purchaser;
- 3.3.2 the warranty card is registered with Stratco within thirty (30) days from the date the Product is received, and that an invoice number or appropriate proof of purchase is included with such registration; and
- 3.3.3 the claim is made in writing to Stratco within the warranty period.

#### 3.4 Specific Limitation Regarding Environment and Location

Although Stratco will give reasonable consideration to any warranty claims, foreseen or unforeseen factors specific to environmental conditions caused by the location of installation of the Product can be critical to the performance of the Product. This warranty is limited by the right of Stratco to take into account as Stratco sees fit in its absolute discretion environmental and/or locational factors and to reject a claim under this warranty which in any way arises as a result of any such factor. In particular, and without limiting the foregoing, Stratco will reject any claim under this warranty where any defect or failure of the Product is caused by its installation in a location subject to aggressive environmental conditions.

### 4. Cessation of Warranty

The Stratco warranty will cease to apply if:

- 4.1 In the opinion of Stratco the Product has not been maintained in accordance with all instructions contained in any brochure that may have been published by Stratco at the date of installation.
- 4.2 The Product has been dismantled at any time and/or moved from the original site without the written consent of Stratco.
- 4.3 The original Purchaser for whom the Product was installed is no longer the owner of the land upon which the Product is installed.

### 5. Claiming Under the Warranty

- 5.1 In order to make a claim under the warranty, the original Purchaser must return this warranty card duly signed and dated to Stratco (Australia) Pty Limited together with an invoice number or appropriate proof of purchase within thirty (30) days of receiving the Product.
- 5.2 A claim under the warranty must be made in writing and sent to the Purchaser's nearest Stratco office within the warranty period.
- 5.3 Stratco office locations can be obtained by contacting Stratco by:

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- 5.3.1 calling the following Stratco telephone numbers:  
5.3.1.1 1300 185 185 for Australian residents; and  
5.3.1.2 (03) 338 9063 for New Zealand residents; or

- 5.3.2 visiting the following Stratco websites:  
5.3.2.1 [www.stratco.com.au](http://www.stratco.com.au) for Australian residents; and  
5.3.2.2 [www.stratco.co.nz](http://www.stratco.co.nz) for New Zealand residents.

5.4 An authorised representative from Stratco will inspect the Product and Stratco will determine if there is a valid claim in accordance with the warranty.

5.5 The Purchaser will be notified within a reasonable time of the determination by Stratco.

5.6 If Stratco determine that the claim is valid, Stratco will repair or replace the Product in accordance with the warranty.

- 5.6.1 Stratco reserves the right to discontinue and/or make changes in any of its products. In the event the Product covered by this warranty is no longer available or capable of repair or replacement at the time of any valid claim, Stratco has the right to provide, whether by repair or replacement, a product that in the determination of Stratco is of equal grade and quality to the Product or any part or component thereof.

5.7 Stratco will not accept any warranty claim that is not made strictly in accordance with the warranty.

5.8 The Purchaser will be responsible for all expenses in claiming under the warranty.

5.9 Stratco will not be responsible for any loss or damage occurred in the process of claiming under the warranty.

## 6. Limit on Liability

Subject to Clause 7:

6.1 The liability of Stratco under this warranty shall so far as is permissible by law be limited to, and extend only to, the replacement and/or repair of the Product as set out in this warranty. Any and all other warranties, indemnities, guarantees, liabilities, obligations or the like, whether express or implied, are hereby expressly excluded.

6.2 Stratco shall in any event so far as permissible by law, not be liable for any damage, loss, consequential loss, injury, expense or prejudice emanating directly or indirectly from any defect, fault, vice or weakness in the Product itself or the installation of the Product, or for faults caused by subsequent movement of the foundation, or impact of moving water, or any other fact, matter circumstance or event concerning the Product.

6.3 In particular and without limitation, the Purchaser is responsible for:

- 6.3.1 ensuring that the area around the site of installation of the Product is clear of debris;
- 6.3.2 ensuring a suitable supporting surface for the Product;
- 6.3.3 providing a safe working environment prior to, and during the installation of the Product; and
- 6.3.4 ensuring that all relevant safety procedures are followed.

## 7. Application of Consumer Laws

- 7.1 Nothing in the above warranty or limit on liability is intended to have the effect of contracting out of any applicable provision of the Australian Consumer Law, except to the extent permitted by those Acts where applicable.
- 7.2 The Australian Consumer Law requires the inclusion of the following statement in any warranty in respect to goods supplied to a consumer as defined under the Australian Consumer Law: "Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and for compensation for any other reasonable foreseeable loss or damage. 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."

All brands and logos/images accompanied by ® or ™ are trade marks of Stratco (Australia) Pty Limited.

Fill in and post the card below, or register your warranty online at: [www.stratco.com.au/about/about/warranty-registration/](http://www.stratco.com.au/about/about/warranty-registration/)

## STRATCO COLOURED PVC DOWNPIPE SYSTEM

Purchaser: .....

Address: .....

Installation Address: .....

Authorised Dealer: ..... Date of Installation: .....

The Purchaser acknowledges that they have read and accept the conditions of this warranty.

Purchaser's Signature: ..... Date: .....

Post this warranty card to your nearest Stratco Office:

**Stratco (Qld) Pty Ltd**  
ABN 61 010 474 996  
1 Mavis Court  
Ormeau QLD 4208

**Stratco (N.S.W.) Pty Ltd**  
ABN 30 003 583 702  
15 Liberty Road  
Huntingwood NSW 2148

**Stratco (Vic.) a division  
of Stratco Pty Ltd**  
ABN 30 007 528 850  
17 Scanlon Drive  
Epping VIC 3076

**Stratco (S.A.) a division  
of Stratco Pty Ltd**  
ABN 30 007 528 850  
P.O. Box 307  
Enfield Plaza SA 5085

**Stratco (W.A.) Pty Ltd**  
ABN 77 008 836 833  
Cnr Bannister Rd &  
Hopewell St  
Canning Vale WA 6155

**Stratco (N.T.) a division  
of Stratco Pty Ltd**  
ABN 30 007 528 850  
PO Box 38403  
Winnellie NT 0821

To be posted within 30 days of installation of the product.

Ph: 1300 155 155  
[stratco.com.au](http://stratco.com.au)

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