



## LASER PLUMBING & ROOFING NEWCASTLE CENTRAL

# Extended Workmanship Warranty

At Laser Plumbing & Roofing Newcastle Central, we take immense pride in the quality of our workmanship and the standard of service we deliver. We don't simply fix plumbing issues – we provide professional, long-term solutions designed to protect your property, assets and peace of mind.

To demonstrate our commitment to quality and customer confidence, we proudly offer an extended **5-Year Workmanship Warranty** on all eligible plumbing and roofing installations and repairs.

### Our 5-year workmanship warranty

Under applicable Australian consumer and industry standards, workmanship obligations are generally supported for a standard period of one year.

However, because we stand behind the quality of our tradespeople and the standard of our work, Laser Plumbing & Roofing Newcastle Central extends this coverage by providing a 5-year workmanship warranty on eligible labour and installation services.

This warranty applies from the date of completion of the works.

### What is covered

This warranty covers the quality and technical execution of workmanship performed by Laser Plumbing & Roofing Newcastle Central, including that:

- Works have been completed in accordance with relevant Australian Standards, including AS/NZS 3500 Plumbing and Drainage where applicable.
- Pipework, fittings, fixtures and roofing components have been installed correctly and securely.
- Joints, seals and connections have been completed to industry best practice standards.
- Any fault or leak directly resulting from defective workmanship or installation by our team will be rectified by us at no labour cost during the warranty period.

### What is not covered

It is important to distinguish between what was installed and how it was installed. This warranty applies to workmanship only and does not extend to manufacturer defects, product failures or external causes outside our control. The table overleaf sets out exclusions to this 5-year extended warranty.



### Manufacturer warranties

All fixtures, appliances, materials, and components supplied are covered solely by the individual manufacturer's warranty, including but not limited to:

- Tapware and cartridges
- Hot water systems
- Valves and seals
- Pumps and appliances
- Roofing products and materials

Manufacturer warranty periods and conditions may vary between products and suppliers.

### Failed components outside labour coverage

Where a component or product fails due to manufacturer defect – but the original installation workmanship remains sound – replacement labour charges may apply if the manufacturer's labour coverage period has expired.

### External factors

This warranty does not cover defects, damage or failures caused by:

- Excessive water pressure exceeding recommended limits (including above 500kPa)
- Misuse, neglect, accidental damage or lack of maintenance
- Third-party alterations or interference
- Blockages caused by tree roots, foreign objects or environmental conditions
- Natural disasters or events beyond reasonable control, including floods, storms, fire, lightning or seismic activity
- General wear and tear or deterioration over time.

## Non-transferable warranty

This 5-year workmanship warranty is provided exclusively to the original customer who engaged Laser Plumbing & Roofing Newcastle Central to complete the works. The warranty is non-transferable and will cease immediately upon sale or transfer of the property to a new owner.

## Why Choose Laser Plumbing & Roofing Newcastle Central?

- **Quality beyond industry standard.** While many providers offer only minimal workmanship coverage, we proudly provide 5 years of confidence and peace of mind on eligible workmanship.
- **Compliance and professional standards.** All works are completed in accordance with relevant Australian Standards and regulatory requirements, with a strong focus on quality, safety, and compliance – never shortcuts.
  - **Trusted local experience and expertise from our dedicated team.** We're more than a contractor – we're your long-term plumbing and roofing partner, proudly servicing the local region for over 20 years.
  - **Award-winning and ISO certified.** Laser Plumbing & Roofing Newcastle Central is an award-winning business with certified management systems, including ISO 9001 – Quality Management, ISO 14001 – Environmental Management, and ISO 45001 – Occupational Health & Safety Management.

