



20th Apr, 2016

Crane Copper Tube™
CBR 127 81 65699
431 Cheonggyecheon-ro,
Dongdaemun-gu, Seoul
Tel: +82-2-3290-9084
Fax: +82-2-2231-9055
Email: sales@cranecoppertube.com
URL: www.cranecoppertube.com

Crane Copper Tube Compliance and Limited Warranty Statement

Compliance

Copper tube supplied by Crane Copper Tube, owner of the brand “CEM” copper tube is certified by the BSI Kitemark under certificate number KM 599670 and Singapore TUV PSB SUD product certification body to comply with European Standard **BS EN 1057:2010**. This Standard specifies the required chemical composition, dimensions, tolerances, markings and mechanical properties for the copper tube.

Crane copper tubes are manufactured under Quality Management System certification to **ISO 9001:2009** issued by SBCR.

Crane warrants Copper Tube if installed with other fittings products as long as the other fittings brand products comply to British Standard EN1254-1:1998.

Limited Warranty

Crane Copper Tube provides a 25 year warranty that it's BS EN1057:2010 copper tube will be manufactured to this standard, and if testing demonstrates that this standard has not been met, Crane Copper Tube will replace the copper tube subject to the following conditions:

1. The warranty does not cover non-compliance caused or contributed to, in whole or in part by, or arising from, any of the following:
 - a) Abuse, misuse or neglect
 - b) Incorrect installation
 - c) System design
 - d) Use other than for its intended purpose
 - e) Natural disasters such as without limitation flooding, windstorms and lightning
 - f) Damage caused by:
 - i. Chemical composition of the water being carried by the copper tube
 - ii. External environment in which the copper tube is situated
 - g) Alterations to the copper tube by any person other than Crane Copper Tube (including without limitation) the removal of any trademark or other identifying marks.

Further Warranty Conditions

1. **Making a Claim:** A Warranty claim by a customer can be made by forwarding a letter containing details of the defect to the address referred to below within 30 days of the defect becoming known to the customer, together with proof of purchase documents evidencing the date and place of purchase and the date of delivery or sale.

2. **Expenses:** If the Warranty claim is accepted by Crane Copper Tube, expenses associated with the claim shall be paid by Crane Copper Tube. If the customer has incurred such expenses (with the consent of Crane Copper Tube) it shall supply evidence of those expenses (and payment) to Crane Copper Tube who may accept such evidence and reimburse the customer. *Expenses do not include claims for damages or loss, but only claims associated with investigation of the Warranty claim and repair or replacement of the product.*

3. Supplier:

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