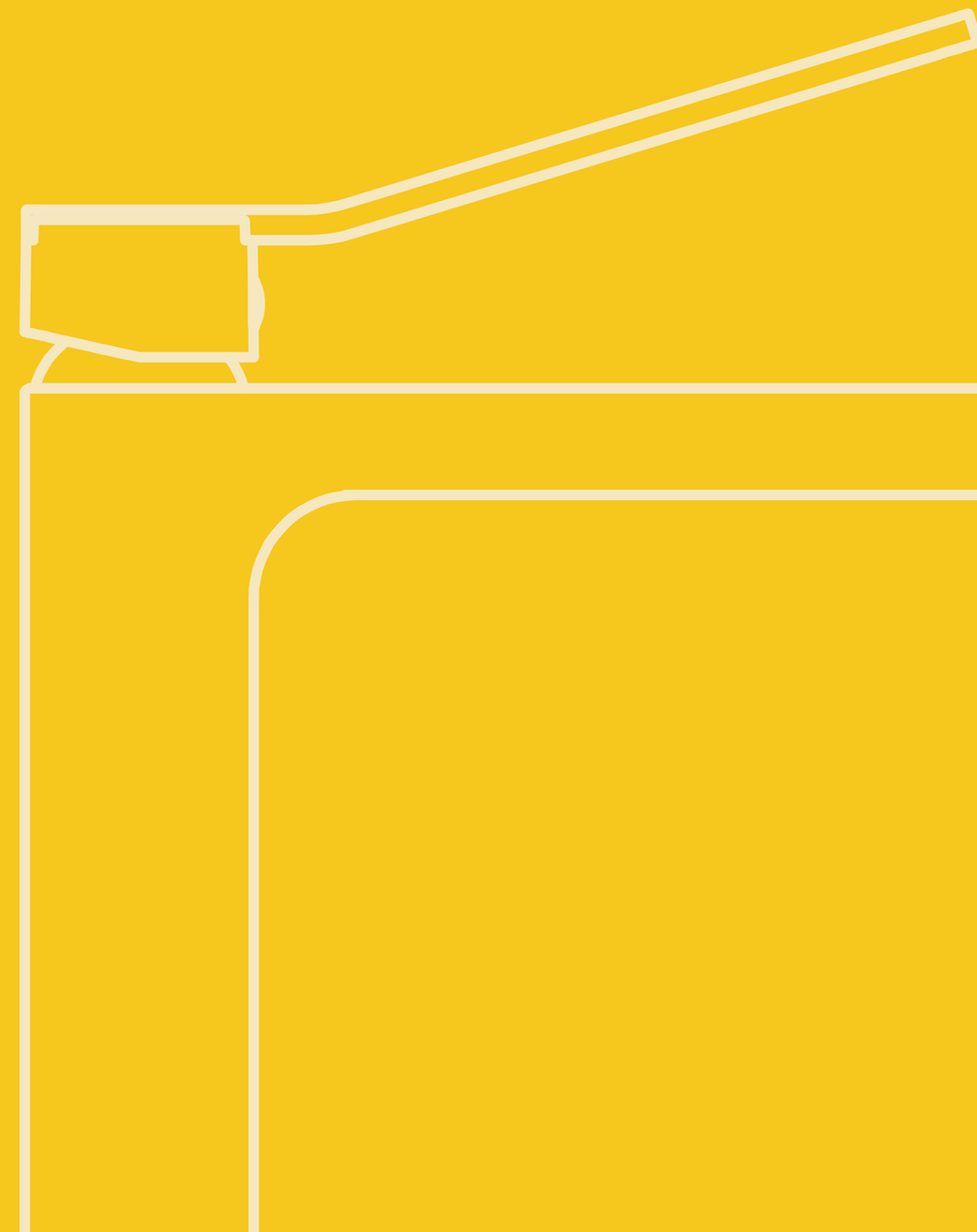
RAM HARBIC
TAPWARE BRASSWARE

RAM TAPWARE

CARE CATALOGUE



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EAGLE FARM QLD 4009
AUSTRALIA

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EMAIL: sales@ramtaps.com.au

www.ramtaps.com.au

WaterMark
AS/NZS 3718:2005
LN 001455

WaterMark
AS/NZS 3662:2005
LN 0025214

WaterMark
AS 1589:2001
LN 001038

All products certified to comply with Watermark lead-free requirements.

ABOUT US

ABOUT US

Established in 1983, Ramtaps has grown into one of Australia's most trusted names in bathroom fittings. As a proudly family-owned company, we combine decades of manufacturing experience with an enduring commitment to quality, innovation and Australian craftsmanship.

A Legacy of Australian Design and Integrity

40+
Years of Craftsmanship

Exported to
10+
Countries

Made for Australian Living

Every RAM product is conceived, designed and tested in Brisbane — crafted to suit how Australians live, and how their homes flow.

Innovation with Purpose

We engineered the world's first brass-shell mixer cartridge to meet the demands of Australia's high-pressure water systems — because local conditions deserve local solutions.

Global Reach, Local Control

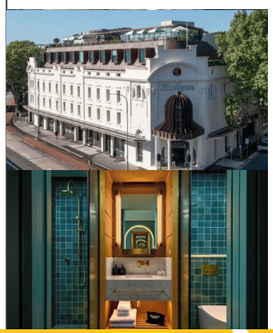
From New Zealand to Fiji to the UAE, Ramtaps is trusted across the globe. Meanwhile, our Brisbane and Ningbo factories ensure we deliver both agility and quality at scale.

Always Evolving

Our promise is simple: to continue building fittings that combine reliability, design and care — making everyday moments feel just right.

PROJECTS

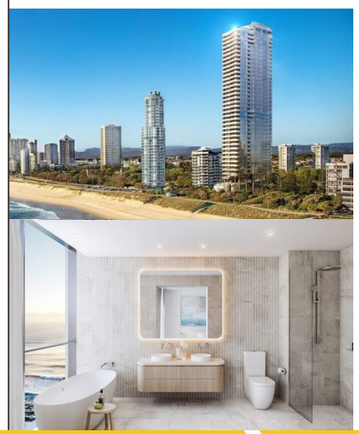
25hours Hotel
Paddington
NSW



Sheraton Grand Mirage Resort
Main Beach
QLD

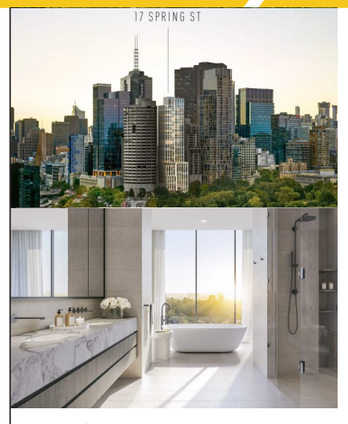
Jewel Residences
Surfers Paradise
QLD

Midwater
Main Beach
QLD

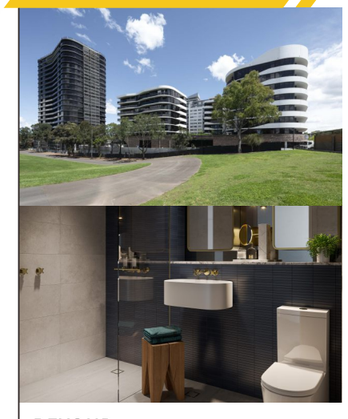


Rumbalara Residences
Gosford
NSW

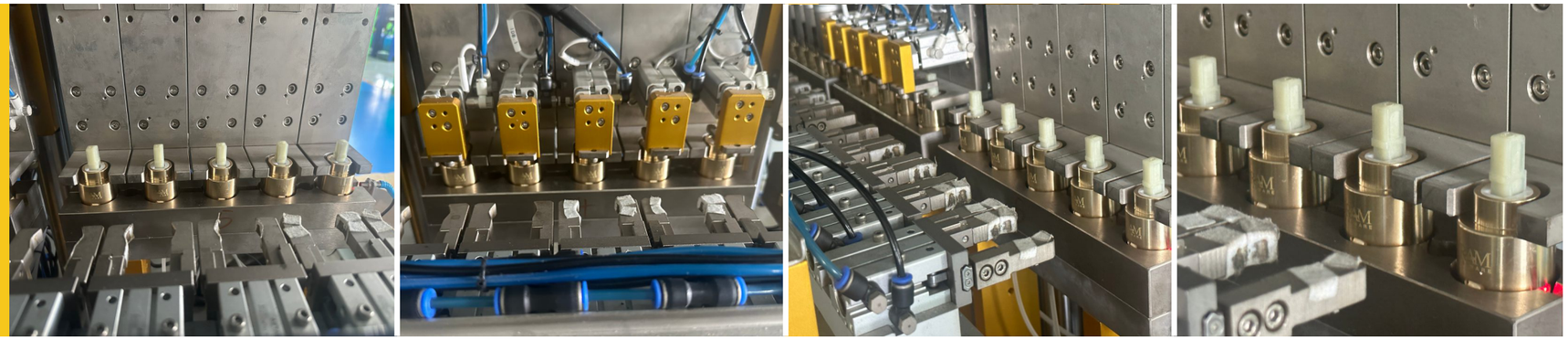
JW Marriott Gold
Coast Resort
Surfers Paradise
QLD



17 Spring Street
Melbourne
VIC



BEYOND
Hurstville
NSW



RAM BRASS CARTRIDGE

The Core, Now Truly Ours

For decades, RAM has been known as the inventor of the brass-shell mixer cartridge — but we never stopped looking forward.
With Australia entering the lead-free era, we saw an opportunity not just to comply, but to elevate. In 2025, our long-standing ambition became reality: a fully customised brass cartridge line, designed exclusively for RAM and produced under our full control.
Every RAM Brass Cartridge is fine-tuned to suit the unique conditions of Australian homes — from high water pressure to demanding usage. By moving away from shared technologies and placing our name on the core, we ensure unmatched reliability and identity.
We proudly announce that from 2025, all RAM mixer ranges (excluding Fiesta) are now equipped with the RAM Brass Cartridge — engineered by us, branded by us, and made for you.
From the lead-free materials we choose, to the fine-tuned engineering behind every RAM Brass Cartridge, every detail is optimised for Australia' s unique water pressure, quality and usage patterns. By bringing production entirely in-house, we no longer rely on third-party technologies. We control the process — and the promise.
From 2025, all RAM mixer ranges (excluding Fiesta) are proudly equipped with our exclusive RAM Brass Cartridge: designed, tested and trusted to deliver.

THE RAM PALETTE

Colour in the bathroom is more than a finish — it is atmosphere, identity, and the quiet detail that makes a space complete.
At Ramtaps, our Brisbane plating and finishing facilities allow us to react swiftly to custom requests while ensuring flawless quality across every surface. From the timeless appeal of chrome, through subtle greys and deep black, to the warmth of gold, these finishes have become the language of contemporary Australian interiors.
And yet, our palette does not end here. Through close partnerships with premium PVD specialists, we craft vibrant, high-performance finishes tailored for architectural and commercial projects — when ordinary just won' t do.
In this catalogue, we have chosen to present five of the most sought-after finishes — Chrome, Matt Black, Gun Metal, Brushed Nickel, and Brushed Gold. Should you desire a colour beyond these pages, our team will be delighted to explore your vision.

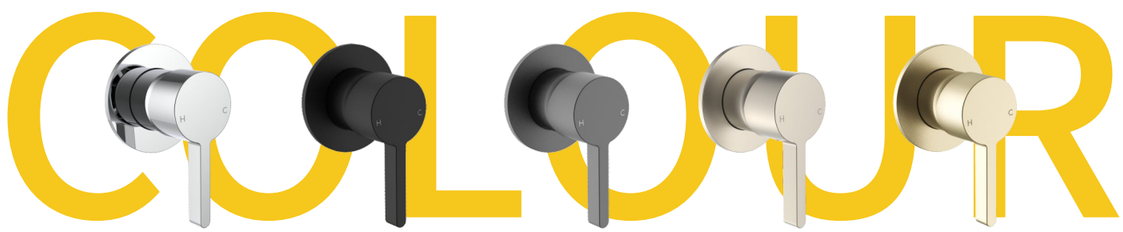
- All product codes follow the logic of model code + finish code. Please ensure you include the correct finish code when ordering.
- Due to the nature of electroplating, slight variations in tone may occur between production batches. PVD finishes generally provide more stability.
- All finishes shown in this catalogue are for reference only. Please refer to actual products for final colour confirmation.

THE REAL 15-YEAR WARRANTY

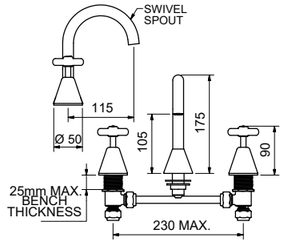
At Ramtaps, we pioneered THE REAL 15-YEAR WARRANTY in 2011 to set a new standard for Australian bathroom industry. Today, it remains the most comprehensive warranty of its kind: covering every finish, with parts and labour included for the first five years on almost all tapware and showers. Because true quality should never hide behind fine print.

Product Category	Warranty for Products & Parts Only	Warranty for Parts & Labour	Warranty for Finish
Brass Cartridge Mixers	15 Years	5 Years	15 Years
Fiesta Plastic Cartridge Mixers	5 Years	1 Year	5 Years
3-Piece Tapware	15 Years	5 Years	15 Years
Showers & Spouts	15 Years	5 Years	15 Years
Accessories	15 Years	N/A	15 Years
Harbic Waste Outlets	2 Year	1 Year	2 Year

- The warranty periods apply to all products purchased after 1 May 2011, for both residential and commercial use.
- For the full details of our warranty terms, please see the appendix.

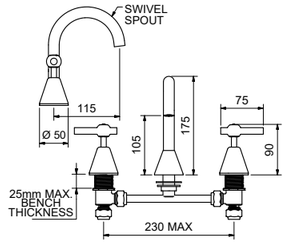


Chrome [CP] | Matt Black [MB] | Gunmetal [GM] | Brushed Nickel [BN] | Brushed Gold [BG]



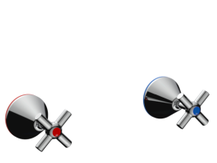
FUSION CROSS CARE BASIN SET - SWIVEL SPOUT

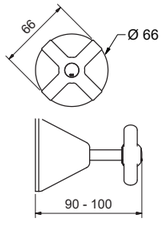
3/4 Turn Ceramic Disc - Chrome with Red & Blue Rings and Decals
FUCDBSASRBRLFCP (WELS: 4 Star - 7.5 L/min)
FUCDBSASRBR6LFCP (WELS: 6 Star - 4.5 L/min)



FUSION LEVER CARE BASIN SET - SWIVEL SPOUT

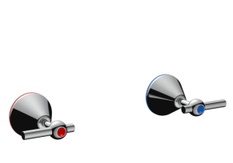
1/4 Turn Ceramic Disc - Chrome with Red & Blue Rings and Decals
FULBSASRBRLFCP (WELS: 4 Star - 7.5 L/min)
FULBSASRBR6LFCP (WELS: 6 Star - 4.5 L/min)

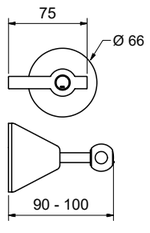




FUSION CROSS CARE WALL TOP ASSEMBLIES

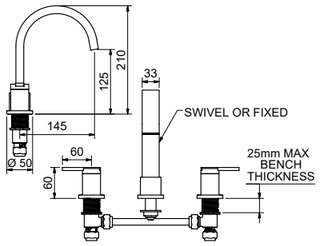
3/4 Turn Ceramic Disc - Chrome with Red & Blue Rings and Decals
FUCDWSRBRLFCP





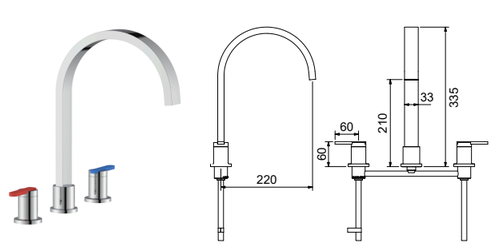
FUSION LEVER CARE WALL TOP ASSEMBLIES

1/4 Turn Ceramic Disc - Chrome with Red & Blue Rings and Decals
FULWSRBRLFCP



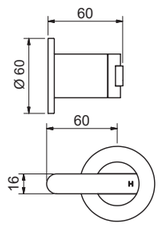
ZENITH CARE BASIN SET - SWIVEL SPOUT

1/4 Turn Ceramic Disc - Chrome with Red & Blue Indicators
ZNCBSASRBLFCP (WELS: 4 Star - 7.5 L/min)
ZNCBSASRB6LFCP (WELS: 6 Star - 4.5 L/min)



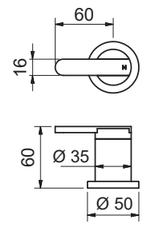
ZENITH CARE SINK SET - SWIVEL SPOUT

1/4 Turn Ceramic Disc - Chrome with Red & Blue Indicators
ZNCFBSSRBLFCP (WELS: 4 Star - 7.5 L/min)



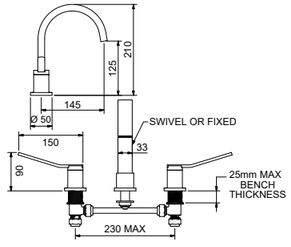
ZENITH CARE WALL TOP ASSEMBLIES

1/4 Turn Ceramic Disc - Chrome with Red & Blue Indicators
ZNCWSRBLFCP



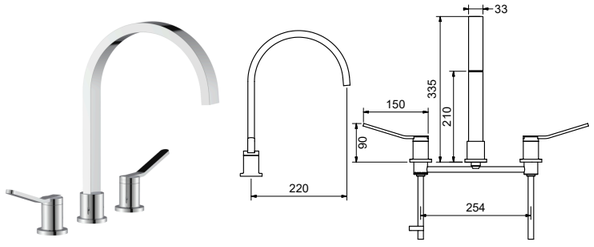
ZENITH CARE SINK TOP ASSEMBLIES

1/4 Turn Ceramic Disc - Chrome with Red & Blue Indicators
ZNCSSTOPRBLFCP



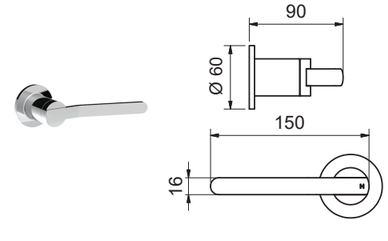
ZENITH CARE EXTENDED BASIN SET - SWIVEL SPOUT

1/4 Turn Ceramic Disc - Chrome
ZNCXBSASLFCP (WELS: 4 Star - 7.5 L/min)
ZNCXBSAS6LFCP (WELS: 6 Star - 4.5 L/min)



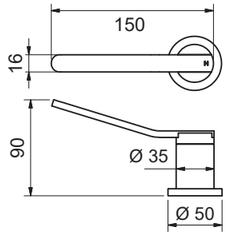
ZENITH CARE EXTENDED SINK SET - SWIVEL SPOUT

1/4 Turn Ceramic Disc - Chrome
ZNCXFBSSLFCP (WELS: 4 Star - 7.5 L/min)



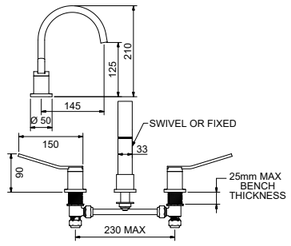
ZENITH CARE EXTENDED WALL TOP ASSEMBLIES

1/4 Turn Ceramic Disc - Chrome
ZNCXWSLFCP



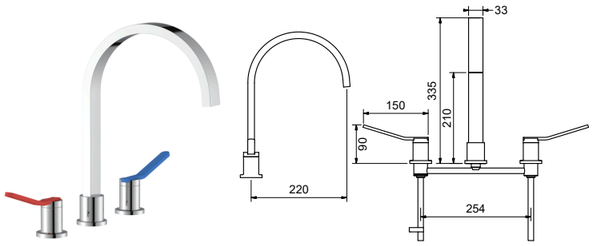
ZENITH CARE EXTENDED SINK TOP ASSEMBLIES

1/4 Turn Ceramic Disc - Chrome
ZNCXSSTOPLFCP



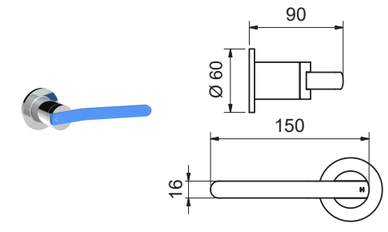
ZENITH CARE EXTENDED BASIN SET - SWIVEL SPOUT

1/4 Turn Ceramic Disc - Chrome with Red & Blue Indicators
ZNCXBSASRBLFCP (WELS: 4 Star - 7.5 L/min)
ZNCXBSASRB6LFCP (WELS: 6 Star - 4.5 L/min)



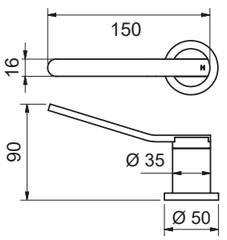
ZENITH CARE EXTENDED SINK SET - SWIVEL SPOUT

1/4 Turn Ceramic Disc - Chrome with Red & Blue Indicators
ZNCXFBSSRBLFCP (WELS: 4 Star - 7.5 L/min)



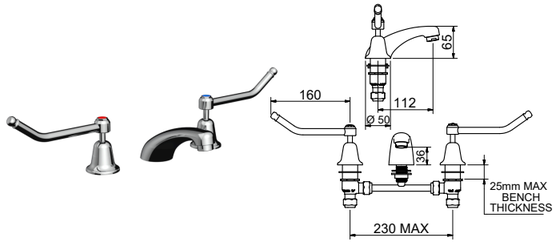
ZENITH CARE EXTENDED WALL TOP ASSEMBLIES

1/4 Turn Ceramic Disc - Chrome with Red & Blue Indicators
ZNCXWSRBLFCP



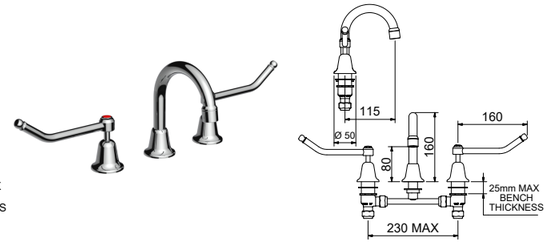
ZENITH CARE EXTENDED SINK TOP ASSEMBLIES

1/4 Turn Ceramic Disc - Chrome with Red & Blue Indicators
ZNCXSSTOPRBLFCP



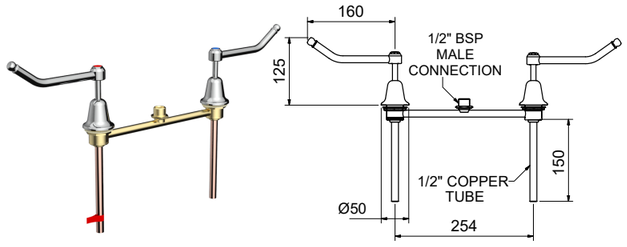
EASY CLEAN LEVER CARE BASIN SET - LOW RISE SPOUT

Ceramic Disc - Chrome
ECDQTBSALF (WELS: 4 Star - 7.5 L/min)
ECDQTBSA6LF (WELS: 6 Star - 4.5 L/min)



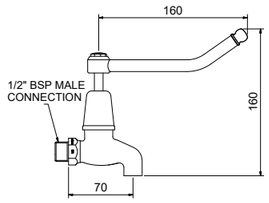
EASY CLEAN LEVER CARE BASIN SET - FIXED GOOSENECK SPOUT

Ceramic Disc - Chrome
ECDQTBSAGLF (WELS: 4 Star - 7.5 L/min)
ECDQTBSAG6LF (WELS: 6 Star - 4.5 L/min)



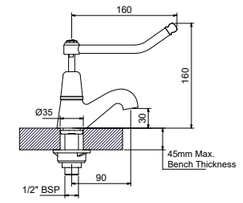
EASY CLEAN LEVER CARE SINK SET - LESS SPOUT

Ceramic Disc - Chrome
ECDQTFBSSLF



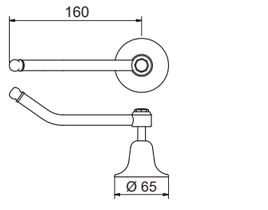
EASY CLEAN LEVER CARE BIB TAP

Ceramic Disc - Chrome - Cold (Contra)
ECDQTBCMLF1CC (WELS: 4 Star - 7.5 L/min)
Ceramic Disc - Chrome - Hot
ECDQTBCMLF1H (WELS: 4 Star - 7.5 L/min)



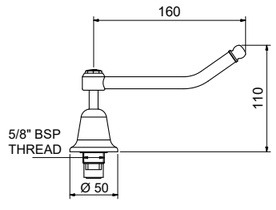
EASY CLEAN LEVER CARE PILLAR TAP

Ceramic Disc - Chrome - Cold (Contra)
ECDQTPCLF1CC (WELS: 4 Star - 7.5 L/min)
Ceramic Disc - Chrome - Hot
ECDQTPCLF1H (WELS: 4 Star - 7.5 L/min)



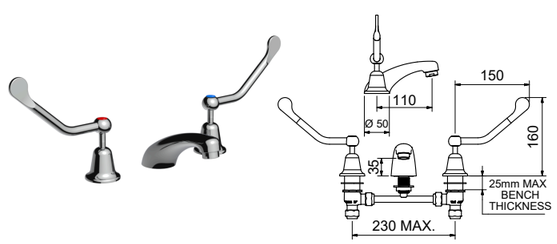
EASY CLEAN LEVER CARE WALL TOP ASSEMBLIES

Ceramic Disc - Chrome - Cold
ECDQTWSLF1C
Ceramic Disc - Chrome - Hot (Contra)
ECDQTWSLF1HC



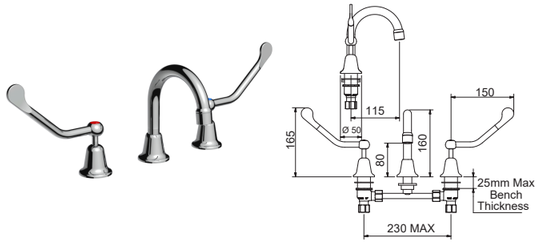
EASY CLEAN LEVER CARE SINK TOP ASSEMBLIES

Ceramic Disc - Chrome - Cold (Contra)
ECDQTSSTOPLF1CC
Ceramic Disc - Chrome - Hot
ECDQTSSTOPLF1H



EASY CLEAN FLARED CARE BASIN SET - LOW RISE SPOUT

Ceramic Disc - Chrome
ECFDQTBSALF (WELS: 4 Star - 7.5 L/min)
ECFDQTBSA6LF (WELS: 6 Star - 4.5 L/min)



EASY CLEAN FLARED CARE BASIN SET - FIXED GOOSENECK SPOUT

Ceramic Disc - Chrome
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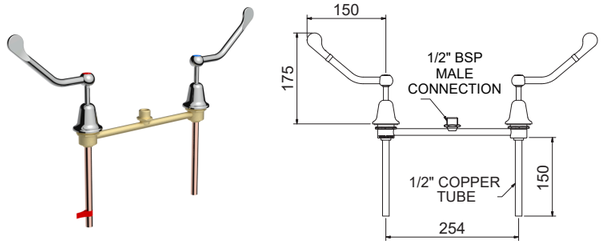
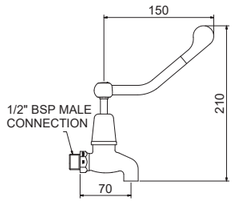
ECFDQTBSAG6LF (WELS: 6 Star - 4.5 L/min)



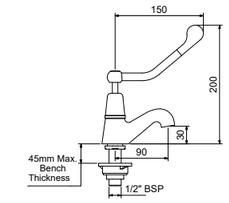
EASY CLEAN FLARED CARE SINK SET - LESS SPOUT

Ceramic Disc - Chrome
ECFDQTFBSSLF



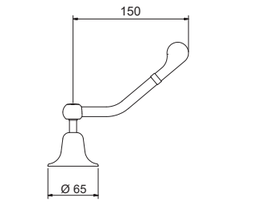
EASY CLEAN FLARED CARE BIB TAP

Ceramic Disc - Chrome - Cold (Contra)
ECFDQTBCMLF1CC (WELS: 4 Star - 7.5 L/min)
Ceramic Disc - Chrome - Hot
ECFDQTBCMLF1H (WELS: 4 Star - 7.5 L/min)



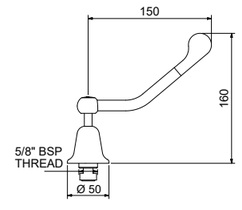
EASY CLEAN FLARED CARE PILLAR TAP

Ceramic Disc - Chrome - Cold (Contra)
ECFDQTPCLF1CC (WELS: 4 Star - 7.5 L/min)
Ceramic Disc - Chrome - Hot
ECFDQTPCLF1H (WELS: 4 Star - 7.5 L/min)



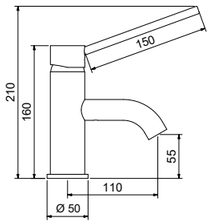
EASY CLEAN FLARED CARE WALL TOP ASSEMBLIES

Ceramic Disc - Chrome - Cold
ECFDQTWSLF1C
Ceramic Disc - Chrome - Hot (Contra)
ECFDQTWSLF1HC



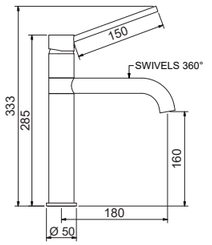
EASY CLEAN FLARED CARE SINK TOP ASSEMBLIES

Ceramic Disc - Chrome - Cold (Contra)
ECFDQTSSTOPLF1CC
Ceramic Disc - Chrome - Hot
ECFDQTSSTOPLF1H



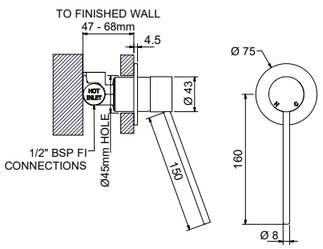
PARK CARE BASIN MIXER

PKLBSMDLF + [Finish Code] (WELS: 4 Star - 7.5 L/min)
PKLBSMD6LF + [Finish Code] (WELS: 6 Star - 4.5 L/min)



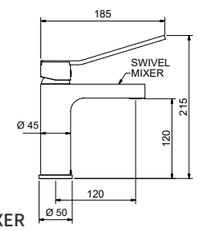
PARK CARE SWIVEL SINK MIXER

PKLSSMDLF + [Finish Code] (WELS: 4 Star - 7.5 L/min)



PARK CARE WALL MIXER

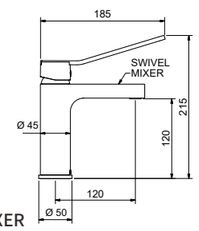
PKLSMDLF + [Finish Code]



ZENITH CARE SWIVEL BASIN MIXER

Chrome

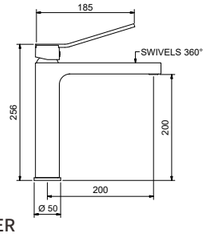
ZNCBSMSLFCP (WELS: 4 Star - 7.5 L/min)
ZNCBSMS6LFCP (WELS: 6 Star - 4.5 L/min)



ZENITH CARE SWIVEL BASIN MIXER

Chrome with Red & Blue Indicators

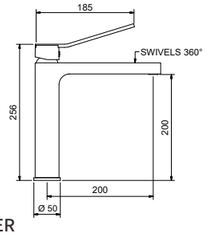
ZNCBSMSRBLFCP (WELS: 4 Star - 7.5 L/min)
ZNCBSMSRB6LFCP (WELS: 6 Star - 4.5 L/min)



ZENITH CARE SWIVEL SINK MIXER

Chrome

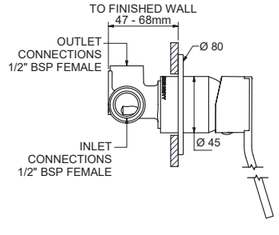
ZNCSSMLFCP (WELS: 4 Star - 7.5 L/min)



ZENITH CARE SWIVEL SINK MIXER

Chrome with Red & Blue Indicators

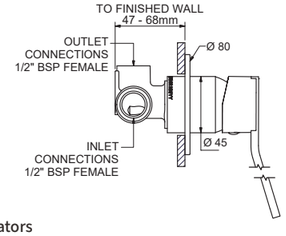
ZNCSSMRBLFCP (WELS: 4 Star - 7.5 L/min)



ZENITH CARE WALL MIXER

Chrome

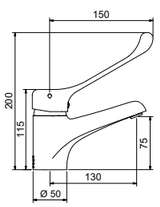
ZNCSHMLFCP (WELS: 4 Star - 7.5 L/min)



ZENITH CARE WALL MIXER

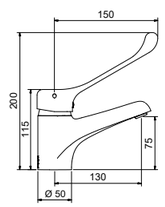
Chrome with Red & Blue Indicators

ZNCSHMRBLFCP (WELS: 4 Star - 7.5 L/min)



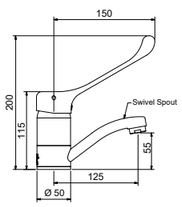
RAMCARE CAST BASIN MIXER - PLASTIC CARTRIDGE

RCLBSMCLFCP (WELS: 4 Star - 7.5 L/min)
RCLBSMC6LFCP (WELS: 6 Star - 4.5 L/min)



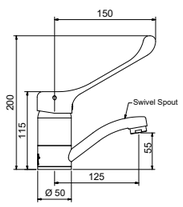
RAMCARE PREMIUM CAST BASIN MIXER

RCPLBSMLFCP (WELS: 4 Star - 7.5 L/min)
RCPLBSM6LFCP (WELS: 6 Star - 4.5 L/min)



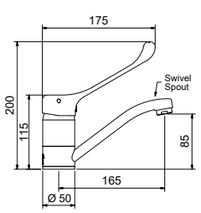
RAMCARE BASIN MIXER 125MM SPOUT - PLASTIC CARTRIDGE

RCLBSMLFCP (WELS: 4 Star - 7.5 L/min)
RCLBSM6LFCP (WELS: 6 Star - 4.5 L/min)



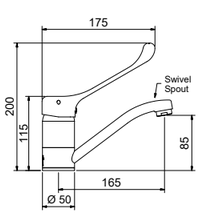
RAMCARE PREMIUM BASIN MIXER 125MM SPOUT

RCPLBSMLFCP (WELS: 4 Star - 7.5 L/min)
RCPLBSM6LFCP (WELS: 6 Star - 4.5 L/min)



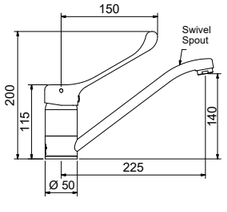
RAMCARE SINK MIXER 165MM SPOUT - PLASTIC CARTRIDGE

RCLSSMSLFCP (WELS: 4 Star - 7.5 L/min)



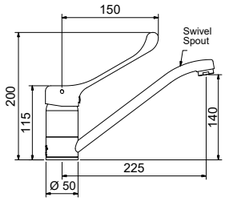
RAMCARE PREMIUM SINK MIXER 165MM SPOUT

RCPLSSMSLFCP (WELS: 4 Star - 7.5 L/min)



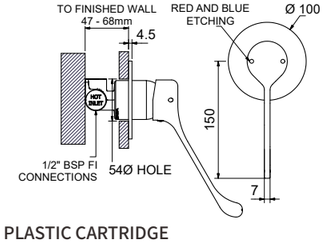
RAMCARE SINK MIXER 225MM SPOUT - PLASTIC CARTRIDGE

RCLSSMLFCP (WELS: 4 Star - 7.5 L/min)



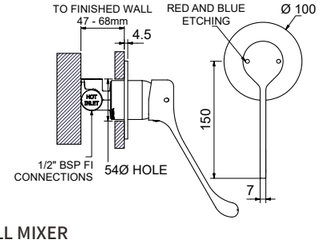
RAMCARE PREMIUM SINK MIXER 225MM SPOUT

RCPLSSMLFCP (WELS: 4 Star - 7.5 L/min)



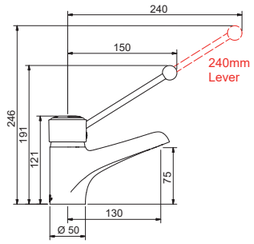
RAMCARE WALL MIXER - PLASTIC CARTRIDGE

RCLSMLFCP



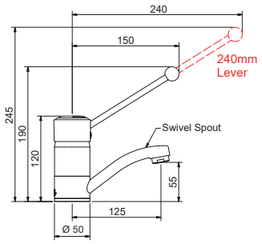
RAMCARE PREMIUM WALL MIXER

RCPLSMLFCP



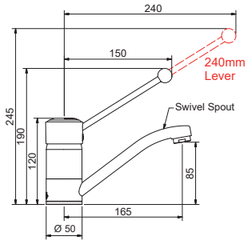
MYUNA CARE CAST BASIN MIXER

LBSMCDLFCP (WELS: 4 Star - 7.5 L/min)
LBSMCD6LFCP (WELS: 6 Star - 4.5 L/min)



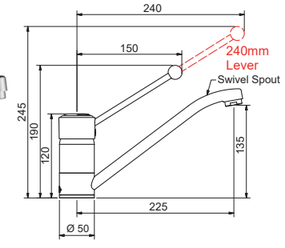
MYUNA CARE BASIN MIXER 125MM SPOUT

LBSMDLFCP (WELS: 4 Star - 7.5 L/min)
LBSMD6LFCP (WELS: 6 Star - 4.5 L/min)



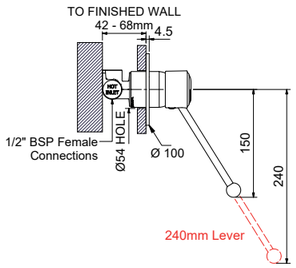
MYUNA CARE SINK MIXER 165MM SPOUT

LSSMSDLFCP (WELS: 4 Star - 7.5 L/min)



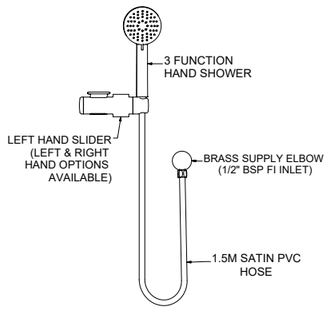
MYUNA CARE SINK MIXER 225MM SPOUT

LSSMDLFCP (WELS: 4 Star - 7.5 L/min)



MYUNA CARE WALL MIXER

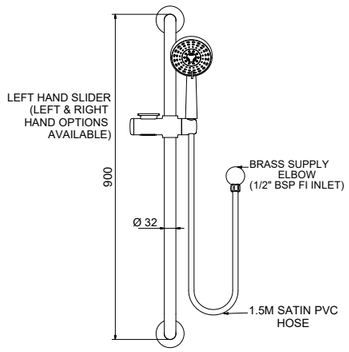
LSMDLFCP



GRIP AND GLIDE HAND SHOWER KIT

Left Hand Slider - 1.5m Hose - 3 Function Shower
HSKGGL + [Finish Code] (WELS: 3 Star - 9 L/min)

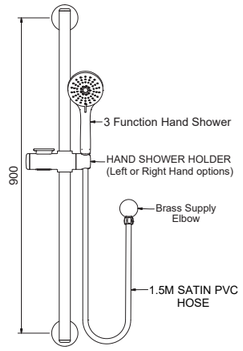
Right Hand Slider - 1.5m Hose - 3 Function Shower
HSKGGR + [Finish Code] (WELS: 3 Star - 9 L/min)



900MM GRIP AND GLIDE HAND SHOWER

Left Hand Slider - 32mm Stainless Steel Grab Rail
1.5M Hose: HSDGGS1LCP (WELS: 3 Star - 9 L/min)
1.0M Hose: HSDGGS2LCP (WELS: 3 Star - 9 L/min)
2.0M Hose: HSDGGS4LCP (WELS: 3 Star - 9 L/min)

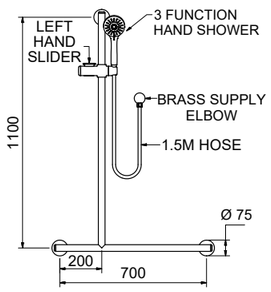
Right Hand Slider - 32mm Stainless Steel Grab Rail
1.5M Hose: HSDGGS1RCP (WELS: 3 Star - 9 L/min)
1.0M Hose: HSDGGS2RCP (WELS: 3 Star - 9 L/min)
2.0M Hose: HSDGGS4RCP (WELS: 3 Star - 9 L/min)



PARK 900MM GRIP AND GLIDE HAND SHOWER

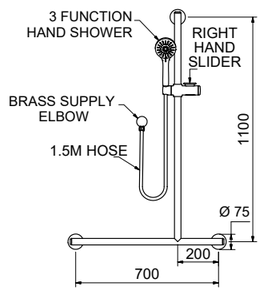
Left Hand Slider - 1.5m Hose - 32mm Brass Grab Rail
PKDGGS1L + [Finish Code] (WELS: 3 Star - 9 L/min)

Right Hand Slider - 1.5m Hose - 32mm Brass Grab Rail
PKDGGS1R + [Finish Code] (WELS: 3 Star - 9 L/min)



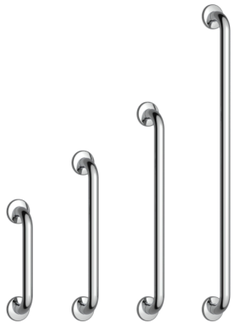
PARK 1100 X 700MM INVERT T GRIP AND GLIDE HAND SHOWER

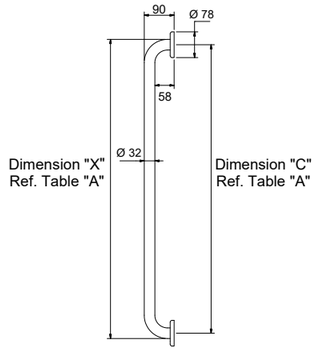
Left Hand Slider - 1.5m Hose - 32mm Brass Grab Rail
PKDGRLTHS + [Finish Code] (WELS: 3 Star - 9 L/min)



PARK 1100 X 700MM INVERT T GRIP AND GLIDE HAND SHOWER

Right Hand Slider - 1.5m Hose - 32mm Brass Grab Rail
PKDGRRTHS + [Finish Code] (WELS: 3 Star - 9 L/min)





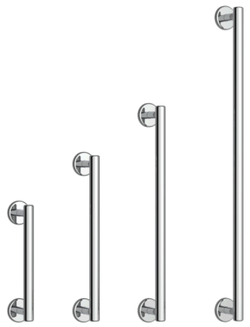
STAINLESS STEEL GRAB RAIL

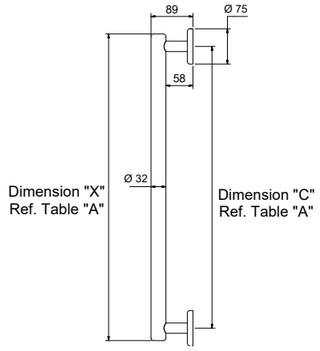
300MM DGR300SS
450MM DGR450SS
600MM DGR600SS
900MM DGR900SS

Special Finishes Available for Project Orders

TABLE "A"

CODE	DIMENSION "X"	DIMENSION "C"
DGR900SS	900mm	868mm
DGR600SS	600mm	568mm
DGR450SS	450mm	418mm
DGR300SS	300mm	268mm



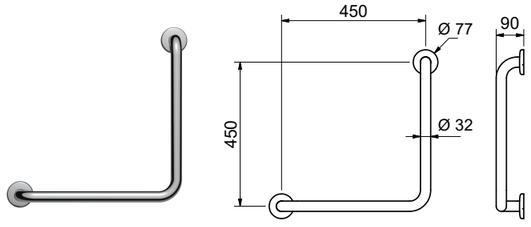


PARK BRASS GRAB RAIL

300MM PKGR300 + [Finish Code]
450MM PKGR450 + [Finish Code]
600MM PKGR600 + [Finish Code]
900MM PKGR900 + [Finish Code]

TABLE "A"

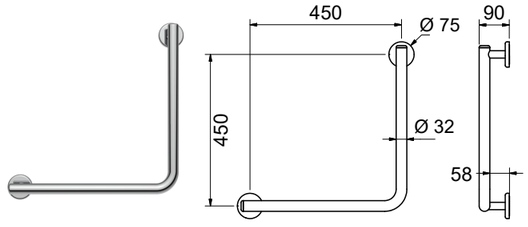
CODE	DIMENSION "X"	DIMENSION "C"
PKGR900	953mm	900mm
PKGR600	653mm	600mm
PKGR450	503mm	450mm
PKGR300	353mm	300mm



450 X 450MM RIGHT ANGLE STAINLESS STEEL GRAB RAIL

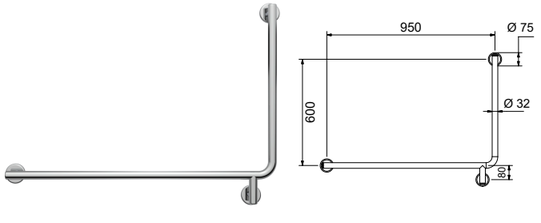
DGR450X450SS

Special Finishes Available for Project Orders



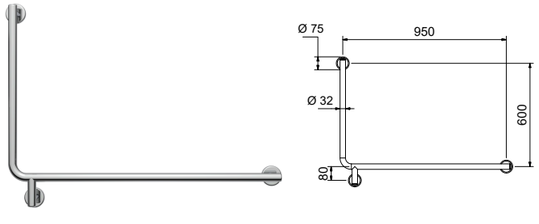
PARK 450 X 450MM RIGHT ANGLE BRASS GRAB RAIL

PKGR450X450 + [Finish Code]



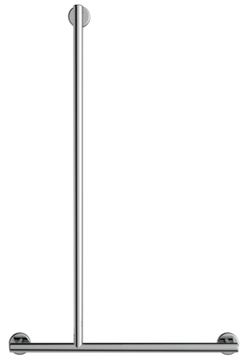
PARK 600 X 950MM RIGHT ANGLE BRASS GRAB RAIL - LEFT HAND

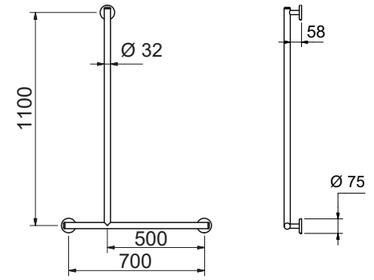
PKGRL600X950 + [Finish Code]



PARK 600 X 950MM RIGHT ANGLE BRASS GRAB RAIL - RIGHT HAND

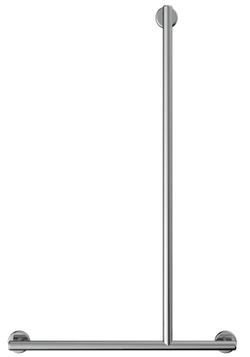
PKGRR600X950 + [Finish Code]

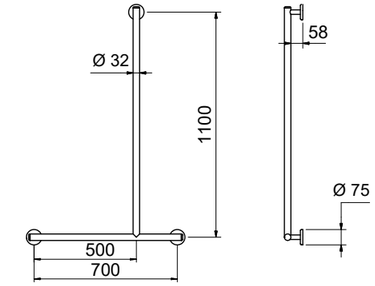




PARK 1100 X 700MM INVERT T BRASS GRAB RAIL - LEFT HAND

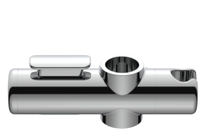
PKGRL1100X700 + [Finish Code]

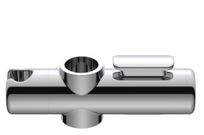


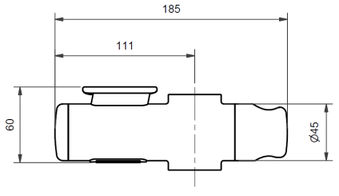


PARK 1100 X 700MM INVERT T BRASS GRAB RAIL - RIGHT HAND

PKGRR1100X700 + [Finish Code]







GRIP AND GLIDE HAND SHOWER HOLDER

Left Hand Button
HSDGGHLCP

Right Hand Button
HSDGGHRCP

NOTE: FOR PROJECT ORDERS, RAM CAN CUSTOMISE GRAB RAILS IN A RANGE OF LENGTHS, FINISHES AND FLANGE COVER OPTIONS. WE CAN ALSO SUPPLY OTHER CARE RANGE PRODUCTS, INCLUDING WATERMARK-CERTIFIED ACCESSIBLE TOILETS. PLEASE CONTACT OUR SALES TEAM FOR FURTHER INFORMATION. PLEASE ALLOW A LEAD TIME OF 8 WORKING WEEKS FROM RECEIPT OF ORDERS WITH CUSTOM REQUIREMENTS.

Disclaimer

The product images and drawings included in the catalogue are an engineering best representation of the relevant products at time of printing. These drawings are to be used as a guide for locating the correct products. As part of Ramtaps commitment to quality products, Ramtaps reserves the right to alter the design or specification of it's products without notice.

WARRANTY

Ramtaps is committed to investing in Australia's future and we are proud to still be designing, engineering and manufacturing products in Australia.
Aside from the benefits of retained infrastructure, knowledge, and employment for future generations this commitment allows us to provide an uncompromising level of quality and service. As a result our customers can relax in the knowledge their purchase is covered by a comprehensive warranty.
Ramtaps warrants against faults in manufacturing and materials as outlined below.
Should there be a need for a claim, the product should not be returned to place of purchase. The company is located at 556 Curtin Ave Eagle Farm 4009 and can be contacted on 0736336000 or by email mail@ramtaps.com.au. Alternative a warranty can be claimed online at www.ramtaps.com.au/service/Any warranty returns can be made at Ramtaps cost by prior arrangement with service staff. The benefits provided by this warranty are in addition to other rights and remedies available under the law.

This warranty is for product purchased after 1st May 2011

Products Fitted with Brass Cartridge

Ramtaps will repair or,at its option,replace any goods which are defective through faulty workmanship or materials within five (5) years.This included parts and labour. Additionally, the single lever mixer includes a further ten (10) years, parts only from the date of purchase.
Covers, caps or components deemed to be minor in nature will be supplied as parts only.

Products Fitted with Plastic Cartridge

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within one (1) year parts and labour. Additionally, the ceramic cartridge includes a further four (4) years parts only, and the Ramflex connection hoses includes a further fourteen (14) years parts only from the date of purchase.
Covers, caps or components deemed to be minor in nature wil be supplied as parts only.

Two Handled Tapware and Spouts

Ramtaps will repair or,at its option,replace any goods which are defective through faulty workmanship or materials within five (5) years parts and labour, includes a further ten (10) years, parts only from the date of purchase.
Covers, caps or components deemed to be minor in nature will be supplied as parts only.

Showers

Ramtaps wil repair or, at its option, replace any goods which are defective through faulty workmanship or materials within five (5) years parts and labour. Additionally, this includes a further ten (10) years, parts only from the date of purchase.
Covers, caps or components deemed to be minor in nature wil be supplied as parts only.

Accessories

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within fifteen (15) years parts only.

Harbic Waste Outlets

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within one (1) year parts and labour, and a further one (1) year, parts only from the date of purchase.

General Terms

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably 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.
In order to make a claim under this warranty a proof of purchase must be provided.
Adequate access to products, fittings and fixtures to undertake waranty repairs is required.
If a service technician does not have clear access, no further work will be carried out until adequate access is available.
Water pressures must not exceed 1000kpa as per the product installation instructions.
Products must be installed in accordance with manufacturer's instructions and Plumbing code AS/NZS 3500.1-2003

Parts Considered Being Consumable

Components of the tap which are designed to be periodically replaced and/or maintained.
These components will be replaced if a manufacturing fault exists.
These parts are.

- Jumper Valves
- O-rings
- Fibre and Plastic Washers
- Single Lever Mixer Lip Seals
- Single Lever Mixer Friction Washers
- Aerator Inserts

Warranty Will Be Voided If

- The defect in goods is caused by improper use
- Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and/or shower heads etc.
- The defect is due to improper installation
- The lines are not flushed adequately
- The product is exposed to waterborne solids e.g. thread tape, cuttings, grit, etc.
- The defect is caused by the effects of hard water
- The product is cleaned with harsh or abrasive cleaners
- Devices are fitted to the outlet
- Acetic cure silicone is used
- Accidental damage, misuse, maltreatment, abnormal stress or strain, harsh or adverse weatherconditions or neglect

If a warranty claim is made and service staff of Ramtaps attend the Buyer's premises or place where the goods have been installed and discover that the problem arises from the faulty installation or use of the goods in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which Ramtaps is responsible, or if the Buyer does not attend at the agreed appointment, Ramtaps may charge a service fee for service staff. Ramtaps wil require dated proof of purchase of the goods before commencing work. The buyer may be asked to pay any service fee charged in accordance with this provision.