

# ShowerFix New Zealand Ltd.

## APPROVED PRODUCTS/QUALITY POLICY

1. ShowerFix aim to provide the best quality and value to our customers.
2. Customers need to have confidence in the solution we have proposed or that they have paid for.
3. Replacement parts for ALL showers MUST be the correct parts designed for that shower unless that part is not available. "Not available" means the part is no longer available for purchase or manufacture (including 3D printing) anywhere. It does not mean "I didn't have one in my van at the time" or "I was saving money/making better margin" by supplying an incorrect part.  
This is particularly important when fitting door seals. ie; Athena doors require Athena seals etc.
4. All customers being quoted for any liner, tray, door, return, bath screen, or "full enclosure" (FE) must be offered a solution using "A" category supplier's product. In addition to this you may also want or need to offer them a "B" category solution. "Offered" means they have had any options clearly communicated either in writing or verbally so that they have been able to respond one way or the other.  
-There are obviously situations where this does not apply. For example, where you are replacing a part of an existing Chinese shower and nothing else will fit.

### In general terms an A category supplier has:

Products designed for NZ/AU market that meet, and are expected to meet during their reasonable lifetime, the NZ Building Code.

Products designed in NZ and or made in NZ.

A NZ national footprint of retailers and access to supply.

Full design and technical back-up in-house.

Full technical warranty back-up with knowledgeable staff.

High quality materials and design.

A reasonable expectation the product will last beyond its warranty period.

A reasonable expectation the supplier will be around till the warranty expires.

### "A" Category suppliers.

Athena

Clearlite

Atlantis

Henry Brooks

Englefield

Showerwell  
Fabtech  
Vetro Racordi  
Mico branded FE's  
Plumbing World FE's  
Newline  
Crest  
Fibre Systems FE's (Nouera etc)  
Symphony Showers  
Franklin Showers  
Robertson Industries  
Bunnings  
Mitre 10  
Specialist plastic liner suppliers.

**"B" Category suppliers**

In general terms a B category supplier will have;

Stock usually sourced from Chinese bulk manufacturers

Products not specifically designed for NZ or the NZ retailer importing the product.

Warranty periods less than A category suppliers

Products that are unlikely to meet their stated warranty expectations, or only provide a useful life just beyond the warranty.

No access to full technical back-up

No meaningful technical warranty backup.

Product not able to be supplied or fitted in a manner unlikely to give rise to customer complaints or questions.

Lower quality design and materials used

Less certainty the supplier will be in business at the end of the warranty period.

Localised retail footprint.

“B” category suppliers. (Non-exhaustive list)

Shower Solutions

Independent retailers and importers of Chinese product.

Trade Depot