

Zenith Product Warranty



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Zenith Warranty:

Zenith warrant the products manufactured and supplied against failure due to defective materials or workmanship, to the original purchaser only, from delivery and during the applicable warranty period as set out below.

Zenith will repair or replace (at its discretion) any product, part or component covered by this warranty which fails under normal use as a result of a defect in material or workmanship with a comparable product (at its discretion).

All warranty claims must be communicated directly to Zenith. Zenith does not warrant the performance of the product when used in combination with anything other than original Zenith or approved third party products. Any product, part or component must have been installed and maintained by Zenith. The express warranties contained here in are in lieu of all other warranties, expressed or implied, including any warranties of merchantability and fitness for particular purpose and all other warranties arising from course of dealing or usage of trade.

Should any failure to conform with this limited warranty appear to a product during the applicable warranty period from the original date of purchase, Zenith shall, upon prompt written notice, repair or replace, at its option and costs, the affected part or parts in a manner so as to minimise disruption to occupiers.

All product must be serviced by Zenith authorized service personnel. Unauthorized servicing immediately renders any warranty null and void. Zenith reserves the right to perform an on-site inspection of the defected items, request the product be returned for further testing or provide photographic evidence of the product failure to any warranty claim being finalized.

The provisions of the statement come into effect August 2025.

Exclusions - This warranty does not apply to:

- Damage caused by a carrier other than Zenith.
- Improper transportation and installation after the original installation.
- Damage caused by improper storage.
- The substitution of any unauthorized non-Zenith components.
- Normal wear and tear, repeated knocks, accidents, user abuse or misuse.
- Any modification to the original product.
- Acts or omissions of parties other than Zenith (including user modification).
- Damage due to dramatic temperature variations, heat, water or direct UV sunlight.
- Damage to surfaces due to contact with improper cleaning products.
- Damage to surfaces due to contact with sharp objects.
- Changes in surface finishes due to aging.
- Natural variations occurring in wood and leather shall not be considered defects.
- The colour fastness or matching of colours, grains, textures, samples or swatch cards.
- Third party upholstery materials (fabric, leather, vinyl) & other materials applied to products. Claims for any other associated cost from the user, including reimbursement for any work carried out by an unauthorized third party.
- Where any non-standard Zenith parts are used to meet customer specifications then those parts are warranted for one year or subject to the manufacturer of those parts warranty.

Workstations & Tables:

Workstations & Tables:

Orbis, Ombre, Rumba, High Rise, Estate, Precinct Pods, Orbis Adapt Desk.

Kissen, Teddy, Twiggy, Primary.

Period of Warranty:

10 Years

5 Years – Winder adjust mechanisms

2 Years – Floorsense components

Soft wiring components – Proprietary to the manufacturer's warranty, typically 1 year.

Worktops – Some worktops carry a proprietary manufacturer's warranty i.e. veneer. These products are subject to the manufacturers warranty.

Verse Rooms:

Period of Warranty:

5 Years

2 Years – Electrical components including soft wiring

1 Year – Lighting elements

Zenith Storage:

Metal Storage:

Period of Warranty:

5 Years

MAKR Storage System:

Period of Warranty:

5 Years

MAKR Storage System:

Period of Warranty:

5 Years

Mechanical, battery and hardwired locks are as per manufacturer's warranty.
Laminates selected by client are proprietary to the laminate manufacturer's warranty.

Zenith Loose Furniture:

Period of Warranty:

5 Years

All upholstery – proprietary to the fabric manufacturer's warranty

Zenith Task Chairs:

Period of Warranty:

All upholstery – proprietary to the fabric manufacturer's warranty

Denn, Life Be, Belite:

Period of Warranty:

10 years – Seating mesh knit, structural & operational seating parts, controls, castors, cylinders

3 years – Arms assembly & arm pads

Beside:

Period of Warranty:

10 years – Seat shell, frame, castors

1 years – Arms arm-pads, soft arm-pads

Remix:

Period of Warranty:

10 years – Seating flex back, structural & operational seating parts, controls, castors, cylinders

1 year – Arms, arm-pads, soft arm-pads

Vox:

Period of Warranty:

5 years – Seating flex back net, structural & operational seating parts, controls, castors, cylinders

3 years – Arms, arm-pads, soft arm-pads

Khyn:

Period of Warranty:

5 years – Seating flex back net, structural & operational seating parts, controls, castors, cylinders

3 years – Arms, arm-pads, soft arm-pads

Zenith Accessories:

Charlie Trolley:

Period of Warranty:

5 Years

1 Year – OE Elsafe Battery & Wiring Looms (for Orbis Adapt)

The warranty period for the batteries & Looms is proprietary to the manufacturer's warranty, specific details on the warranty for the batteries, please contact your local Zenith branch.

Monitor Arms:

Period of Warranty:

10 Years (ZED Monitor Arm Only)

USB Chargers & Wireless Chargers:

Period of Warranty:

1 Year

Third party USB charger, wireless charger products are in accordance with manufacturers specifications and warranty.

Work Shapes:

Period of Warranty:

10 years

Alpha Space:

Period of Warranty:

10 years

2 years – Whiteboard and any other panel selected.

Zenith Accessories:

Alpha Space:

Period of Warranty:

10 years

2 years - Whiteboard and any other panel selected.

Steve Media Presenter:

Period of Warranty:

5 years

1 Year - OE Elsafe Battery & Wiring Looms - The warranty period for the batteries & Looms is proprietary to the manufacturer's warranty, specific details on the warranty for the batteries, please contact your local Zenith branch.

TV - Proprietary to the manufacture's warranty