



**BELA BY MOSAIC**

# **GENERAL CARE AND MAINTENANCE MANUAL**

**43-49 PEERLESS AVENUE, MERMAID BEACH QLD 4218**

**MAY 31, 2021**

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## 1 – SCOPE OF WORKS

Bela by Mosaic Apartment Building, located at 43-49 Peerless Avenue Mermaid Beach, is a residential apartment building consisting of 26 levels (above ground) and three levels (below ground).

Builder: Hutchinson Builders

Project name: Bela By Mosaic

Address: 43-49 Peerless Avenue, Mermaid Beach, QLD 4281.

Supply & Installation of Joinery:

Number of Levels: 26

Number of Apartments: 125

## 2 – STANDARD GUARANTEE

**BELA BY MOSAIC**  
**43-49 PEERLESS AVENUE, MERMAID BEACH QLD 4218**

We, Octeros Cabinets, being the subcontractor who supplied and installed the Joinery items at the above project, hereby guarantee that the installation has been carried out in accordance with the relevant Australian standards and manufacturers recommendations.

The said guarantee is current as per the following information:

<b>Joinery Items</b>	<b>Manufactures Warranty – As per Supplier Warranty attached.</b>
<b>Joinery Items</b>	<b>Installation Warranty – 7 Years from Practical Completion.</b>

Octeros Cabinets hereby guarantees all works as per the scope of works document have been undertaken in accordance with relevant Australian standards and manufacturers recommendations.

**Yours faithfully**



**Scott Dwan**

31/05/2021



## 3 – OCTEROS GENERAL CARE & MAINTENANCE

### **General Care and Maintenance:**

We advise that the following is a general overview and takes no responsibility for any misuse of items supplied and/or installed.

Each manufacturer has their own warranty and care instructions. Octeros Cabinets advises that you should investigate further for specific instructions on particular items.

### **Maintenance details:**

Most items in this installation are maintenance free and carry their manufacturer's warranties for the periods as identified in the contract. We suggest that each user, after the initial installation and loading of shelves and the like, inform the maintenance person of any settling of the product as this will cause the doors and drawers to move slightly. This settling is normal. Minor adjustments may be required at the initial stage. We recommend the following maintenance / cleaning procedures to be followed over the entire joinery installation and thereafter.

## **1. Laminate Surfaces**

General Care and Maintenance of Laminate Joinery

### **1.1. Introduction**

Laminate surfaces are hard-wearing materials, but like all materials can be damaged if used without some care and maintenance.

The following information should help in assisting you to maintain the surface of your laminate.

### **1.2. Cleaning**

A wipe over with a clean soft damp cloth should be sufficient to keep surfaces clean. Soiled surfaces or light stains are removed with warm soapy water or with a common household detergent containing no abrasives or strongly acidic or alkaline ingredients.

It may be necessary to use a brush similar to a tooth or nail brush as well, where the surface is of a texture or embossed finish. Wax or other polishes are unnecessary and should not be used on decorative surfaces.

### **1.3. Stains**

Spills of any nature should be wiped up as soon as they occur. Laminate surfaces are resistant to most household products, but not absolutely stain-proof. They are unaffected by normal household reagents such as detergents, non-bleach washing powders, nail polish remover, petrol, methylated spirits, mineral turpentine, fly spray, grease and shoe polish.

The following will cause stains (but not limited to) if not removed immediately:

- Tea
- Beetroot Juice
- Red Wine
- Fruit Juices
- Hypochlorite Bleach
- Hydrogen Peroxide solution in any concentrate
- Mineral Acids
- Caustic solution
- Sodium Bisulphite
- Potassium Permanganate in any concentrate
- Berry Juices
- Silver Nitrate or Silver Fluoride solutions
- Gentian Violet in any concentrate
- Mild Silver Protein
- Laundry Blue
- Dye or Iodine solution (alcohol containing 1% iodine)

## Stains (cont)

If stain damage does occur, endeavour to remove by using either normal cleaning method or appropriate solvents. If the stain persists, apply a mild abrasive such as white toothpaste applied with a soft toothbrush or cloth.

Never use a harsh abrasive or steel wool. Stains such as residual lacquer and paints or adhesives can generally be cleaned without difficulty, particularly if the material has not been allowed to harden for weeks. Some special types of adhesives and paints however, harden chemically and become insoluble and infusible quite rapidly.

These are the Cyanoacrylates, 'Two Pot' epoxy resins, acid hardened urea and Resorcinol glues. These must be removed before setting takes place, as they cannot be dissolved without affecting the laminate surface.

### **1.4. Care & Maintenance**

Laminated joinery will only need a wipe over with warm soapy water to keep them clean. Soiled surfaces or light stains may be removed with warm soapy water or with common household detergent containing no abrasive or strongly acidic or alkaline ingredients.

### **1.5. Resistance to Stains**

Laminate joinery is unaffected by normal household reagents, ie petrol, fly spray, soaps, non-bleach washing powders and detergents, coffee, wax, crayon and shoe polish.

Laminate joinery should not remain in contact with hypochlorite bleach, caustic solutions, hydrogen peroxide solution in any concentrate, mineral acid, sodium bisulphate, potassium permanganate in any concentrate, berry juices, silver nitrate (1% concentration), gentian violet in any concentrate, mild silver protein, laundry blue dye or iodine solution (alcohol contains 1% iodine).

### **1.6. Direct Sunlight Exposure**

Under normal conditions of interior use, colour retention is assured. However, constant exposure to sunlight and moisture will cause it, like most fabrics and paints to change colour. For this reason Laminex Decorated Boards are not recommended for exterior use.

### **1.7. Surface Resistance to Dry Heat**

180oC slight dulling or surface disturbance may sometimes occur.

### **1.8. Surface Resistance to Steam**

No noticeable effect after 1 hour.

### 1.9. Removal of Common Adhesives and Paints

These can be removed with the following materials:

- Group 1. Alcohols (methylated spirits, methanol)
- Group 2. Aromatics (xylene, petrol)
- Group 3. Aliphatic's (mineral turpentine, kerosene)
- Group 4. Oils (mineral oil, vegetable oil)
- Group 5. Ketones (acetone, nail polish remover)
- Group 6. Ether – Alcohols (cellasolves, carbitoles)
- Group 7. Paint Thinners (being a mixture of above)
- Group 8. Lacquer Thinners (without the addition of acid)

**Please Note:**

Acidic based paint strippers must not be used.

**Danger:**

Some of the above listed solvents are extremely flammable and vapours harmful. Keep away from heat, sparks and open flame. Keep containers closed. Avoid prolonged breathing of vapour. Avoid prolonged or repeated contact with skin. Use adequate ventilation.

Oil paints if reasonably fresh can normally be removed by groups 1, 2, 3, 4 and 7. If aged, can generally be removed by more aggressive solvents such as 5, 6 and 8.

Enamels generally require solvents from groups 2, 5 and 8.

Contact adhesives, if not too old and cured, can be removed by 2, 4, 5 and 8.

PVA – adhesive types can generally be removed with soap and water and solvent groups 1 and 3.

Paraffin wax residue from candles should be scraped off, taking care not to scratch the surface in the process. Any residue still present can be ironed out through blotting paper.

### 1.10. Scratches and Cuts

Laminate surfaces can be damaged by chopping and cutting directly onto the surface and to prevent this happening, a cutting board or chopping board should always be used.

Sliding of heavy metallic or earthenware objects can cause scuffing of the surface. Fine scratches or scuffmarks can often be removed by the application of a good quality car polish. Severe cuts and scratches can be repaired with Laminex Colorfill specially formulated colour match kit for sealing joints and repairing damaged decorative surfaces.





### **1.11. Burns**

Laminates will withstand boiling water and temperatures up to 155oC (310oF). However, we again recommend the use of a protective mat to prevent the surface being scorched when a hot iron is being or has been used.

The same applies when pans or dishes are taken from the oven or hot plates as their temperature in most instances would be in excess of 155oC (310oF).

Some makes of electric frypans can also generate sufficient heat to damage Laminex laminate surfaces.

If by accident a slight scorch mark appears, it may be possible to remove using the method detailed under the heading 'stains', applying a mild abrasive such as toothpaste with a soft toothbrush or cloth.

Should damage be severe, replacement of the area would be the only satisfactory solution.

## 2. Planned Maintenance Schedule

<p><b>Kitchen – cupboards/doors</b></p> <ul style="list-style-type: none"> <li>○ Clean at least once a week</li> </ul>
<p><b>Vanities</b></p> <ul style="list-style-type: none"> <li>○ Clean at least once a week</li> <li>○ Any spills to be cleaned immediately</li> <li>○ Any excess water/spillage must be cleaned immediately</li> </ul>
<p><b>Benchtops</b></p> <ul style="list-style-type: none"> <li>○ Clean at least once a week</li> <li>○ Any spills to be cleaned immediately</li> <li>○ Any excess water/spillage must be cleaned immediately</li> </ul>
<p><b>Handles</b></p> <ul style="list-style-type: none"> <li>○ All hardware to be cleaned as part of general housekeeping</li> </ul>
<p><b>Cutlery Tray</b></p> <ul style="list-style-type: none"> <li>○ All hardware to be cleaned as part of general housekeeping</li> </ul>
<p><b>Drawer</b></p> <ul style="list-style-type: none"> <li>○ All hardware to be cleaned as part of general housekeeping</li> </ul>
<p><b>Storage – cupboards</b></p> <ul style="list-style-type: none"> <li>○ Clean at least once a week</li> <li>○ Any spills to be cleaned immediately</li> <li>○ Any excess water/spillage must be cleaned immediately</li> </ul>
<p><b>Storage – doors</b></p> <ul style="list-style-type: none"> <li>○ Wipe over when attending to cupboards</li> </ul>
<p><b>Handles</b></p> <ul style="list-style-type: none"> <li>○ Wipe over when attending to cupboards</li> </ul>

### **3. Lacquer Surfaces**

General Care & Maintenance of Lacquer Joinery

#### **3.1. Introduction**

Lacquer surfaces are hard-wearing materials, but like all materials can be damaged if used without some care and maintenance.

The following information should help in assisting you to maintain the surface of your lacquer surface.

#### **3.2. Cleaning**

A wipe over with a clean soft damp cloth should be sufficient to keep surfaces clean. Soiled surfaces or light stains are removed with warm soapy water or with a common household detergent containing no abrasives or strongly acidic or alkaline ingredients.

It is not recommended to use any cleaners that deposit or leave residual material on the surface eg waxes or sprays.

Under no circumstances should any silicon based (Proprietary Brand) cleaners or “polish” be utilised as these may permanently damage the surface coating and/or leave a film that can alter the characteristics or properties of the surface coating.

#### **3.3. Stains**

Spills of any nature should be wiped up as soon as they occur. Lacquer surfaces are resistant to most household products, but not absolutely stain-proof.

If stain damage does occur, endeavour to remove by using normal cleaning method. If the stain persists, you will need to contact Octeros Cabinets for a recommended course of action.

Never use a harsh abrasive or steel wool.

#### **3.4. Care & Maintenance**

Lacquer joinery will only need a wipe over with warm soapy water to keep them clean. Soiled surfaces or light stains may be removed with warm soapy water or with common household detergent containing no abrasive or strongly acidic or alkaline ingredients.

#### **3.5. Direct Sunlight Exposure**

Under normal conditions of interior use, colour retention is assured. However, constant exposure to sunlight and moisture will cause it, like most fabrics and paints to change colour.

#### **3.6. Scratches & Cuts**

Lacquer surfaces can be damaged by abrasive or rough handling. Sliding of metallic or earthenware objects can cause scuffing of the surface. Fine scratches or scuff marks can often be removed by the application of a good quality car polish, but this will increase the gloss level.

Please contact Octeros for the recommended course of action.

#### **4. Veneer Surfaces**

##### General Care & Maintenance of Veneer Joinery

#### **4.1. Introduction**

Veneer surfaces are hard-wearing materials, but like all materials can be damaged if used without some care and maintenance.

The following information should help in assisting you to maintain the surface of your veneer surface.

#### **4.2. Cleaning**

A wipe over with a clean soft damp cloth should be sufficient to keep surfaces clean. Soiled surfaces or light stains are removed with warm soapy water or with a common household detergent containing no abrasives or strongly acidic or alkaline ingredients.

It is not recommended to use any cleaners that deposit or leave residual material on the surface e.g. waxes or sprays.

Under no circumstances should any silicon based (Proprietary Brand) cleaners or “polish” be utilised as these may permanently damage the surface coating and/or leave a film that can alter the characteristics or properties of the surface coating

#### **4.3. Stains**

Spills of any nature should be wiped up as soon as they occur. Veneer surfaces are resistant to most household products, but not absolutely stain-proof. If stain damage does occur, endeavor to remove by using normal cleaning method. If the stain persists, you will need to contact Octeros Cabinets for a recommended course of action.

Never use a harsh abrasive or steel wool.

#### **4.4. Care & Maintenance**

Veneer joinery will only need a wipe over with warm soapy water to keep them clean. Soiled surfaces or light stains may be removed with warm soapy water or with common household detergent containing no abrasive or strongly acidic or alkaline ingredients

#### **4.5. Direct Sunlight Exposure**

Under normal conditions of interior use, colour retention is assured. However, constant exposure to sunlight and moisture will cause it, like most fabrics and paints to change colour.

#### **4.6. Scratches & Cuts**

Veneer surfaces can be damaged by abrasive or rough handling. Sliding of metallic or earthenware objects can cause scuffing of the surface. Fine scratches or scuff marks can often be removed by the application of a good quality car polish, but this will increase the gloss level.

Please contact Octeros for the recommended course of action.



## 5. Aluminium

### Cleaning Instructions:

Aluminium – anodised finish – Wash with warm water and a non-abrasive kitchen detergent using a soft cloth or soft bristle brush. To prevent any shiny spots, do not press too hard and to prevent streaking, wash from the bottom up. Rinse with clean water to remove all traces of detergent. If this does not remove all dirt build up, a solvent cleaner such as kerosene, turps or white spirits may have to be used. Thoroughly rinse and wipe dry with a soft cloth after cleaning.

A coat of liquid wax may be used to enhance the gloss finish.

Avoid scouring or excessive use of an abrasive, as this will impair the surface.

Any damage to these finishes will be difficult to repair and will most likely require the replacement of that component.

Please contact Octeros for the recommended course of action.



## **6. Stainless Steel**

### **Cleaning Instructions**

Clean with a damp cloth, mix 50 / 50 water and methylated spirits, or “Windex” and then polish with a soft dry cloth. Abrasive cleaners will scratch the surface. The stainless steel should be washed down regularly to maintain appearances – a minimum of every six months.

Avoid scouring or excessive use of an abrasive, as this will impair the surface.

Any damage to these components will be difficult to repair and will most likely require the replacement of that component.

Please contact Octeros for the recommended course of action.

## **7. Hardware**

Generally, hardware should not be oiled or greased. Dust and grit should not be allowed to build up on hardware and should this not be possible the hardware should be cleaned of dust and grit regularly by vacuuming or brushing.

## **8. Operational Damage**

In the event of a piece of furniture failing to operate normally, discontinue its use immediately and contact the maintenance staff.

Should your maintenance staff be unable to rectify the problem, contact Octeros who will arrange for personnel to address the problem and recommend a course of action. To assist in identifying the furniture concerned, we require the room area number and joinery description.

## **9. Water Damage**

Water left lying on any joinery will cause damage if not wiped up immediately.

If water spill occurs, dry up the area thoroughly and immediately.

If plumbing leaks occur, dry the area thoroughly and immediately.

Please note that water damage is not covered by any joinery warranty.



## 4 – MAINTENANCE INFORMATION

# BRIGGS VENEERS

## **HANDLING & CARE** **Sustainable Natural Real Wood Veneers**

### **Storage and use**

Veneer and veneered panels should not be stored exposed to bright light, excessive heat, high-humidity, chemicals, water and other liquids. Avoid even temporary contact with water and other liquids and avoid any moisture on product surface. Store flat at least 200mm from the floor and keep *covered with plastic sheeting and/or a cover sheet*. *To protect from the effects of light and dry air or wind*, always keep the raw veneer and uncoated veneered panels completely covered with a panel of flat plywood, MDF, etc. Keep the humidity range of the storage area between 40% and 70% (RH).

### **Transport**

When transporting veneer, care must be taken to keep it dry, protected from air/wind and clean from road dirt and dust

### **Care of veneered panels**

Surface finished/coated panels should not be exposed to extended periods of direct sunlight or other bright light. Veneered surfaces should be kept clean and dry. Do not leave wet or staining materials (such as spills of red wine) or chemicals (such as bleach) on veneer. Clean with a soft damp rag using warm water and soap/mild detergent only. Silicone based products must be avoided. Do not use scourers, harsh, abrasive, solvent type or bleach/ammonia based cleaners. These can damage the finish and make the surface susceptible to staining.

Because Briggs Veneers only supplies *raw* veneer and does not have control over the glues and finishes/clear coats used in fabrication, we are unable to provide specific care instructions or warranties for the *finished* product - please contact your fabricator or coatings supplier.

[Download Timber Veneer Association Care Instructions](#)

**As it is not possible to cover all associated manufacturing materials and conditions, the end-user is responsible for carrying the necessary tests to check that the veneer, glue, pressing method, coating and associated materials are suitable for the desired application. Briggs Veneers reserves the right to discontinue products or change prices and dimensions and other attribute of products without notice at any time.**



# LAMINEX®

## FACTSHEET – CARE & MAINTENANCE

For general care and maintenance, simply wipe away most spills or marks with a damp cloth, or use an all purpose cleaner such as Windex spray cleaner or Ajax Spray n Wipe. Rubbing gently with a clean, dry cloth brings back the brightness of laminates. With a few sensible precautions, your Laminex® laminate surface will enjoy a long lifespan.

### GENERAL CARE - INFORMATION

- Avoid scourers and abrasives as they will damage the surface.
- Don't place hot objects, electrical appliances or pots straight from the oven or cooker onto your Laminex laminate surface.
- Don't cut on the Laminex laminate surface.
- Keep waxes and polishes well away as they dull the natural shine.
- Do not use strongly acidic, alkaline cleaners or bleach for normal cleaning as these might etch the surface.

### GENERAL CARE - STREAKS

Streaky marks sometimes show on dark colours after cleaning. An all-purpose cleaner such as Windex spray cleaner or Ajax Spray n Wipe usually removes them.

### GENERAL CARE - GREASE

Using a mild dishwashing detergent in water will remove greasy marks. Dab, wait and wipe away. Finish with an all-purpose cleaner such as Windex spray cleaner or Ajax Spray n Wipe.

### GENERAL CARE - SPILLS

Laminex laminate surfaces resist staining from most household chemicals. With some accidental spills however, prompt action is essential. Wipe off beetroot, grape and berry juices, first aid preparations, concentrated bleach, oven cleaners, dishwasher detergents, artificial dyes, hair colouring and solvent based pen ink immediately. Specialty glues such as Super Glue must also be removed straight away with acetone (nail polish remover).

### GENERAL CARE - STAINS

If the stain won't budge with Extra Strength Windex, try methylated spirits or dab the stain with a diluted bleach mixture

(1 part bleach to 8 parts water); leave for 3 minutes then wash off with water and dry. Finish off with Extra Strength Windex. Only as a last resort if a stain persists try 2 or 3 rubs with a crème cleanser or white toothpaste, wash and dry. Please note that bleach or these abrasive cleaners may irreversibly damage the laminate surface.

### GENERAL CARE - SCRATCHES

Laminex laminate surfaces will withstand normal wear and tear, but can be damaged by scratching or cutting with utensils, knives and unglazed pottery. Darker colours will show scratches more readily than lighter colours. In general, dark colours and high gloss surfaces require more care and maintenance than lighter colours or lower gloss colours. To minimise scratching, always place and lift objects from the surface – never drag or slide them across the surface.

### SPECIFIC CARE - LAMINEX® LAMINATES

(This applies to Squareform Benchtops, Fire Retardant Laminates, Chemical Resistant Laminates, Aquapanel Wet Area Panelling, Vizage Wall Lining, Fusion Laminates and Compact Laminate).

A damp cloth will remove spills and greasy spots. Rub with a clean dry cloth to bring back brightness. Occasionally clean with mild dishwashing detergent. To remove heavy build-up of dirt use cleaners such as Mr Muscle, Windex or Ajax Spray n Wipe spray cleaners.

### SPECIFIC CARE - LAMINEX DIAMONDGLOSS® LAMINATES

Wipe off spills or marks promptly with gentle rubbing using a soft cloth and mild dishwashing detergent. Dry with a soft, dry cloth. For more persistent marks, use a glass window cleaner. Never use abrasive cleaners – even those in liquid form – as they will mark the high gloss surface.

**If used as a whiteboard surface**, whiteboard markers or liquid chalk marker pens only should be used. The use of permanent markers is not recommended, as while it is possible to clean them off, they may leave ghosting or non-removable marks over time. A soft cloth (no wetting) should remove whiteboard/liquid chalk

# LAMINEX®

## FACTSHEET – CARE & MAINTENANCE

marker pens. If necessary, a soft cloth made damp with water can also be used. As with all whiteboard surfaces, general wear and tear such as scratches or scuff marks will occur over time which will make cleaning more difficult. When marker pen cannot be removed with a damp cloth, consideration should be given to replacing the whiteboard surface.

### **SPECIFIC CARE - LAMINEX® METALLIC LAMINATES (INNOVATIONS®)**

Wipe off spills or marks promptly with a soft cloth and mild dishwashing detergent. Dry with a soft, dry cloth. For more persistent marks, use a glass window cleaner. Never use abrasive cleaners – even those in liquid form – as they will mark the surface. Also never use solvents, acids or alkalis on metallic laminates.

### **SPECIFIC CARE - LAMINEX STAINLESS STEEL LAMINATES (INNOVATIONS)**

Wipe off spills or marks promptly with a soft cloth and mild dishwashing detergent. Dry with a soft, dry cloth. For more persistent marks, use a glass window cleaner or methylated spirits. Never use abrasive cleaners – even those in liquid form – as they will mark the surface. Specialty stainless steel cleaner can also be used if necessary.

### **SPECIFIC CARE - LAMINEX PANELS**

A damp cloth will remove spills and greasy spots. Rub with a clean, dry cloth to bring back brightness. Occasionally clean with mild dishwashing detergent. To remove heavy build-up of dirt use cleaners such as Mr Muscle, Windex or Ajax Spray n Wipe spray cleaners.

### **SPECIFIC CARE - FINISHED DESIGNED TIMBER VENEER PANELS**

Laminex® Finished Designed Timber Veneer Panels are easy to clean using a damp cloth and non-abrasive cleaning products. To remove more stubborn stains, the use of alcohol, ammonia or other light solvents is recommended. Never use acetone or trichloroethylene on the polyurethane surfaces. Do not use

abrasive cleaners, powders, scouring pads, steel wool, sandpaper, etc. These can damage the finish and make the surface susceptible to staining. Silicone based cleaning products must be avoided.

### **SPECIFIC CARE - LAMINEX PANELS (GLOSS)**

A wipe over with a clean, soft damp cloth should be sufficient to keep the decorative surface clean. Soiled surfaces or light stains are removed with warm soapy water or with common detergent such as Windex Glass cleaner, Mr Muscle, Dissol, Nifty Solvent or bathroom cleaner, Flash liquid, or Bathroom Plus, containing no abrasive or strongly acidic or alkaline ingredients. If wipe marks are noticeable on the gloss surface, it is generally due to greasy residue being moved around as a result of the cleaning process. To remove, Methylated spirits may be used or Windex glass cleaner. It is recommended to do a final wash down with soapy water and a dry, clean cloth to remove any residue and restore the appearance.

### **SPECIFIC CARE - METALINE® SPLASHBACKS**

When cleaning your Metaline® surface use only mild detergent and a soft, abrasion-free cloth to clean the decorated surface.

- DO NOT use abrasive cleaners, cleaning pads or scouring pads on the surface.
- DO NOT allow food residue to build up on the surface.
- DO NOT use cleaning solutions that are highly acidic or caustic.
- DO clean regularly.
- DO NOT clean the surface if it is hot.

### **SPECIFIC CARE - LAMINEX LEATHER TOUCH LAMINATES (INNOVATIONS)**

These should be cleaned with standard artificial leather care products. Ensure the manufacturer's instructions are followed.

Doors in **MELAMINE** Coastal Oak Woodmatt and **LEGATO** Crisp White.  
Breakkast bar in **LAMINATE** Coastal Oak Woodmatt.



## ENVIRONMENT & SUSTAINABILITY

**polytec** is committed to an eco-friendly and sustainable environment. It is an intrinsic part of the way we do business daily. Our decisions are made so that they have minimum negative impact on the environment.

Our product is manufactured from managed and renewable plantation pine, and on request can be purchased as Responsible Wood Chain of Custody certified. All **polytec** board products are manufactured from E0 or E1 MDF.

We manage waste responsibly through numerous recycling programs including aluminium and metals, used oils and timber waste is recycled back into energy. We subscribe to local government environmental initiatives and voluntary audits as well as our own Internal Energy and Carbon Management Policy (ECM), which aligns with the Australian Government's Energy Efficiency Opportunities (EEO) program.

**polytec** doors and benchtops are Australian Made & Owned.

## CARE & MAINTENANCE

**polytec** do not recommend the use of Melamine products in a sliding or non-fixed application (hinged) unless the use of a mechanical stabilising system is fitted.

Your Melamine doors and panels are made from a Moisture Resistant Medium Density Fibreboard (MR-MDF), but as with many wood based panels, they are not waterproof. Care should be taken to wipe up spills immediately, ensuring the doors are not exposed to high or continuous levels of moisture, steam and humidity.

Melamine doors and panels should be cleaned by wiping down with a white damp soft cloth and warm soapy water. Followed by drying using a soft or microfibre cloth so as not to leave any residue on the door or panel. For more stubborn stains use a good quality streak free glass cleaner. Always ensure you refer to the recommendations provided by the manufacturer of the cleaning product before use.

By following these simple steps you should retain a beautiful kitchen surface for many years.

Visit [www.polytec.com.au](http://www.polytec.com.au) for specific care and cleaning information. Darker colours will show superficial wear and tear more readily than lighter coloured surfaces and require more care and maintenance.

The colours and details shown in this brochure are to the highest standards in printing. However, they should only be used as an indication of actual product colour. To order your free colour sample visit [www.polytec.com.au](http://www.polytec.com.au).

**polytec** swatches and samples represent a small area of the overall colour structure, to view a large colour sample or a full sheet design, visit [www.polytec.com.au](http://www.polytec.com.au)

The use of our current samples gives the colour and finish that a customer would expect to receive. Samples are provided for colour and finish selection and **polytec** recommend testing a sample for fingerprint resistance and ease of cleaning. **polytec** does not guarantee exact colour matches across product ranges due to colour variation in each product group.

## COMPLEMENTARY RANGES

<b>EVOLUTION</b> range	<b>ULTRAGLAZE</b> range
<b>BENCHTOPS &amp; LAMINATE</b>	<b>THERMOLAMINATED</b> doors & panels
<b>XENOLITH</b> premium coloured core	<b>ALUMINIUM</b> framed doors
<b>STECCAWOOD</b> unfinished decorative battens	<b>ALFRESCO</b> range
<b>35mm ARCHITECTURAL</b> doors	<b>WARDROBE</b> range

OUTSIDE COVER: Overhead cupboard doors and shelving in **MELAMINE** Novalc Walnut Woodmatt.

Doors and panels in **VENETTE** Cinder.

INSIDE COVER: Overhead doors and shelving in **MELAMINE** Copper Leaf Matt.

Doors in **VENETTE** Black.

# CARE AND MAINTENANCE

## CARE OF FINISHES.

It is important that particular care is taken to clean and maintain the surface finish of door furniture since many finishes; especially anodised, electro-plated polished and lacquered surfaces may be damaged by incorrect cleaning.

Frequent dusting using a soft, dry cloth and occasional washing with warm soapy water, followed by a light application of good quality wax polish will provide a good foundation for preserving the appearance of most finishes. Chemical sprays, cellulose based thinners and silicone based polishes should be avoided. Use of any chemicals or cleaners, other than those specified by Häfele, is at the sole discretion of the end user and no responsibility will be accepted by Häfele.

Door furniture fitted externally will require more regular attention due the increased exposure to atmospheric conditions, dust, dirt and moisture. It is strongly advised that solvents, metal polishes or abrasive powders should not be used for cleaning lacquered or electro-plated finishes.

### **Anodised Aluminium**

Anodised aluminium should be washed periodically with a weak detergent solution and occasionally wiped with wax polish.

### **Bronze**

Bronze finishes should be periodically washed with warm soapy water. They should also be treated with a sparing amount of wax or furniture polish.

### **Electro-plated**

Electrophoretic and plated finishes should be wiped clean with soapy water and a soft cloth and then wiped dry.

### **Brass Lacquered**

Lacquered brass should be cleaned by the occasional application of coating wax polish. Eventually the lacquer will become damaged and break down. When this occurs all traces of the lacquer should be removed using acetate lacquer remover. The product may then be re-lacquered or cleaned as unlacquered brass.

### **Nickel and Chrome plated**

Door furniture with nickel and chrome finishes should be washed periodically with a weak detergent solution and rubbed occasionally with paraffin or light oil on a cloth.

### **Nylon**

Nylon is a non-porous material with smooth surfaces that do not attract dust. Its appearance can be maintained by wiping with a damp cloth.

### **Stainless Steel**

Stainless steel should be dusted regularly, occasionally washed with warm soapy water and dried with a soft clean cloth. Avoid acid or chloride based cleaning products.

### **Brass Unlacquered**

Natural unlacquered brass should be polished from time to time with a proprietary brass cleaner or left to acquire the natural patina of brass over time.



## 5 – SUPPLIER WARRANTIES

# BRIGGS VENEERS

## WARRANTY

1. Subject to the conditions and limitations set out in this warranty below:

Briggs Veneers Pty Ltd ABN 48 000 059 warrants to the original purchaser of any Briggs Veneers' laminates, veneers & panels for interior residential or commercial use who is a "consumer" as defined in section 3 of the Australian Consumer Law that Briggs Veneers will at its option, repair or replace any Briggs Veneers laminates, veneer & panels without charge if it is defective directly as a result of its manufacture or supply Briggs Veneers or the materials used in its manufacture by Briggs Veneers during the first 7 years after initial purchase (proof of purchase will be required). Subject to paragraph 7, this obligation terminates at the expiration of 7 years from the date of purchase of the product concerned from Briggs Veneers.

2. This warranty does not cover any defect caused by:

- a) Any natural occurrence, or any other act or circumstance beyond Briggs Veneers' control; or
- b) Failure to follow any of the recommendations and advice made by Briggs Veneers on their website or printed literature, or in associated documents and downloads on their website, or on supplier websites where this link is provided on the Briggs website.
- c) Physical abuse, misuse, vandalism, accidents, exposure to excessive heat, exposure to excessive moisture, the use of solvents or inappropriate cleaning products/materials, exposure to chemical products, improper maintenance, normal 'wear and tear', scratches, scuffs, burns, stains, wipe marks on darker colour surfaces; or
- d) General fading or discolouration or damage due to direct and indirect light – from both natural and artificial sources.
- e) General fading or discolouration or damage due to raw veneer being exposed for a long time, unfinished/unsealed, to air; or
- f) The product being used in applications that are not recommended by Briggs Veneers; or
- g) The product being used in applications that are not recommended by Briggs Veneers' suppliers where the link to suppliers' websites is provided on the Briggs website; or
- h) Faulty workmanship by any person other than Briggs Veneers; or
- i) Variation in colour, pattern, shade of material against the sample material, display/s and/or electronic and/or website and/or printed illustrations;

This warranty also does not cover:

- i) Where the defect is trivial or insubstantial; or
- j) Where, as the date of notification of the defect to Briggs Veneers, the type or colour of the alleged defective product no longer forms part of the Briggs Veneers' standard stock range and the person complaining of the defect does not agree to the supply of a replacement which is a close type or colour match as is possible from Briggs Veneers' then prevailing stock range; or
- k) Where the defect has been disclosed as a feature or limitation of the Briggs Veneers laminates, veneers & panels in any literature published by Briggs Veneers; or
- l) The presence of natural features of individual species, wood, wood veneer, dyed veneers and wood veneer laminates, either generally or of a specific species, such as but not limited to knots, coarse grain, gum-veins, small holes, leaf-width variation and joining effects such as "paling fence effect". Such natural and intrinsic features of wood and wood veneer and variations in appearance are not material defects; or
- m) Natural variation in appearance between different leaves or sheets of veneer or sheets of veneer laminate, between different logs of veneer, within a log or between different batches. Such natural and intrinsic features of wood and variations in appearance are not material defects; or
- n) Outdoor application
- o) Wet area application
- p) Matters beyond the control of Briggs Veneer such as the glue type, coating type and methods used to make the finished veneered panel and the finished fabrications such as walls, ceilings, joinery, furniture etc

3. This Warranty applies only to Briggs Veneers laminates, veneers & panels:

- a) Purchased from Briggs Veneers after 1st June 2016 for interior residential or commercial use in Australia;
- b) That have remained installed at the location at which it was first installed after its sale by Briggs Veneers;

c) Which have been installed, maintained, used and protected in the manner recommended by Briggs Veneers, as at the relevant time of such installation, maintenance, use or protection, in its literature published from time to time concerning the Briggs Veneers laminates, veneers & panels, a copy of which may be obtained, free of charge, at the point of purchase or by writing directly to Briggs Veneers at the address given below;

d) Where Briggs Veneers has been notified of the defect within seven days of the first person to become aware of it;

4. A replacement product may not be reasonably available from Briggs Veneers in the same species, log, batch, cut, thickness, size, shape, type or colour as the original Briggs Veneers laminates, veneers & panels covered by this warranty. If a replacement product of the same species, log, batch, cut, thickness, size, shape, type or colour is not reasonably available, Briggs Veneers reserves the right to provide a replacement product of as close a species, cut, thickness, size, shape, type or colour match as is reasonably possible from Briggs Veneers' then prevailing product range in satisfaction of its obligations under this warranty.

5. Except as expressly provided in paragraphs 7 and 8, all terms, conditions, warranties, undertakings, inducements and representations, whether express or implied, statutory or otherwise relating in any way to Briggs Veneers laminates, veneers & panels are excluded. Without limiting the generality of the preceding sentence, Briggs Veneers will not be under any other liability in respect of any loss or damage (including consequential loss or damage) however caused (whether by negligence or otherwise) which may be suffered or incurred or which may arise directly or indirectly in respect of the Briggs Veneers laminates, veneers & panels.

6. Where any applicable legislation implies any term, condition or warranty into the contract of sale between Briggs Veneers and a person, or Briggs Veneers' relationship with a person, which has acquired Briggs Veneers laminates, veneers & panels, or otherwise gives that person a particular remedy against Briggs Veneers, and that legislation or any legislation voids or prohibits any provision excluding, or modifying the application of, or exercise of, any liability under such term, condition, warranty or remedy, then that term, condition, warranty or remedy shall be deemed to be included in or, as the case may be, apply to that contract or relationship. However, Briggs Veneers' liability for any breach of such term, condition or warranty or under such remedy, shall be limited, at Briggs Veneers' option, in any one or more of the ways permitted by that legislation including, where so permitted:

If the breach related to a Briggs Veneers laminate, veneer & panel:

i. The replacement of Briggs Veneers laminates, veneers & panels or the supply of equivalent product;

ii. The repair of the Briggs Veneers laminates, veneers & panels; and remedies of the person under a law in relation to the goods or services to which this warranty relates. This warranty should not therefore be read as an exclusive statement of the rights of the original purchaser or any other person.

7. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. 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.

8. The limit of liability for is up to the value of the goods supplied by Briggs Veneers, and supply is subject to our standard terms and conditions.

9. This warranty does not cover any other product used or installed in connection with the Briggs Veneers laminates, veneers & panels.

10. This warranty is not transferable or assignable.

11. Any enquiries regarding this warranty should be sent to Briggs Veneers, 409 Victoria Street, Wetherill Park, NSW, 2164. Enquiries can also be made by calling (02) 9732 7888 or emailing [admin@briggs.com.au](mailto:admin@briggs.com.au). Please provide a description of how the Briggs Veneers laminates, veneers or panels product is defective and when you found out that it was defective. Please also provide any photographs taken of the defect(s).

# LAMINEX® LAMIWOOD®

1. Subject to the conditions and limitations set out in this warranty below, Laminex Group Pty Limited ABN 98 004 093 092 trading as The Laminex Group warrants to the original purchaser of any Laminex® Lamiwood® for interior residential or commercial use that The Laminex Group will at its option, repair or replace any Laminex Lamiwood without charge if it is defective directly as a result of its manufacture by The Laminex Group or the materials used in its manufacture by The Laminex Group, during the first seven years after the initial purchase (proof of purchase will be required) Subject to paragraph 7, this obligation terminates at the expiration of 7 years from the date of purchase of the product concerned from The Laminex Group.
2. This warranty does not cover any defect caused by:
  - a) any act of God, any natural occurrence or any other circumstance beyond The Laminex Group's control; or
  - b) failure to follow any procedures recommended by The Laminex Group, at the time of fabrication and installation, for the fabrication and installation of Laminex Lamiwood; or
  - c) physical abuse, misuse, accidents, exposure to excessive heat, exposure to excessive moisture, the use of solvents or inappropriate cleaning products/materials, improper maintenance, normal 'wear and tear', scratches, scuffs, burns, stains, wipe marks on darker colour surfaces, exposure to chemical products; or
  - d) general fading and discolouration (exposure to sunlight should be avoided); or
  - e) the product being used in applications that are not recommended by The Laminex Group in the product literature published; or
  - f) where the defect has been caused by faulty workmanship by any person other than The Laminex Group;
  - g) variation in colour, pattern, shade of the material against the sample material, displays and/or printed illustrationsThe warranty also does not cover:
  - h) where the defect is trivial or insubstantial; or
  - i) where, as at the date of notification of the defect to The Laminex Group, the type or colour of the alleged defective product no longer forms part of The Laminex Group's standard stock range and the person complaining of the defect does not agree to the supply of a replacement which is as close a type or colour match as is possible from The Laminex Group's then prevailing stock range; or
  - j) anything that has been disclosed as a feature or limitation of Laminex Lamiwood in any literature published by The Laminex Group; or
  - k) outdoor application.
3. This warranty applies only to Laminex Lamiwood:
  - a) Purchased from The Laminex Group after 1 July 1994 for interior residential or commercial use in Australia;
  - b) That has remained installed at the location at which it was first installed after its sale by The Laminex Group;
  - c) Which has been installed, maintained, used and protected in the manner recommended by The Laminex Group, as at the relevant time of such installation, maintenance, use or protection, in its literature published from time to time concerning Laminex Lamiwood, a copy of which may be obtained, free of charge, at the point of purchase or by writing directly to The Laminex Group at the address given below; and
  - d) where The Laminex Group has been notified of the defect within seven days of the first person to become aware of it.
4. This warranty will cover reasonable labour charges which are necessary for the repair or replacement of Laminex Lamiwood covered by this warranty.
5. A replacement product may not be reasonably available from The Laminex Group in the same shape, type or colour as the original Laminex Lamiwood MR product covered by this warranty. If a replacement product of the same shape, type or colour is not reasonably available, The Laminex Group reserves the right to provide a replacement product of as close a shape, type and colour match as is reasonably possible from The Laminex Group's then prevailing product range in satisfaction of its obligations under this warranty.
6. Except as expressly provided in paragraphs 1 and 7, all terms, conditions, warranties, undertakings, inducements and representations, whether express or implied, statutory or otherwise relating in any way to Laminex Lamiwood are excluded. Without limiting the generality of the preceding sentence, The Laminex Group will not be under any other liability in respect of any loss or damage (including consequential loss or damage) however caused (whether by negligence or otherwise) which may be suffered or incurred or which may arise directly or indirectly in respect of Laminex Lamiwood.
7. Where any applicable legislation implies any term, condition or warranty into the contract of sale between The Laminex Group and a person, or The Laminex Group's relationship with a person, which has acquired Laminex Lamiwood, or otherwise gives that person a particular remedy against The Laminex Group, and that legislation or any legislation voids or prohibits any provision excluding, or modifying the application of, or exercise of, any liability under such term, condition, warranty or remedy, then that term, condition warranty or remedy shall be deemed to be included in or; as the case may be, apply to that contract or relationship. However, The Laminex Group's liability for any breach of such term, condition or warranty or under such remedy, shall be limited, at The Laminex Group's option, in any one or more of the ways permitted by that legislation including, where so permitted:
  - a) If the breach related to Laminex Lamiwood:
    - i. The replacement of Laminex Lamiwood or the supply of equivalent product;
    - ii. The repair of Laminex Lamiwood
    - iii. The payment of the cost of replacing Laminex Lamiwood or acquiring equivalent product; or
    - iv. The payment of the cost of having Laminex Lamiwood repaired; and
  - b) If the breach relates to services:
    - i. The supplying of the services again; or
    - ii. The payment of the cost of having the services supplied again.
8. Please note that the law may confer on persons rights arising out of the supply of Laminex Lamiwood. This warranty should not therefore be read as an exhaustive statement of the rights of the original purchaser or any other person.
9. This warranty does not cover any other product used or installed in connection with Laminex Lamiwood.
10. This warranty is not transferable or assignable.
11. Any inquiries regarding this warranty should be sent to Laminex Lamiwood Warranties, The Laminex Group, PO Box 407, Doncaster, VIC 3108.

The Laminex Group, A division of Laminex Group Pty Limited A.B.N. 98 004 093 092. Laminex is marketed, distributed and manufactured by The Laminex Group.  
Laminex®, Lamiwood®



**Laminex®**  
Inspire your space

**Return this original warranty form to Laminex® Lamiwood® Warranties, The Laminex Group, PO Box 407, Doncaster Vic 3108 to ensure your warranty is registered. Remember to retain your proof of purchase.**

**Name:** \_\_\_\_\_

**Place where Laminex Lamiwood was purchased:** \_\_\_\_\_

**Address where Laminex Lamiwood is installed:** \_\_\_\_\_

**Date installed:** \_\_\_\_\_

**Installed by:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Signed:** \_\_\_\_\_



**Laminex®**  
Inspire your space



# polytec Products Limited Warranty Terms & Conditions

## Definitions

**polytec** – Borg Manufacturing PTY LTD trading as Polytec PTY LTD.

**Commercial** – Any application installed in a non-residential premises e.g. high traffic area such as, but not limited to, an office, restaurant, bar, educational, hotels, private business or retail outlet.

**Residential** - Any application installed in a residential site, e.g. households and other residential dwellings.

**Product(s)** - the Products listed in Table 1.

**Warranty** – The Products supplied to you will, under normal use be free from defects arising from manufacture of the product. The Warranty Period for the products supplied by **polytec** is set out in the table below.

**Warranty Period** - the term for which the Products are covered by the Warranty. The Warranty Period begins on the date of purchase and ends once the Warranty Term for the specific Product in Table 1 expires.

Table 1 - Products	Warranty Term
EVOLUTION and MELAMINE doors, panels, and board.	Seven (7) years
THERMOLAMINATED doors and panels	Seven (7) years
ULTRAGLAZE doors and panels	Seven (7) years
Roller Shutters	Seven (7) years
ALUMINIUM framed doors	Seven (7) years
BENCHTOPS	Seven (7) years on benchtops made by <b>polytec</b>
LAMINATE	Seven (7) years
High Impact laminated board	Seven (7) years
XENOLITH & COMPACT laminate including Table Tops	Seven (7) years
Chromaboard, Steccawood	Seven (7) years
Evaboard	Seven (7) years
imi-beton	Two (2) years

1. This Warranty only applies to polytec products expressly stated in Table 1 that:

- Are sold by **polytec** or any of its approved suppliers; and
  - Are purchased on or after August 1, 2019; and
  - Product has been paid for in full; and
  - Has remained installed at the location it was first installed;
2. In the event that a claim is made and it is established to **polytec's** satisfaction that there is a manufacturing defect in the Product in breach of the Warranty, then **polytec** will, at its sole discretion, either provide replacement Product in a manner **polytec** considers reasonable, or, as elected by **polytec**, repair the Product at **polytec's** premises or on site.
3. **What the Warranty does not cover** – This Warranty does not extend to wear and tear, delamination or any damage, defects or

failures within the Product which directly or indirectly arise from or are due to, but not limited to:

- Water damage** – Including damage from steam, excessive moisture; or
- Heat damage** – From placing hot pans, pots or similar hot objects directly on the surface of the Product, including damage consisting of cracks in and scorching of the Product; or
- Heavy weight or impact damage** – Placing heavy objects on the Product; applying substantial weight to the Product, including by standing, sitting or lying on the Product; or applying excessive impact to or mishandling the Product, including the impact caused by objects scraped along, thrown or dropped on the product's surface; or
- Acidic food products and chemical damage** – Exposing the Product to acidic food products such as salt, vinegar, tea and citric fruit juice; or Chemical damage - Exposing the Product to acidic or corrosive materials, cosmetics and chemicals such as dyes, solvents, bleach, inks, acetone, denture cleaner and photo developing fluid; or
- Using inappropriate household cleaning products** – DO NOT USE abrasive cream or powder cleansers, furniture polish/wax/powder; oven cleaner, drain cleaners, sugar soap and strongly alkaline or acidic cleaners; or
- Failure to clean as recommended** – You must follow cleaning instructions set out in our Care & Maintenance guides found at [www.polytec.com.au](http://www.polytec.com.au); or
- Structural or support changes** – Changes affecting the building or application where the product has been installed, causing twisting, warping, bowing, cupping or shrinkage of the Product, including movements caused by hydrostatic pressure resulting in the expansion or contraction of the cabinetry or other structure on which the Product is installed; or
- Incorrect installation** – All **polytec** Products must be installed meeting the Australian/New Zealand Domestic kitchen standards (AS/NZS 4386:2 1996); failure to install correctly, including; not following the recommended fabrication and installation instructions and use of the product with inappropriate cabinetry or other structures; and extending to delamination, swelling and surface bubbling where you or your supplier have applied your own adhesive; or
- Unauthorised modifications** – Any modifications or work to the product by any person other than **polytec** approved suppliers; or
- Inappropriate use** – Including use of the Product outdoors or in any way which exposes the Product to UV (exposure to direct sunlight) or consistent environmental forces that could affect the Product; or
- Inadequate maintenance** – Including failure to follow procedures set out in the manufacturers; or recommendations and Care & Maintenance guides; or
- Other specified causes** – Any other causes specified in the Product information as being excluded from this Warranty.

In addition, this Warranty does not cover;

- (m) **Colour and gloss variations** – Any variations with the colour or gloss within the Product including any replacement product, or any aging or fading of colour, shine or gloss level over time; or
- (n) **Imperfections** – Any visual imperfections or blemishes in the surface and edges of the Product in excess of accepted industry standards, including pimples, dimples, dents, creases, cracks, cuts, marks, chips, scratches and surface irregularities which are not brought to your suppliers attention at the time you inspected the Product or at any other time before the product is cut or modified in any way; or
- (o) **Modification** – Any modifications to Thermolaminated Products such as cutting that results in the structural integrity being compromised.

To the maximum extent permissible by law, **polytec** will not be liable for consequential loss or damage whatsoever and however arising out of or in connection with the supply, performance or removal of the Product, including but not limited to, any indirect or consequential loss (including, without limitation, loss of profit, loss of revenue, loss of contract, loss of goodwill or increased cost of workings) even if due to the negligence of **polytec** or any of its approved suppliers, employees or agents.

- 4. **Validity** – This Warranty becomes valid only when **polytec** has been paid in full for all products used. This Warranty is valid from the date of payment in full, Warranty Period does not recommence if a Warranty claim is made. In this case the original warranty commencement date remains and the Warranty Period is determined from this date.
- 5. **Statutory Warranties** – This Warranty certificate and other statements contained in this document or other documents given to you do not exclude, restrict or modify the application of any term implied into this Warranty by statute, provided that (to the extent any statutory provision permits **polytec** to limit its liability for a breach of an implied condition or Warranty) **polytec's** liability for such breach is limited to the payment of the cost of replacing the Product or acquiring an equivalent Product or repairing the Product.

- 6. **Limitations** – Our Products come with guarantees that cannot be excluded under the Australian Consumer Law. If available to you as a consumer (as defined under Australian Consumer Law) you are entitled to a replacement or refund for major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Product repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure. The obligations of **polytec** under this Warranty are limited to those set out in this Warranty. To the extent you are defined as a consumer under the Australian Consumer Law, this Warranty is in addition to your rights under that law, that cannot otherwise be excluded or limited. In all other cases, this Warranty is expressed or implied, including any implied Warranty of merchantability or fitness for a particular purpose and not withstanding any course of dealing between the parties or custom and usage in the trade to the contrary.

7. **Cost claim** - **polytec** will be liable for the cost of the replacement **polytec** Product at the subject of this Warranty for the Warranty Period. All other costs will be the claiming party's responsibility.

- 8. **Inquiries** – Any inquiries into this Warranty should be sent to:  
**polytec** Warranties  
 Borg Manufacturing  
 2 Wella Way  
 SOMERSBY NSW 2250;  
 or emailed to: warranty@borgs.com.au;  
 or by phone: (02) 4393 8959.

9. **Claims** – To claim your warranty please send the following to one of the contacts above:

- Your name, address and phone number.
- The installers business name, proof of purchase including sales order numbers and dates of purchase.
- The address where **polytec** products have been installed.
- Colour and style of Products installed.
- Description of how the Product is defective. Please also accompany this form with photographs of any defects found in Product.

After **polytec** receives your claim, we will contact you within 28 days to discuss the claim.

## Registration of purchase

Once your **polytec** Product is installed please complete the following form and mail to the below address for registration of Warranty Period -

NAME:	DATE OF INSTALLATION/PURCHASE:
ADDRESS WHERE PRODUCT WAS INSTALLED:	
PHONE NUMBER:	MOBILE:
EMAIL ADDRESS:	
COLOUR OF PRODUCT:	PRODUCT TYPE:
ORIGINAL SALES ORDER NUMBER (SON):	NAME OF CABINETMAKER

To register your Warranty, return this original Warranty form to:

**polytec** Warranties  
 Borg Manufacturing  
 2 Wella Way  
 SOMERSBY NSW 2250  
 or email: warranty@borgs.com.au

Remember to retain proof of purchase or manufacturing sticker off the back of your **polytec** product.

## HÄFELE LIMITED LIFETIME WARRANTY

Häfele Australia Pty Ltd ACN 006 021 432 (Häfele Australia), warrants all its products subject to the Conditions of Sale, accessible on the Häfele website at [www.hafele.com.au](http://www.hafele.com.au).

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 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.

Where a failure does not amount to a major failure, Häfele will provide, at Häfele's option, a repair, replacement or refund for the hardware component. If a product or component is no longer available and cannot be repaired, Häfele will, in its absolute discretion, replace the product with a substitute item.

Häfele Australia provides a lifetime warranty on hardware components, with some exceptions for specific product lines that carry their own express warranties. Please refer to Appendix (page 2).

Häfele will rectify, without charge to you, damage or faults on products proven to their satisfaction to be caused by an error in manufacture. No claim under this Warranty will be accepted for slight discrepancies from specifications, which are immaterial to the value and usability of the products, damage due to the chemical and electrochemical effects of water or generally inappropriate use or environmental conditions.

This Warranty operates under the following conditions:

1. Any parts replaced become the property of Häfele Australia;
2. The warranty expires if unauthorised persons repair or interfere with the products, or if the products are fitted with supplementary parts or accessories that are not suited;
3. Repairs under this Warranty do not extend the warranty period and do not initiate a new warranty period and the warranty period for any replacement parts fitted ends together with the warranty for the entire product;
4. The warranty is transferrable for the period outlined under the product's express warranty.

To claim under this Warranty simply visit the supplier from which you purchased your Häfele hardware component, along with proof of purchase and documentary evidence of the fault. Such evidence may include photographs, statutory declarations, receipts or reports, depending on the loss or damage. Häfele will not be responsible for any costs incurred by the purchaser in bringing the product and/or evidence of the fault to the store.

The benefits to the purchaser given by this manufacturer's Warranty are in addition to all rights and remedies conveyed by the Competition and Consumer Act 2010 (Commonwealth) and any other statutory rights to which the purchaser may already be entitled, and this Warranty does not exclude, restrict or modify any such rights or remedies implied by law.

Häfele will not, under this Warranty, be responsible for consequential damages (such as loss of use) inconvenience, loss or damage to personal property, whether direct, indirect or economic and whether arising in contract or tort. Under this Warranty Häfele's responsibility shall not exceed the purchase price of the component or its replacement.

No other express warranty or representation has been made or will be made on behalf of Häfele with respect to its hardware components, or the operation, repair or replacement of those components. No representative of Häfele or its distributors or retailers are authorised to make any changes or modifications to this Warranty.

This Warranty is provided by Häfele Australia Pty Ltd.

## HÄFELE LIMITED LIFETIME WARRANTY APPENDIX - EXPRESS WARRANTIES

### **20 Years**

- Häfele Sinks - Pressed and Squareline branded products.

### **10 Years**

- Häfele Cucina Aperto Alfresco Kitchen.
- Impact Cabinets & Doors
- Impact Painted Doors

### **7 Years**

- Architectural Door Hardware.
- Sliding and Folding Hardware for Buildings.
- Operable Wall Hardware.
- Bathroom Fittings.
- Glass Hardware.

### **3 Years**

- Loox Lighting and Loox Electrical products.

### **2 Years**

- Häfele Kitchen and Laundry Appliances.
- Häfele Mixer Taps (5 years on Cartridges).
- Häfele Cucina Aperto Alfresco Kitchen Sink and Tap.
- Automatic Door Controls.
- Electronic Access Control.

### **Miscellaneous**

- Manufacturing Warranty - Power Tools, Mirostone, Infinity, Impact Painted Doors.
- All other electrical products other than those with Express warranty will be covered by a 1 year warranty from date of purchase.