

**FIRST BAY 1674 - 1676 DAVID LOW WAY COOLUM
JOINERY WARRANTY, CARE & MAINTENANCE**

POLYTEC

- Melamine Care & Maintenance
- Compact Laminate Care & Maintenance (*Applicable to unit 151 only*)
- Warranty

ELTON GROUP EVENEX

- Care & Maintenance
- Warranty

Note only applicable to units 271 & 151 only

HETTICH HARDWARE

- Warranty Care & Maintenance

HAFELE HARDWARE

- Warranty, Care & Maintenance

Note only applicable to building 2 units level 4 to 6

FURNWARE

- Warranty, Care & Maintenance

BARBEN

- Care & Maintenance
- Warranty

Note only applicable to unit 271, 272 and all building 1 units

GUARDIAN ULTRAMIRROR

- Care & Maintenance
- Warranty

MELAMINE doors & panels care

Melamine doors & panels are manufactured from the highest quality materials and designed to provide years of trouble free service.

Whilst your doors are made from a Moisture Resistant Medium Density Fibreboard (MR MDF) and as with any wood based panel cannot be made totally 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.

General Cleaning

Step 1. Wipe down using a damp soft cloth containing warm soapy water, followed by drying using a soft or microfibre cloth so as not to leave any residue on the door or panel. If this is sufficient there is no need for any further action.

Step 2. For more stubborn stains, use a good quality streak free glass cleaner as per the manufacturers recommendation. You may also use Methylated Spirit on a soft cloth, using a circular cleaning motion being careful not to rub too hard.

Step 3. Repeat step 1 - Wipe down using a damp soft cloth containing warm soapy water, followed by drying using a soft or microfibre cloth so as not to leave any residue on the door or panel.

Always ensure that you refer to the recommendations provided by the cleaning product manufacturer before use.

To ensure that your **polytec** warranty will not be void, DO NOT use any of the following on **polytec Melamine** doors & panels: Commercial Cleaning Products, Abrasive Cleaners, Scouring Pads or Abrasive Papers, Acids and Alkalis, Solvents, Thinners, Turpentine (Turps), Ammonia, Bleach, Acetone, Easy-Off BAM!, M.E.K. or any other cleaning agents containing organic solvents or the above mentioned products.

Avoid contact with sharp implements. Use range hoods whenever cooking, to avoid steam and cooking oil vapours from adversely effecting surfaces.

Please note: **polytec** provide a limited seven (7) year warranty on all door products which ensures against design, workmanship and manufacturing defects. If you detect any problems with your doors, **polytec** must be notified within seven (7) years from the date your doors were manufactured. Failure to follow the above care instructions may result in damage to your doors and void your entitlement to the warranty. **polytec's** warranty does not cover wear and tear. For more information refer to the **polytec** Products Limited Terms & Conditions document.

Date of last update: October 2020

COMPACT laminate care

The surface of **polytec's Compact** laminate is made from a stain-resistant melamine based resin. The toughness and high impermeability of this surface means that **polytec's Compact** laminate should require no more than wiping with a soft cloth, dampened with plain water or a household detergent mix to remove all common household spills.

General Cleaning

Using a mild household spray wipe down the **Compact** laminate with a soft cloth. Dry using a soft cloth so as not to leave any cleaning solutions on the surface.

You may also use Methylated Spirit on a soft cloth using a circular cleaning motion. Thoroughly clean over the wider area with water and detergent on a damp cloth afterwards to remove any residual Methylated Spirit.

Always ensure that you refer to the recommendations provided by the cleaning product manufacturer before use.

To ensure that your **polytec** warranty will not be void, DO NOT use any of the following on **polytec Compact** laminate: Commercial Cleaning Products, Abrasive Cleaners, Scouring Pads or Abrasive Papers, Solvents, Thinners, Turpentine (Turps), Ammonia, Bleach, Acetone, Easy-Off BAM!, M.E.K. or any other cleaning agents containing organic solvents or the above mentioned products.

Please note: **polytec** provide a limited ten (10) year warranty on all **Compact** laminate products and a limited ten (10) year warranty on **Compact** laminate table tops which ensures against design, workmanship and manufacturing defects. If you detect any problems with your **Compact** laminate, **polytec** must be notified within ten (10) years from the date your **Compact** product was manufactured. Failure to follow the above care instructions may result in damage to your **Compact** product and void your entitlement to the warranty. **polytec's** warranty does not cover wear and tear. For more information refer to the **polytec** Products Limited Terms & Conditions document.

Date of last update: April 2021

polytec Products Limited Warranty Terms & Conditions

Definitions

polytec – Borg Manufacturing PTY LTD trading as Polytec
ACN 003 246 357

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 polytec
LAMINATE	Seven (7) years
High Impact laminated board	Seven (7) years
XENOLITH & COMPACT laminate including Table Tops	Ten (10) years
Steccawood	Seven (7) years
Evaboard	Seven (7) years
Partiton Systems (COMPACT laminate)	Ten (10) years
Partiton Systems (hardware)	One (1) year

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 April 1, 2021; 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; 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

In addition, this Warranty does not cover;

- (l) **Other specified causes** – Any other causes specified in the Product information as being excluded from this Warranty.
 - (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 supplier's 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) **Bowing** – The inherent properties of the fibre core of Compact Laminate and low pressure melamine board can incur slight bowing, this naturally occurs in fibre based panel products and is not covered by warranty if within the acceptable tolerance outlined in the **polytec** technical data sheets.
 - (p) **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.
- 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.

Evenex

Material Handling Guide

- Evenex is a continuous low-pressure laminate pressed and stocked in 2400mm & 3000mm x 1200mm on 18mm, 25mm or 32mm E0 MRMDF board. The standard thickness of the face laminate is 0.2mm. Other sizes & substrates are available on request.
- Evenex panels do not have a melamine surface but rather a lacquered surface and therefore lower resistance to surface wear and scratching than standard laminates.
- Evenex is recommended for vertical and light horizontal use only.
- DO NOT drag/slide sheets across one another.
- Stack panels onto a flat surface, avoid leaning against walls for a prolonged period to reduce the chance of bowing.
- Evenex is not recommended for outdoor use.
- Clean with a damp, non-abrasive cloth and warm soapy water. DO NOT use harsh chemicals. If you do want to try a chemical, please do so on an off-cut.
- AVOID applying adhesive tapes to the face & back of the Evenex panels as many contain solvents which will affect the material. Heat and a prolonged period of the tape being on the face can also increase the chance of damaging the surface. Should tape need to be used, refer to the Adhesive Tape Report on TESA 4308 tape which can be found at eltongroup.com/evenex under Downloads.
- It is recommended that handles or push plates be installed on Evenex faced doors as pressure from repetitive handling may over time damage surfaces due to abrasion from the transfer of oil, dirt and other materials. Push to open door mechanisms are not recommended without dedicated push plates.
- Finger or hand marks will show less on mid-toned finishes compared to dark toned finishes.
- For further information and Terms and Conditions please call us on 1300 133 481 or refer to our website eltongroup.com/evenex



Terms & Conditions of Sale

1. Definitions & Interpretation

In this document, unless the context otherwise requires: 'Company' means ELTON GROUP PTY LTD ABN 59 039 878 878; 'Consignment Goods' means any items from the Company range placed with the Purchaser by the Company on consignment; 'Deposit' means a deposit specified in a Sales Order Confirmation or a Tax Invoice; 'Event of Default' occurs when the Purchaser becomes insolvent, commits any act of bankruptcy, makes an assignment for the benefit of creditors, is wound up, has an administrator, liquidator or provisional liquidator appointed, makes any arrangement or compromise with its creditors, is placed under official management or has a receiver appointed to the whole or any part of its assets or property; 'Goods' means any items from the Company product range the subject of a Sales Order Confirmation or Tax Invoice; 'Price' means the total order value specified in a Pro Forma Invoice, a Tax Invoice (where only one Tax Invoice is issued for an order) or Tax Invoices (where two or more invoices are issued in regard to an order); 'Purchaser' means that person, firm, company or body specified on an invoice and where it has done so as trustee then in its own right and in its capacity as trustee; 'Sales Order Confirmation' means a confirmation of an order received from a Purchaser which constitutes a pro forma invoice issued by the Company to the Purchaser relating to the proposed purchase by the Purchaser of the Goods from the Company that is not a Tax Invoice; 'Sold Goods' means any items from the Company product range purchased by the Purchaser from the Company; 'Tax Invoice' means a commercial invoice rendered by the Company to the Purchaser; and headings are for convenience only and shall not affect the interpretation of this document.

2. Sales Order Confirmations & Tax Invoices

Upon receipt of an order for Goods from the Purchaser (which the Company in its discretion is entitled to refuse to fulfil):

- 2.1 The Company may elect to issue a Sales Order Confirmation which will constitute confirmation of that order on the terms and conditions set out in that invoice and in these terms and conditions of sale and which will negate the terms and conditions forming part of any purchase order submitted to the Company by the Purchaser.
- 2.2 Upon receipt by the Company of written acceptance of the Sales Order Confirmation ('Acceptance') and/or upon receipt of the deposit specified in the Sales Order Confirmation a binding agreement for sale of the Goods will arise subject to the terms and conditions set out in that invoice and in these terms and conditions of sale. Payment of the Deposit will be deemed to be acceptance of the terms of the Sales Order Confirmation and these terms and conditions of sale.
- 2.3 The prices specified in the Sales Order Confirmation remain fixed for 7 days from the date of issue of the Sales Order Confirmation.
- 2.4 The Purchaser acknowledges and agrees that the Price specified in a Sales Order Confirmation may vary from a Price specified in a Tax Invoice or Tax Invoices arising from the same order as a result of adjustments to reflect any volumetric or quantity difference between volumes specified in the Sales Order Confirmation and those received from the Company's supplier in satisfaction of the order placed with that supplier for the Goods together with any changes in freight or insurance rates and any other standard surcharge due. Subsequent to issue of a Sales Order Confirmation a Tax Invoice (or at the discretion of the Company) Tax Invoices for the Goods will be issued by the Company to the Purchaser and delivery will be subject to payment of the balance due under that Tax Invoice or those Tax Invoices in full prior to delivery.
- 2.6 The parties acknowledge that a Sales Order Confirmation is a pro forma invoice and does not constitute a Tax Invoice for GST or income tax purposes.
- 2.7 Should the Purchaser subsequent to issue of a Sales Order Confirmation and payment of the Deposit specified in that Sales Order Confirmation but prior to the issue of a Tax Invoice default under the agreement arising under this clause the Purchaser will forfeit any deposit.
- 2.8 Should the Company elect not to issue a Sales Order Confirmation then upon receipt of an order for the Goods from the Purchaser the Company may issue a Tax Invoice for the Price or Tax Invoices for the Deposit and the balance totalling the Price.
- 2.9 Where a Sales Order Confirmation has not been issued then issue of a Tax Invoice or Tax Invoices and receipt of that Deposit or receipt of a bank guarantee securing the total due on a Tax Invoice in a form acceptable to the Company ('Bank Guarantee') will constitute confirmation of that order and acceptance of the terms and conditions set out therein and in these terms and conditions and which will negate the terms and conditions forming part of any purchase order submitted to the Company by the Purchaser.

3. Delivery, Freight & Risk

- 3.1 Sold Goods shall be at the risk of the Purchaser from the date of issue of a Tax Invoice for the Goods by the Company. Consignment Goods will remain at the risk of the Company until sold by the Purchaser.
- 3.2 The Company shall deliver the Goods to the Purchaser at the address supplied by the Purchaser subject to receipt of payment as required by the Company of any amount outstanding under a Tax Invoice for the Goods. Freight costs will be borne by the Purchaser.
- 3.3 The Company shall not be obliged to deliver any Goods should the Purchaser be in default of payment in respect of any Goods previously delivered.
- 3.4 The Company's weights and measurements shall be conclusive evidence of the quantities of Goods delivered to the Purchaser. No complaint or claim on the part of the Purchaser with regard to quantity of Goods delivered shall be admissible unless made to the Company or its representative and noted on the delivery receipt at the time of delivery and confirmed in writing received by the Supplier within ten (10) days after delivery.
- 3.5 Where the Goods are to be manufactured in Australia against an order, delivery will normally be within 6 weeks of issue of a Pro Forma Invoice and payment of the Deposit. Where Goods are imported to order delivery will normally be within 12 weeks of issue of a Pro Forma Invoice and payment of the Deposit.
- 3.6 The Company may delay or cancel delivery or reduce the amount delivered if the Company is delayed in delivering or cannot deliver the Goods through circumstances beyond its reasonable control.
- 3.7 The acceptance of a Sales Order Confirmation and/or upon issue of a Tax Invoice or Tax Invoices the Purchaser agrees to be bound by these terms and conditions of sale. The Purchaser also acknowledges and accepts the product installation, fabrication and handling stipulations for the Goods detailed on the Company website at www.eltongroup.com.

4. Reservation of Title & Personal Property Securities Act

- 4.1 Until payment has been made in full ownership of Sold Goods shall remain with the Company.
- 4.2 Until payment for Title & Personal Property Securities Act has been made in full the relationship between the parties shall be fiduciary and the Purchaser shall hold Sold Goods as bailee for the Company.
- 4.3 The Purchaser shall not dispose of or otherwise deal with the Sold Goods until payment has been made other than by sale in the ordinary course of its business in which case the Purchaser shall hold all proceeds of such sale on trust for the Company and, if required, in an account opened in the Company's name. In such case the Purchaser shall, if required, assign to the Company any rights to monies outstanding in respect of such sales.
- 4.4 The Purchaser grants to the Company a purchase money security interest, as defined in the Personal Property Securities Act 2009 ('PPSA'), in the Goods delivered from time to time by the Company to the Purchaser (whether Consignment Goods or Sold Goods) and any proceeds of sale of the Goods so delivered ('PMSI') to secure the Company's Price for those Goods.
- 4.5 The cost of registering a financing statement will be paid by the Purchaser.
- 4.6 The Purchaser agrees not to do or to permit anything to be done that may result in the PMSI granted to the Company ranking in priority behind any other security interest.
- 4.7 The Purchaser will take such further steps which may reasonably be required by the Company to take further or better security under the PPSA in respect of the Goods and the proceeds of sale of those Goods or to maintain the effectiveness or priority of any security interest under the PPSA.
- 4.8 The Purchaser hereby waives the right to receive notice of a verification statement from the Company notifying the Purchaser of the registration of a security interest under the PPSA.
- 4.9 In these Terms and Conditions the following words have the respective meanings given to them in the PPSA: purchase money security interest, secured party, register, registration, financing statement, security interest and verification statement.

5. Manner of Payment

- 5.1 Payment for all Sold Goods and Consignment Goods must be made in accordance with the terms of each Sales Order Confirmation, Tax Invoice, or Tax Invoices and except where otherwise agreed in writing the Company is not obliged to process an order or initiate shipment until either the invoice is or invoices are paid in full, the Company has received payment of the Deposit or where the Company has received a Bank Guarantee securing the total due Payment will be deemed not to have been made until the funds therefor have been cleared by the Company's bankers.
- 5.2 The Purchaser shall pay interest upon any amounts due but unpaid at the rate of three per centum (3%) per annum over current National Australia Bank overdraft interest rates, such interest to be calculated on a monthly basis from the date of default.

6. Cancellation, Return and Default

- 6.1 Where the Goods comprise of items manufactured and/or imported specifically to the order of the Customer ('made to order Goods') the Company shall not be obliged to (but may at its discretion and on the conditions nominated by it before it will do so) accept the cancellation of such an order or accept the return of the Goods (other than as may be agreed pursuant to Clause 9).
- 6.2 Where the Purchaser fails to pay the balance specified in a Sales Order Confirmation, a Tax Invoice or Tax Invoices, within the time specified, where the Purchaser wishes to cancel any order for Goods prior to their dispatch or where there is an Event of Default after issue of a Sales Order Confirmation or prior to payment of a Tax Invoice or Tax Invoices in full, the Purchaser shall be in default under the agreement that has arisen pursuant to these terms and conditions and as a result the Company may at any time

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after the default has arisen terminate the agreement and the Purchaser shall pay to the Company interest pursuant to clause 5.2 together with a cancellation fee of fifty per centum (50%) of the Price by means of any of the following:

- 6.2.1 forfeiture of any Deposit;
 - 6.2.2 claim against a bank guarantee provided by the Purchaser's bank; or
 - 6.2.3 upon demand for the cancellation fee or any part not otherwise paid.
- 6.3 The Purchaser acknowledges that in the event of cancellation of an order the cancellation fee constitutes a genuine pre-estimate of the Company's loss. The Company has agreed to enter this agreement only on the basis that the Purchaser has in turn agreed to so compensate the Company in the event of cancellation.

7. Force Majeure

The Company shall not be liable for any losses occasioned by any cause that is not within its control and where within its control that is not able to be avoided by the exercise of reasonable diligence.

8. Warranties, Exclusions & Limitations

- 8.1 Subject to this clause Goods are warranted to be free from defects in workmanship and materials for a period of seven years from the date of issue of a Tax Invoice by the Company for the Goods.
 - 8.2 Provisions of the Competition and Consumer Act 2010 (as amended) and other statutes from time to time in force which apply to this agreement may imply warranties or conditions or impose obligations upon the Company which cannot be excluded, restricted or modified except to a limited extent. This agreement must be read and construed subject to any such statutory provisions. If any such statutory provisions apply, then to the extent to which the Company is entitled to do so its liability under those statutory provisions shall be limited to the option of the Company to:
 - 8.2.1 the replacement of Goods or the supply of an equivalent;
 - 8.2.2 the payment of the cost of replacing Goods or of acquiring an equivalent;
 - 8.2.3 the payment of the cost of having Goods repaired; or
 - 8.2.4 the repair of Goods.
 - 8.3 Subject to sub-clause 8.1, all conditions and warranties, express or implied, whether arising by statute or otherwise, as to the condition, suitability, capacity, quality, design, fitness for any purpose, safety or title to Goods are hereby negated and excluded to the full extent permitted by law.
 - 8.4 Subject to sub-clause 8.1, the Company hereby excludes all liability for any loss, damage, death or injury of any kind whatsoever occasioned by the Purchaser in respect of the supply of Goods including direct, indirect, consequential or consequential loss, damage or injury of any kind whether due to the negligence of the Company or otherwise.
 - 8.5 This warranty does not apply to damage resulting from faulty or incorrect installation or handling once delivered and/or incorrect finishing, application of incorrect chemicals, accident, alteration, misuse, tampering, negligence, abuse or wear and tear, use of incorrect or non-approved glues and/or primers (where applicable) and/or application to unsuitable substrate or failure to adequately prime substrate surface (where applicable).
 - 8.6 Neither colour variation or inconsistency in different logs or blocks, colour change or damage due to exposure to direct or indirect light, heat and/or reaction to glues nor failure to finish surfaces adequately are considered defects. Exposure to direct sunlight should be avoided. The Company does not warrant product colour and consistency in these circumstances.
 - 8.7 Failure to comply with the installation instructions, requirements, recommendations guidelines posted on the Company's website (www.eltongroup.com) on the page(s) relating to the product range of which the Goods form part and incorrect fabrication and handling will not be considered a defect or defects.
 - 8.8 The Company excludes all liability for loss or damage arising from installation of the Goods by any installation contractor recommended by the Company. The Purchaser agrees to conduct its own due diligence into any referred contractor and to accept full responsibility for its own choice of contractor.
 - 8.9 The Company will use its best endeavours to pass on to the Customer the benefit of any warranties or guarantees it receives from its supplier in regard to the Goods.
 - 8.10 Where Goods comprise timber veneer, polished samples of timber veneer surfaces supplied are not warranted as representative of the finished article. Variation of colour, pattern or consistency of Goods compared with samples, displays or illustrations are not warranted.
9. **Claim Procedure**
9.1 The Purchaser shall upon delivery of the Goods but prior to unpacking any packed Goods notify the Company within 3 business days of any damage to the packing that may have resulted in damage to the Goods and shall request inspection by a Company representative prior to unpacking the Goods.
9.2 The Purchaser shall notify the Company within fourteen (14) days of delivery of any claim it may wish to make pursuant to the preceding clause and shall request immediate inspection of the Goods by a Company representative.
9.3 Where notices are not received by the Company within those time limits the Purchaser shall be deemed to have accepted the Goods and any claim will only be accepted at the discretion of the Company. No claim whatsoever will in any event be accepted once Goods have been installed save in regard to the production defects warranty in Clause 8.1.
9.4 Until the claim is accepted or denied by the Company the Purchaser shall retain possession of the Goods.
10. **Proper Law**
This agreement and the rights, liabilities and obligations of the parties shall be governed by and construed in accordance with the laws of the State of Victoria and the parties hereby submit to the jurisdiction of the Courts of such State.
11. **Entire Agreement**
These terms and conditions comprise the whole of the agreement between the parties with respect to the sale of the Goods.
12. **Severance**
If any provision of this agreement should be held to be void or unenforceable, it shall be severed and such severance shall not affect any other provision.
13. **No Waiver**
No failure to exercise or delay in exercising any right or remedy on the part of the Company shall operate as a waiver nor shall any exercise or partial exercise of any right or remedy preclude any further exercise of any such right or remedy.
14. **GST**
If Goods and Services Tax ("GST") is imposed on any supply made by the Company to the Purchaser, the Purchaser must pay, in addition to any consideration for the supply, an additional amount calculated by multiplying the prevailing GST rate by that consideration.
15. **Indemnity**
The Purchaser hereby indemnifies the Company against any claims, losses, costs, damages, liabilities, fines, penalties and expenses ('claims') incurred or sustained arising out of or in connection with the delivery of the Goods to the Purchaser from the sale, possession, maintenance, use or operation of the Goods by the Purchaser or from any failure of the Goods whether defective or not, except to the extent the claims arise from the negligence or wrongful act of the Company. The Purchaser accepts all risks and liabilities for consequences arising from the use or sale of the Goods.

16. Consignment Goods

- 16.1 The Company may in its sole discretion agree to place Consignment Goods with the Purchaser upon receipt of a written order from the Purchaser in a form acceptable to the Company.
- 16.2 All Consignment Goods whether in transit or held in the Purchaser's nominated warehouse(s) remain the property of the Company until sold by the Purchaser.
- 16.3 The Company agrees that the Purchaser is entitled to sell Consignment Goods in the ordinary course of the Purchaser's business to bona fide third party purchasers and that immediately prior to the time of sale by the Purchaser to a bona fide third party customer of the Purchaser (Purchaser's Customer) all property and title in that stock will be deemed to pass first to the Distributor and then in turn to the Purchaser's Customer free of any claims or encumbrances. A sale by the Purchaser to the Purchaser's Customer will occur upon the issue by the Purchaser of a Tax Invoice to the Purchaser's Customer.
- 16.4 Within two business days of the end of each month the Purchaser will generate and provide to the Company a report of Consignment Goods sold to the Purchaser's Customers (in a format acceptable to the Company) during the immediately preceding month and the Company will render a Tax Invoice to the Purchaser for Consignment Goods sold during that month.
- 16.5 The Purchaser will maintain proper records and accounts of all transactions relating to dealings with Consignment Goods and make available such records and accounts for inspection by the Company on reasonable notice.
- 16.6 Should the Company request in writing giving no less than two business days notice that the Company wishes to undertake a stocktake of all Consignment Goods held by the Purchaser then the Purchaser will do all such things as shall be reasonably necessary to allow the Company to undertake that stocktake in a timely manner which will be undertaken during business hours.
- 16.7 All Consignment Goods will be held by the Purchaser in the Purchaser's nominated warehouse until the Purchaser delivers same to a Purchaser's Customer.





Hettich Australia
1 Herbert Place
Smithfield NSW 2164
Private Mail Bag 43
Wetherill Park NSW 2164
Phone: 61 2 9616 7700
Fax: 61 2 9616 7701
www.hettich.com.au

Hettich Hardware Care and Warranty Guide

Congratulations and thank you for choosing Hettich hardware fittings. Hettich is proud to be at the forefront of the latest advancements in cabinet hardware and we are confident that you will enjoy the functionality of our products in your kitchen for many years to come.

Hettich was founded in Germany and has been in the kitchen hardware industry for over a 126 years. Today, Hettich products are at the forefront of design, innovation and manufacture worldwide. Hettich produce quality fittings and accessories, including soft close drawer and hinge systems, LED lighting, handles and more. In addition to superb function, Hettich also fully endorse our products with a Lifetime Warranty for your peace of mind. Hettich's comprehensive Lifetime Warranty on all hinges, runners, slides, metal drawer systems and sliding and folding hardware sold by Hettich. Hettich is confident in the outstanding quality of our products and place a very high value on customer service.

Incorporating Hettich quality fittings into your kitchen ensures the ultimate in function and provides peace of mind for as long as you own your kitchen. In the unlikely event that you should experience any manufacturing quality issues with your Hettich hardware, please contact us directly and quote your Warranty Card number for a replacement.

Your Hettich hardware has been manufactured, designed and stringently tested to offer years of reliable service. This 'Care and Warranty Guide' will provide information to assist you to care for your hardware and ensure its longevity great shape.

Care Details

All Hettich products except Hinge systems

It is recommended that the above mentioned products be maintained with a soft cloth. We suggest you wipe gently over any interior and/or exterior surfaces with a soft, clean, damp cloth and follow by drying thoroughly with a soft, clean, dry cloth. It is advised that you do not use any abrasive or harsh cleaners on or near any of the internal hardware, stainless steel surfaces or handles.

Hinges and hinge accessories

It is recommended that hinges be cleaned with a **soft, dry** cloth but you must ensure the cloth does not contain any moisture. Hettich hinges are specially protected by a thin film of high grade oil that ensures its functionality and durability. This oil is necessary and therefore should NOT be removed with any form of detergent / anti grease cleaner or otherwise.

Please **DO NOT** use any of the following to clean hardware surfaces:

- Abrasive or harsh cleaners, such as ammonia or chlorine bleach
- Concentrated detergents, anti-grease cleaners or solvents
- Metal scouring pads
- These products can scratch, crack and discolour your hardware surfaces

Please note: All Hettich products must be cleaned by hand.

Warranty

Hettich Australia warrants the original purchaser of Hettich hardware against manufacturing defects for as long as the original purchaser owns the product.

This lifetime warranty applies to all hinges, runners, slides, metal drawer systems and sliding and folding hardware sold by Hettich. This warranty is limited to consumers of our products who register their products via the warranty registration card or have proof of purchase.

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 entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits provided to the purchaser under this warranty are in addition to any other rights or remedies you may have, as a consumer, under any other law which applies to our products.

Hettich will provide replacement products for the faulty hardware only and is limited to all hinges, runners, slides and metal drawer systems and sliding and folding hardware sold by Hettich. If the hardware is faulty, Hettich will send the original purchaser replacement hardware. Hettich does not warrant products which have been incorrectly installed, exposed to loads in excess of specifications, abused or used for purposes other than that for which they are intended. Hettich will not be liable for any consequential or incidental damages resulting from or contributed to by the use, installation, performance or failure of our products.

The warranty period for all other Hettich Australia supplied products is covered by the standard statutory requirement of 12 months warranty against manufacturing defects.

To make a claim, contact Hettich customer service on 1800 687 789 or email support@hettich.com.au where our customer service team will advise on the appropriate course of action, which is at Hettich's discretion, which may include, but is not limited to having the product made available to Hettich to inspect the hardware.

Thank You

Congratulations once again on your new kitchen. We hope it meets your expectations and is a place where you create great meals and memories. We appreciate that Hettich hardware has been included in this instance and hope that your experience using it will lead you to decide to select Hettich in any future projects. For more information on Hettich products please visit us online at www.hettich.com.au

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.

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.

**FURNWARE DORSET PTY LTD
PRODUCT WARRANTY STATEMENT**

FURNWARE DORSET PTY LTD ACN 168 784 030 (“**FURNWARE DORSET**”) warrants to the original purchaser (“**Purchaser**”) that hardware products supplied by it (the “**Goods**”) will be free from defects for a period of 15 years from the date of dispatch from Furnware Dorset’s control (“**Warranty**”).

Under the terms of this Warranty, the repair or replacement of the Goods during the warranty period is at the option of Furnware Dorset. If a replacement product is supplied, warranty remains based on the original date of dispatch from Furnware Dorset’s control.

Investigation of Claims:

All Goods, the subject of a warranty claim, must be inspected by Furnware Dorset for evaluation before any warranty claim is approved.

To make a warranty claim pursuant to this Warranty, the Purchaser must:

- notify Furnware Dorset within 7 days of the alleged defect first coming to the Purchaser’s notice and within the warranty period;
- provide Furnware Dorset all information required, including serial numbers, photos of the alleged defect, and with reasonable evidence of the proof of purchase.
- provide evidence that the Product has been installed correctly and is used in accordance with the Furnware Dorset instructions supplied with the Goods; and
- make the Product available for inspection by Furnware Dorset, so that Furnware Dorset may carry out all necessary work with the Product.

Conditions of Warranty:

This warranty extends only to:

- defects arise solely from faulty design, materials or workmanship under proper use of the Goods;
- Goods installed by a suitably qualified and experienced person;
- Goods sold by Furnware Dorset or its authorised distributors or dealers and only where the Goods are used and serviced within Australia; and
- where the defects appear in the Goods within the Warranty period.

Exclusions to Warranty:

This Warranty does not cover;

- unauthorised repairs, alteration, modification or substitution of any parts of the Goods, or use of the Goods other than in accordance with the instructions supplied;
- Other goods that are not manufactured or supplied by Furnware Dorset.
- Goods used in an outside/external location;
- Electrical products;
- Goods purchased:
 - other than from Furnware Dorset (such as purchases from unauthorised retailers and purchases over the internet, from local/international sellers or sites such as Ebay and Amazon),
 - from a competitor or not from an authorised dealer or distributor of Furnware Dorset;

In addition to the above, this Warranty DOES NOT cover the following:

- Damage or defects to the Goods that ought reasonably to have been revealed to you by an examination of the Goods, where you conducted such an examination before acquiring the Goods,
- Normal wear and tear due to the course of normal use,
- Accidental damage or damage caused by an extra-ordinary event or circumstance beyond your or anyone else’s control including damage caused by:
 - environmental factors;
 - natural discolouration of material due to ultraviolet light,
 - crushing, impact with hard surface or damage caused in the transit of the product,
 - foreign material, or exposure of the product to excessive heat or cold or to solvents, or water entry into the product,
 - abnormal product performance caused by any ancillary product interference or other external factors.

Charges will apply for any non-warranty services performed.

Limitation of Liability:

The following statement applies if the supply of the Goods to the purchaser is a consumer sale as defined in the Australian Consumer Law. In this statement, 'Our' means 'Furnware Dorset', 'You' means the 'Purchaser' and 'goods' means 'Goods':

- *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.*

What constitutes a major failure is set out in the Australian Consumer Law.

Notwithstanding the preceding clause and to the extent permissible by law, the liability of Furnware Dorset is limited, in relation to the Goods and at the option of Furnware Dorset to:

- replacing the Goods, or where the product no longer exists, the supply of equivalent goods;
- the repair of the Goods;
- the payment of the cost of replacing the Goods or of acquiring equivalent Goods; or
- the payment of the cost of having the Goods repaired.

To the extent permitted by law, all other warranties whether implied or otherwise, not set out in this Warranty are excluded and Furnware Dorset is not liable in contract, tort (including, without limitation, negligence or breach of statutory duty) or otherwise to compensate the Purchaser for:

- any increased costs or expenses;
- any loss of profit, revenue, business, contracts or anticipated savings;
- any loss or expense resulting from a claim by a third party; or
- any special, indirect or consequential loss or damage of any nature whatsoever caused by Furnware Dorset's failure in complying with its obligations or the Purchaser's failure due to accident damage, impact, misuse or negligence.

The benefits given to the Purchaser in this Warranty are in addition to other rights and remedies under a law in relation to the Goods or services to which this Warranty applies.

This warranty is not applicable outside Australia.

Contact Details:

To make a claim under this Warranty or to discuss the warranty service, please contact Furnware Dorset's technical support at:

for NSW, Queensland, Northern Territory & Western Australia.

- Address: 18 Burns Road Heathcote 2233
- Phone number: 1300 123 700
- Email: info@furnwardorset.com.au

for Victoria, South Australia & Tasmania.

- Address: 143 Allingham St Golden Square 3555
- Phone number: 1300 123 700
- Email: info@furnwardorset.com.au

CARE &
MAINTENANCE
FOR FINISHES
& MATERIALS



Stainless Steel Finishes

Just as the name states “Stainless Steel” is comprised of carbon and chromium-nickel steel in our high quality 316 marine grade, 1.6mm wall stainless steel for longevity and durability.

It also contains 2 to 3% of molybdenum which increases resistance to corrosion. There are many advantages to stainless steel, however being steel the surface finish can deteriorate. All grades and finishes of stainless steel may discolour or attain an adhering layer of grime in normal service.

Tramp Iron build up is often assumed to be rust but is however, iron build up from not being routinely cleaned. The handle can be brought back to its original lustre by rubbing Scotch Brite in the same direction as the grain.

Cleaning of stainless steel is paramount especially in coastal areas. To achieve maximum corrosion resistance, the surface of the steel must be kept clean. Washing with soap or mild detergent and warm water followed by a clean water rinse is usually adequate for domestic conditions. Although some products are named as “stainless steel cleaners” they may scratch the surface and may contain bleach which will dull, tarnish or discolour the metal if not completely removed. Any rubbing should follow the grain lines of the stainless steel and always ensure thorough rinsing after cleaning.

Do not use harsh chemicals containing bleach, hydrochloric acid or muriatic acid. These are frequently found in toilet bowl or tile cleaners and abrasive scrubbing powders and may affect the surface coating over time. Never use steel wool as it will leave behind fine ferrous particles that will rust on the surface. Do not use petroleum based solvents which will leave an oily residue.

Polished Stainless Steel is less susceptible to “tea-staining” due to the fact that the polished surface, under a microscope, is considerably smoother than the finish on satin stainless steel which means there are not as many undulations on the surface that materials and chemicals can build up in.

With care, the Barben Stainless Steel Handles will be maintained for many years.

Polished Stainless Steel (PSS)

Satin Stainless Steel (SSS)



Environment

Clean and check...

Non-hazardous Environment	every 12 months
Tropical Environment	every 9 months
Swimming and Leisure Pools	every 6 months
Marine Environment	every 3 months
Industrial Environment	every 3 months
Hazardous Environment	every 1 month



PRODUCT
WARRANTY
AUSTRALASIA
ENTRY DOOR HANDLES
& CABINET HANDLES

BAR
BIEN
Barben
Architectural
Hardware



[barben.com.au](https://www.barben.com.au)

Barben Industries A.B.N 981 529 950 63 warrants its products to the original purchaser (and is not transferrable) according to the table below. This warranty applies to all products purchased through Barben. Our liability under this warranty is limited at our option to the repair or replacement of the defective product or part, the cost of repair of the defective product or part or the supply of an equivalent product or part, in each case if we are satisfied the loss or damage was due to a defect in the materials or workmanship of the product or part. Barben and the manufacturer are continually investing in research and development to improve design specifications, aesthetics and production techniques of our products. As a result of this commitment to providing the highest standards, alterations to the dimensions and specifications of our products will occur. Barben reserves the right to modify our warranty provisions without prior notification. Barben will not be responsible for any costs associated with warranty work undertaken without our knowledge and prior approval.

In addition to the normal warranties under the Consumer Law, Barben offers extended warranty periods against manufacturing defects. These extended warranty periods are stated below and governed by the following terms: Where a product is covered by a parts and labour warranty, the warranty covers both the repair/ replacement of the defective part and the installation of the part. Where a product is covered by a parts only warranty, the warranty covers only the repair of the defective part. The warranty does not include the cost to remove and replace the part.

PRODUCT CATEGORY	WARRANTY PERIOD /DETAILS	
	<i>Residential</i>	<i>Commercial</i>
Entry Door Handles	1 year	1 year
Cabinet Handles	1 year	1 year

N.B. Residential is defined by normal residential domestic purposes including houses and residential apartments. Commercial refers to all non-residential purposes including hotels, schools, care homes, hospitals, clubs, student accommodation, rental properties and/or general public facilities etc. The date of purchase for commercial buildings will be the date of handover to the owners.



Warranty Exclusions Defects caused by improper use, improper installation, surface damage caused by installation, improper care of the product or failure to observe any one or more of the following will not be covered by this warranty:

1. The consumer is not able to provide proof of purchase or equivalent documentation which confirms that the relevant product was purchased from Barben or an authorised distributor or reseller.
2. Installation in accordance with manufacturer's instructions and specifications
3. All products are to be cleaned according to the Barben Care and Maintenance schedule.
4. Service or repairs with non-standard replacement parts which have been previously undertaken without Barben's approval. No claimable costs will be covered.

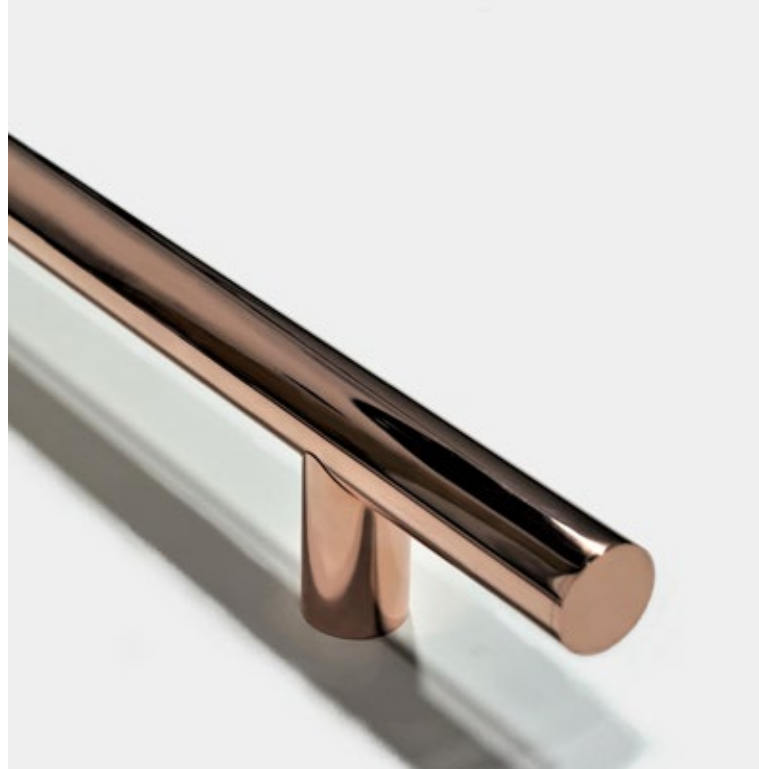
LIMITATIONS

1. For finishes, this warranty does not cover damage caused by use of chemicals or detergents or abrasives and is limited to coating failure by bubbling, flaking or cracking. Please note that organic finishes are expected to change colour, develop patina and verdigris.
2. For handles, the warranty does not cover damage caused by strong chlorinated solvents, chloroform, chlorobenzene, nail polish remover, methylene chloride, acetone, turpentine, ethyl acetate, acids, ketones, phenols, ethers, drain cleaner, toilet cleaner, salts, oils, milks and bathwater additives, non-approved liquids or chemicals.
3. The product has been modified or altered outside the original factory specifications.

CONSUMER RESPONSIBILITIES

It is the installer's/ consumer's responsibility to ensure:

- Products are not damaged prior to installation.
- They are happy with their purchase.
- The product has all of its components as displayed on the installation instructions.
- Required maintenance is performed.
- Care and maintenance guidelines are adhered to.



LODGING A CLAIM

Claims must be lodged immediately or within 3 days of detection. Proof and date of purchase from Barben or a Barben supplier along with the site details and contacts will be required to process a claim. All claims must be lodged with Barben Industries via one of the following methods:

- Phone : (07) 3890 8558
- Online: www.barben.com.au
- Email: sales@barben.com.au
- Mail: 212 New Cleveland Road, Tingalpa QLD 4173

Your costs in making a claim under this warranty, including all freight, collection and delivery costs are to be borne and paid by you. We also reserve the right at our cost to inspect any alleged defect in the product wherever it is located or installed or on our premises. Barben Industries will not be liable for any claims for labour, additional products or parts associated with alleged faulty product for work not approved in advance by Barben Industries in writing. Barben Industries requires reasonable access to products, fittings and fixtures to undertake warranty repairs. Barben Industries will not be responsible for any damage or costs (including any consequential damage or costs) where adequate access to product fittings and fixtures is not accessible.

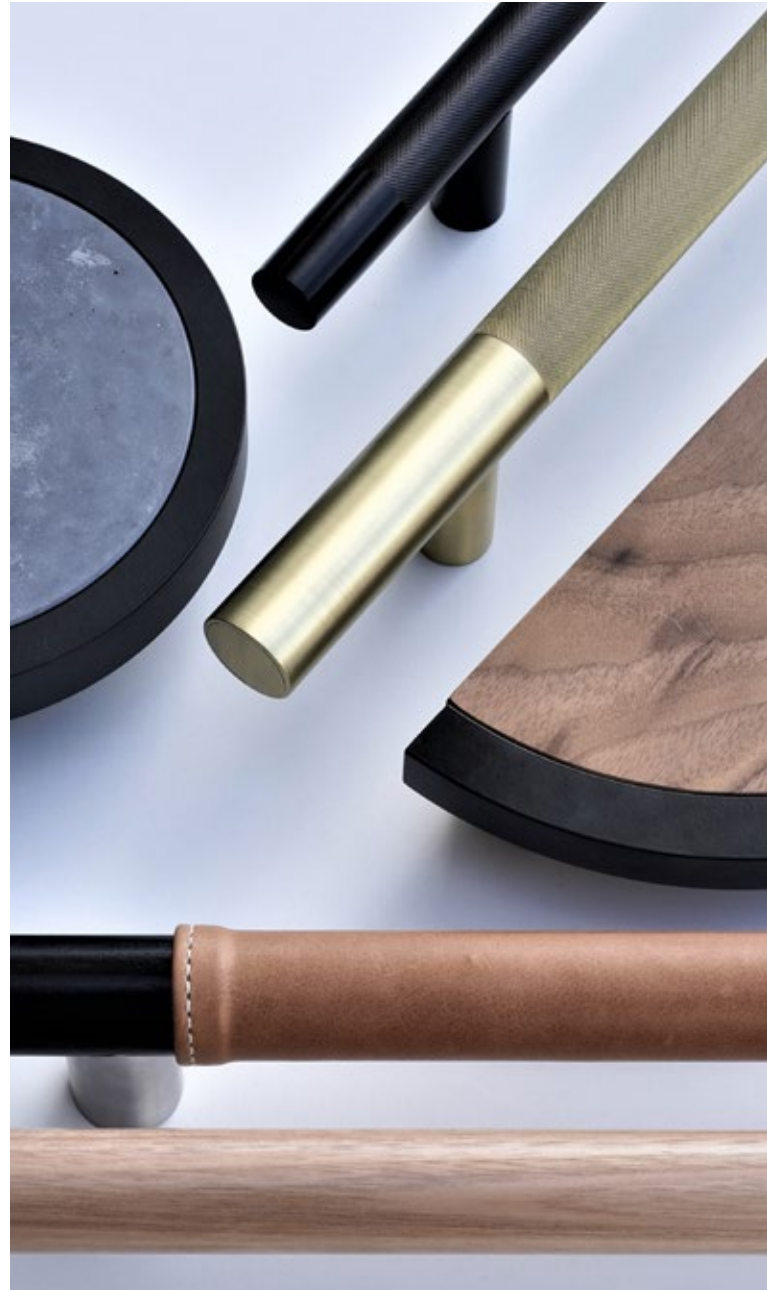
OTHER CONDITIONS

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.

NOTE

Barben Industries reserves the right to amend or alter this warranty offer in writing at any time. Barben Industries reserves the right to provide minor componentry such as handles, aerators, buttons and washers as 'parts only' to the customer.

Barben Industries Pty Ltd 29 June 2020
ABN 981 529 950 63





See what's possible™

Guardian UltraMirror Limited Warranty

Guardian Glass warrants, to its immediate customer only, that Guardian's UltraMirror products (the "Product") will not contain manufacturing defects resulting in discoloration, black spots, or clouding of the silver film that materially obstructs the mirror image in the vision area for ten (10) years from the date of original Product shipment by Guardian. This warranty applies only to UltraMirror products and not to Guardian's standard mirror products.

Guardian is not responsible for any warranties that its customer provides to subsequent customers or other end users of the Product.

To make a claim under this Limited Warranty, Guardian's customer must (a) notify Guardian of any alleged defect promptly in writing to its customer care representative and (b) provide Guardian an opportunity to inspect the Product before its removal from any end product or installation/glazing system. If a Product fails to conform to this Limited Warranty, Guardian's liability is limited, at Guardian's exclusive option, to Guardian replacing the Product without charge at the original point of delivery or, in the alternative, refunding 100% of the original net selling price to its customer. This Limited Warranty does not cover labor or any other replacement, installation, or fabrication costs. The warranty period for any replacement Product supplied under this Limited Warranty extends only to the remaining warranty period on the original Product.

CONDITIONS THAT WILL VOID THIS LIMITED WARRANTY

1. The Product is broken or fractured.
2. The Product is stored, processed, installed, cleaned, or otherwise handled contrary to Guardian's written instructions and published User's Guides, Product Application Notes, or other guidelines, which are incorporated by reference into this Limited Warranty, or to applicable industry standards.
3. The Product is discarded or destroyed before reasonable opportunity for inspection by Guardian.
4. The Product is damaged not due to any fault of Guardian, including for example by abnormal weather conditions; faulty installation, building construction or building design; exposure to acids, alkalis, or incompatible cleaning materials such as corrosive or abrasive compounds; or contact with abrasive items.

EXCEPT FOR THE EXPRESS LIMITED WARRANTY DESCRIBED ABOVE, THERE ARE NO EXPRESS OR IMPLIED WARRANTIES OF ANY KIND AND THERE ARE NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE PRODUCT OR ANY PART OR COMPONENT THEREOF AND NO WARRANTY SHALL BE IMPLIED BY OPERATION OF LAW OR OTHERWISE. IN NO EVENT SHALL GUARDIAN BE LIABLE TO ANY PERSON OR ENTITY FOR INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OR CHARGES FOR ANY REASON, EVEN IF SUCH DAMAGES OR CHARGES ARE FORESEEABLE OR GUARDIAN HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR CHARGES.

No variation or change from this Limited Warranty will be binding upon Guardian Glass unless made in writing specifically referencing this Limited Warranty and signed by an officer of Guardian Glass.

Guardian UltraMirror™

Copper-Free Mirror

See what's possible™



As the world's largest mirror producer, Guardian uses the latest technologies available to manufacture beautifully reflective mirrors that have proven to be durable and long lasting. Using a patented process, Guardian produces UltraMirror copper-free mirrors with outstanding technical properties, far exceeding today's toughest industry standards. UltraMirror is proven to be superior to conventional mirrors in all accelerated tests including: CASS (copper accelerated salt spray), humidity, salt fog, ferric chloride and ammonia tests.

INDUSTRY LEADING WARRANTY

Guardian UltraMirror is covered by a written limited warranty against defects in material and workmanship resulting in deterioration or clouding of the silver film for a period of ten years from date of manufacture.

CARE & MAINTENANCE

Clean with a soft, grit-free cloth using warm water. Do not use any acid, alkali or ammonia cleaners. Do not allow the mirror edges to remain wet. Good ventilation will keep mirrors from "sweating" and creating condensing liquids which can be corrosive and damaging to mirrors. Glazing guidelines, such as those presented in the Glass Association of North America Glazing Manual, should be followed to minimize installation problems.

- MD 01-0105 *Proper Procedures for Cleaning Flat Glass Mirrors*
- MD 02-0209 *Proper Procedures for Fabrication of Flat Glass Mirrors*
- MD 03-0811 *Installation Techniques Designed to Prolong Life of Flat Glass Mirrors*

TECHNICAL CONFORMANCES

Safety applications require conformance to the Consumer Product Safety Commission federal standard. 16 CFR 1201 regulates the use of glass and glass products in specified locations, such as doors, sidelights and shower enclosures. Guardian's float glass line produces input for mirror production that is Q1 quality per the ASTM C1036-11 (Standard Specification for Flat Glass), and in compliance with the following industry standards:

- ASTM C-1048 *Heat-Treated Glass*
- ASTM C-1036 *Flat Glass*
- ASTM C-1172 *Laminated Architectural Flat Glass*
- ASTM C-1503 *Silvered Flat Glass Mirrors*
- ANSI Z97.1 *"Safety Performance and Methods of Test for Safety Glazing Material Used in Buildings"*

APPLICATIONS



Guardian mirrors are available on clear glass from 2.3mm through 6.0mm, with the capability of producing gray or bronze colored mirrors by applying the mirror coating onto a colored substrate. Typical applications include wardrobe doors, bathroom mirrors, furniture, TV projection screens, display cases, vehicle mirrors, decorative walls, ceiling and pillar covers, exercise rooms and mirrors for dance studios. Guardian laminated mirrors provide the benefits of a safety glazing product with the distortion-free attributes of traditional laminated glass and are a good choice for outdoor applications.

INSTALLATION

Install with mechanical fasteners or incorporate a weep system with setting blocks into all J or C channel frame glazing systems. Setting blocks should not interfere with the proper operation of the weep system. Verify sealant compatibility by the sealant supplier. Provide

for minimum face and edge clearance, as well as nominal bite. Make proper allowance for mirror glass, metal and erection tolerance, plus expansion and contraction. Do not install mirror on freshly painted walls or plaster. Avoid use of rubberized mastics.

LIMITATIONS

The glazing contractor/installer is responsible for conducting appropriate sealant compatibility tests when installing mirrored glass. It is recommended that mechanical fasteners be used on all installations. Adhesives that release acetic acid or ammonia-like compounds while curing are not recommended for use, and mastics with sulphur compound must be avoided. Best results are obtained

with a factory or shop-cut edge, and field cutting should be avoided to minimize edge deterioration. Prolonged exposure to moisture, corrosive chemicals, solvents, solvent vapors and cleaning fluids will cause edge deterioration and silver spoilage. Weep system must be used for all J or C channel frame installations.

COMPOSITION & METHODS



Guardian mirrors are produced on the latest state-of-the-art equipment. A four-layer patented process to create copper-free mirrors involves an initial application of tin as a super sensitizer to the glass, followed by a layer of sensitizing palladium providing the ultimate foundation for silver-to-glass adhesion. A layer of silver is applied for reflectivity with a fourth layer of GMP to protect the silver. The mirror is further protected and encapsulated with organic paints, giving the mirror mechanical and chemical durability. Mirrors may be further fabricated, e.g., hole drilling, beveling and other edge preparation. Our quality systems registered to ISO-9001 ensure that Guardian provides lasting brilliance and durability.

LEARN MORE

For specification details and availability, please contact your local sales representative, call 855.58.GLASS (855.584.5277) or visit GuardianGlass.com.

Guardian Glass is a leading international manufacturer of float, value-added coated, and fabricated glass products and solutions for architectural, residential, interior, transportation and technical glass applications.



See what's possible™