

7/06/2022

**Mosaic Construction**

89 McLachlan Street, Fortitude Valley QLD 4006

**RE: 130-148 Wellington Road East Brisbane "Sinclair"**

To the Purchaser,

Please see below warranty details for the below listed items that were supplied to 130-148 Wellington Road East Brisbane (Sinclair). The warranty period starts from the time of handover and/or the sale of the property is completed.

**3Monkeez**

Model Number: AB-CS-B

**Cleaner's Sink**

Warranty Period: 5Years

**3Monkeez**

Model Number: BW90S

**90mm Plug & Waste**

Warranty Period: 5Years

**Abey**

Model Number: DTA18-316

**Alfresco Drain Tray**

Warranty Period: 25Years

**Abey**

Model Number: PQ180

**Princess 180 1-3/4 Bowl Sink NTH**

Warranty Period: 25Years

**Abey**

Model Number: PQ200

**Princess Double Bowl Sink NTH**

Warranty Period: 25Years

**Abey/Schock**

Model Number: 517000

**Laios 316MarineGradeSS Mixer**

Warranty Period: 3Years Cartridge, 3Years Parts, 1Year labour, 3Years Finish

**Arto**

Model Number: 311C

**Arto Square Wall Basin 1TH with Overflow**

Warranty Period: 5Years Product and Parts, 1Year Parts and Labour

**Argent**

Model Number: KS1039000

**Verve Main Bowl Sink**

Warranty Period: Life time

**Austworld**

Model Number: 8690

**100mm Designer Square Tile Grate**

Warranty Period: 1Year

**Bradley**

Model Number: 2847A

**3 in 1 Combination Recess Stainless Steel**

Warranty Period: 1Year

**Bradley**

Model Number: 6562

**Bradley Soap Dispenser -1.2 Litres - SS**

Warranty Period: 1Year

**Bradley**

Model Number: 9527-NWCHAR

**Shower Curtain Charcoal Non Weighted 2400x2000mm**

Warranty Period: 1Year

**Bradley**

Model Number: 9528-CNR

**Shower Curtain Track System 1200mmx1200mmx600mm**

Warranty Period: 1Year

**Caroma**

Model Number: 829710W

**Luna Wall Faced Toilet Suite, Bottom Inlet**

Warranty Period: 20Years Product, 1Year Parts & Labour

**Caroma**

Model Number: 864115W

**Caroma**

Model Number: 864215W

**Caroma**

Model Number: 865715W

**Caroma**

Model Number: 901900BAG

**Caroma**

Model Number: 90902C

**Caroma**

Model Number: 90952C

**Caroma**

Model Number: 90991C5A

**Caroma/Clark**

Model Number: CL10042.C4A

**Caroma/Virtu**

Model Number: 84796040

**Con-Serv**

Model Number: HR015MB

**Decina**

Model Number: MO1210W

**Everhard**

Model Number: 71C3040

**Fienza**

Model Number: 200990

**Fienza**

Model Number: 202099

**Fienza**

Model Number: 225101AD

**Fienza**

Model Number: 82804GM

**Cube Extension Wall Basin 1TH with Overflow - RHS**

Warranty Period: 20Years Product, 1Year Parts & Labour

**Cube Extension Wall Basin 1TH with Overflow - LHS**

Warranty Period: 20Years Product, 1Year Parts & Labour

**Carboni II Wall Basin 415x415mm 1TH with Overflow**

Warranty Period: 20Years Product, 1Year Parts & Labour

**Care 800 Cleanflush Wall Faced Toilet Suite, Back Inlet**

Warranty Period: 20Years Product, 1Year Parts & Labour

**Skandic Care Lever Handle H&C**

Warranty Period: 20Years Product/Parts, 10Years Tapware Engine  
1Year Labour Finishes, Pull out/down Hoses & Mounting Fixing

**Skandic Wall Mixer**

Warranty Period: 20Years Product/Parts, 10Years Tapware Engine  
1Year Labour Finishes, Pull out/down Hoses & Mounting Fixing

**Skandic Care 150mm Basin Mixer (Hot/Cold)**

Warranty Period: 20Years Product/Parts, 10Years Tapware Engine  
1Year Labour Finishes, Pull out/down Hoses & Mounting Fixing

**Cross Wall Sink Set**

Warranty Period: 20Years Product/Parts, 10Years Tapware Engine  
1Year Labour Finishes, Pull out/down Hoses & Mounting Fixing

**Virtu Comfort Shower Seat 960x400mm**

Warranty Period: 5Years Product, 1Year Labour Finishes & Mounting  
Fixings

**Shower Hose Restrictor Bracket-Matte Black**

Warranty Period: 5Years

**Modena 1210x815x425mm Bath**

Warranty Period: 15Years

**Project Laundry 30ltr Stainless Steel Bowl & Cabinet**

Warranty Period: 10Years Bowl/Cabinet, 1Year Plug & Waste

**Back Rest to suit Fienza Care Toilet**

Warranty Period: 5Year

**Luciana Care Accessible Shower Seat 960x400mm**

Warranty Period: 5Years

**Hustle Care Pin Lever Wall Mixer Round Plate**

Warranty Period: 5Years Product, 1Year Labour

**Kaya Single Robe Hook**

Warranty Period: 5Years

**Fienza**

Model Number: 82806GM

**Fienza**

Model Number: 82809GM

**Fienza**

Model Number: BTRAPGM

**Fienza**

Model Number: K013GA

**Fienza**

Model Number: RB2275L

**Fienza**

Model Number: RB2275R

**Fienza**

Model Number: WAS71GE

**Franke**

Model Number: SQX120CL2

**JD Macdonald**

Model Number: 10-0210

**JD Macdonald**

Model Number: 10-0715

**JD Macdonald**

Model Number: 10-64672-2

**JD Macdonald**

Model Number: 10-7305-2-41

**JD Macdonald**

Model Number: JDM-GTP-9-RH

**Metlam**

Model Number: DESIGNER\_ML605BAS

**Metlam**

Model Number: DESIGNER\_ML725

**Metlam**

Model Number: ML602AR

**Metlam**

Model Number: ML640AS

**Metlam**

Model Number: ML641AS

**Kaya Soap Dish**

Warranty Period: 5Years

**Kaya Double Toilet Roll Holder**

Warranty Period: 5Years

**Bottle Trap 40mm**

Warranty Period: 5Years

**Delta Care 800 BTW Suite, S-Trap 90-280mm**

Warranty Period: 5Years Product, 1Year Labour

**Delta Care Wall Hung Basin – LHB**

Warranty Period: 5Years Product, 1Year labour

**Delta Care Wall Hung Basin – RHB**

Warranty Period: 5Years Product, 1Year Labour

**Multifunction Dome Pop Out / Pop Up Basin Waste**

Warranty Period: 5Years Product/Parts

**Franke Queen U/M Sink Steel**

Warranty Period: 50Years

**Surface Mounted Paper Towel Dispenser SSS**

Warranty Period: 1Year

**Toilet Roll Holder Double For Core Rolls Up To 127mm Dia**

Warranty Period: 1Year

**3in1 TurboAccessible PaperTowelDisp HandDryer, WasteBin**

Warranty Period: 1Year

**Toilet Paper Dispenser Double Surface Mounted**

Warranty Period: 1Year

**Grab Rail Toilet 2 Piece**

Warranty Period: 1Years

**Vertical Liquid Soap Dispenser 1.2ltr**

Warranty Period: 1Year

**Designer Interfold Paper Towel Dispenser**

Warranty Period: 1Year

**Vertical Ellipse Series Soap Dispenser 1.2L Capacity**

Warranty Period: 1Year

**Soap Dispenser Liquid Horizontal Recessed 1.2ltr**

Warranty Period: 1Year

**Recessed Vertical Soap Dispenser 1.25ltr**

Warranty Period: 1Year

**Metlam**

Model Number: MLR103X\_DESIGNER

**Metlam**

Model Number: MLR104X\_DESIGNER

**Oliveri**

Model Number: NP610

**Oliveri**

Model Number: TI70-LTH

**Phoenix**

Model Number: VS733BN

**Phoenix**

Model Number: VS7640-40

**Phoenix**

Model Number: VS791BN

**Phoenix**

Model Number: VV770-40

**Ram Taps**

Model Number: PKDGRLTHSGM

**Ram Taps**

Model Number: PKDGRRTTHSGM

**Ram Taps**

Model Number: PKGR300GM

**Ram Taps**

Model Number: PKGRL600X950GM

**Ram Taps**

Model Number: PKGRR600X950GM

**Ram Taps**

Model Number: PKLBSMDGM6

**RBA**

Model Number: RBA4177-120

**RBA**

Model Number: RBA4177-999-001

**Roger Seller**

Model Number: 3806000001

**Grab Rail Designer 90° Flush Mount Side Wall LH**

Warranty Period: 1Year

**Grab Rail Designer 90° Flush Mount Side Wall RH**

Warranty Period: 1Year

**Nu Petite Single 5 Sided Bowl 1TH**

Warranty Period: Lifetime Product, 1Year Labour

**Tub Only 70ltr Flushline Dropin NO Bypass – LH Taphole**

Warranty Period: Lifetime Product, 1Year Labour

**Vivid Slimline Gooseneck Sink Mixer 220mm**

Warranty Period: 15Years Cartridge, 7Years Product/Parts, 7Years Finish, 1Year Labour

**Vivid Slimline Curved Wall Bath Outlet 230mm**

Warranty Period: 7Years Product/Parts, 7Years Finish, 1Year Labour

**Vivid Slimline Shower/Bath Diverter Mixer**

Warranty Period: 15Years Cartridge, 7Years Product/Parts, 7Years Finish, 1Year Labour

**Vivid Slimline Oval Basin Mixer**

Warranty Period: 15Years Cartridge, 7Years Product/Parts, 7Years Finish, 1Year Labour

**ParkInvert T Grip and Glide Hand Shower LH**

Warranty Period: 5Years Parts/Labour, 10Year Product

**ParkInvert T Grip and Glide Hand Shower RH**

Warranty Period: 5Years Parts/Labour, 10Year Product

**Park 300mm Straight Grab Rail**

Warranty Period: 15Years

**Park Grab Rail 600x950mm - LH**

Warranty Period: 15Years

**Park Grab Rail 600x950mm - RH**

Warranty Period: 15Years

**Park Disabled Basin Mixer with 150mm Handle**

Warranty Period: 5Years, 10Years Parts

**90° Aluminium Shower Track 1200mm X 1200mm**

Warranty Period: 1Year

**Taffeta Shower Curtain 3000mm W x 1800mm H**

Warranty Period: 1Year

**CP Bottle trap 40mm Connection**

Warranty Period: 3Years

**Streamline/ Arcisan**

Model Number: AR07600.MB

**Streamline/ Arcisan**

Model Number: AR07600.SN

**Streamline/ Arcisan**

Model Number: ARB0130

**Streamline/ Axus**

Model Number: AX16300H.GM

**Streamline/ Axus**

Model Number: AX18.SN

**W3**

Model Number: 88480

**Zip**

Model Number: H52710Z11AU

**Zip**

Model Number: 93541

**Arcisan Cylindrical Bottle Trap 40mm**

Warranty Period: 15Years

**Arcisan Cylindrical Bottle Trap 40mm**

Warranty Period: 15Years

**Universal Inwall Wall Mixer Body**

Warranty Period: 1Year Parts/Labour, 6Years Parts

**Axus Pin Lever Wall Mixer with Extended Handle TKitOnly**

Warranty Period: 1Year Parts/Labour, 11Years Product/Parts

**Axus Double Toilet Roll Holder**

Warranty Period: 7Years Product, 1Year Hinges

**Classic Freestanding Bath 1400mm**

Warranty Period: 5Years

**Hydro Tap G5 C40 Arc Chilled / Filtered / Instantly**

Warranty Period: 36Months Parts / Labour, 24Months Internal Tank

**Zip Vent Tray suit C/CS G4 Hydro tap**

Warranty Period: 1Year

It would be helpful if you can provide the following information when requesting a service call:

- Address:
- Contact name & phone number to organise access:
- Model number:
- Problem – as much information as possible:

This letter acts as your warranty card.

Email: [stapylton.commercial@au.harveynorman.com](mailto:stapylton.commercial@au.harveynorman.com)

Phone: 07 3297 3700

Yours Sincerely

Troy Collins  
Multi-Residential Projects Manager

# Warranty Conditions & Exclusions



## 3monkeez® Warranty Conditions & Exclusions

Subject to the warranty conditions and exclusions set out below 3monkeez® products are warranted to be free from defects in material and/or workmanship for a period of 12 months service life, 24 months/2 years' service life or 60 months/5 years' service life – as set out in table below. If the product is sold by a party other than 3monkeez®, then it is sold by that seller as principal and the seller has no authority from 3monkeez® to give any additional warranty on behalf of 3monkeez.®

The benefits of this warranty are in addition to all other rights and remedies which the purchaser may have under the trade practices act or similar laws of each state or territory in Australia.

### Conditions

The product must be installed by an appropriately licensed contractor in accordance with our installation instructions, Plumbing Code of Australia (for all plumbing related products) and in line with the appropriate standard (see AS/NZS3500 for all plumbing products) current at the date of installation and all relevant statutory and local requirements in the state or Territory in which the product is installed.

Where the product is installed outside the boundaries of a metropolitan area as defined by 3monkeez,® the cost of transport insurance and traveling shall be the purchasers responsibility.

The product must be returned to 3monkeez® with appropriate supporting documentation.

Where a product, or part of a product, is replaced the warranty term will not renew. The warranty term continues from the date of purchase of the original product, subject to the terms specified herein.

### Other Exclusions

- Damage has been caused by normal wear and tear, misuse, incorrect installation or acts of god.
- It is found there is no product fault.
- The failure of the product is due to faulty or non-compliant installation of the water supply.
- The product has failed as a direct result of excessive water pressure or temperature outside the installation and application guidelines.
- The product has failed due to foreign matter; either from the water supply or installation.
- The failure of the product is due wholly, or in part, by the installation not complying with the appropriate AS/NZS standards or relevant state or territory requirements.
- Subject to any statutory requirements to the contrary, claims for damage to furniture, carpets, walls or foundations or any other consequential loss, either directly or indirectly, due to malfunction of the product are also excluded from warranty.

PERIOD	PRODUCTS	EXCLUSIONS
12 Months / 1 Year	Custom manufactured items Pre plumbing Tapware inlet/flexible hoses 3monkeez toilet seats	
24 Months / 2 Years	“Guardian” tapware “Clean-A-Jet” tapware All other 3monkeez tapware items	Jumper valves Pre rinse hoses Tapware inlet/flexible hoses Batteries
60 Months / 5 Years	All other items	Third Party Supplied Products Cistern valves Cistern buttons Inlet/flexible hoses “Guardian” tapware “Clean-A-Jet” tapware All other 3monkeez tapware items Tempering valves Pressure reduction valves Sealant Pan bends



# Warranty Terms & Conditions

**KITCHEN  
BATH +  
BROOM**

# Your Details

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<b>Your Name</b>	
<b>Address</b>	
<b>Builders Name</b>	
<b>Builders Phone Number</b>	
<b>Handover Date</b>	

# List Of Product(s) Installed

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# Terms of Warranty

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Abey Australia Pty Ltd (A.B.N 34 004 589 879 (Abey)), warrants to the original purchaser of the product that under proper care, domestic/residential use and maintenance the products supplied by Abey, will be free from defects in workmanship and materials subject to the terms and conditions which follow. Abey's warranty only applies to the original owner and is not transferable.

Whilst our products are manufactured to the highest standard, our warranty is in addition to other rights and remedies that you have under Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)).

## Warranty Conditions and Exclusions

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Abey and the manufacturer are continually seeking ways to improve design specifications, aesthetics and production techniques of our products. As a result, alterations to the specifications and dimensions of our products occur continually. Abey reserves the right to modify warranty provisions without prior notification. Warranty coverage will be determined by the warranty provisions at the time of the claim.

Should any warranty claim be made and attended by an Abey authorised Service Agent and that in the opinion of the Service Agent or Abey, the problem was from faulty installation or the use of Products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods which Abey is responsible. Abey Australia reserves the right to charge a service for each service staff attending the premises where products have been installed.

Abey Australia requires adequate access to Products, Fittings and Fixtures to undertake warranty repairs. Abey will not be responsible for any consequential damage or costs where adequate access to Product Fittings and Fixtures is not accessible.

To the extent permitted by law, Abey Australia will not be responsible for any consequential loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the Products or Components

Abey will not be responsible for any costs associated with warranty work undertaken without our knowledge and prior approval.

**EX-DISPLAYS:** Ex-display products purchased from a Retailer or Abey Australia are not covered under Abey Australia's warranty. Ex-Display products are sold as is. Any missing components will need to be purchased through a relevant retailer.

## Stainless Steel Sinks

### **It is the installer/consumers responsibility :**

Installation of any sink is the responsibility of the customer or the customer's installer. We highly recommend installation (in particular flush mount installations) to be done by qualified and experienced plumbers, stonemasons or cabinet makers. All plumbing connections to the sink must be undertaken by a qualified plumber or cabinet maker;

ALWAYS check the sink for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical product measurements for cut-outs – the manufacturer's template is supplied as a guide only and may differ over time;

ALWAYS check to ensure the product has all of its components;

By installing the sink, the owner accepts that the product is free of blemishes or imperfections including scratches, dents, spotting, discolouration and rust;

### **Stainless Steel Sink Warranty will be void if:**

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a qualified and experienced stonemason or cabinet maker and if a licenced plumber or cabinet maker does not connect the plumbing fittings;
3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
4. The product's serial number has been removed, defaced, changed or tampered with in any way;
5. The product has been modified or altered outside the original factory specifications;
6. Scratching, denting, rusting, spotting or discolouration is not covered by Abey's 25 year warranty. Abey's maintenance hints and installation instructions to protect the stainless steel must be followed;
7. There has been any damage to the product that may have been caused during shipping, delivery or installation;
8. There has been any damage to the product (including but not limited to corrosion) due to misuse, negligence, improper maintenance or other abuse or misuse;
9. There has been damage to the stainless steel by physical or chemical products. This includes, but not limited to, metallic souring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining, discolouration or corrosion of the surface.

## **Chambord Ceramic Sinks**

### **It is the installer/consumers responsibility:**

Installation of any sink is the responsibility of the customer or the customer's installer. We highly recommend installation to be done by qualified and experienced plumbers, stonemasons or cabinet makers. All plumbing connections to the sink must be undertaken by a qualified plumber or cabinet maker;

ALWAYS check the sink for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical product measurements for cut-outs – the manufacturer's template is supplied as a guide only and may differ over time;

ALWAYS check to ensure the product has all of its components;

By installing the sink, the owner accepts that the product is free of blemishes or imperfections including scratches, cracks, chips, spotting and discolouration;

### **The Chambord Ceramic Sink Warranty will be void if:**

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a licensed cabinet maker or stonemason. All plumbing connections must be installed by a licenced plumber or cabinet maker;
3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
4. The product's serial number has been removed, defaced, changed or tampered with in any way;
5. The product has been modified or altered outside the original factory specifications;
6. Scratching, chipping or discolouration is not covered by the Chambord Ceramic Sink warranty. Chambord's maintenance hints and installation instructions to protect the Sink must be followed;
7. There has been any damage to the product that may have been caused during shipping, delivery or installation;
8. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;
9. There has been damage to the Chambord Sink by physical or chemical products. This includes, but not limited to, metallic scouring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.

## Schock Granite Sinks

### It is the installer/consumers responsibility:

Installation of any sink is the responsibility of the customer or the customer's installer. We highly recommend installation to be done by qualified and experienced plumber, stonemasons or cabinet makers. All plumbing connections to the sink must be undertaken by a qualified plumber or cabinet maker;

ALWAYS check the sink for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical product measurements for cut-outs – the manufacturer's template is supplied as a guide only and may differ over time;

ALWAYS check to ensure the product has all of its components;

By installing the sink, the owner accepts that the product is free of blemishes or imperfections including scratches, cracks, chips and discolouration;

### The Schock Granite Sink Warranty will be void if:

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a licensed plumber, cabinet maker or stonemason. All plumbing fittings must be connected by a qualified plumber or cabinet maker;
3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
4. The product's serial number has been removed, defaced, changed or tampered with in any way;
5. The product has been modified or altered outside the original factory specifications;
6. Scratching, chipping or discolouration is not covered by the Schock Sink warranty. Schock's maintenance hints and installation instructions to protect the Sink must be followed;
7. There has been any damage to the product that may have been caused during shipping, delivery or installation;
8. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;
9. There has been damage to the Schock Sink by physical or chemical products. This includes, but not limited to, metallic scouring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.

## Kitchen & Bathroom Tapware and Showers

### It is the installer/consumers responsibility :

Installation of any Kitchen or Bathroom Tapware and Shower Product is the responsibility of the customer or the customer's installer;

ALWAYS check the Product for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS check to ensure the product has all of its components prior to installation;

By installing the Tapware or Shower, the owner accepts that the product is free of blemishes or imperfections including scratches, dents, spotting, discolouration and rust;

### The Kitchen & Bathroom Tapware and Shower Warranty will be void if:

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a licensed plumber;
3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
4. Water pressures and or temperatures that exceed limitations as per the product installation instructions. NOTE: AS/NXZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations;
5. Damage as a result of obstructions due to inadequate flushing of all water supply lines before use and problems caused by water supply (including excess water pressure, silt or corrosion);
6. Isolation stop taps are not fitted as stated on manufacturer's installation instructions;
7. Non-installation of flow regulators in Tapware and Showers or regulated check valves in hand showers or pull-out mixers;
8. The product's serial number has been removed, defaced, changed or tampered with in any way;
9. The product has been modified or altered outside the original factory specifications;
10. Fitting of other devices to the outlet of Tapware (eg Water Filters);
11. Failure to regularly clean or replace dirty or blocked outlet aerator inserts in Tapware or Shower Heads;
12. Fair Wear and Tear, scratching, chipping or discolouration is not covered by Abey's warranty. Maintenance hints and installation instructions to protect the Tapware and Shower products must be followed;
13. There has been any damage to the product that may have been caused during shipping, delivery or installation;
14. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;

15. There has been damage to the product by physical or chemical products. This includes, but not limited to, metallic scouring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.

## **Appliances – Ovens ,Cooktops & Made To Measure**

### **It is the installer/consumers responsibility:**

Installation of the Oven or Cooktop is the responsibility of the customer or the customer's installer;

ALWAYS check the Product for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical products measurements for cut-outs – the manufacturer's template/drawings is supplied as a guide only and may differ from the products measurements over time;

ALWAYS check to ensure the product has all of its components prior to installation;

By installing the Oven or Cooktop the owner accepts that the product is free of blemishes or imperfections including scratches, dents, spotting, discolouration and rust;

### **The Oven or Cooktop Warranty will be void if:**

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a licensed Electrician or licensed Gas Plumber;
3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
4. The product's serial number has been removed, defaced, changed or tampered with in any way;
5. The product has been modified or altered outside the original factory specifications;
6. Fair Wear and Tear, scratching, chipping or discolouration is not covered by Abey's warranty. Maintenance hints and installation instructions to protect the Oven, Cookerhood and Cooktop product must be followed;
7. There has been any damage to the product that may have been caused during shipping, delivery or installation;
8. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;
9. There has been damage to the product by physical or chemical products. This includes, but not limited to, metallic scouring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.

## Toilets, Baths and Basins

### **It is the installer/consumers responsibility:**

Installation of any Toilet, Bath or Basin Product is the responsibility of the customer or the customer's installer;

ALWAYS check the Product for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS check to ensure the product has all of its components prior to installation. By installing the Toilet, Basin or Bath, the owner accepts that the product is free of blemishes or imperfections including scratches, warping, dents, spotting and discolouration. Tolerance/size variation on all of our products is based on the International Standard of (+/-) 5mm.

### **The Toilet, Bath or Basin Warranty will be void if:**

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a licenced plumber;
3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
4. Damage as a result of obstructions due to inadequate flushing of all water supply lines before use and problems caused by water supply (including excess water pressure, silt or corrosion);
5. The product's serial number has been removed, defaced, changed or tampered with in any way;
6. The product has been modified or altered outside the original factory specifications;
7. Failure to regularly clean or replace dirty or blocked valves in Toilet Cisterns;
8. Fair Wear and Tear, scratching, chipping or discolouration is not covered by Abey's warranty. Maintenance hints and installation instructions to protect the Toilet, Basin and Bath products must be followed;
9. There has been any damage to the product that may have been caused during shipping, delivery or installation;
10. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;
11. There has been damage to the product by physical or chemical products. This includes, but not limited to, cleaning products inserted into toilet cisterns, metallic scouring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.
12. DO NOT use concrete, sand and cement mix or any other similar product when installing Toilet Pans.

## Warranty Periods (As of July 1, 2021) Previous update July 13, 2020

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Warranty applies to the use of products listed below. The warranty period commences on the date of purchase or, for new homes, the date of handover, See our Terms of Warranty, Conditions & Exclusions on our products at the start of this document for further details.

Kitchen Sinks	
Brand	Warranty
Abey Stainless Steel	25 Years
Barazza	25 Years
Schock	25 Years
Chambord & Solaire	7 Years
Abey PVD Finish	25 Years on Material, 7 Year on Finish

Tapware	
Brand	Warranty
Gessi	<ul style="list-style-type: none"> <li>• 15 years Cartridge</li> <li>• 5 years Product or Parts</li> <li>• 2 years Labour</li> <li>• 5 years on Finishes</li> </ul>
Gessi Emporio	<ul style="list-style-type: none"> <li>• 15 years Cartridge</li> <li>• 5 years Product or Parts</li> <li>• 2 years Labour</li> <li>• 5 years on Finishes</li> </ul>
Armando Vicario	<ul style="list-style-type: none"> <li>• 15 years Cartridge</li> <li>• 5 years Product or Parts</li> <li>• 1 year Labour</li> <li>• 3 years on Finishes</li> </ul>
Gareth Ashton, Gareth Ashton 316 Alfresco & MixMaster	<ul style="list-style-type: none"> <li>• 15 years Cartridge</li> <li>• 5 years Product or Parts</li> <li>• 1 year Labour</li> <li>• 3 years on Finishes</li> </ul>
Schock Alfresco	<ul style="list-style-type: none"> <li>• 3 years Cartridge</li> <li>• 3 years Products or Parts</li> <li>• 1 year Labour</li> <li>• 3 years on Finishes</li> </ul>



## Showers

Brand	Warranty
Gessi	<ul style="list-style-type: none"><li>• 5 years Parts</li><li>• 2 years Labour</li><li>• 5 years on Finishes</li></ul>
Gessi Emporio	<ul style="list-style-type: none"><li>• 5 years Parts</li><li>• 2 years Labour</li><li>• 5 years on Finishes</li></ul>
Armando Vicario	<ul style="list-style-type: none"><li>• 5 years Parts</li><li>• 1 year Labour</li><li>• 3 years on Finishes</li></ul>
Gareth Ashton & Gareth Ashton 316 Alfresco	<ul style="list-style-type: none"><li>• 5 years Parts</li><li>• 1 year Labour</li><li>• 3 years on Finishes</li></ul>

## Bathroom Accessories

Brand	Warranty
Gessi	<ul style="list-style-type: none"><li>• 5 years on Faulty Parts</li><li>• 5 years on Finishes</li></ul>
Gessi Emporio	<ul style="list-style-type: none"><li>• 5 years on Faulty Parts</li><li>• 5 years on Finishes</li></ul>
Armando Vicario	<ul style="list-style-type: none"><li>• 5 years on Faulty Parts</li><li>• 3 years on Finishes</li></ul>
Gareth Ashton	<ul style="list-style-type: none"><li>• 5 years on Faulty Parts</li><li>• 3 year on Finishes</li></ul>

## Cooktops, Ovens & Made To Measure

Brand	Warranty
Barazza	<ul style="list-style-type: none"><li>• 5 years</li></ul>

## Toilets, Basins & Baths

Brand	Warranty
Gessi	<ul style="list-style-type: none"><li>• 5 years on Faulty Materials</li><li>• 1 year on Parts</li></ul>
Gareth Ashton 304 Stainless Steel Basins	<ul style="list-style-type: none"><li>• 25 years on Material, 7 years on Finish</li><li>• 1 year on Parts</li></ul>
Gareth Ashton Vitreous China Toilets & Basins	<ul style="list-style-type: none"><li>• 5 years on Ceramic</li><li>• 1 year on Parts</li></ul>
Gareth Ashton Clearwater Baths & Basins	<ul style="list-style-type: none"><li>• 10 years on ClearStone &amp; Natural Stone</li><li>• 1 year on Parts</li></ul>
Burlington China Basins	<ul style="list-style-type: none"><li>• 5 years on Ceramic</li><li>• 1 year on Parts</li></ul>

# Warranty Claims Process

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Warranty Claims only cover products that are installed. If the product has not been installed, please return to the product to the place of purchase.

To process a Warranty Claim with Abey Australia, the process is as follows:

1. Scan and save your proof of purchase/invoice;
2. Log on to the Abey Australia website [www.abey.com.au](http://www.abey.com.au)
3. Go to the After Sales & Service section located at the bottom of the home page [www.abey.com.au/after-sales/](http://www.abey.com.au/after-sales/);
4. Click on “I am a consumer or tradesperson”
5. Read the Terms of Warranty, Exclusions and Conditions relevant to your product;
6. Acknowledge that you have read the Terms of Warranty;
7. Complete the online form and submit;
8. Upon completion, a warranty claim number will be sent to the nominated email address. Please use this number for all future correspondence with Abey Australia.

Please allow up to 2 working days for an Abey Australia Warranty Representative to contact you about your claim.



**nb. All work should be carried out by a Licensed Installer. Before Installing the product read the appropriate installation instructions (<http://arto.com.au/downloads/>), as to avoid undue damage to product, or unnecessary warranty claims.**

<b>INSTALLATION IS ACCEPTANCE OF PRODUCT AS IS</b>		
<b>Vanities &amp; Basins - Domestic</b>	<b>1 YEAR Labour for product fault. Does not include door and drawer adjustment. Does not include instances where faulty / damaged goods have already been installed, or water leak causing damage to cabinetry.</b>	
Vanity (Cabinet)	5/1 Years	5 Year Parts and Product First Year Labour
Vanity (Including Top)		
Mirror Cabinet (Cabinet)		
Tall Boy (Storage Units)		
<b>Mirrors</b>	<b>No Labour included in warranty.</b>	
Mirrors	1 Year	1 Year Replacement Parts
Mirror Cabinet Door	1 Year	1 Year Replacement Parts
<b>Tapware - Domestic</b>	<b>Does NOT include parts subject to wear &amp; tear e.g. Washers, O-Rings, Chrome finishes after 5 Years, Colour Finishes after 1 Year</b>	
Mixers - Elegant	10/5/1 Years	10 Year Ceramic Disc Cartridge
Mixers - Tony	10/5/1 Years	5 Year Parts and Product
Mixers - Ideal	10/5/1 Years	1 Year Labour
Mixers - Demos	5/1 Years	5 Years Parts/ 1 Year Labour
Mixers - Sleek	10/7/1 Years	10 Year Ceramic Disc Cartridge 7 Year Parts and Product 1 Year Labour
Mixers - Stainless Steel	10/7/1 Years	10 Year Ceramic Disc Cartridge 7 Year Parts and Product 1 Year Labour
Rose Gold & Black Finishes	1 Year	1 Year Replacement
<b>Showers &amp; Outlets</b>	<b>No Labour included in warranty.</b>	
Outlets (Wall, Floor or Hob)	1 Year	1 Year Replacement
Showers On Rail	1 Year	1 Year Replacement
Showers Arm & Rose	1 Year	1 Year Replacement
<b>Accessories</b>	<b>No Labour included in warranty.</b>	
Bathroom Accessories	1 Year	1 Year Replacement
<b>Basin &amp; Vanity Tops - Domestic</b>	<b>1 YEAR Labour for product fault. Does not include instances where faulty / damaged goods have already been installed.</b>	
Ceramic	5/1 Years	5 Year Parts and Product 1 Year Labour
Arto Stone		
Glass		
Polymarble		
Smart Stone^^	15 Years	15 Year Product
Timber	7 Years	7 Year Product
<b>Laundry &amp; Sink Units</b>	<b>1 YEAR Labour for product fault. Does not include door and drawer adjustment. Does not include instances where faulty / damaged goods have already been installed, or water leak causing damage to cabinetry.</b>	
Cabinet Only	5/1 Years	5 Year Parts and Product 1 Year Labour
Unit including Top		

^^ Smart Stone Product Warranty to be Claimed direct to Smart Stone - [smartstone.com.au/smart-facts/](http://smartstone.com.au/smart-facts/)

**Faulty parts or products will be repaired or replaced free of charge for the First Year from date of purchase (unless otherwise specified. See above.), after the first year we will provide parts and product only free of charge for the remainder of the warranty period. The warranty is limited to the replacement if the parts or product is found to be defective from manufacturer. (If the same parts or products are no longer available we will provide similar product as best we can).**

nb. Warranty period commences from Purchase date for Renovations or "Hand Over" date for new builds.

## Argent Australia Warranty Information

Thank you for your interest in the products manufactured by Argent Australia Pty Ltd ('Argent'), the brands that Argent represents, supplied in Australia. Warranty information for the following brands is contained within this document.

- Villeroy & Boch
- Bette
- Hansa
- Reginox
- Schell
- Pomd'or
- Argent

Warranty information contained within this document includes:

- Australian Warranty
- How to make a warranty claim
- Warranty Conditions
- Contacts
- Warranty Periods

### AUSTRALIAN WARRANTY

Argent Australia Pty Ltd ('Argent') warrants that the following products manufactured by Argent, the brands that Argent represents, and supplied in Australia by Argent or an authorised Argent supplier will be free on or after defects in materials and workmanship for the following periods (see Warranty Periods) on or after the date of purchase.

Argent will rectify free of charge for parts and labor any fault due to a defect in materials or workmanship appearing within the applicable warranty period subject to the following Warranty Conditions. Labor exclusions apply to selected items.

The benefits offered by this warranty are in addition to your rights and remedies under the Australian Consumer Law. 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.

### HOW TO MAKE A WARRANTY CLAIM

To claim under this warranty:

- visit the Argent website to book a service call;
- contact Argent or the authorised Argent supplier on or after whom the product was purchased ('the Supplier');
- provide proof of purchase (such as a copy of the purchase receipt) at, or prior to, the inspection of the product by Argent or the Supplier;
- provide to Argent or the Supplier all known relevant details of the model, finish and nature of the problem to assist with the identification and rectification of any fault;
- make an arrangement with Argent or the Supplier to have the product inspected at the location where the product was delivered or installed, or to have the product returned to the place of purchase for inspection by Argent or the Supplier, during the warranty period.

Argent provides service calls within metropolitan regions and also within the normal operating areas of the nearest authorised Argent supplier, using Argent or its nominated Service Agent. This service is conditional on being provided during normal working hours of Argent or its nominated Service Agent. Where service calls are unavailable then arrangements for repair or replacement of product will be at the discretion of Argent. Argent reserve the right to request return of faulty products for inspection. Argent reserves the sole right to determine whether a product contains any defects in materials or workmanship covered by this warranty.

# WARRANTY CONDITIONS

## COSTS

Argent will bear any expenses incurred for claims under this warranty, excluding:

- any costs incurred by Argent or its nominated Service Agent (including the cost of any service call) due to you incorrectly identifying the product or nature of the problem or being absent for a mutually agreed appointment;
- any and all travel costs and expenses incurred or charged by Argent or its nominated Service Agent in connection with any inspection of the product outside metropolitan areas or outside the normal operating areas of the nearest authorised Argent Supplier.

Any claim for expenses incurred in making a claim under this warranty should be sent to Argent in writing (see Contacts).

## EXCLUSIONS

This warranty is for normal domestic and commercial use only and does not cover:

- any defect or injury caused by or resulting on or after misuse, abuse or neglect, accidental damage, improper installation or other alterations or modifications which affect the reliability or performance of the product not attributable to a defect in materials or workmanship;
- any defects or injury caused by or resulting on or after products installed in a way that was contrary to the manufacturer's requirements or guidelines, installation or maintenance terms, or any applicable national, state or local Standards, or regulatory requirements;
- damage to finishes by epoxies, adhesives or sealants;
- the effects of poor water quality or chemicals which will affect the longevity of the product;
- any defects or injury caused by or resulting on or after installation of product into situations outside of the Australian standards for plumbing installation: refer AS/NZ 3500 i.e. 'limiting maximum static inlet pressure of all supply lines to 500Kpa to point of installation';
- any defect or injury caused by an act, default or omission of, or any representation made by, any person other than Argent or an employee or agent of Argent;
- any damage or loss to products caused during transit for service, where that transit has not been arranged by Argent or one of its authorised agents;
- installation or tiling costs incurred after the installation of products containing obvious or visible manufacturing faults;
- any remote controls supplied with the product if it is found the remote control has been exposed to extended periods of time under water; the surface finish of any product used outdoors beyond a period of 12 months.

## CONTACTS

**For further warranty details for Argent and the brands distributed by Argent, contact Customer Central.**

Customer Central  
Argent Australia Pty Ltd  
Level 1, 22 Arthur St (PO Box 2093)  
Fortitude Valley QLD 4006  
1300 364 748 | support@customer-central.com.au  
www.argentaust.com.au

**Brands distributed by Argent Australia Pty Ltd in Australia.**

Villeroy & Boch AG  
D-66693 Mettlach, Germany  
+49 (0) 6864 81-0  
info.b@villeroy-boch.com

Bette GmbH & Co. KG  
Heinrich-Bette-Str. 1  
D-33129 Delbrück, Germany  
+49 (0) 5250 511-0  
info@bette.de

Hansa Armaturen GmbH  
Sigmaringer Strasse 107  
D-70567 Stuttgart, Germany  
+49 (0) 711 1614 888  
customer-service@hansa.de

Reginox  
Noordermorssingel 2  
7461 JN Rijssen, Holland  
+31 (0) 548 53 56 35  
sales@reginox.com

Schell GmbH & Co. KG  
Armaturentechnologie  
Raiffeinstrasse 31  
5746201pe, Germany  
+49 2760 892-0

Pomd'or (Industrias Cosmic)  
Cerdanya 2, Pol. Industrial La Borda  
08140 Caldes De Montbui, Barcelona, Spain  
+34 (0) 938 654 277  
info@pomdor.com

## WARRANTY PERIODS

### VILLEROY & BOCH

SANITARYWARE	WARRANTY PARTS	WARRANTY LABOUR
Ceramic toilets and basins purchased on or after 1 April 2020	10 years	1 year
Ceramic toilets and basins purchased before 1 April 2020	5 years	2 years
Premium toilet seats and seat hinges	10 years	Nil
Toilet seats and seat hinges	3 years	Nil
Toilet flushing mechanisms (excluding seals & washers)	3 years	1 year
Toilet seals and washers	1 year	Nil
Basin wastes purchased on or after 1 April 2019	3 years	Nil
Basin wastes purchased before 1 April 2019	5 years	Nil
FLUSHING	WARRANTY PARTS	WARRANTY LABOUR
In wall cistern tanks purchased on or after 1 April 2020	15 years	1 year
In wall cistern tanks purchased before 1 April 2020	15 years	2 years
In wall cistern flushing mechanisms	5 years	1 year
Urinal flush valves	3 years	1 year
Flushplates	5 years	Nil
In wall cistern seals and washers	1 year	Nil
TAPWARE & SHOWERS (PURCHASED ON OR AFTER 10 APRIL 2019)	WARRANTY PARTS	WARRANTY LABOUR
Mixer tapware	15 years	2 years
Showers (excluding hoses)	15 years	Nil
Shower hoses	2 years	Nil
Replacement parts	1 year	Nil
TAPWARE & SHOWERS (PURCHASED BEFORE 10 APRIL 2019)	WARRANTY PARTS	WARRANTY LABOUR
Mixer tapware	5 years	5 years
Showers (excluding hoses and handpieces)	5 years	5 years
Shower hoses and handpieces	5 years	Nil
Replacement parts	1 year	Nil
BATHS	WARRANTY PARTS	WARRANTY LABOUR
Quaryl baths purchased on or after 1 April 2020	10 years	1 year
Quaryl baths purchased before 1 April 2020	10 years	10 years
Bath wastes, overflows and integrated bath fillers purchased on or after 1 April 2019	3 years	Nil
Bath wastes, overflows and integrated bath fillers purchased before 1 April 2019	5 years	Nil
Whirlpool bath shells	10 years	1 year
Whirlpool systems	1 year	1 year

## VILLEROY & BOCH

FURNITURE	WARRANTY PARTS	WARRANTY LABOUR
Cabinets	10 years	1 year
Hinges, runners and handles	1 year	Nil

SINKS	WARRANTY PARTS	WARRANTY LABOUR
Ceramic sinks purchased on or after 1 April 2020	10 years	1 year
Ceramic sinks purchased before 1 April 2020	5 years	2 years
Sink wastes purchased on or after 1 April 2019	3 years	Nil
Sink wastes purchased before 1 April 2019	5 years	Nil
Sink accessories	1 year	Nil

## BETTE

BATHS	WARRANTY PARTS	WARRANTY LABOUR
Steel baths	30 years	2 years
Whirlpool bath and spa shells	30 years	2 years
Whirlpool and spa systems	1 year	1 year
Bath wastes, overflows and integrated bath fillers purchased on or after 1 April 2019	3 years	Nil
Bath wastes, overflows and integrated bath fillers purchased before 1 April 2019	5 years	Nil
SHOWER TRAYS	WARRANTY PARTS	WARRANTY LABOUR
Steel shower trays	30 years	2 years
BASINS	WARRANTY PARTS	WARRANTY LABOUR
Steel basins	30 years	2 years

## HANSA | on or after 1 AUGUST 2016

Contact Argent for Warranty Periods before 1 August 2016.

TAPWARE & SHOWERS	WARRANTY PARTS	WARRANTY LABOUR
Tapware (manufacturer warranty)	2 years (5 years for cartridges)	2 years
Tapware (extended Argent warranty against manufacturer faults)	Further 10 years for cartridges	Nil
Showers (manufacturer warranty)	5 years	2 years
Showers (extended Argent warranty on chrome finish against	10 years	Nil
Replacement parts	1 year	Nil

## REGINOX

SINKS	WARRANTY PARTS	WARRANTY LABOUR
Stainless steel sinks	Lifetime	1 year
Regi-Granite sinks	15 years	1 year
Regi-Colour finish	5 years	1 year
Sink wastes purchased on or after 1 April 2019	3 years	Nil
Sink wastes purchased before 1 April 2019	Nil	Nil
Sink accessories	1 year	Nil

## SHELL

SPECIALISED COMMERCIAL PRODUCTS	WARRANTY PARTS	WARRANTY LABOUR
Tapware	2 years	2 years
Flushvalves	2 years	2 years
Replacement Parts	1 year	Nil

## POMD'OR

ACCESSORIES	WARRANTY PARTS	WARRANTY LABOUR
Bathroom accessories	10 years	Nil



## ARGENT

<b>SANITARYWARE</b>	<b>WARRANTY PARTS</b>	<b>WARRANTY LABOUR</b>
Ceramic toilets and basins purchased on or after 1 April 2020	10 years	1 year
Ceramic toilets and basins purchased before 1 April 2020	5 years	5 years
Toilet seats and seat hinges	2 years	Nil
Toilet flushing mechanisms	3 years	1 year
Toilet seals and washers	1 year	Nil
Basin wastes and traps	3 years	Nil
<b>FLUSHING</b>	<b>WARRANTY PARTS</b>	<b>WARRANTY LABOUR</b>
In wall cistern tanks purchased on or after 1 April 2020	15 years	1 year
In wall cistern tanks purchased before 1 April 2020	15 years	2 years
In wall cistern flushing mechanisms	5 years	1 year
In wall cistern seals and washers	1 year	Nil
Flushplates	5 years	Nil
<b>TAPWARE &amp; SHOWERS</b>	<b>WARRANTY PARTS</b>	<b>WARRANTY LABOUR</b>
Mixer tapware purchased on or after 1 April 2020	15 years	2 years
Mixer tapware purchased before 1 April 2020	15 years	5 years
Three piece tapware and spouts	3 years	1 year
Ozone tapware	1 year	1 year
Showers purchased on or after 1 April 2020	15 years	2 years
Showers purchased before 1 April 2020	15 years	5 years
Replacement parts	1 year	Nil
<b>ACCESSORIES</b>		
Bathroom accessories	5 years	Nil
Heated towel rails	5 years	Nil
Mirrors	1 year	Nil
<b>BATHS</b>	<b>WARRANTY PARTS</b>	<b>WARRANTY LABOUR</b>
Acrylic baths	10 years	Nil
Bath wastes, overflows and integrated bath fillers	3 years	Nil
<b>FURNITURE</b>	<b>WARRANTY PARTS</b>	<b>WARRANTY LABOUR</b>
Cabinets Platinum Package	20 years	1 year
Cabinets Gold Package	10 years	1 year
Cabinets Silver Package	5 years	1 year
Stone and solid surface tops	1 year	1 year
Hinges, runners and handles	1 year	Nil
<b>SINKS</b>	<b>WARRANTY PARTS</b>	<b>WARRANTY LABOUR</b>
Stainless steel sinks	Lifetime	1 year
Sink wastes purchased on or after 1 April 2019	3 years	Nil
Sink wastes purchased before 1 April 2019	Nil	Nil
Sink accessories	1 year	Nil



## WARRANTY

The following undertaking from Austworld Commodities Pty Ltd [Austworld] shall apply to any purchaser of our product who is classified as a 'Consumer' under the Competition and Consumer Act [Cth] 2010, which includes prescribed requirements for warranties against defects, which are set out in Regulation 90 of the Competition and Consumer Regulations [Cth] 2010, [collectively, the Australian Consumer Law].

Austworld Contact Details  
Austworld Commodities Pty Ltd  
P.O. Box 311  
Ashmore City QLD 4214

Tel: 1300 780 430  
Fax: 1300780 441  
info@austworld.com.au

### Consumer Guarantees

1. 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.
2. Austworld shall not be liable to the purchaser or user of any product, for any loss or damage [whether direct, indirect or consequential], cost or expenses, suffered or incurred by that purchaser, otherwise than as provided for in this document, the Australian Consumer Law any other law that cannot be excluded.
3. Where a failure does not amount to a major failure, Austworld is entitled to choose between providing you with a repair, replacement or refund. To obtain compensation, you would need to provide documentary evidence of the loss or damage suffered, and documentary evidence that such loss or damage was reasonably foreseeable consequence of a failure by Austworld to comply with a consumer guarantee under the Australian Consumer Law. Such evidence may include photographs, statutory declarations, receipts or reports [e.g. from your plumber], depending on the loss or damage.
4. Consumer Guarantees do not apply if you:
  - 4.1 Got what you asked for but simply changed your mind;
  - 4.2 Misused the product in any way that caused the problem; or
  - 4.3 Knew of or were made aware of the faults in the product before you bought it.

### Warranty Against Defects

1. In addition to all rights and remedies to which you may be entitled to under the Australian Consumer Law or any other applicable law:
  - 1.1 Austworld warrants its products to be free from defect in materials and workmanship for a period of 12 months from date of purchase; and
  - 1.2 Austworld offers varying extended warranty periods on some of its products and full details are listed on Austworld's website under the warranty section, known as Warranty Against Defects.
2. A Warranty Against Defects only applies to the original purchaser of the product and is not transferable.
3. Austworld's liability under a Warranty Against Defects is subject to Austworld being satisfied that a defect was caused by defective workmanship or materials and was not caused, or substantially contributed to, by other factors or circumstances beyond Austworld's control, such as:
  - 3.1 Usage: the product was not used in normal domestic circumstances;
  - 3.2 Application: the product was not used for its manufactured application;
  - 3.3 Defective installation:
    - 3.3.1 The product was not installed according to any applicable Australian Standards, including the Plumbing Code AS/NZS 3500.1-2003, if applicable, and Austworld's installation instructions;



- 3.3.2 The product was not installed by a licensed plumber;
- 3.4 Maintenance and Repair: the product was damaged during the process of maintenance and/or repair;
- 3.5 Alteration and Modification: the product was either altered or modified in a manner not recommended by the manufacturer; or was tampered with by person/s without the authority of Austworld.
- 3.6 Commencement of work: If replacement or repairs are carried out without Austworld prior approval, Austworld reserves the right to void the warranty.
  - 3.6.1 Were carried out without Austworld's prior approval; or
  - 3.6.2 Were not carried out;
- 3.7 Neglect: the product was not maintained as per the manufacturer's instructions;
- 3.8 Misuse: the product was not fitted correctly to the outlet;
- 3.9 Cleaning: the product was cleaned with an abrasive cleaning agent;
- 3.10 Water Properties: the product incurred water damage due to below standard water properties;
- 3.11 Water Supply: the lines were not adequately flushed;
- 3.12 Exposure: the product was exposed to waterborne solids e.g. thread tape, cuttings, grit, etc.
- 4. A Warranty Against Defects over product parts is limited to replacement of parts of that are defective in material content and/or workmanship under normal domestic installations, but, unless expressly stated, does not apply to:
  - 4.1 Product finishes (lacquered painted or similar finishes); or
  - 4.2 Ceramic discs, tap jumper valves, "O" rings, washers and other included parts.
- 5. Damages and/or labour charges incurred in installation, repair or replacement are not covered by a Warranty Against Defects over product parts.
- 6. If a Warranty Against Defects over Ceramic discs (cartridge or spindles) applies, it shall be valid for 5 years, but shall be voided if:
  - 6.1 Mixers have not been installed to Austworld's installation instructions; or
  - 6.2 Water pressure exceeds 1000kpa (it is advisable where day time water pressure exceeds 600kpa to fit a water pressure limiting valve).

#### Reasonable Access

Austworld require adequate access to items to undertake warranty repairs. Austworld will not be responsible for any damage and costs, or consequential damage or costs, where reasonable access is not available to the item and reserve the right to provide a replacement item only. If access to the building is not available when the service agent attends, the customer will be liable for the service call costs.

#### Warranty Claim

- 1. To make a warranty claim:
  - 1.1 In respect of an uninstalled product, a copy of this Warranty, proof of purchase and an explanation of the defect must be sent to us at the address specified in this document; and
  - 1.2 In respect of an installed product,
    - 1.2.1 Contact the store at which the item was purchased and ask for a warranty call to be initiated, or if supplied by a plumber, contact the plumber, and ask for a warranty call to be initiated.
    - 1.2.2 Provide proof of purchase and an explanation of the defect.

Bradley Australia warrants to commercial and institutional purchases only, each new Bradley accessory product purchased from us, to be free from defects in all material and workmanship, under normal use and service, upon the following terms, conditions and limitations.

1. This warranty is limited to replacing or repairing, at our option, transportation charges prepaid by the purchaser, any Bradley washroom accessory item or part thereof, which our inspection shall show to have been defective within the limitations of this warranty.
2. The warranty does not cover installation, or any other labour charge, and does not apply to any units which may have been damaged by accident, abuse, improper handling, insufficient protection during the construction period, or improper maintenance in service.
3. The warranty does not cover mounting fasteners, or devices not furnished by Bradley Australia.
4. The period during which Bradley Australia accessory units are warranted is as follows measured from the date of our invoices:
  - Complete Unit, Excepting Mirrors – one (1) year.
  - Stainless Steel Mirror Frames – fifteen (15) years against corrosion.
  - Hand Dryers – ten (10) years Outer Case; five (5) years Motor; three (3) years Timer, Brush and Fan; one (1) year Heater Element and PCB Sensor.
  - Laminate Glass – five (5) years against silver spoilage.
  - Polished #8 Architectural Grade Finish on 304 Series Stainless Steel – one (1) year against corrosion.
  - Bright Annealed Finish on 430 Series Stainless Steel – one (1) year against corrosion.
5. The replacement or repair of defective Bradley washroom accessory units as stated in this warranty shall constitute the sole remedy of the purchaser and the sole liability of Bradley Australia under this warranty.

BRADLEY AUSTRALIA SHALL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES CAUSED BY DEFECTS IN BRADLEY WASHROOM ACCESSORY UNITS OR ANY DELAY IN THE REPAIR OR REPLACEMENT THEREOF.

6. This warranty extends only to commercial and institutional purchasers and does not extend to any others, including consumer customers of commercial and institutional purchasers.
7. All items must be inspected at the time of delivery! Bradley Australia must be notified of damages, or discrepancies, within 10 days of date of invoice.
8. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE.



GWA  
Group Limited

# GWA PRODUCT WARRANTY & CARE

Version 12 - October 2020

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COVER: Caroma Vogue > Liano Collection



Caroma Classic > Luna Collection

# PRODUCT WARRANTY CONTACT DETAILS

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All Caroma Industries Limited products vary from a minimum 12 month to a lifetime product warranty.

Should any of our products not perform to your satisfaction and/or for product specific warranty periods, please contact Caroma Industries Limited on the phone number below. Our experienced customer service personnel will professionally deal with your enquiry.



METHVEN

CLARK

dorf



FOWLER  
SINCE 1897

**CONTACT OUR  
CALL CENTRE ON  
13 14 16**

**Business Hours:**

**7.30am - 6.30pm (EST) and  
7.30am - 7.30pm (ESDS)**

**Local operating hours are  
7.30am - 4.30pm  
(Local time)**

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EST - Eastern Standard Time. ESDS - Eastern Standard Daylight Saving.

# WARRANTY CONDITIONS

## – CAROMA INDUSTRIES

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This extended warranty only covers Caroma Industries Limited (“Caroma”) products, including Caroma Lifetime™ and Clark Lifetime™ products (collectively “Products”), and does not extend to products which you have selected outside our Product range.

This extended warranty only applies to defects which have arisen solely from faulty materials or workmanship in the Products and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions, including excessive water pressure, temperature, or neglect of any kind of the Products. Alterations and repairs of the Products other than by an accredited and licensed service agent or technician are not covered. For the avoidance of doubt, attachment of accessories or use of non-genuine replacement parts other than those manufactured or approved by Caroma are not covered by this extended warranty.

This extended warranty for the Products commences from date of purchase or for new buildings on the date of handover for the relevant period set out in the warranty periods table.

In addition to this extended warranty, certain legislation (including the ACL) may give you certain rights which cannot be excluded, restricted or modified, this extended warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

## WARRANTY CLAIMS

To make a warranty claim, the following documentation must be emailed, posted or faxed to Caroma (contact details listed below):

- Proof of Purchase (invoice or receipt), OR a certificate for occupancy for new homes
- Warranty Certificate or equivalent documentation must be supplied for warranty claims to be considered
- Your contact details

If the Product has not been installed, the Product can be returned with proof of purchase, to the place of purchase. If the cost of returning any defective parts is unreasonable, please contact Caroma on the telephone number listed below so that, if appropriate, we can arrange a collection.

Caroma Industries Limited contact details are as follows:

**GWA Bathrooms & Kitchens**  
**1 Melito Court, Prestons NSW 2170**  
**Phone: 13 14 16**  
**Fax: 1800 818 346**  
**[bkservice@gwagroup.com.au](mailto:bkservice@gwagroup.com.au)**

**NOTE:** The extended warranty only applies to the original owner and is not transferable.



Should any warranty claim be made and attended to by a Caroma authorised Service Agent and that in the opinion of the Service Agent or Caroma, the problem was from faulty installation or use of the Products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which Caroma is responsible. Caroma Industries Limited reserves the right to charge a service fee for each service staff attending the premises where Products have been installed.

As part of Caroma's commitment to continuous improvement, Caroma reserves the right to make changes to its Products at any time.

Caroma requires adequate access to Products, fittings and fixtures to undertake extended warranty repairs. Caroma will not be responsible for any consequential damage or costs where adequate access to Product fittings & fixtures is not accessible.

Caroma reserves the right to provide minor components as 'Parts Only' to the customer.

## CONSEQUENTIAL LOSS

To the extent permitted by law, Caroma will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the Products or components.

This Extended Warranty shall be void for the following reasons:

1. A customer's inability to provide POP or equivalent documentation.
2. If:
  - Products are not installed by a licensed plumber and/or electrician.
  - Products are not installed to relevant National Standards and State Regulations.
  - Products are not installed in accordance with the manufacturer's installation instructions.
  - Water pressures and or temperatures that exceed stated limitations as per the product installation instructions.  
**NOTE:** AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations. The 500kPa maximum water supply pressure doesn't apply to fire service outlets.
  - Isolation stop taps are not fitted as stated on manufacturer's installation instructions.
  - Fitting of other devices to the outlet of tapware (e.g. Water filters).
  - Fitting of Caroma non-approved in tap body or end of line water flow regulating devices.
  - Products used with water additives i.e. Cleaning & or deodorising additives in cisterns.
  - Fair wear and tear, such as the working seals in the inlet and outlet valves, including scratching from cleaning etc.
  - Inappropriate or non-approved connection fittings connecting Products to sewer.
  - Non written approved modifications to the Products.
  - Products used for incorrect applications, non-potable water etc.
  - Damage as a result of obstructions due to inadequate flushing of system before use and problems caused by water supply (including silt, corrosion and

excess water pressure).

- Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and/or shower heads etc.
- Service or repairs with non-standard replacement parts previously undertaken without Caroma written approval.
- Non-installation of flow regulator in tapware and showers or regulated check valve or check valves in hand showers or veggie mixers.
- Damage to finishes by adhesives, sealants or abrasive cleaners etc.
- Damage to finishes which arise from installation or post installation use.
- Damage due to abuse as determined by authorised Service Agent or Caroma.
- Failure to observe manufacturers care and cleaning instructions.

The extended warranty work is limited to the pre-approved scope of work that will be set out in a work order. Additional work will require authorisation from Caroma. Except to the extent that a customer can demonstrate that at the time of purchase the product was faulty or defective and at that time the customer was not aware of such fault or defect.

**NOTE:** It is the installer/consumers responsibility to ensure:

- Product is not damaged prior to installation.
- They are happy with their purchase.
- The product has all of its components.
- Required maintenance is performed.

Our Products 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 loss or damage. You are also entitled to have the Products repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure.



# CAROMA WARRANTY PERIODS

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While all Caroma Industries Limited (“CAROMA”) products are manufactured to the highest standard, in addition to the guarantees provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth) (“ACL”), we offer varying extended warranty periods (please refer to below table) from the date of purchase or handover that our Products are free from all defects in materials and workmanship, subject to the terms and conditions that follow, for additional peace of mind.

GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

## UPDATED WARRANTY TERMS POST-17TH FEBRUARY 2020

GWA Bathrooms & Kitchens updated the residential and commercial warranty periods and conditions for all Caroma products purchased on and after 17th February 2020. Product purchased before the 17th February 2020, will still be warranted under the terms and periods as detailed on page 11 through 13.

**For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.**

SANITARYWARE		
For product purchased on or after 17th February 2020		
RANGE	WARRANTY*	COMMENTS
Basins	20/1 years	20 years replacement product 1 year parts and labour
Bidettes	20/1 years	20 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	20/1 years	20 years replacement product* 1 year parts and labour
Seats	5 years	5 year replacement product or parts
Urinals (Front of Wall)	20/1 years	20 years replacement product 1 year parts and labour
Urinal (Rough-in Electronic Kit)	2 years	2 years replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts

\* Excludes inlet and outlet valve washers - 1 year parts and labour only  
# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

## TAPS, OUTLETS, MIXERS, SHOWERS, BATHROOM ACCESSORIES

For product purchased on or after 17th February 2020

RANGE	WARRANTY#	COMMENTS
<b>Residential &amp; Commercial Warranty</b>		
Taps, Outlets, Mixers	20/10/1 years	20 years replacement products or parts† 10 years Tapware Engine™** 1 year Labour, Finishes**, Pull Down/Out Hoses, Spray Heads, Ceramic Disc Spindles†
Showers, Grab Rails/Grab Rail Showers	20/1 years	20 years replacement product 1 year - Labour, Finishes**, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex Hoses
Accessories	5/1 years	5 years replacement product 1 year - Labour, Finishes**, Wall Fixings, Mounting Brackets
Spare Parts	5 years	5 years replacement product or parts
PVD Coating‡	5 years	5 years replacement product or parts
<b>Commercial Warranty</b>		
Electronic Tapware	2/1 years	2 years replacement product 1 year - Finishes** & Labour
Accessories & Spare Parts	1 year	1 year replacement product or parts e.g. Towel Rails, Toothbrush & Toilet Roll Holders, Soap Holders etc.
TMV's	5/1 years	5 years replacement product 1 year - Finishes** & Labour

## BATHS

For product purchased on or after 17th February 2020

RANGE	WARRANTY#	COMMENTS
Baths (Acrylic & Steel Shell)	20/1 years	20 years replacement product 1 year parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

\* Tapware Engine™ - Includes ceramic disc mixer cartridge, aerator, ultra flex pex hose.

† Plastic Jumper Valves – 3 months parts only or Copper Jumper Valves – 12 months parts only.

Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by warranty.

\*\* Non-PVD finishes

‡ PVD (Physical Vapour Disposition) Coating

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

## UPDATED CAROMA WARRANTY - SINKS & TUBS

Effective 1st August 2020, Caroma and Clark will offer a Lifetime warranty, previously 25 years, on all Kitchen sinks and Laundry tubs for both Residential and Commercial markets. **For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.**

### STAINLESS STEEL KITCHEN SINKS, LAUNDRY TUBS & ACCESSORIES

For product purchased on or after 1st August 2020

Range	Warranty#	Comments
Sinks	Caroma Lifetime+ /1 years	Caroma Lifetime+ replacement product or parts 1 year replacement product/parts and labour
Tubs	Caroma Lifetime+ /1 years	Caroma Lifetime+ replacement product or parts 1 year replacement product/parts and labour
Accessories & Spare Parts	1 year	1 year replacement product/parts

### SMART COMMAND

RANGE	WARRANTY#	COMMENTS
Invisi II Electronic Panel	2/1 years	2 years replacement product 1 year parts and labour*
Tapware	2/1 years	2 years replacement product 1 year parts and labour*
Urinal (Rough-in Electronic Kit)	2/1 years	2 years replacement product 1 year parts and labour*
Gateway	2/1 years	2 years replacement product 1 year parts and labour*
Concentrator	2/1 years	2 years replacement product 1 year parts and labour*
Intelligent Shower	2/1 years	2 years replacement product 1 year parts and labour*
Eco-Valve	2/1 years	2 years replacement product 1 year parts and labour*

Warranty subject to Smart Command Terms and Conditions

\* Note: The extended warranty only applies to the original owner and is not transferable

\* Excludes inlet and outlet valve washers - 1 year parts and labour only

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

## CAROMA OBSOLETE WARRANTIES

GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

**Please contact GWA Bathrooms & Kitchens After Sales & Service on 13 14 16.**

### Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories

For product purchased on or after 1st August 2020

Range	Warranty <sup>#</sup>	Comments
Sinks	25/1 years	25 years replacement product or parts 1 year replacement product/parts and labour
Tubs	25/1 years	25 years replacement product or parts 1 year replacement product/parts and labour
Accessories & Spare Parts	1 year	1 year replacement product/parts

### Sanitaryware

For product purchased before 17th February 2020

Range	Warranty <sup>#</sup>	Comments
Basins	10/1 years	10 years replacement product 1 year parts and labour
Bidettes	10/1 years	10 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product* 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Urinals (Front of Wall)	10/1 years	10 years replacement product 1 year parts and labour
Urinal (Rough-in Electronic Kit)	2 years	2 years replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts

\* Excludes inlet and outlet valve washers - 1 year parts and labour only

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

## Baths

For product purchased before 17th February 2020

Range	Warranty <sup>#</sup>	Comments
Baths (Acrylic & Steel)	10/1 years	10 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

## Taps, Outlets, Mixers, Showers, Bathroom Accessories

For product purchased between 7th September 2015 and 17th February 2020

Range	Warranty <sup>#</sup>	Comments
<b>Residential Warranty</b>		
Taps, Outlets, Mixers	10/1 years	10 years Tapware Engine™ & Parts* 1 year - Labour, Finishes, Pull Down/Out hoses, Spray Heads, Ceramic Disc Spindles <sup>†</sup>
Showers	10/1 years	10 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex hoses
Grab Rails/ Grab Rail Showers	5/1 years	5 years - grab rail part only 1 year replacement product or parts
Accessories	5/1 years	5 years replacement product 1 year - Labour, Finishes, Wall Fixings, Mounting Brackets
Spare Parts	1 year	1 year replacement product or parts
<b>Commercial Warranty</b>		
Taps, Outlets, Mixers	10/7/1 years	10 years Tapware Engine™** 7 years replacement product or parts <sup>†</sup> 1 year - Labour, Finishes, Pull Down/Out hoses, Spray heads, Ceramic Disc Spindles <sup>†</sup>
Electronic Tapware	2/1 years	2 years replacement product 1 year - Finishes & Labour

\* Tapware Engine™ - Includes ceramic disc mixer cartridge, aerator, ultra flex pex hose.

† Plastic Jumper Valves - 3 months parts only or Copper Jumper Valves - 12 months parts only.

Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by warranty.

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.



### Commercial Warranty cont.

Showers	7/1 years	7 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex hoses
Grab Rails/ Grab Rail Showers	5/1 years	5 years - grab rail part only 1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc
TMV's	5/1 years	5 years replacement product 1 year - Finishes & Labour

### For product purchased between 1st February 2012 and 7th September 2015

Range	Warranty <sup>#</sup>	Comments
Taps, Outlets, Mixers, Showers	10/7/1 years	10 years ceramic disc mixer cartridges - parts only <sup>^</sup> 7 years replacement product or parts <sup>†</sup> 1 year replacement product or parts and labour <sup>†</sup>
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc

## PURCHASES PRIOR TO 1ST FEBRUARY 2012

Prior to 1st February 2012, your tapware purchase was covered by different warranty terms than those addressed above. Please contact the GWA Service & Warranty Department on 13 14 16 for further warranty information.

<sup>^</sup> Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc.

<sup>†</sup> Plastic Jumper Valves - 3 months parts only or Copper Jumper Valves - 12 months parts only.

<sup>#</sup> Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

# METHVEN WARRANTY & CONDITIONS

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## THIS DOCUMENT PERTAINS TO ALL METHVEN PRODUCT PURCHASED FROM APRIL 2020

GWA provides the following warranty for all Methven, Flexispray and Echo products purchased in Australia or New Zealand from authorised GWA resellers for use in domestic residential (indoor) or commercial (indoor) installations (Goods). Commercial installations are all non-residential installations including hotels, motels, gyms, clubs, factories, schools, hospitals, restaurants and aged care facilities. This warranty is in addition to GWA's responsibility to customers under all other statutory and regulatory requirements.

## METHVEN WARRANTY STATEMENT

1. Our Goods come with guarantees that cannot be excluded under the Australian and New Zealand 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.
2. If during the applicable warranty period set out in the tables above (Warranty Periods), a Good has a material defect which arose in the course of manufacture then, subject to the warranty conditions below being met, you may submit a warranty claim to GWA;
  - by email [customer care@nz.methven.com](mailto:customer care@nz.methven.com) / [bk service@gwagroup.com.au](mailto:bk service@gwagroup.com.au)
  - by calling GWA Customer Care New Zealand on Ph: 0800 804 222
  - by calling GWA Customer Care Australia on Ph: 13 14 16

**Note:** GWA may require you to return the Goods, and you must pay the expenses for such return.

3. GWA will (at its cost) either repair or replace (at GWA's option) the Good at an equivalent value of the product purchased if it is discovered that the product contains a material defect which arose during manufacture. GWA will pay the expense for shipment of the repaired or replaced Good to you.
4. Should any warranty claim be made and attended to by a GWA authorised Service Agent and that in the opinion of the Service agent or GWA, the problem was from a faulty installation or use of the products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the products for which GWA is responsible, GWA reserves the right to charge a service fee for each service staff attending the premise where products have been installed.
5. \*A Lifetime Replacement Warranty applies for the lifetime of the original purchaser.

**Note:** The Warranty Statement does not apply to any other brands marketed and sold by GWA.

## METHVEN WARRANTY CONDITIONS

1. The warranty set out in the Warranty Statement above (other than sections 1(a)) is subject to the following conditions, and accordingly shall not apply if:
2. The Good was not new as at the date of purchase or proof of purchase details (such as invoice, receipt or transaction record) are not provided.
3. There is a failure to follow installation instructions, evidence cannot be provided that the Good was installed by a licensed plumber or the Good is used other than in accordance with product specifications. This includes operating conditions specified for temperature and pressure.
4. Repair work is performed on the relevant Good by a person other than GWA, its authorised service agents or any plumber who has not received authorisation from GWA prior to proceeding with the work.
5. Applicable statutes or regulations relating to public health are not observed and the product must not have been damaged by misuse, accident or neglect.
6. Standards or regulations governing sewerage, plumbing, water supply and gas applicable to the location of the particular plumbing installation are not observed. This includes (without limitation) the Australian Standards (AS/NZ 3500.1 Plumbing and Drainage Part 1: Water services) which specify that water pressure must be limited to 500kpa on any new home, extension or renovation. The recommended continuous operating pressure for tapware is between 150-500kpa (maximum static pressure must not exceed 500kpa).
7. Harsh detergents or abrasive cleaners are used on any finishes of the Good.
8. The product must not contain excessive debris (in-line filters must be installed).
9. The Good has discolouration, corrosion or rusting from 'hard' water and/or other environmental factors.
10. Adequate access to products, fittings and fixtures to undertake extended warranty repairs is required. GWA will not be responsible for any consequential damage or costs where adequate access to product fittings and fixtures is not available.

**Please retain your proof of purchase. Ensure your purchase information is safe by registering your product online at [www.methven.com/register](http://www.methven.com/register).**

# METHVEN WARRANTY PERIODS

While all Caroma Industries Limited (“METHVEN”) products are manufactured to the highest standard, in addition to the guarantees provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth) (“ACL”), we offer varying extended warranty periods (please refer to below table) from the date of purchase or handover that our Products are free from all defects in materials and workmanship, subject to the terms and conditions that follow, for additional peace of mind.

GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

**For all After Sales & Service enquiries please contact GWA Customer Care on 13 14 16.**

METHVEN		
RANGE	WARRANTY#	COMMENTS
<b>Residential Warranty</b>		
Showers	Lifetime <sup>†</sup>	<sup>†</sup> Lifetime Replacement Warranty applies for the lifetime of the original purchaser
Tapware	20 years	20 years (parts and labour)
Accessories	10 years	10 years (replacement only)
Spare Parts	10 years	10 years (replacement only)
<b>Commercial Warranty</b>		
Showers	15 years	Up to 15 years (replacement only)
Tapware	5 years	Up to 5 years (parts and labour)
Accessories	1 year	1 year (replacement only)
Spare Parts	5 years	5 years (replacement only)
FLEXISPRAY		
RANGE	WARRANTY#	COMMENTS
<b>Residential Warranty</b>		
Showers	25 years	25 years (replacement only)
Tapware	5 years	5 years (parts and labour)

<sup>†</sup>A Lifetime Replacement Warranty applies for the lifetime of the original purchaser.

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

Accessories	1 year	1 year (replacement only)
Spare Parts	5 years	5 years (replacement only)

### Commercial Warranty

Showers	1 year	1 year (replacement only)
Tapware	1 year	1 year (parts and labour)
Accessories	1 year	1 year (replacement only)
Spare Parts	1 year	1 year (replacement only)

## ECHO

RANGE	WARRANTY#	COMMENTS
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### Residential Warranty

Showers	25 years	25 years
Tapware	15/5 years	15 Years (parts) / 5 Years (labour)
Spare Parts	5 years	5 years (replacement only)

### Commercial Warranty

Showers	1 year	1 year (replacement only)
Tapware	1 year	1 year (replacement only)
Spare Parts	1 year	1 year (replacement only)

## NEFA

RANGE	WARRANTY#	COMMENTS
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### Residential Warranty

All Goods	5 years	5 Years (from date of manufacture)*
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### Commercial Warranty

All Goods	1 year	1 Year (from date of manufacture)*
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## FINISHES

RANGE	WARRANTY#	COMMENTS
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All Goods	5 years	Matte Black finishes are warranted at 5 years. Chrome, Stainless Steel and PVD** maintain the standard product warranty period
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\*Please visit the Methven website for further details on determining the manufacture date.

#A Lifetime Replacement Warranty applies for the lifetime of the original purchaser.

\*\*Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

# CLARK WARRANTY PERIODS

While all Caroma Industries Limited (“CLARK”) products are manufactured to the highest standard, in addition to the guarantees provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth) (“ACL”), we offer varying extended warranty periods (please refer to below table) from the date of purchase or handover that our Products are free from all defects in materials and workmanship, subject to the terms and conditions that follow, for additional peace of mind.

GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

**For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.**

SANITARYWARE		
RANGE	WARRANTY#	COMMENTS
<b>Residential Warranty</b>		
Toilet Suites (Cisterns & Pans)	10/1 years	10 years replacement product or parts 1 year replacement products/parts and labour
Basins	10/1 years	10 years replacement product or parts 1 year replacement products/parts and labour
Seats	1 year	1 year replacement product/parts
Spare Parts	1 year	1 year replacement product/parts
<b>Commercial Warranty</b>		
Toilet Suites (Cisterns & Pans)	1 year	1 year replacement products/parts and labour
Basins	1 year	1 year replacement products/parts and labour
Seats	1 year	1 year replacement product/parts
Spare Parts	1 year	1 year replacement product/parts

\* Excludes inlet and outlet valve washers - 1 year parts and labour only

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

## UPDATED CLARK WARRANTY - SINKS & TUBS

Effective 1st August 2020, Caroma and Clark will offer a Lifetime warranty, previously 25 years, on all Kitchen sinks and Laundry tubs for both Residential and Commercial markets. **For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.**

### STAINLESS STEEL KITCHEN SINKWARE, LAUNDRY TUBS & ACCESSORIES

For product purchased on or after 1st August 2020

RANGE	WARRANTY#	COMMENTS
Sinks	Clark Lifetime+ /1 years	Clark Lifetime+ replacement product or parts 1 year replacement product/parts and labour
Tubs	Clark Lifetime+ /1 years	Clark Lifetime+ replacement product or parts 1 year replacement product/parts and labour
Cabinets	5/1 years	5 years replacement product or parts 1 year replacement product/parts and labour
Commercial Sinks	Clark Lifetime+ /1 years	Clark Lifetime+ replacement product or parts 1 year replacement product/parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

† Note: The extended warranty only applies to the original owner and is not transferable

\* Excludes inlet and outlet valve washers - 1 year parts and labour only

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.



## BATHS

RANGE	WARRANTY#	COMMENTS
Baths - Acrylic	10/1 years	10 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

## TAPS, OUTLETS, MIXERS, SHOWERS, BATHROOM ACCESSORIES

RANGE	WARRANTY#	COMMENTS
<b>Residential Warranty</b>		
Taps, Outlets, Mixers	10/1 years	10 years replacement product or parts <sup>†</sup> 1 year labour, finishes, ceramic disc spindles <sup>†</sup>
Showers	10/1 years	10 years replacement product or parts 1 year labour, finishes, sliders, wall fixing mounting brackets, metal flex hoses
Accessories	5/1 years	5 years replacement product 1 year finishes, wall fixing mounting brackets, metal flex hoses
Spare Parts	1 year	1 year replacement product or parts
<b>Commercial Warranty</b>		
Taps, Outlets, Mixers	1 year	1 year ceramic disc mixer cartridges - parts only <sup>†</sup> 1 year replacement product or parts <sup>†</sup> 1 year finishes and labour <sup>†</sup>
Showers	1 year	1 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex hoses
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc

<sup>†</sup> Plastic Jumper Valves - 3 months parts only or Copper Jumper Valves - 12 months parts only.

Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by warranty.

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.



## OBSOLETE CLARK WARRANTIES

### **Taps, Outlets, Mixers, Showers, Bathroom Accessories** For product purchased between 1st February 2012 and 7th September 2015

Range	Warranty <sup>#</sup>	Comments
Clark Pete Evans Tapware	15/7/1 years	15 years ceramic disc mixer cartridges - parts only <sup>^</sup> 7 years replacement product or parts <sup>*</sup> 1 year replacement product or parts and labour <sup>*</sup>

### **Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories**

For product purchased between 1st August 2020 and 6 April 2018

Range	Warranty <sup>#</sup>	Comments
Sinks	25/1 years	25 years replacement product or parts 1 year replacement products/parts and labour
Tubs	25/1 years	25 years replacement product or parts 1 year replacement products/parts and labour
Cabinets	5/1 years	5 years replacement product or parts 1 year replacement product/parts and labour
Commercial Sinks	25/1 years	25 years replacement product or parts 1 year replacement product/parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

For product purchased on or before 6 April 2018

Sinks	Clark Lifetime™ /1 years	Clark Lifetime™ replacement product or parts 1 year replacement product/parts and labour
Tubs	Clark Lifetime™ /1 years	Clark Lifetime™ replacement product or parts 1 year replacement product/parts and labour
Cabinets	10/1 years	10 years replacement product or parts 1 year replacement product/parts and labour
Commercial Sinks	25/1 years	25 years replacement product or parts 1 year replacement product/parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

<sup>^</sup> Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc.

<sup>\*</sup> Plastic Jumper Valves – 3 months parts only or Copper Jumper Valves – 12 months parts only.

<sup>#</sup> Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

# DORF WARRANTY PERIODS

While all Caroma Industries Limited (“DORF”) products are manufactured to the highest standard, in addition to the guarantees provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth) (“ACL”), we offer varying extended warranty periods (please refer to below table) from the date of purchase or handover that our Products are free from all defects in materials and workmanship, subject to the terms and conditions that follow, for additional peace of mind.

GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

## TAPWARE PURCHASED POST-7TH SEPTEMBER 2015

GWA Bathrooms & Kitchens updated the residential and commercial warranty periods and conditions for all Dorf tapware, showers and accessories purchased on and after the 7th September 2015. Product purchased before the 7th September 2015, will still be warranted under the terms and periods as detailed on page 19.

**For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.**

### TAPS, OUTLETS, MIXERS, SHOWERS, BATHROOM ACCESSORIES

For product purchased on or after 7th September 2015

RANGE	WARRANTY#	COMMENTS
<b>Residential Warranty</b>		
Taps, Outlets, Mixers	20/1 years	20 years Tapware Engine™ & Parts* 1 year - Labour, Finishes, Pull Down/Out hoses, Spray heads, Ceramic Disc Spindles†
Showers	20/1 years	20 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall fixings, Mounting Brackets, Metal Flex hoses, LED lights
Accessories	5/1 years	5 years replacement product 1 year - Labour, Finishes, Wall Fixings, Mounting Brackets
Spare Parts	1 year	1 year replacement product or parts

\* Tapware Engine™ - Includes ceramic disc mixer cartridge, aerator, ultra flex pex hose.

† Plastic Jumper Valves - 3 months parts only or Copper Jumper Valves - 12 months parts only.

Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by warranty.

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

## Commercial Warranty

Taps, Outlets, Mixers	15/7/1 years	15 years Tapware Engine™** 7 years replacement product or parts† 1 year - Labour, Finishes, Pull Down/Out hoses, Spray heads, Ceramic Disc Spindles†
Showers	7/1 years	7 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex hoses, LED lights
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc

## DORF OBSOLETE WARRANTIES

### Taps, Outlets, Mixers, Showers, Bathroom Accessories For product purchased between 1st February 2012 and 7th September 2015

Range	Warranty#	Comments
Taps, Outlets, Mixers, Showers	15/7/1 years	15 years ceramic disc mixer cartridges - parts only^ 7 years replacement product or parts† 1 year replacement product or parts and labour†
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc

## PURCHASED PRIOR TO 1ST FEBRUARY 2012

Prior to 1st February 2012, your tapware purchase was covered by different warranty terms than those addressed above. Please contact the GWA Service & Warranty Department on 13 14 16 for further warranty information.

^ Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc.

† Plastic Jumper Valves - 3 months parts only or Copper Jumper Valves - 12 months parts only.

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

# STYLUS WARRANTY PERIODS

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While all Caroma Industries Limited (“STYLUS”) products are manufactured to the highest standard, in addition to the guarantees provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth) (“ACL”), we offer varying extended warranty periods (please refer to below table) from the date of purchase or handover that our Products are free from all defects in materials and workmanship, subject to the terms and conditions that follow, for additional peace of mind.

GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

**For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.**

SANITARYWARE		
RANGE	WARRANTY#	COMMENTS
Basins	5/1 years	5 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	5/1 years	5 years replacement product* 1 year parts and labour
Seats	1 year	1 year replacement product/parts
Accessories & Spare Parts	1 year	1 year replacement product/parts

BATHS		
RANGE	WARRANTY#	COMMENTS
Baths - Acrylic	5/1 years	5 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

\* Excludes inlet and outlet valve washers - 1 year parts and labour only

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

## STAINLESS STEEL KITCHEN SINKWARE, LAUNDRY TUBS & ACCESSORIES

RANGE	WARRANTY#	COMMENTS
Sinks	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Tubs	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Cabinets	5/1 years	5 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

### TAPWARE PURCHASED POST-7TH SEPTEMBER 2015

GWA Bathrooms & Kitchens updated the residential and commercial warranty periods and conditions for all Stylus tapware, showers and accessories purchased on and after the 7th September 2015. Product purchased before the 7th September 2015, will still be warranted under the terms and periods as detailed on page 22.

**For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.**

## TAPS, OUTLETS, MIXERS, SHOWERS, BATHROOM ACCESSORIES

For product purchased on or after 7th September 2015

RANGE	WARRANTY#	COMMENTS
<b>Residential &amp; Commercial Warranty</b>		
Taps, Outlets, Mixers	5/3/1 years	5 years ceramic disc mixer cartridges - parts only* 3 years replacement product or parts* 1 year finishes and labour†
Showers	3/1 years	3 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex hoses
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc

† Plastic Jumper Valves – 3 months parts only or Copper Jumper Valves – 12 months parts only.

Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by warranty.

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

## STYLUS OBSOLETE WARRANTIES

<b>Taps, Outlets, Mixers, Showers, Bathroom Accessories</b> For product purchased between 1st February 2012 and 7th September 2015		
Range	Warranty#	Comments
<b>Residential &amp; Commercial Warranty</b>		
Taps, Outlets, Mixers, Showers	5/3/1 years	5 years ceramic disc mixer cartridges - parts only <sup>^</sup> 3 years replacement product or parts <sup>†</sup> 1 year replacement product or parts and labour <sup>†</sup>
Sinks	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Tubs	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Cabinets	5/1 years	5 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc

## TAPWARE PURCHASED PRIOR TO 1ST FEBRUARY 2012

Prior to 1st February 2012, your tapware purchase was covered by different warranty terms than those addressed above. Please contact the GWA Service & Warranty Department on 13 14 16 for further warranty information.

<sup>^</sup> Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc.

<sup>†</sup> Plastic Jumper Valves - 3 months parts only or Copper Jumper Valves - 12 months parts only.

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

# FOWLER WARRANTY PERIODS

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While all Caroma Industries Limited (“FOWLER”) products are manufactured to the highest standard, in addition to the guarantees provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth) (“ACL”), we offer varying extended warranty periods (please refer to below table) from the date of purchase or handover that our Products are free from all defects in materials and workmanship, subject to the terms and conditions that follow, for additional peace of mind.

GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

**For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.**

SANITARYWARE		
RANGE	WARRANTY#	COMMENTS
Basins	10/1 years	10 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product* 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts

\* Excludes inlet and outlet valve washers - 1 year parts and labour only

# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

# PRODUCT CARE & MAINTENANCE

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The materials used in our products have been carefully chosen to comply with Australian Standards and Water Efficiency Labelling Standards (WELS) requirements.

Treated with care, the products will ensure many years of service. Soap, washing-up liquid, mild detergents, non abrasive hand and face creams, shaving soap and hair cream will not harm the product in any way.

In order to preserve appearance with minimum effort, we offer the following advice. These recommendations are intended to assist you, our customer. They are based on our experience and judgment but must not be regarded as amounting to a legal warranty or liability on our part.

## TOILET SUITES & BASINS

### VITREOUS CHINA

Use a mild household detergent or warm soapy water and clean with a soft cloth.

### VITREOUS ENAMEL

Routine cleaning with soap, mild detergent or ammonia solutions in warm water, followed by a freshwater rinse is usually adequate for normal soiling. Repeated applications and the occasional use of nylon scouring pad will often remove heavier soiling. Do not use an abrasive cleaner to remove surface grime.

### TOILET SEATS

The best method of maintaining the finish while ensuring the cleanliness of toilet seats is simply to wipe them over with a soft cloth such as Selleys "Wonder Cloth" or similar with warm soapy water. This is all that is required.

It is important that no abrasive cleaners are used, as these will remove the surface gloss of the product. At regular intervals the tightness of the hinge bolts might be checked, as continual use may cause loosening over time.

## PLASTICS

### GENERAL CLEANING

Where your product normally remains dry in use, a soft duster can be used to remove surface dust. Alternatively, wipe over with a clean, soft cloth dampened with a mild household detergent and water solution. Use of a wax-based furniture cream should be avoided as this can result in a build up of deposits that will detract from the appearance. Use of abrasive-based compounds should be avoided as these will scratch the surface.

### SCRATCHES

Avoid contact with hard, sharp objects. Should scratches occur on plastic products fine marks can be removed using a cutting compound normally used for car re-treatment, followed by buffing with a car polish and a clean soft cloth.



## CHEMICAL ATTACK

Plastic accessories and seats are resistant to most household products, but are not absolutely stain proof. Spills of some products such as after shave lotion, hair lacquer, nail polish and remover, mineral turpentine, white spirit, kerosene, aerosol propellants and insecticides should be removed immediately by washing. To restore toilet seat surface if marked, treat as for scratches. Parts should not be immersed in any household antiseptic solutions.

## DISCOLOURATION

Iodine, Mercurochrome solution, boot polish, hair dye, bleaches and the like will discolour the surface if not removed immediately. Provided the discolouration is not severe, restore the surface as described for scratches.

## BURNS

Avoid placing hot objects, such as curling tongs, or lighted cigarettes on any plastic surface as these will certainly cause discolouration and marking. However should slight accidental damage occur, it may be possible to remove marks as for scratches.

## SOLID SURFACE BASINS

### EVERYDAY CARE

Caring for your Caroma Solid Surface product is quick and easy. For day-to-day cleaning, most dirt and grime that may build up on the surface can be removed with a simple wipe using a damp soapy sponge or cloth, followed by a rinse.

### TIPS TO PREVENT DAMAGE TO YOUR BASIN

The use of harsh chemical products such as acetone, trielin or strong acids will stain the surface of the product and should not be used. Never pour essential oils directly into an empty bath or basin, always add to the water.

### REMOVING STAINS

If a stain appears, always start with the cleaning method recommended under 'Everyday Care' first. If the stain is still visible, clean using a damp sponge or cloth and a mild abrasive cream or paste cleanser (e.g. Jif® or Gumption®) using a light, wide, circular motion. Follow with a rinse. Lightly wipe the surface using a wide circular motion. Take care to rinse the surface thoroughly. This cleaning method should remove most stains that appear on the surface.

## TAPWARE & ACCESSORIES

- Never use harsh detergents or abrasive cleaners, as these will scratch the surface.
- Where your tapware/accessories remains dry in use, a soft cloth can be used to remove surface dust. Alternatively, a wipe over with warm soapy water is all that is required to maintain the finish in perfect condition for a lifetime of use.
- Don't use cleaning products containing chlorides and halides (e.g. Bromine, Iodine and Fluorine)
- Don't use disinfectant to clean stainless steel parts and components

- Don't use hydrochloric acid (HC) for cleaning. This will lead to pitting and stress corrosion cracking (SCC)
- Use of wax based furniture cream should be avoided as these can result in a buildup of deposits, which could detract from the appearance.
- Do not use undue pressure and wipe in one direction only.
- Colour (gold, black etc.) plated products should always be cleaned with care using a soft dry cloth or a soft cloth with warm soapy water.

## TAPWARE AERATOR CLEANING

The cleaning of the aerator insert must be performed regularly. The frequency depends on the water quality and water borne debris in your area as it is the home owner's responsibility to keep the aerator insert clean. We suggest this be performed at a minimum of 6 month intervals.

Refer to installation instructions supplied with the product.

## STAINLESS STEEL SINKWARE / LAUNDRY TUBS

Cleaning instructions for stainless steel sinkware:

- Routine cleaning with soap, mild detergent or ammonia solutions in warm water, followed by a fresh water rinse is usually adequate for normal soiling. Repeated applications and the occasional use of a nylon scouring pad will often remove heavier soiling.
- Heavier soiling, light staining apply the mildest household abrasive cleaner or paste made from bicarbonate of soda. Wearing gloves use a soft cloth, fine nylon scouring pad or soft bristle brush; rub the surface as softly as possible, using long even strokes in the direction of the polished finish. Avoid using circular motion. Rinse well and wash as per routine cleaning

Due to the nature of stainless steel material, it can be easily scratched with normal day to day use. It is difficult to keep the mirror finish without using it. Stainless steel is more rust resistant rather than scratch resistant.

To remove light scratches use suitable fine flexible sanding pads to clean the sink surface. Place the pad on the stainless steel surface and apply force by hand in a straight line motion moving from side to side. (Ensure the pad motion is in the same direction as the grain).

- Don't use cleaning products containing chlorides and halides (e.g. Bromine, Iodine and Fluorine)
- Don't use disinfectant to clean stainless steel parts and components
- Don't use hydrochloric acid (HC) for cleaning. This will lead to pitting and stress corrosion cracking (SCC)

## TIMBER PRODUCTS

### CLEANING

Use a clean, washable cloth made of soft, lint-free cotton for dusting. Infrequent or improper dusting can create a worn, dull surface over the years and a build-up of dust which becomes hard to remove, making timber look dark and unattractive. To wipe off dust, use a damp cloth in gentle oval motions along the grain of the wood.

### CARE

Avoid direct sunlight. Prolonged exposure to sunlight can cause the finish to crack, discolouration. When this is not possible, reduce the amount of light streaming on any piece of timber. Use window shades, drapes or blinds to block light during the time of day the timber is exposed. Avoid Heat, Chemical Exposure, Sharp Objects onto the timber. Timber should be kept dry, away from steam and any spills should be cleaned up immediately. Products containing ammonia should never be used as it will harm the finish.

## ACRYLIC BATHS

Cleaning your bath:

1. To preserve the polished surface, after using your bath, clean with a soft cloth and warm soapy water to wash away any body oils or soap residue that forms a ring tide mark.
2. As a weekly cleaner we recommend warm, soapy water. Do not use powders, pastes, cream cleaners, thinners, window cleaning sprays or dry cleaning liquid, etc.
3. Stubborn marks or fine scratches may be polished out with Brasso.
4. When coloured essential oils are used, first test that the colour won't stain your bath. If it does, use Brasso to remove it. Always add oils into a bath full of water. Never pour them into an empty bath.

**NOTE:** Our after sales and service, state offices, branches and distributors will be pleased to provide additional advice if required.

## STEEL BATHS

Cleaning your bath:

1. Use only warm soapy water or non-abrasive cream cleaner as recommended by the manufacturer for porcelain enamel. Apply on a soft cloth and hand rinse clean. If the bath has an optional "Sure Step" surface, clean it with a stiff polyester or nylon brush as well as with liquid cleaning detergents. After cleaning the bath or adjacent tiles, or using bath salts, always rinse the bath clean with water to remove any chemical residue.
2. As a weekly cleaner, we recommend warm soapy water. Do not use powders, pastes, thinners, window cleaning sprays or dry cleaning liquid etc. Do not use an abrasive cleaner to remove surface grime.
3. After cleaning the bath or adjacent tiles, or using bath salts, always rinse the bath clean with water to remove any chemical residues.

4. When coloured essential oils are used, first test that the colour won't stain your bath. If it does, use Brasso to remove it. Always add oils into a bath full of water; never pour them into an empty bath. It is also suggested that when using the spa bath, you only use half of the quantity of oils or bubble bath that you would normally use in your bath.

**NOTE:** Avoid contact with sharp objects and do not drop heavy or hard objects onto the surface. Always fill the bath before the addition of acidic or alkaline bath salts.

## SOLID SURFACE BATHS

### EVERYDAY CARE

Caring for your Caroma Solid Surface product is quick and easy. For day-to-day cleaning, most dirt and grime that may build up on the surface can be removed with a simple wipe using a damp soapy sponge or cloth, followed by a rinse.

### TIPS TO PREVENT DAMAGE TO YOUR BATH

The use of harsh chemical products such as acetone, trielin or strong acids will stain the surface of the product and should not be used. Never pour essential oils directly into an empty bath or basin, always add to the water.

### REMOVING STAINS

If a stain appears, always start with the cleaning method recommended under 'Everyday Care' first. If the stain is still visible, clean using a damp sponge or cloth and a mild abrasive cream or paste cleanser (e.g. Jif® or Gumption®) using a light, wide, circular motion. Follow with a rinse. Lightly wipe the surface using a wide circular motion. Take care to rinse the surface thoroughly. This cleaning method should remove most stains that appear on the surface.

## CRISTALPLANT BATHS

### EVERYDAY CARE

- Caring for your Caroma Marc Newson Freestanding bath is quick and easy. To preserve the gloss finish of your bath, clean with a soft cloth and warm soapy water after use to wash away any body oils or soap residue that may form a ring tide mark.
- As a weekly cleaner we recommend warm soapy water. Do not use powders, pastes, cream cleansers, thinners, window cleaning sprays or dry cleaning liquid, etc.
- Do not use abrasive sponges or pads for everyday cleaning.
- Before using coloured essentials oils, first test that the colour won't stain your bath. Always add oils into a bath full of water. Never pour them into an empty bath.

## TIPS TO PREVENT DAMAGE TO YOUR BATH

CRISTALPLANT® is generally resistant to stains.

- However, the use of harsh chemical products such as acetone, trielin or strong acids will stain the surface of the bath and should not be used.
- Care should be taken when using substances such as ink, permanent marker, cosmetics, nail polish and dyes around your bath as these may stain or mark the surface.
- Should any of these substances accidentally contact the bath's surface, flush immediately with plenty of water and follow the instructions in the section on 'Removing Stains' as required. Use non-acetone based nail polish removers to remove most types of nail polish.
- Lit cigarettes should never be placed near the bath's surface.
- Do not place sharp objects near the bath as these may scratch the surface.

## REMOVING STAINS

- If a stain appears, always start with the cleaning method recommended under 'Everyday Care' first. If the stain is still visible, clean using a damp sponge/cloth and a mild abrasive cream or paste cleanser (e.g. Jif® or Gumption®) using a light, wide, circular motion. Follow with a rinse.
- If the stain persists give the surface a more thorough clean using the abrasive sponge supplied with your bath or a Scotchbrite® pad (blue is recommended) in combination with a mild abrasive cream or paste cleanser. Lightly wipe the surface using a wide circular motion. Take care to rinse the surface thoroughly. This cleaning method should remove most stains that appear on the surface.
- Please be mindful that using abrasive cleansers and pads may change the appearance of the bath's finish. Over time and with regular cleaning, the consistency in the surface should be restored.

## LIGHT MARKS, SCUFFS & OTHER

Simply wipe the surface firmly with a damp soapy sponge or cloth followed by a rinse. This process can also be used for water spotting or soap build-up. If marks remain, try using a damp sponge with an abrasive cream or paste cleanser.

## CLEANING THE BATH FEET

The feet of your Caroma Marc Newson Freestanding Bath should only be cleaned with a damp soapy cloth or sponge, followed by a rinse.

**NOTE:** The warranty provided with this product does not cover stains, scratches, burns or marks to the bath's surface or damage resulting from the cleaning method used.











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V12 OCT2020

## Our Promise

Con-Serv Corporation Australia Pty Ltd warrants all of its products (as below) with a Limited Lifetime Warranty on all mechanical parts from manufacturing defects in materials and workmanship under normal use in a domestic installation for as long as the original purchaser owns their home into which the particular product(s) was/were installed. A five year warranty (also on the terms below) will apply to commercial installations, irrespective of ownership.

Con-Serv will repair or replace defective items correctly installed as per the Con-Serv installation instructions. Con-Serv will not be liable for defects arising through normal wear and tear. Item(s) must be returned with proof of purchase to Con-Serv at 17 Glentanna Street, Kedron, Queensland 4031. We will attend to your warranty claim after we make appropriate investigations. Contact our Service Manager during normal office hours on 1300 467 322 or at our email address of [warranty@con-serv.com.au](mailto:warranty@con-serv.com.au). If a warranty claim is accepted, Con-Serv will bear the reasonable costs of the return of the defective item(s) to us. A claim for expenses associated with making a claim for a defective product must be in writing and submitted to us with copies of supporting documents. The benefits given under our warranty are in addition to other rights and remedies of the customer under a law in relation to goods and services to which this warranty relates. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and compensation for any other reasonable 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. Visit the Con-Serv web site [www.con-serv.com.au](http://www.con-serv.com.au) for the detailed warranty policy.

## WARRANTIES, RETURNS & CREDITS

**Please note:** Installation is acceptance of goods. If product is incorrect or damaged, Decina must be notified in writing before installation takes place. Decina cannot offer warranty/replacement of products after the product has been installed.

Decina offers a comprehensive extended warranty on all products. Decina's warranty applies only to defects which have arisen through faulty workmanship or materials.

- Proof of purchase is necessary to claim
- The warranty only applies to the original owner and is not transferable
- Decina will not be liable if products have been altered or modified by external parties
- Decina will not be liable if products are not installed in accordance with Decina's installation instructions
- Decina will not be liable if products are not installed by a qualified trades person
- Decina will not be liable if products are damaged through misuse, accidents, neglect or harsh environmental conditions
- The warranty excludes damages discovered after installation
- All goods should be checked for faults or damage within 48 hours of being received. Claims must be lodged with photographic evidence, within 48 hours of receipts of goods.

Decina's warranty liability covers replacement product or credit to equal value of the purchase and **EXCLUDES** any consequential damage occurring from the products application or use. It is the installer's responsibility to remove and replace the product; a contribution may be given of up to \$500 including GST upon receiving detailed quotation.

Exclusions include to the fullest extent permitted by law. Decina excludes all liability for damage or injury to any person, damage to any property, any indirect consequential or other loss or damage.

### WARRANTY CLAIMS

To lodge a warranty claim, please complete the Warranty Claim Form found at [decina.com.au/warranty-claim](http://decina.com.au/warranty-claim) or send an email with all documentation required to [services@decina.com.au](mailto:services@decina.com.au)

- Proof of purchase from retailer
- Details of the warranty claim including date of installation, installer details, and description of product fault
- Your contact details including the address of complaint, email address, mobile and home phone numbers
- Photographic evidence of product fault (include close up and an overall image to ascertain product fault) – one image will not warrant claim
- For all service and warranty claim related enquiries please call 1300 332 462.

#### WHAT DECINA WILL DO TO FIX THE PROBLEM:

You will be contacted within 5 working days or earlier depending on the problem with the product, Decina will do one of the following:

- Arrange for the product to be inspected by a Decina representative to verify the fault. Please note a call out fee of \$120 including GST may be charged if not deemed a product fault
- Arrange replacement parts of the faulty product
- Arrange replacement of faulty product
- Arrange for a licensed service technician to repair or replace the product
- Arrange a refund with the store that you purchased the product from. Only in the case of major failure within the warranty period and in order to receive such refund the product must be returned to place of purchase or Decina's warehouse.

### RETURNS & CREDITS

All goods should be checked for faults or damage within 48 hours of being received. Returned goods will only be accepted within 90 days from date of purchase.

All breakages and or damage to products will not be recognised if deliveries are made by a third party. Claims will not be accepted if goods have been delivered between retailer and the customer.

It is the responsibility of the retailer to check for quantity, damage or breakages prior to delivery to customer.

Return of goods due to incorrect or cancelled orders will incur a minimum 20% restocking and handling fee with special orders non-returnable. Prior to acceptance of any goods for credit, confirmation must be received in writing with photographic evidence that shows the product is in original packaging and in resalable condition. All products returned for credit must be returned at the customer's own risk and expense. In the event that the original packaging is damaged and the product is rendered unresalable due to this, we reserve the right to decline the return.

To return a product/credit claim, please fill out the on-line form at [decina.com.au/credit-claims](http://decina.com.au/credit-claims) or email the customer service team on [services@decina.com.au](mailto:services@decina.com.au)

### WARRANTY CONDITIONS

Decina offers a comprehensive extended warranty on all products (page 31). Decina warranty applies only for defects which have arisen through faulty workmanship or materials and does not apply to products which have been altered or modified by external parties, are not installed in accordance with installation instructions by a qualified tradesman or damage which occurs through misuse, accidents, neglect or harsh environmental conditions. The warranty **EXCLUDES** damages discovered **AFTER** installation. When goods are received they should be checked for damage or faults and any claims lodged with photographic evidence, within 48 hours.

Decina's warranty liability covers replacement product or credit to equal value of the purchase and **EXCLUDES** any consequential damage occurring from the products application or use. It is the installer's responsibility to remove and replace the product; a contribution may be given of up to \$500.

### SERVICE/WARRANTY CLAIMS

To log a warranty claim, please complete the Warranty Claim Form found at [decina.com.au/warranty-claim/](http://decina.com.au/warranty-claim/) or email [services@decina.com.au](mailto:services@decina.com.au)  
**Please ensure you attach the following documents:**

- Proof of purchase (original supplier invoice)
- Details of the warranty claim (include date of installation, installer details, head contractors details and date the issue was found)
- Your contact details

For all service & warranty related enquires please call 1300 332 462.

### MINIMUM ORDER VALUE

The minimum order value is \$250. Orders under \$250 will incur a freight charge of \$25.

### ORDERING SPA BATHS

All spa baths are made to order on receipt of a spa order form. Please download your spa bath order form from [decina.com.au](http://decina.com.au).

Select your desired Spa Bath Model > Print the 'Information Sheet' > Fill out the Spa Order Form on the reverse (we recommend filling the form out with your customer and qualified spa bath installer). To ensure all details have been interpreted correctly we advise the customer signs the order form.

Please email the completed Spa Bath Order Form to your Decina Customer Service Advisor/your state office (contact details overleaf).

Please allow 20 working days for completion and dispatch of your spa bath.

# WARRANTY PERIODS

Decina offers the following comprehensive warranties from the date of purchase on all relevant products materials and manufacturing. Decina pride ourselves on supplying products of a high standard.

The following extended warranties include domestic use installations (private dwellings, rental accommodation & retirement villages) and limited to commercial use installations (hotels, restaurants, hospitals, healthcare facilities & public amenities).

Warranty terms and conditions apply, for full details visit [decina.com.au](http://decina.com.au)

BASINS	WARRANTY
Basins (premium vitreous china)	10 years replacement product or parts/1 year parts & labour
Plug & Waste (replacement only)	1 year
Overflow Rings (replacement only)	1 year
BATHS & SPA BATHS	
Decina-manufactured Acrylic Inset Baths & Shower Baths (excl free standing spa baths)	15 years replacement product or parts/1 year parts & labour
EZI Frames/Base Support Frames/EZI Feet	15 years replacement product or parts/1 year parts & labour
Freestanding Baths	10 years replacement product or parts/1 year parts & labour
Spa Bath Shells & Pipe-Work	10 years replacement product or parts/1 year parts & labour
Pressed Metal Baths	5 years replacement products or parts/1 year parts & labour
Spa Bath Pump	5 years replacement product or parts/1 year parts & labour
Spa Bath Jets/Fittings	5 years replacement product or parts/1 year parts & labour
Bath Wastes & Overflow Kits	1 year replacement product or parts
Bath Headrests	1 year replacement product or parts
Bath 40mm Pop-Up Removable Waste (WA001)	Lifetime replacement product or parts
SHOWER SCREENS/SYSTEMS	
Shower Bases	5 years replacement product or parts/1 year parts & labour
Shower Walls	5 years replacement product or parts/1 year parts & labour
Shower Screens/Panels	5 years replacement product or parts/1 year parts & labour
Shower Seals, Rollers & Handles	1 year replacement product or parts
TOWEL WARMERS & ACCESSORIES	
HEIRLOOM Accessories ( <i>Studio 1, Toledo</i> )	10 years replacement product or parts
HEIRLOOM Towel Warmers ( <i>Genesis, Studio 1</i> )	10 years replacement product or parts/1 year parts & labour
HEIRLOOM Towel Warmers ( <i>Genesis Nero, Studio 1 Noir</i> )	5 years replacement product or parts/1 year parts & labour
HEIRLOOM Accessories ( <i>Studio 1 Noir, Centro Nero, Universal</i> )	5 years replacement product or parts
TOILETS & IN-WALL TOILET SYSTEMS	
GEBERIT Sigma8 Inwall Cistern	15 years replacement product or parts/1 year parts & labour
Inwall Cisterns	10 years replacement product or parts/1 year parts & labour
Toilet Suites ( <i>Cisterns &amp; Vitreous China Toilet Pans</i> )	10 years replacement product or parts/1 year parts & labour
Toilet Inlet & Outlet Valve Washers	1 year replacement product or parts
Toilet Suite Button Assembly & Flush/Access Plates	1 year replacement product or parts
Geberit Mechanical Flush/Access Plates	3 years replacement product or parts/1 year parts & labour
Geberit Inlet & Outlet Valve Products	3 years replacement product or parts/1 year parts & labour
Toilet Seats	1 year replacement product or parts

EVERHARD INDUSTRIES -  
A profitable, creative manufacturer  
and marketer of everlasting  
quality products. We believe  
CUSTOMER SATISFACTION  
is the foundation of success.

# EVERHARD INDUSTRIES

**EVERHARD**  
INDUSTRIES PTY LTD  
ABN 41 009 690 859

HEAD OFFICE  
405 Newman Road  
Geebung Queensland  
Australia 4034  
PO Box 543 Virginia BC Q 4014  
Ph: + 61 7 3637 6444  
Fax: +61 7 3265 2111

## WARRANTY POLICY

• <b>General Warranty and Benefits/ Exclusions</b>	<b>1</b>
• <b>Laundry Tubs</b>	<b>2</b>
• <b>Wash Boss</b>	<b>2</b>
• <b>Everdrain Channel &amp; Grate</b>	<b>2</b>
• <b>Everdrain Rainwater Pit</b>	<b>2</b>
• <b>Everdrain Stormwater Pit</b>	<b>2</b>
• <b>Everhard Polymer &amp; Aluminium Grates</b>	<b>2</b>
• <b>Water Meter Boxes</b>	<b>3</b>
• <b>Septic Tanks and Collection Wells</b>	<b>3</b>
• <b>Rainwater Tanks</b>	<b>3</b>
• <b>Grease Traps</b>	<b>3</b>
• <b>Ribstruct</b>	<b>3</b>
• <b>Step Treads</b>	<b>3</b>

### QLD

Geebung	405 Newman Rd, Geebung Q 4034	ABN 41 009 690 859	Tel (07) 3637 6444	Fax (07) 3265 2111
Slacks Creek	6-8 Bowen St, Slacks Creek Q 4127	ABN 41 009 690 859	Tel (07) 3208 7022	Fax (07) 3808 0000
Sunshine Coast	Maroochydore Rd, Maroochydore Q 4558	ABN 41 009 783 644	Tel (07) 5445 1688	Fax (07) 5445 1605
Cairns	26-28 Comport St, Portsmith Q 4870	ABN 41 009 749 731	Tel (07) 4031 3558	Fax (07) 4031 6034
Young's Distribution Centre (Agent)	8 Whitehouse St, Garbutt Q 4814	ABN 11 981 493 787	Tel (07) 4779 0222	Fax (07) 4725 1147

### NT

Northern Agencies & Distributions (Agent)	12A Tang St, Coconut Grove NT 0810	ABN 56 414 475 299	Tel (08) 8948 5062	Fax (08) 8985 3465
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### NSW

Sydney	3 Jumal Place, Smithfield NSW 2164	ABN 41 000 311 428	Tel (02) 9757 2799	Fax (02) 9757 2446
Vogueline (Agent)	8 Jambali Rd, Port Macquarie NSW 2444	ABN 34 078 040 114	Tel (02) 6581 3833	Fax (02) 6581 3320

### VIC

Braeside	Unit 7-170 Boundary Rd, Braeside VIC 3195	ABN 41 009 690 859	Tel (03) 9586 7344	Fax (03) 9586 7341
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### SA

Umcos Trading (Agent)	192-200 Sturt St, Adelaide SA 5001	ABN 23 007 577 488	Tel (08) 8212 1700	Fax (08) 8231 1643
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### ACT

Neil Davies Pty Ltd (Agent)	9 Yallourn St, Fyshwick ACT 2609	ABN 47 008 505 333	Tel (02) 6280 4177	Fax (02) 6280 7660
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### TAS

Wholesale Products (Agent)	4 Knoll St, Glenorchy TAS 7010	ABN 30 060 241 198	Tel (03) 6273 3455	Fax (03) 6273 1901
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### WA

E.F. Hodge & Co. (Agent)	65 Brewer St, Perth WA 6000	ABN 70 130 471 974	Tel (08) 9328 6644	Fax (08) 9227 9259
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## EVERHARD WARRANTY POLICY

### General Warranty

All Everhard products are guaranteed for a minimum of 12 months from date of purchase provided they are installed and used in accordance with our instructions as contained in manuals and product brochures.

We will not be responsible for product failure caused by using the wrong product or an undersized product for the installation or by failure to comply with instructions or conditions of use as contained in manuals and product brochures.

This guarantee extends to free repair or replacement of the Everhard product which failed, at our discretion. It does not include any other costs such as those associated with removal and re-installation of product.

### The Benefits

The benefits conferred by this guarantee are in addition to all other rights and remedies which the Purchaser may have at law.

All warranty queries should be directed to your local Everhard branch/agent or to Everhard Industries, 405 Newman Road, Geebung Queensland, 4034, Ph (07) 3637 6444, Fax (07) 32652111.

### Exclusion of Liability

*Other than as expressly set out in this policy statement, Everhard gives no warranties, representations, descriptions, conditions or statements in respect of the products it supplies, their condition, or suitability or fitness for any purpose. To the extent permitted by law all conditions, warranties, guarantees, representations or descriptions (statutory or otherwise expressed or implied) as to the state, quality or fitness of the Everhard products (other than those expressly set out in this statement) are hereby excluded and do not apply to Everhard products.*

*In no circumstances shall Everhard be liable for any special indirect or consequential loss or damage arising out of any Everhard product failing or otherwise being defective.*

*Where a condition warranty or guarantee applying to Everhard products which is unable to be excluded by law is breached, then, to the extent permitted by law, Everhard's liability shall be limited in its absolute discretion to doing any one of the following:*

- (a) replacing the defective product; or*
- (b) repairing the defective product; or*
- (c) paying the cost of replacing the defective product or acquiring an equivalent product; or*
- (d) paying the cost of having the product repaired; or*
- (e) supplying an equivalent product.*

## **Specific Guarantees**

### **Laundry Tubs:**

The structural integrity and rust resistance of polymer and stainless steel laundry tub bowls are guaranteed for 25 years.

The structural integrity and rust resistance of powder-coated steel cabinets are guaranteed for 25 years.

The structural integrity of all polymer cabinets is guaranteed for 25 years.

Bowls are not guaranteed against discolouration caused by some dyes and chemicals or against scratching. (Cleaning instructions are provided with each tub.)

### **Wash Boss:**

The structural integrity and rust resistance of powder-coated components are guaranteed for 10 years. Taps are guaranteed for 12 months.

### **Everdrain U-Channel:**

The structural integrity and UV resistance of all polymer U-Channel are guaranteed for five years in domestic installations and for one year in commercial installations.

Installation instructions are given on the brochure and clearly state the load-bearing capacity and contra-indicators to installation, such as coolrooms and forklift traffic.

### **Everdrain Rainwater Pit:**

The structural integrity and UV resistance of Everhard Rainwater pits are guaranteed for five years in domestic installations and for one year in commercial installations.

They must be installed in accordance with Everhard Industries Instruction supplied on the brochure and under no circumstances are intended for vehicular traffic.

### **Everdrain Stormwater Pit:**

The structural integrity and UV resistance of Everhard Stormwater pits are guaranteed for five years in both domestic installations and commercial installations.

Providing they have been installed in accordance with Everhard Industries Instructions supplied on the brochure and are fitted with matching Everhard Grates or covers of a load bearing class adequate for the situation, they are suitable for light vehicular traffic.

### **Everhard Polymer & Aluminum Grates**

All Everhard Polymer grates used in conjunction with either Everdrain Channel & Grate and Everhard Rainwater Pits are guaranteed against UV resistance and manufacturers defects for 12 months from the date of purchase.

All Everhard Aluminum grates used in conjunction with either Everdrain Channel & Grate and Everhard Rainwater Pits are structurally guaranteed for 5 years from the date of purchase.



**Septic Tanks and Collection Wells:**

The structural integrity of all septic tanks and collection wells are guaranteed for a minimum of 15 years in accordance with the relevant Australian and New Zealand Standard (AS/NZS 1546.1: 1998) provided the tank is installed and used in accordance with the Instructions and Maintenance manuals provided with tanks.

The load-bearing capacity of tank lids is stated on all tanks. They must be installed in pedestrian traffic areas only.

**Water Meter Boxes:**

The structural integrity and UV resistance of polymer Water Meter Boxes are guaranteed for 3 years.

We have been advised by the Brisbane City Council that their testing shows that water meter box lids with the "stipple" design meet the Australian Standard for slip resistance of pedestrian surfaces (AS/NZS 3661.1: 1993).

**Rainwater Tanks:**

The structural integrity and UV resistance of all rainwater tanks are guaranteed for a minimum of 15 years provided the tanks are installed and used in accordance with the Instructions manual provided with the tanks.

The load-bearing capacity of tank lids is stated on all tanks.

**Grease Traps:**

The structural integrity of Industrial Grease Traps is guaranteed for 1 year from date of installation. Grease traps are subjected to a wide mix of chemicals and cleaners, including highly corrosive ones. Longer warranties for individual traps may be offered on presentation of a list of all chemicals used and the relevant Material Safety Data Sheets.

A list of unsuitable and potentially corrosive chemicals which should not be used is available from Everhard on request.

**Step Treads:**

The structural integrity of all Step treads is guaranteed for one year provided they are installed in accordance with our instructions which are provided with all treads.

**Ribstruct:**

The structural integrity of all Everhard Industries Ribstruct, when installed in accordance with Everhard Industries installation specifications and or instructions is guaranteed against manufactures Defects, corrosion and fatigue for fifty years.

Branch Locations:

Sydney (NSW)	Melbourne (VIC)	Springwood (QLD)	Suncoast (QLD)	North Queensland
3 Jumal Place, Smithfield, NSW, 2164 Ph: (02) 9757 2799 Fax: (02) 9757 2446	399-401 Lower Dandenong Rd, Dingley, Victoria, 3172 Ph: (03) 9558 3344 Fax: (03) 9558 3341	6-8 Bowen St Springwood, QLD, 4127 Ph: (07) 3208 7022 Fax: (07) 3808 0000	562 Maroochydore Rd Kunda Park, QLD, 4558 Ph: (07) 5445 1688 Fax: (07) 5445 1605	26-28 Comport St Portsmith, QLD, 4870 Ph: (07) 4031 3558 Fax: (07) 4031 6034



## WARRANTIES

### Warranties for Domestic Use

At Fienza we pride ourselves on supplying products of a high standard. Our warranty periods are extremely competitive and practically designed to give the end user peace of mind. The extended warranties below apply to domestic uses and applications of Fienza® products, such as private dwellings and retirement villages.

For full warranty terms and conditions, please refer to page 3.

VANITY CABINETS & TALL BOYS	1 YEAR Labour for product fault. Does not include door and drawer adjustment. Does not include instances where faulty / damaged goods have already been installed, or mixer leak / burst hose has caused damage to cabinetry.
Vanities & Tallboys - CAB only	5 YEARS replacement parts or product
Handles, Legs, Drawer Runners	5 YEARS replacement parts

VANITY TOPS	1 YEAR Labour for product fault. Does not include instances where faulty / damaged goods have already been installed.
Ceramic Basin-tops	5 YEARS replacement product
Artificial Marble Basin-tops	5 YEARS replacement product
Solid Surface Basin-tops	5 YEARS replacement product
Hardwood Timber Tops	1 YEAR replacement product
Stone Tops	5 YEARS replacement product
Mambo Tops	5 YEARS replacement product

MIRRORS	No Labour included in warranty.
Mirror Cabinets - DOORS only	1 YEAR replacement parts or product
Mirror Cabinets - CAB only	5 YEARS replacement parts or product
Bevelled & Pencil Edge Mirrors	1 YEAR replacement parts or product

BASINS	1 YEAR Labour for product fault. Does not include warped / faulty / damaged products that have already been installed.
Ceramic or Glass	5 YEARS replacement parts or product
Cast Stone - Structural Integrity	25 YEARS replacement product
Cast Stone - Finish	5 YEARS replacement product or repair

TOILET SUITES	1 YEAR Labour for product fault. Does not include warped / faulty / damaged products that have already been installed.
Ceramics	5 YEARS replacement parts or product
Internal system (valves)	3 YEARS replacement parts 1 YEAR Labour
Seat and Hinges	1 YEAR replacement parts or product
Link and Flush Pipes	1 YEAR replacement parts or product
Button Assembly	1 YEAR replacement parts or product
Parts subject to wear and tear ie. seals and rubbers are not covered by Warranty	

BATHS	No Labour included in warranty.
Cast Stone - Structural Integrity	25 YEARS replacement product
Cast Stone - Finish	5 YEARS replacement product or repair
Acrylic - Structural Integrity	10 YEARS replacement on bath shell
Adjustable Legs and Frame	5 YEARS replacement parts
Overflow Kits	1 YEAR replacement parts
Wastes	1 YEAR replacement parts

**INSTALLATION OF FAULTY OR DAMAGED GOODS WILL VOID WARRANTY. INSTALLATION IS ACCEPTANCE OF GOODS.**

MIXERS (Not including Floor-standing mixers)	Does NOT include parts subject to wear and tear, Jumper Valves, Washers, O-Rings.
CITANI ECO ELEANOR EMPIRE HUSTLE ISABELLA & DELUXE JET KEETO KOKO LILLIAN (sink mixers) LINCOLN LOOP LUCIANA OVALIE STELLA CARE	15 YEARS labour on ceramic disc cartridges 15 YEARS ceramic disc cartridge replacement parts 15 YEARS replacement parts or product 5 YEARS replacement coloured finishes 1 YEAR labour on coloured finishes

OTHER FLOOR-STANDING COIL MIXERS	Does NOT include parts subject to wear and tear, Jumper Valves, Washers, O-Rings.
CHLOE MARY EMPIRE Floor-standing JET Floor-standing ISABELLA Floor-standing MAXIS Coil ORPHEUS Coil SHILO Coil	15 YEARS ceramic disc cartridges 5 YEARS replacement parts or product 1 YEAR labour

TAPWARE	Does NOT include parts subject to wear and tear, Jumper Valves, Washers, O-Rings.
HOUSTON ISABELLA LAREDO LILLIAN (tapware only) MICHELLE	5 years ceramic disc cartridges 5 years replacement parts or product 5 years replacement coloured finishes 1 YEAR labour

SHOWERS / BATH OUTLETS / ACCESSORIES	No Labour included in warranty.
Shower Heads & Arms	15 YEARS replacement parts or product
Shower Rails	15 YEARS replacement parts or product 1 YEAR labour on Twin Rail Showers
Shower Hoses	1 YEAR replacement parts or product
Bath Outlets	15 YEARS replacement parts or product
Coloured Finishes	5 YEARS replacement coloured finishes
Accessories	5 YEARS replacement parts or product

SPARE PARTS	No Labour included in warranty.
Pop-up Wastes	1 YEAR replacement parts
Floor Grates	1 YEAR replacement parts
All Others	1 YEAR replacement parts



## WARRANTIES

### Warranties for Commercial Use

At Fienza we pride ourselves on supplying products of a high standard. Our warranty periods are extremely competitive and practically designed to give the end user peace of mind. The extended warranties below apply to commercial uses and applications of Fienza<sup>®</sup> products, including, but not limited to: commercial food premises such as restaurants; commercial accommodation such as hotels; hospitals and healthcare facilities; public amenities; and industrial, laboratory and manufacturing facilities.

For full warranty terms and conditions, please refer to page 3.

VANITY CABINETS & TALL BOYS	1 YEAR Labour for product fault. Does not include door and drawer adjustment. Does not include instances where faulty/damaged goods have already been installed, or mixer leak/burst hose has caused damage to cabinetry.
Vanities & Tallboys - CAB only	1 YEAR replacement parts or product
Handles, Legs, Drawer Runners	1 YEAR replacement parts

VANITY TOPS	1 YEAR Labour for product fault. Does not include instances where faulty / damaged goods have already been installed.
Ceramic Basin-tops	1 YEAR replacement product
Artificial Marble Basin-tops	1 YEAR replacement product
Solid Surface Basin-tops	1 YEAR replacement product
Hardwood Timber Tops	1 YEAR replacement product
Stone Tops	1 YEAR replacement product
Mambo Tops	1 YEAR replacement product
Stainless Steel Sink-tops	1 YEAR replacement product

MIRRORS	No Labour included in warranty.
Mirror Cabinets - DOORS only	1 YEAR replacement parts or product
Mirror Cabinets - CAB only	1 YEAR replacement parts or product
Bevelled & Pencil Edge Mirrors	1 YEAR replacement parts or product

BASINS	1 YEAR Labour for product fault. Does not include warped / faulty / damaged products that have already been installed.
Ceramic	5 YEARS replacement parts or product
Glass	1 YEAR replacement parts or product
Cast Stone - Structural Integrity	25 YEARS replacement product
Cast Stone - Finish	5 YEARS replacement product or repair

TOILET SUITES	1 YEAR Labour for product fault. Does not include warped / faulty / damaged products that have already been installed.
Ceramics	3 YEARS replacement parts or product
Internal system (valves)	1 YEAR replacement parts 1 YEAR Labour
Seat and Hinges	1 YEAR replacement parts or product
Link and Flush Pipes	1 YEAR replacement parts or product
Button Assembly	1 YEAR replacement parts or product
Parts subject to wear and tear ie. seals and rubbers are not covered by Warranty	

**INSTALLATION OF FAULTY OR DAMAGED GOODS WILL VOID WARRANTY. INSTALLATION IS ACCEPTANCE OF GOODS.**

MIXERS (Not including Floor-standing mixers)	Does NOT include parts subject to wear and tear, Jumper Valves, Washers, O-Rings.
CITANI ECO ELEANOR EMPIRE HUSTLE ISABELLA & DELUXE JET KEETO KOKO LILLIAN (sink mixers) LINCOLN LOOP LUCIANA OVALIE STELLA CARE	15 YEARS ceramic disc cartridge replacement parts 7 YEARS replacement parts or product 1 YEAR replacement coloured finishes 1 YEAR labour on coloured finishes

OTHER FLOOR-STANDING COIL MIXERS	Does NOT include parts subject to wear and tear, Jumper Valves, Washers, O-Rings.
CHLOE MARY EMPIRE Floor-standing JET Floor-standing ISABELLA Floor-standing MAXIS Coil ORPHEUS Coil SHILO Coil	15 YEARS ceramic disc cartridges 5 YEARS replacement parts or product 1 YEAR labour

TAPWARE	Does NOT include parts subject to wear and tear, Jumper Valves, Washers, O-Rings.
HOUSTON ISABELLA LAREDO LILLIAN (tapware only) MICHELLE	5 years ceramic disc cartridges 5 years replacement parts or product 1 year replacement coloured finishes 1 YEAR labour

SHOWERS / BATH OUTLETS / ACCESSORIES	No Labour included in warranty.
Shower Heads & Arms	7 YEARS replacement parts or product
Shower Rails	5 YEARS replacement parts or product 1 YEAR labour on Twin Rail Showers
Shower Hoses	1 YEAR replacement parts or product
Bath Outlets	7 YEARS replacement parts or product
Coloured Finishes	1 YEAR replacement coloured finishes
Accessories	5 YEARS replacement parts or product

SPARE PARTS	No Labour included in warranty.
Pop-up Wastes	1 YEAR replacement parts
Floor Grates	1 YEAR replacement parts
All Others	1 YEAR replacement parts



## Warranty Terms & Conditions

**INSTALLATION OF FAULTY OR DAMAGED GOODS WILL VOID WARRANTY. INSTALLATION IS ACCEPTANCE OF GOODS.**

### Important Information

- Proof of Purchase is necessary to claim.
- The warranty only applies to the original owner and is not transferable.
- Fienza will not be liable for any loss or damages caused by a defective product, only the product itself.
- Product must be installed by a licensed tradesman. Failure to do so voids warranty.
- Product must be installed according to manufacturer's instructions. Failure to do so voids warranty.
- These extended warranties are only available on products purchased after 1st May 2012.
- Do not store Oxidising Chemical inside vanity cabinets (it can cause mixer hoses to burst).

### Exclusions

To the fullest extent permitted by law, Fienza excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage. Fienza will not be liable to bear the expense of claiming the warranty (i.e. time off work, postage, etc).

### Australian Consumer Law Guarantee

The benefits given by these warranties are in addition to the other rights and remedies that consumers may have under the Australian Consumer Law and any other applicable laws.

Our goods come with guarantees that cannot be excluded in 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.

### Returns

All goods are to be checked for faults or damage within 48 hours of being received. You will waive any claim for shortage and/or breakages of any goods delivered if you do not lodge a claim in writing (email accepted) to Fienza within 48 hours of receiving goods. Fienza cannot offer warranty/replacement products after the initial faulty product has been installed.

All breakages or product shortages will not be recognised if deliveries are made by a third party organised by the retailer. Claims for shortages or damages will not be accepted if deliveries occur between the retailer and the customer. It is the responsibility of the retail store to ensure all products are checked for damage/quantity and correct items before they are delivered to the consumer.

Return of goods due to incorrect or cancelled orders will incur a 20% restocking fee plus the cost of the return freight to Fienza. Return of goods to Fienza due to incorrect or cancelled orders is the responsibility of the purchaser at their expense. Credits will not be applied for any goods returned to Fienza that are not in original packaging and saleable condition.

Fienza reserves the right to refuse or reduce customer credits for specialised orders.

If your Fienza representative collects your returned goods, the customer will not need to pay for return freight, but is still liable for the 20% restocking fee. Please note that this excludes any large items or non-metro locations.

### How do I claim warranty?

- Contact the Store from which the product was purchased. Or, if for some reason you cannot get into contact with the store you may contact us at Fienza (07) 3490 6700.
- Please note you may be asked for both your invoice from the store and the invoice from your licensed installer.

### What will Fienza do to fix a problem?

This will depend on the problem with the product. Fienza will do one of the following:

- Replace the faulty product.
- Arrange a licensed service agent to repair or replace the product.
- Arrange a Refund with the store from which you purchased the product (only in the case of major failure and within the warranty period). Please note in order to receive a refund, the product (with Major Failure) needs to be returned to either Fienza or the store where the product was purchased.

# FRANKE - 50 YEAR STAINLESS STEEL SINK WARRANTY

## CONDITIONS

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- Warranty applies to parts and labour starting from date of purchase of product, is non-transferable and applies only to the original purchaser, providing the product has been installed in accordance with the manufacturers installation instructions and used in a normal residential application.
- The guarantee only applies if a document proving the date of purchase is produced.
- Any faults caused by defective production or materials will be replaced free-of-charge during the guarantee period.
- Any such faults will be replaced, at the sole discretion of Franke, either by repairing faulty components or by replacing the whole product with the same or an equivalent model where the balance of the warranty period from the original date of purchase will take effect.
- Warranty does not cover outdoor use unless placed in the alfresco area with a solid roof covering and 2 walls.
- The Company is not liable for damage caused by:
  - a. Improper or unsuitable use and/or maintenance or cleaning
  - b. Transport
  - c. Knocks, scuffs or scratches, tampering, incorrect repairs and repairs made by unauthorized technicians
  - d. Normal wear and tear
  - e. Non-compliance with the technical and installation instructions
- Any imperfections in the finishes or in the natural materials used should not be considered as faults but a typical characteristic of these crafted products.
- The guarantee does not cover product removal or re-installation costs, visits and calls of specialised technicians, costs borne by the customer due to the unavailability and/or non-use of the product.

Your new Franke sink should be thoroughly inspected prior to installation. Franke shall not be liable for any inconvenience or expense for material or labour related to removal or replacement of the defective sink.

Franke has a service network in all metropolitan areas and most regional areas. Where the warranty claim has been made outside a radius of 50km from any store where the product can be purchased, the customer is responsible for the cost of delivery to the nearest service agent or the travel cost for a technician to travel to a location outside the 50km radius, unless agreed otherwise with the company.

## MAKING A WARRANTY CLAIM

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Should you ever need to make a warranty related enquiry about your Franke product, simply call (03) 9700 9100 to speak with our friendly customer service consultants. We suggest you have the following information close at hand if you haven't already registered online to make the process as easy as possible:

1. Model number of your product
2. A copy of your original purchase receipt
3. Address details of where the product is installed

Alternatively, you may email, fax or post a service request to the details provided below.

Any associated or ancillary costs to be incurred by you as a result of replacement or repair of your Franke sink under this guarantee shall, in all cases, be previously approved by PR Kitchen & Washroom Systems Pty Ltd.

Please note: The benefits provided under this warranty are additional to other rights and remedies available to the customer under the Australian Customer Law.

## YOUR STATUTORY RIGHTS

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Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a 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.

### PR Kitchen & Washroom Systems

83 Bangholme Road  
Dandenong South, VIC 3175, Australia  
Phone: 03 9700 9100  
Fax: 03 9700 9191  
Email: [service@prks.com.au](mailto:service@prks.com.au)  
Website: [www.prks.com.au](http://www.prks.com.au)

## Warranty Statement

ASI JD MacDonald expressly warrants its products against defects caused by faulty workmanship (for a period described below) from date of purchase **providing the product is installed and maintained in accordance with ASI JD MacDonald's Installation and Operation instructions.**

### Hand Dryers

- Applause – 1 year parts & labour
- Applause Plus – 3 years (first year parts & labour, remaining 2 years parts only)
- Autobeam – 10 years (first year parts & labour, remaining 9 years parts only)
- Select Classic – 5 years (first year parts & labour, remaining 4 years parts only). One year warranty on cabinet.
- Touchdry – 10 years (first year parts & labour, remaining 9 years parts only)
- Tri-Umph – 5 years (first year parts & labour, remaining 4 years parts only)
- Turbo-Dri – 5 years (first year parts & labour, remaining 4 years parts only)
- Turob Slim – 5 years (first year parts & labour, remaining 4 years parts only)
- Turbo 3in1 – 5 years (first year parts & labour, remaining 4 years parts only). One year warranty on cabinet.

### Baby Change Stations

All ASI JD MacDonald baby change stations are warranted to be free of defects in material or workmanship for a period of five years from date of purchase.

### Other

All ASI JD MacDonald commercial washroom and bathroom products are warranted to be free of defects in material or workmanship for a period of one year from date of purchase and includes product from the below categories:

- Back Rests
- Combination Paper Towel Dispensers & Waste Bins
- Grab Rails
- Hooks
- Mirrors
- Paper Towel Dispensers
- Security Accessories
- Shelves
- Shower Tracks, Rods, Kits Seats & Curtains
- Soap Baskets
- Soap Dispensers (with the exception of the EZ Fill range of soap dispensers, which is warranted to be free of defects for two years)
- Toilet Roll Holders
- Towel Rails
- Waste Bins



ASI JD MacDonald Pty Ltd  
ABN: 61 162 663 872  
E: enquiry@asijdmacdonald.com.au  
P: 03 8558 7200 F: 03 9548 1141

Free Call 1800 023 441  
www.asijdmacdonald.com.au

## 1. WARRANTIES

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- 1.1. 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.
- 1.2. The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded.
- 1.3. In addition to your statutory rights, the Company warrants to the Customer that on the date of delivery of the Product, the Company believes that the Product is free from defects in material, workmanship and design.
- 1.4. The Customer may during the Warranty Period (as defined in clause 1.5) notify the Company in writing at the Company's business address specified in clause 1.9 of any defect or suspected defect in the Product. Subject to clause 1.6, the Company will, to the extent necessary, repair or replace the Product at the Company's discretion and at no additional charge provided that:
  - 1.4.1. the Product has been properly serviced, maintained, used and operated by the Customer according to the manner prescribed by the Company, whether in the form of a maintenance manual or otherwise, or if no manner is prescribed by the Company, then according to the manner normally applicable to such Product;
  - 1.4.2. the Product is not subject to unusual or un-recommended physical, environmental or electrical stress;
  - 1.4.3. the Product is not used by any other party other than the Customer, or if the Customer re-supplies any Product, by the party acquiring the Product from the Customer;
  - 1.4.4. the Product has not been repaired, altered, modified or dismantled in any way by any party other than the Company or its authorised service representative; and
  - 1.4.5. the Product is not used in a manner contrary to the law.
- 1.5. The warranty period (**Warranty Period**) means the applicable warranty period set out on the front page of this warranty in relation to the relevant Product, provided that the parts have been fitted correctly and to the Company's satisfaction.
- 1.6. The warranty does not extend to:
  - 1.6.1. damage or breakdown of the Product arising directly or indirectly from normal wear and tear, incorrect, faulty or negligent operation or maintenance or by continued use of the Product after the discovery of any defect or deficiency which has not been rectified;
  - 1.6.2. any claim other than those directly attributable to faulty material or workmanship or design in respect of the Product; and
  - 1.6.3. any parts which are not original parts supplied by the Company, or any consequential damage to or failure or breakdown of the Product arising from the use of unauthorised parts or materials.
- 1.7. Any obligation of the Company to repair or replace the Product is subject to the following:
  - 1.7.1. the repair or replacement work being conducted during the Company's normal business hours; and
  - 1.7.2. if the Customer is located in a remote region, the Customer may, with the Company's prior written agreement:
    - (a) arrange for the repair or replacement work to be conducted at the premises of the Customer provided that the Customer pays to the Company all reasonable travel, accommodation and other costs and part freights; or
    - (b) conduct the warranty repairs and be reimbursed by the Company at the Company's standard repair times. If the customer needs to make a claim they can contact the customer service department on 1800 023 441.
- 1.8. Subject to clause 1.7.2, the Company will bear all costs in relation to the valid return of any Product in accordance with this warranty.
- 1.9. The Customer may contact the Company about the warranty given under this clause 1.9 at: ASI JD MacDonald, 13-17 Naxos Way, Keysborough VIC 3173, Free Call 1800 023 441 or by email at enquiry@asijdmacdonald.com.au

*Metlam Australia Pty Ltd guarantees to all purchasers that each new Metlam product as bought via our distributors/merchants is free from defects in all material and workmanship and is fit for purpose in use and application, upon the following terms, conditions and limitations.*

- a) This Warranty is limited to replacing or repairing, at our discretion, any Metlam product or part thereof, which upon our inspection is determined to have been defective within the limitations of this Warranty
- b) The Warranty does not include installation or any other charge, and does not apply to any product which is damaged or ineffective in operation due to:
  - Accident, abuse or misuse, improper handling, insufficient protection during the construction program
  - Misuse or abusive use of the product, including physical abuse;
  - Incorrect operation or not following the operation instructions (as stated in the Product Operation Manual or manufacturer's instructions provided with the product);
  - Improper installation;
  - Incorrect or improper maintenance or failure to maintain the product;
  - Failure to clean or improper cleaning of the product;
  - Incorrect voltage or non-authorized electrical connections;
  - Adverse conditions such as power surges and dips, thunderstorm activity, acts of terrorism, damage caused by vermin, or any other act or circumstance beyond our control;
  - Exposure to excessive or extreme environment;
  - Exposure to abnormally corrosive conditions;
  - Use of non-authorized/non-standard, defective or incompatible parts or incorrect /unsuitable consumables;
  - Repair, modification or other work carried out on the product other than by authorized Service Personnel.
- c) This Warranty does not encompass fasteners or anchoring devices (other than those supplied by Metlam, which in turn are not covered if proven to have been incorrectly installed) or Consumables.
- d) The period during which Metlam Australia Pty Ltd products are warranted is as follows, from the date of Invoice to a distributor/merchant:
  - Metlam Commercial Washroom Products for the Term of ONE (1) Year
  - Metlam Toilet Partition & Commercial Door Hardware for the Term of ONE (1) Year
  - Metlam Hand Dryer Product Category for the term of FIVE (5) Years - (THREE (3) years for parts and labour and TWO (2) years for parts only).



- Incorporating replacement or repair of parts or the full unit at the discretion of Metlam or an authorized Metlam service agent if deemed defective, including if required labor costs by an authorized Metlam service agent within the period of the first THREE (3) years. After the first THREE (3) Years this warranty is limited to the repair or replacement of parts deemed to be defective only, not labour or transport costs. Please note this warranty does not include parts that are deemed to be consumable such as but not limited to filters, ceramic pads etc.
- Should Metlam Australia Pty Ltd be liable for a breach of a condition of warranty implied by Division 2 of Part V of The Trade Practices Act 1974 (“Act”), (not being a condition or warranty implied by Section 69 of the Act) our liability for the breach will, subject to Section 68A(s) of the Act, be limited to one of the following as determined by us:
  - **If the breach relates to goods:**
    - The replacement of the goods or the supply of equivalent goods;
    - The repair of such goods;
    - The payment of the cost of replacing the goods or of acquiring equivalent goods;
    - The payment of the cost of having the goods repaired.
  - **If the breach relates to services:**
    - The supply of the service again;
    - The payment of the cost of having the service supplied again;
    - The replacement or repair of defective Metlam Australia Pty product as stated in this Warranty shall constitute the sole remedy of the purchaser/installer/end-user and the sole liability of Metlam Australia Pty Ltd under this Warranty and is in lieu of all other warranties, express or implied, including any implied warranty of merchant ability or fitness for a particular purpose or otherwise.
- e) This Warranty extends only to commercial and/or institutional purchasers and is subject to inspection by an appointed agent of Metlam Australia Pty Ltd to determine any defect, at which point in time if proven to not be of either material or workmanship, a fee of up to AUD\$100 will be applied.
- f) This Warranty is in addition to other rights and remedies of the customer under law.
- g) Please contact Metlam Australia for any claims or information regarding this warranty.



## Service and Warranty

### Sink Warranty Details

All Oliveri sinks are provided with a Lifetime Manufacturer's Warranty that complies with the Competition and Consumer Act (2010) in Australia (<http://www.accc.gov.au/>). **This warranty does not cover scratching or normal wear and tear, as these are not manufacturing faults.**

Oliveri sinks are warranted to be:

- of merchantable quality—that is, goods need to reach a basic level of quality given the price of the goods and any description that is provided with the goods
- fit for the purpose or job that the consumer described to you or that are self-evident
- match any description or sample given to the consumer whether in promotional material, over the phone, in person, on a website or on labelling or packaging are free from defects and faults.

This also means that Oliveri:

- have the right to ask for proof of purchase from the consumer, for example, a receipt or credit record.

Oliveri are also not obliged to provide a refund, credit or exchange if a consumer has:

- changed their mind, decided they no longer want the goods or just don't like them, or found that goods are the wrong size or colour
- found they can buy the same or similar goods elsewhere for a cheaper price
- examined goods before buying them and should have seen any fault at that time
- had a defect drawn to their attention before they purchased goods, for example, when goods are clearly labelled as seconds or faulty. Oliveri will rectify any genuine manufacturing fault found with any Oliveri sink during normal domestic use.

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.

### Sink Service Details

Initially, please contact your sink Installer to confirm that the benchtop is level, the cut-out is correct and the sink has been installed correctly. If the installer is satisfied that the problem is not due to poor installation, please contact T2 Services Pty Ltd for assistance on:

**Ph:** (07) 5596 0738

**Fax:** (07) 5527 3353

**Email:** [oliveri@t2services.com.au](mailto:oliveri@t2services.com.au)

**If a warranty service call finds that the sink does not have a genuine manufacturing fault, T2 Services Pty Ltd reserves the right to pass on any callout fee to the householder.**



**WARRANTY**  
2019

## SCHEDULE WARRANTY CARD

**Express Warranties** - 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.

In addition to the above obligations Phoenix Industries Pty Ltd (ABN 48 007 215 876) (Phoenix Tapware and Phoenix Builders Tapware), as the importer or manufacturer of the relevant product, offers the warranties in this Warranty Card subject to the terms and conditions set out in this Warranty Card.

The warranties in this Warranty Card are personal to the person who acquires the product from the relevant retailer for their own consumption or use and not for resale or resupply (the consumer) and claims under this Warranty Card cannot be made by anyone other than the consumer.

Where a product is covered by a parts and labour warranty, the warranty covers both the repair of the defective part or the provision of a spare part to replace the defective part and the installation of that part.

Where a product is covered by a parts only warranty, the warranty covers only the repair of the defective part or the provision of a spare part to replace the defective part and does not include the removal of the defective part or the installation of the repaired or replaced part.

### 1. Phoenix Warranty Periods: Residential

Subject to the exclusions in section 4, Phoenix Tapware warrants that the below products which are provided for any consumers who use the products manufactured by Phoenix Tapware in any residential home will be free from defects of materials or workmanship for the periods specified below (with each of the below periods commencing on the date of purchase or, for new buildings, the date of handover).

Note: These warranty periods apply only to products purchased after 1<sup>st</sup> April 2019 and begin from the earlier of:

- the date the product is installed; and
- 6 months after the product is purchased.

RESIDENTIAL WARRANTY		
Category	Period (Years)	Details
Mixers	Lifetime / 15 / 7 / 1	Lifetime - Replacement European cartridge <sup>1</sup> 15 Years - Replacement standard cartridge <sup>1</sup> 7 Years - Replacement product or parts <sup>2</sup> 1 Year - Labour
Tapware & Outlets	7 / 1	7 Years - Replacement product or parts <sup>3</sup> 1 Year - Labour
NX Showers	Lifetime / 1	Lifetime - Replacement product or parts 1 Year - Labour
Standard Showers	15 / 1	15 Years - Replacement product or parts 1 Year - Labour
Accessories	7	7 Years - Replacement product or parts
Drains	10	10 Years - Replacement product or parts
Wastes & Traps	1	1 Year - Replacement product or parts
Coloured Finish <sup>4</sup>	Lifetime / 7 / 3 / 1	Lifetime - NX Showers 7 Years - Mixers, Tapware, Outlets & Accessories 3 Years - Standard Showers 1 Year - Drains, Wastes & Traps

<sup>1</sup>Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt, or thread tape etc. <sup>2</sup>Filter Housing on Filtered Sink Mixer; 1 year parts only. In order to claim, receipts must be presented to verify filter cartridges have been replaced as specified (every 6 months). <sup>3</sup>Jumper valves and ceramic disc spindles; 1 year parts only. <sup>4</sup>Coloured finishes only, Chrome finish covered under standard replacement product or parts warranty.

### 2. Phoenix Warranty Periods: Commercial

Subject to the exclusions in section 4, Phoenix Tapware warrants that the below products which are provided for any consumers who use the products manufactured by Phoenix Tapware other than in a residential home (for example hotels, aged care facilities, hospitals, schools, factories, motels) will be free from defects of materials or workmanship for the periods specified below (with each of the below periods commencing on the date of purchase or, for new buildings, the date of handover).

Note: These warranty periods apply only to products purchased after 1<sup>st</sup> April 2019 and begin from the earlier of:

- the date the product is installed; and
- 6 months after the product is purchased.

COMMERCIAL WARRANTY		
Category	Period (Years)	Details
Mixers, Tapware & Outlets	15 / 7 / 1	15 Years - Replacement mixer cartridge <sup>1</sup> 7 Years - Replacement product or parts 1 Year - Labour, finish, jumper valves, ceramic disc spindles, hoses, sink mixer hand pieces, filter housing
Showers	7 / 1	7 Years - Replacement product or parts 1 Year - Labour, finish, sliders, mounting brackets, fixings, soap dishes, caps, hoses
Drains	10 / 1	10 Years - Replacement product or parts 1 Year - Finish
Accessories, Wastes & Traps	1	1 Year - Replacement product or parts

<sup>1</sup>Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt, or thread tape etc.

### 3. Phoenix Builders Tapware Warranty Periods: Residential & Commercial

Subject to the exclusions in section 4, Phoenix Tapware warrants the below products which are provided for any consumers who use the products manufactured by Phoenix Tapware will be free from defects of materials or workmanship for the periods specified below (with each of the below periods commencing on the date of purchase or, for new buildings, the date of handover).

Note: These warranty periods apply only to products purchased after 1<sup>st</sup> April 2019 and begin from the earlier of:

- the date the product is installed; and
- 6 months after the product is purchased.

PHOENIX BUILDERS TAPWARE		
Category	Period (Years)	Details
Mixers, Tapware & Outlets	15 / 7 / 1	15 Years - Replacement mixer cartridge <sup>1</sup> 7 Years - Replacement product or parts 1 Year - Labour, hoses
Showers	7 / 1	7 Years - Replacement product or parts 1 Year - Labour, sliders, mounting brackets, fixings, soap dishes, caps, hoses
Coloured Finish <sup>2</sup>	1	1 Year - All Products

<sup>1</sup>Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt, or thread tape etc. <sup>2</sup>Coloured finishes only, Chrome finish covered under standard replacement product or parts warranty.

### 4. Warranty Exclusions

Subject always to any overriding obligation pursuant to the Australian Consumer Law, the above warranties shall not apply where:

- the consumer is not able to provide proof of purchase or equivalent documentation which confirms that the relevant product was purchased from a Phoenix Tapware authorized distributor or reseller;
- the relevant product is not installed by a plumber or tradesperson licensed to install the product and in accordance with the manufacturer's installation instructions, in particular:

- other devices must not be fitted to the outlet of tapware or tap (for example water filters);
- non-approved water flow regulating devices must not be fitted;
- outlet aerator inserts must be regularly cleaned and replaced;
- the relevant product requires repairs due to damage resulting from accident, misuse (including use for incorrect applications), incorrect installation, cleaning or maintenance, unauthorised modification, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories or exposure to abnormally corrosive conditions, adhesives or sealants;
- the product is not a product which was manufactured or imported by Phoenix Tapware or was not purchased in Australia as a brand new product;
- the product is not the product to which this Warranty Card was attached or supplied with;
- the defective part relates to a consumable part of the Phoenix Tapware product which require routine replacement;
- the products are not to relevant National Standards and State Regulations;
- the relevant products are exposed to environmental elements;
- relevant products are exposed to water pressures and or temperatures that exceed the following limitations:
  - Maximum Temperature; 75 degrees;
  - Maximum Pressure; 500kPa;
  - Minimum Temperature; 1 degree; and
  - Minimum Pressure; 150kPa (300kPa for Shower / Bath Diverters);
- Note: AS/NSZ 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations.
- Showers may not be suitable for use within:
  - gravity-fed water systems;
  - some instantaneous hot water systems; or
  - pressure supply less than 150kPa;
- Note: The 500kPa maximum water supply pressure does not apply to fire service outlets.
- damage occurs as a result of obstructions due to inadequate flushing of system before use;
- services or repairs with non-standard replacement parts have been previously undertaken without Phoenix Tapware's written approval;
- damage to finishes which arise from installation or post installation use; and
- failure to observe manufacturers care and cleaning instructions as set out below in section 8.

Any work carried out in relation to a warranty claim is limited to the pre-approved scope of work. Additional work will require authorization from Phoenix Tapware's After Sales & Services Departments.

### 5. How to make a claim

Consumers may make a claim under a warranty in this Warranty Card by contacting Phoenix Tapware on +613 9780 4242 or [aftersales@phoenixtapware.com.au](mailto:aftersales@phoenixtapware.com.au).

To make a valid claim under a warranty in this Warranty Card, a consumer must:

- lodge the claim with us as soon as possible and no later than 10 Business Days after they first become aware of the breakdown;
  - provide reasonable proof of purchase;
  - if the product was installed in a new home, provide handover or equivalent documentation; and
  - provide details relating to the proposed warranty claim.
- Claims will be processed through Phoenix Tapware's Customer

Service. Each claim will be issued with a claim number which is recorded by Phoenix Tapware.

### 6. Warranty claims

If a consumer makes a valid claim under a warranty in this Warranty Card and none of the exclusions set out in section 4 apply, Phoenix Tapware will, at its election, either:

- repair the relevant part of the product; or
- replace the relevant part of the product with a product of identical specification (or where the product is superseded or no longer in stock, with a product of as close a specification as possible).

Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the products.

Phoenix Tapware 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 Phoenix Tapware in writing. Phoenix Tapware requires adequate access to products, fittings and fixtures to undertake warranty repairs. Phoenix Tapware 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.

### 7. Costs of warranty claim

Should any warranty claim be made and, in the opinion of Phoenix Tapware or a Phoenix Tapware authorized Service Agent the problem was from faulty installation or use of the products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect to the products for which Phoenix Tapware is responsible, Phoenix Tapware has the right to charge a service fee for each service staff attending the consumer's premise where products have been installed.

### 8. Care and Cleaning Instructions

- Under no circumstances should tapware be installed using silicone.
- Never use harsh detergents, citrus based cleaners or abrasive cleaners, on any products as these will scratch the surface.
- Where your tapware remains dry in use, a soft cloth can be used to remove surface dust. Alternatively, a wipe over with warm soapy water is all that is required to maintain the finish in perfect condition for a lifetime of use.
- Use of wax based furniture cream should be avoided as these can result in a build-up of deposits, which could detract from the appearance.
- Do not use undue pressure when wiping.

### 9. Person giving the Express Warranties

The person who gives the express warranties in this warranty card is: Phoenix Industries Pty Ltd (ABN 48 007 215 876)

✉ 926 Mountain Highway Bayswater, VIC 3153

☎ +61 3 9780 4242

☎ +61 3 9729 3746

@ aftersales@phoenixtapware.com.au

#### Note:

Phoenix Tapware reserves the right to alter, or amend this warranty offer in writing at any time. Phoenix Tapware reserves the right to provide minor components (e.g. handles, aerators, buttons, dress rings, hinges, clips, rod and washers) as 'Parts Only' to the customer.

Phoenix Builders Tapware is a Registered Trademark of Phoenix Industries Pty Ltd., and is bound by this warranty.

**RAMTAPS AUSTRALIA PTY LTD**

Phone 07 3633 6000  
Fax 07 3633 6050

**FOR SALES ENQUIRIES**

Phone 07 3633 6060  
Fax 07 3633 6066  
Email [sales@ramtaps.com.au](mailto:sales@ramtaps.com.au)

**Head Office - ADMINISTRATION**

PO BOX 1007  
EAGLE FARM QLD 4009

**FOR QUOTE ENQUIRIES**

Phone 07 3633 6000  
Fax 07 3633 6050  
Email [quotes@ramtaps.com.au](mailto:quotes@ramtaps.com.au)

## Contact List

**Head Office - Show Room**

556 Curtin Avenue East  
EAGLE FARM QLD 4009  
[mail@ramtaps.com.au](mailto:mail@ramtaps.com.au)

**FOR SERVICE / AFTER SALES ENQUIRES**

Phone 07 3633 6000  
Fax 07 3633 6050  
Email [service@ramtaps.com.au](mailto:service@ramtaps.com.au)

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## Ramtaps Australia Sales Representatives

### National Sales & Export

**Mark Bennett**

Mobile +61 414 907 918  
Phone +617 3633 6050  
[mbennett@ramtaps.com](mailto:mbennett@ramtaps.com)

### Queensland

**North**

Phone +61 414 231 846  
[gldnorthsales@ramtaps.com.au](mailto:gldnorthsales@ramtaps.com.au)

### Victoria

Phone +61 420 530 504  
[miltonsutton@ramtaps.com.au](mailto:miltonsutton@ramtaps.com.au)

### Western Australia

Phone +61 447 007 949  
[wasaless@ramtaps.com.au](mailto:wasaless@ramtaps.com.au)

**South**

Phone +61 0414 231 246  
[gldsouthsales@ramtaps.com.au](mailto:gldsouthsales@ramtaps.com.au)

### Northern Territory

Phone +61 447 007 949  
[wasaless@ramtaps.com.au](mailto:wasaless@ramtaps.com.au)

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## Manufacturers Agents

### North Queensland

**Young's Distribution Centre**

8 Whitehouse Street  
Garbutt Qld 4814  
Phone 07 4779 5218  
Fax 07 4725 1147  
[ydc.sales@optusnet.com.au](mailto:ydc.sales@optusnet.com.au)

### North Sydney & Central Coast **Repforce 1**

**Rob Payne**  
Phone +61 427 292 829

### South Australia

**Enterprise Agencies**

5/348 Richmond Road  
Netley South Australia  
Phone 08 8443 8889  
Fax 08 8443 5889

### Wagga, Canberra & ACT **K.J. Wardens Agencies**

35 Edison Road  
Wagga Wagga NSW 2650  
[steve@kjwarden.com.au](mailto:steve@kjwarden.com.au)

**Barry Tasker**

Phone +61 411 788 056

### Tasmania

**Crisp Ikin Agencies**

3 Pear Avenue  
Derwent Park TAS 7009

Phone 02 6922 8600  
Fax 02 6922 8611

Phone 03 6272 7386  
Fax 03 6272 7806  
[tonyikin@crispikin.net.au](mailto:tonyikin@crispikin.net.au)

# WARRANTY

Ramtaps is committed to investing in Australia's future and we are proud to still be designing, engineering and manufacturing products in Australia.

Aside from the benefits of retained infrastructure, knowledge, and employment for future generations this commitment allows us to provide an uncompromising level of quality and service. As a result our customers can relax in the knowledge their purchase is covered by a comprehensive warranty.

Ramtaps warrants against faults in manufacturing and materials as outlined below.

Should there be a need for a claim, the product should not be returned to place of purchase. The company is located at 556 Curtin Ave Eagle Farm 4009 and can be contacted on 0736336000 or by email [mail@ramtaps.com.au](mailto:mail@ramtaps.com.au). Alternatively a warranty can be claimed online at [www.ramtaps.com.au/service/](http://www.ramtaps.com.au/service/). Any warranty returns can be made at Ramtaps cost by prior arrangement with service staff. The benefits provided by this warranty are in addition to other rights and remedies available under the law.

## **This warranty is for product purchased after 1<sup>st</sup> May 2011**

### **Products Fitted with Brass Cartridge**

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

Covers, caps or components deemed to be minor in nature will be supplied as parts only.

### **Products Fitted with Plastic Cartridge**

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

Covers, caps or components deemed to be minor in nature will be supplied as parts only.

### **Two Handled Tapware and Spouts**

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within five (5) years parts and labour, includes a further ten (10) years, parts only from the date of purchase.

Covers, caps or components deemed to be minor in nature will be supplied as parts only.

## Showers

Ramtaps will repair or, at its option, replace any goods which are defective through faulty workmanship or materials within five (5) years parts and labour. Additionally, this includes a further ten (10) years, parts only from the date of purchase.

Covers, caps or components deemed to be minor in nature will be supplied as parts only.

## Accessories

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

## Harbic Waste Outlets

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

## General terms

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In order to make a claim under this warranty a proof of purchase must be provided.

Adequate access to products, fittings and fixtures to undertake warranty repairs is required.

If a service technician does not have clear access, no further work will be carried out until adequate access is available.

Water pressures must not exceed 1000kpa as per the product installation instructions.

Products must be installed in accordance with manufacturer's instructions and

Plumbing code AS/NZS 3500.1-2003

## Parts Considered being Consumable

Components of the tap which are designed to be periodically replaced and/or maintained.

These components will be replaced if a manufacturing fault exists.

These parts are.

- Jumper Valves
- O-rings
- Fibre and Plastic Washers



- Single Lever Mixer Lip Seals
- Single Lever Mixer Friction Washers
- Aerator Inserts

## **Warranty will be voided if.**

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

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



# RBA Product Warranty, Cleaning & Care Guide

## RBA Group Product Warranty

**Windia Pty Ltd is the holding company of the trade names & trade marks RBA, RBA Group & Chronomite.**

RBA Group products are warranted to be free from defects in workmanship & materials for a period of 12 months from purchase.

### **Exclusions and Limitations**

We will not be liable for defects which are a result of damage arising from abuse, misuse or lack of reasonable care by the user, loss or damage caused by factors beyond our control, damage or defects caused due to unusual, non-recommended or negligent use or for the replacement of parts due to normal wear and tear.

### **Total Liability**

Our total liability with respect to this warranty against defects is limited, at our option to, the replacement of the goods or the repair of the goods. We will not be liable for any special, indirect, consequential or economic loss or damage or loss of profits (in contract or tort or arising from any other cause of action) suffered by you or any other person resulting from any act or omission by us.

### **Making a Claim**

Any claim made under this warranty must be made by returning the product to our warehouse at 18/47-51 Lorraine St, Peakhurst, 2210. You should give us prior notice of any return to facilitate the processing of your transaction.

We will not be liable for any costs, loss or damage incurred in connection with transportation or delivery of the product to us.

All claims must be from the original purchaser and a copy of our invoice must accompany claim.

Upon delivery of the product to us we will assess the product and determine if the fault or problem is covered by this warranty. We will advise you by telephone, email or in writing whether the fault is covered by this warranty.

### **Statutory Guarantees**

This warranty against defects is provided in addition to other rights or remedies you may have at law.

*The following paragraph applies where the sale is subject to the Australian Consumer Law.*

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 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.

RBA Group reserves the right to make changes to this warranty without formal notice.



## Stainless Steel Cleaning & Care Guide

### STAINLESS STEEL

#### **! Warning**

- Do not mix different cleaning solutions
- Always read cleaning products label for proper use instructions

#### **Normal Cleaning**

Clean weekly or more often as needed (especially high polish or mirror finished surfaces). For best results always rinse well with fresh water and wipe dry with clean soft cloth.

#### **Recommended Cleaning Materials**

- Sponge - natural or artificial
- Nylon or other soft bristle brush
- Micro-fiber Cloth

#### **Recommended Cleaning Solutions**

- Hand dishwashing liquid / soft water solution
- Mild soap / soft water solution
- CRES Clean™ - cleaner / polish
- 3M® Stainless Steel Cleaner - cleaner / polish
- White vinegar / soft water solution (for brightening, removing hard water deposits)
- Soda Water

#### **To Remove Stubborn Spots or to Treat a Scratch**

Use a synthetic, abrasive general purpose pad such as Scotch Brite® is recommended. Apply the stainless steel cleaner/polish to the synthetic abrasive pad and CAREFULLY rub out spot with cleaner/polish. Be sure to rub in the direction of the grain. Do not allow steel wool to come in contact with the stainless steel. Steel particles can become embedded into the stainless steel surface and create rust.

#### **! Note**

After cleaning for serious problems, let dry and expose to air for at least 24 hours to allow "healing" (restoring of the chromium oxide layer) of stainless steel surfaces.

### HIGH POLISH STAINLESS STEEL

#### **! Warning**

High polish stainless steel surfaces should NEVER come in contact with any abrasive brush, cloth or cleaning agent.

#### **To Remove Smudges & Fingerprints**

Wipe surfaces with a quality Stainless Steel cleaner/polish. Apply using a soft, non-abrasive cloth. Always follow cleaner/polish product instructions and admonishments.

#### **To Remove Dirt & Debris**

Wash surfaces with a mild liquid soap using a soft cloth. Rinse surfaces thoroughly with clean water followed by wiping dry with a soft non-abasive cloth and stainless steel cleaner/polish.

#### **To Remove Rust Stains**

Wipe surfaces with CRES Clean™ or equivalent cleaner or recommended solutions listed above. Apply using a soft non-abrasive sponge. Rinse surfaces thoroughly with clean water followed by wiping dry with a soft non-abasive cloth and stainless steel cleaner/polish.

#### **For Tough Problems**

- CRES Clean™ - cleaner / polish
- 3M® Stainless Steel Cleaner - cleaner / polish
- #7 chrome polish

#### **Things to Avoid**

- All purpose cleaners containing abrasive particles such as Comet®, Ajax® or Bon Ami®
- Harsh chemicals (strong acidic or alkaline materials such as hydrochloric acid, sodium hydroxide, etc.)
- Any abrasive substance (dirt/mud, ceramic item etc)
- Chlorinated cleansers, sanitizers or bleach of any kind
- Avoid leaving any object made of steel or metal to remain in contact with stainless steel surface (hair pins, paper clips aerosol cans etc.).
- Scotch-Brite® type pads on high polished surfaces
- Seawater or excessively hard water
- Salt or salty foods allowed to dry on surface
- Leaving scratches in metal surface (debris may collect in these preventing surface from "healing")
- Water left to evaporate causes mineral deposits resulting in hard water stains

#### **! Note**

For best results, always rinse well with fresh water and wipe dry with a clean soft cloth.



## Enviro-Glaze®/Powder Coating Cleaning & Care Guide

### **Warning**

- Do not mix different cleaning solutions
- Always read cleaning products label for proper use instructions

### **Recommended Cleaning Materials**

- Sponge - natural or artificial
- Nylon or other soft bristle brush
- Micro-fiber Cloth

### **Recommended Cleaning Solutions**

- Hand dishwashing liquid / soft water solution
- Mild soap / soft water solution
- Soft-Scrub®
- Comet Soft Cleanser®
- Clorox®
- Scrubbing Bubbles® Gel

### **To Remove Stubborn Spots or to Treat a Scratch**

Use a synthetic, abrasive general purpose pad such as Scotch Brite® is recommended. Apply the stainless steel cleaner/polish to the synthetic abrasive pad and CAREFULLY rub out spot with cleaner/polish. Be sure to rub in the direction of the grain. Do not allow steel wool to come in contact with the stainless steel. Steel particles can become embedded into the stainless steel surface and create rust.

### **Normal Cleaning**

For everyday cleaning use a sponge or cotton cloth soaked in mild soap and wipe-down surface. In industrial or marine locations close attention should be paid to regular care due to harsher atmosphere.

### **To Remove Dirt & Debris**

Fixture should be periodically washed with a diluted solution of a mild non-abrasive detergent (e.g. Dawn®) in cold or ambient temperature water using a soft non-abrasive cloth or chamois.

### **Toilet Fixtures with Enviro-Glaze®/ Powder Coating**

Never use a plumber's snake to clear severe clogs. The use of the tool will damage the finish, scratch the paint and cause corrosion voiding the warranty. Fixture must be dismantled from the structure sewer connection (floor/wall) and the snake used from the connection into the sewer. Any clog in the fixture trap can be accessed from the outlet of the trap after dismantling.

### **Solutions to Avoid**

- Kaboom®
- Lysol ® Gel
- Lysol ® Cling
- The Works
- Petrol products
- Acetates
- Abrasive powders
- Scouring pads
- Toilet cleaners
- Ceramic tile cleaners
- Cleaners containing more than 1% ammonia
- Cleaners containing acids or lye
- Cleaners containing enzymes

### **Things to Avoid**

- Excessively hot solutions
- Cleaning with a metal brush can scratch or mar the finish which can cause corrosion voiding the warranty
- Using any solvent based solution or abrasive type cleaners
- Applying excessive force during the cleaning process



## Corterra Solid Surface Cleaning & Care Guide

### **Warning**

- Do not mix different cleaning solutions
- Always read cleaning products label for proper use instructions

### **Recommended Cleaning Materials**

- Sponge - natural or artificial
- Nylon or other soft bristle brush
- Micro-fiber Cloth

### **Cleaning Tips**

- Regular maintenance involves wiping the surface down with a soapy sponge and wiping dry with a clean cloth.
- Stains caused by beverage or chemical spill can be removed by soaking a cloth in a mixture of soap and water. Then wipe agent over the affected area until clean.
- Soapy water or any ammonia-based cleaners will remove most dirt and stains.
- For stubborn stains try soaking affected area with mild household cleaner, such as Windex® or Lysol®, for approximately 10 minutes. Then rinse it with water and wipe with a Scotch Brite pad.
- To remove persistent stains use a Scotch-Brite® pad and an abrasive cleaner or a solution of household bleach and water (1 part water to 1 part bleach), do not let bleach soak in for more than two (2) minutes.
- To remove dry or hardened particles, such as gum or food, by scraping use a putty knife or a blade. Be careful with blade or the putty knife because it can scratch the surface.
- To make surface shine like “new” again, rub a polishing agent or even regular toothpaste. Using a polishing brush evenly polishes the surface.

### **Damaged Surface**

- Scratches, minor chips, burn marks and graffiti can be repaired with a fine grit abrasive cleanser, such as Scotch-Brite® pad or fine grit sandpaper.
- For more serious physical damage, Whitehall Solid Surface Repair Kit is available. Contact RBA Group for details.

### **Things to Avoid**

- Avoid exposing surface to strong chemicals such as paint remover, oven cleaners, etc. If contact occurs, quickly flush the surface with water.
- Do not allow bleach to remain in contact with the surface for more than two (2) minutes.
- Solid surface is not intended to support heavy items  
Examples: standing on, ladders or such.
- Solid surface is not intended for outdoor uses

## Liquid Soap Specifications & Replacement Spindles

### LIQUID SOAP SPECIFICATIONS

#### Soap solution should be:

- coconut oil based
- anhydrous soap concentration range: 10% - 15%
- specific gravity range: 1.0 - 1.1
- viscosity range: max 1.0 centipoise
- soap shall contain a humectant (anti coagulant)
- soap shall be perfumed or non perfumed

#### Maintenance Instructions for Soap Valves

- Keep soap and dirt from clogging spout, plunger and valve mechanism.
- Clean spout with BobKey and/or remove plunger and valve mechanism and soak in hot water.
- Warm water should be pumped through supply line & valve at regular scheduled intervals.
- If, after long use, valve begins to drip, replace O-rings and/or DuckBill Valves.

### REPLACEMENT SPINDLES

#### B273-103 Theft Resistant Spindle suits the following models:

- B273
- B2730
- B274
- B2740
- B27460
- B2746



NOTE: The units that are designed for controlled delivery use the same spindle as those without this feature. Changing the spindle does not change the unit to controlled or non-controlled.

#### B4288-9 Spindle suits the following models:

- B2888
- B3888
- B4288
- B4388



#### B283-504 Spindle suits the following models:

- B685
- B6857
- B686
- B6867
- B699
- B6997
- B6999
- B69997



#### B283-604 Theft Resistant Spindle suits the following models:

- B685
- B6857
- B686
- B6867
- B699
- B6997
- B6999
- B69997



## Warranty

Here at Rogerseller, we are extremely confident that the products we manufacture, supply and import are of the highest quality standard.

If, on the rarest of occasions, a product fails to meet these high standards, we will replace, repair or refund the goods at no cost to you, as required by Australian Competition and Consumer Act 2010 and any applicable state laws. You may be entitled to this if you contact us within 30 days of delivery and:

- The goods are faulty;
- The goods are wrongly described;
- The goods are different from a sample shown to you; and/or
- The goods do not do what they are supposed to do

In addition to your rights above, we also offer the following additional warranties and their ensuing conditions:

- All Rogerseller tapware, bathroom fittings and sanitaryware are covered by a five (5) year warranty from date of purchase Tapware cartridges are covered by a five (5) year parts and labour warranty plus an additional five year (5) parts warranty.
- Due to the manufacturer's conditions, the warranty on flexible hoses, cistern mechanisms and soft close seats is 12 months parts and labour from date of purchase.
- We will repair or replace free of charge any faulty product due to defects in materials or workmanship within the warranty period. We, or our nominated agency, reserve the right to assess, repair, replace or service any warranty claims as we see fit.

### Warranty conditions

The Warranty Provider (as set out in Schedule A) provides this warranty in relation to the Products. This warranty only applies under accepted normal use of the Product and extends to defects which have arisen solely from faulty materials or workmanship in the Products and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, unusual physical or environmental conditions, excessive water pressure or temperature, or neglect of any kind of the Products. Where the defects have arisen solely from faulty materials or workmanship in the Products, the Warranty Provider agrees to repair or replace the Product subject to the following warranty conditions.

Alteration and repairs of the Products other than by an accredited and licensed service agent or technician are not covered. For the avoidance of doubt, attachment of accessories or use of non-genuine replacement parts other than those manufactured or approved by the Warranty Provider are not covered by this warranty.

This warranty for the Products commences from date of purchase or for new buildings on the date of handover for the relevant period set out in Schedule A and is valid for purchases made from 1st July 2017. For Product purchased prior to this date, please contact Rogerseller Warranty on 1300 781 566 for warranty information.

### Warranty Claims

To make a warranty claim, the following documentation must be posted or emailed to Rogerseller Warranty (contact details below):

- Proof of purchase ("POP")
- Handover Documentation (required when goods have been supplied for a Multi-residential project and are outside of warranty period)
- Your contact details including the address of the installed product
- A photo of the product or fault in question

## **Rogerseller Warranty Contact Details**

Client Services

Ph: 1300 781 566

Submit Online Warranty Claim > <https://www.rogerseller.com.au/contact/client-services>

Note: The warranty only applies to the original owner and is not transferable.

Should any warranty claim be made and attended to by an authorised service agent of the Warranty Provider and that in the opinion of the Service Agent or the Warranty Provider, the problem was from faulty installation or use of the Products in conjunction with Products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which the Warranty Provider is responsible, Rogerseller Warranty reserves the right to charge a service fee for each service staff attending the premises where Products have been installed.

As part of our commitment to continuous improvement, Rogerseller Warranty reserves the right to make changes to its Products at any time.

The Warranty Provider requires adequate access to Products, fittings and fixtures to undertake extended warranty repairs during normal weekday working hours. The Warranty Provider will not be responsible for any consequential damage or costs where adequate access to Product fittings and fixtures is not provided.

Rogerseller Warranty reserves the right to provide minor components as 'Parts Only' to the customer.

## **Consequential loss**

To the extent permitted by law, and subject to your consumer rights, Rogerseller Warranty will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other reasonably foreseeable consequential loss of any kind caused by any defect in the Products or components.



## Exclusions to Warranty Guarantee

The Warranty shall be void for the following reasons:

- Products are not installed by a licensed plumber and/or electrician
  - Products are not installed to relevant National Standards and State Regulations
  - Products are not installed in accordance with the manufacturer's installation instructions
  - Water pressures that exceed stated limitations as per the Product installation instructions.
- Note: AS/NSA 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations.
- Note: The 500kPa maximum water supply pressure doesn't apply to fire service outlets.
  - Hot Water System delivery temperature at the outlet exceeds 55 degrees Celsius
  - Isolation stop taps are not fitted as stated on manufacturer's installation instructions
  - Fitting of other devices to the outlet of tapware (e.g. Water Filters)
  - Fitting of non-approved parts in tap body or end of line water flow regulating devices
  - Claims where repair or replacement works undertaken without prior approval by Rogerseller Warranty or where works are undertaken by a non-approved service agent shall be rejected.
  - Product used with water additives i.e. Cleaning and deodorising additives in cisterns
  - Fair wear and tear, such as working seals in the inlet and outlet valves, including scratching from cleaning etc.
  - Inappropriate or non-approved connection fittings connecting Products to sewer
  - Non-written approved modifications to the Products
  - Damage as a result of obstructions due to inadequate flushing of system before use and problems caused by water supply (including silt, thread tape, silicone, copper shavings, corrosion and excess water pressure)
  - Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and/or shower heads etc.
  - Service or repairs with non-standard replacement parts previously undertaken without our written approval
  - Removal or non-installation of flow regulator in tapware or showers or regulated check valve or check valves in hand showers or veggie mixers
  - Damage to finishes by adhesives, sealants or abrasive cleaners etc.
  - Damage to finishes which arise from installation or post installation use
  - Damage due to abuse of Product as determined by an authorised Service Agent or Rogerseller Warranty
  - Failure to observe manufacturers care and maintenance instructions
  - Harsh detergents or abrasive cleaners and products used in a commercial application will not be covered by the warranty.
  - Additional work will require authorisation from Rogerseller Warranty
  - Any other failure to comply with instalment, usage, cleaning requirements or procedures, except to the extent that a customer can demonstrate that at the time of purchase the Product was faulty or defective and at that time the customer was not aware of such fault or defect.
  - Where Goods are coupled with a product not supplied by Rogerseller, Our warranty is limited only to Our Product

Claims where the ceramic cartridge has malfunctioned due to the presence in the water supply of:

- Copper tube pieces
- Sand, dirt or stones
- Thread tape
- Other objects not normally presented in potable water supplies

Items labelled as Clearance - Any item specified as Clearance (whether online or in-store) is covered by a 12 month limited warranty.

## Goods Damaged in Transit

If any goods arrive damaged, please contact our Client Services Team as soon as possible – as you have 30 days from the date of delivery to notify us. We will arrange to have the damaged item returned and either replaced or credited. Make sure you keep the item in its original packaging.

## Note: It is the installer/customer's responsibility to ensure:

Product is not damaged prior to installation

- They are happy with their purchase
- The Product has all of its components
- Required maintenance is performed

**These warranty terms are effective from 1st July 2017.**

## Accessories

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This item is covered by a quality guarantee as specified below.

### GUARANTEE

Arcisan, through its distributor, Streamline Products Pty Ltd, offers a 10 year domestic use parts replacement warranty against manufacturing defects, such as casting porosity and chromium plating.

Mechanical parts such as hinges, pumps and brushes are covered by a 2 year parts only warranty.

### CONDITIONS

The warranty is subject to the following conditions:

- Streamline Products Pty Ltd reserves the right to assess, fix, replace or service warranty claims as they see fit.
- The warranty period applies from the date of purchase or hand over for new buildings. If this is not available, then the manufacturing date stamp on the item will be used.
- Proof of purchase through a Streamline Products authorised reseller within Australia must be provided.
- Warranty only applies to items purchased and installed in Australia and is for the original purchaser only.
- Fault is caused by a manufacturing defect.

### EXCLUSIONS

The warranty does not apply in the following cases:

- Damage caused by improper installation, abuse, accident and misuse. Previous repair or alteration without Streamline Products permission.
- Items used in a commercial setting. These are subject to a separate 1 year parts and labour warranty.
- General wear and tear from normal use of the product, including scratching from cleaning.
- Subject to your statutory rights, Streamline Products will not be liable for any damage to other items or any other type of consequential loss caused by a defect in the product.

### CLAIMS

Claims should first be directed through your point of purchase.

### STATUTORY RIGHTS

Our goods come with guarantees that can not be excluded in 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 the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Tapware

Arcisan Axus tapware and showers are covered by a quality guarantee as specified below.

### Guarantee

Arcisan Axus, through its distributor, Streamline Products Pty Ltd, offers the following domestic use warranty:

Product Category	Warranty period	Details
Mixers	15 years	<ul style="list-style-type: none"> <li>- 15 years replacement cartridge</li> <li>- 7 years product or parts warranty i.e. casting porosity &amp; chromium plating</li> <li>- 1 year replacement product or parts and labour</li> </ul>
Showers	15 years	<ul style="list-style-type: none"> <li>- 15 years replacement products or parts</li> <li>- 1 year replacement product or parts and labour</li> </ul>

### Conditions

The warranty is subject to the following conditions:

- Streamline Products Pty Ltd reserves the right to assess, fix, replace or service warranty claims as they see fit.
- The warranty period applies from the date of purchase or hand over for new buildings. If this is not available, then the manufacturing date stamp on the item will be used.
- Proof of purchase through a Streamline Products authorised reseller within Australia must be provided.
- Warranty only applies to items purchased and installed in Australia and is for the original purchaser only.

### Exclusions

The warranty does not apply in the following cases:

- Blocked or damaged aerators and other damage caused by not flushing the system before connection or use.
- Damage caused by improper installation, abuse, accident and misuse. Previous repair or alteration without Streamline Products permission.
- Items used in a commercial setting. These are subject to a separate 1 year parts and labour warranty.
- General wear and tear from normal use of the product, including scratching from cleaning.
- For tapware and showers, water pressure and temperature is outside of stated maximums.
- Subject to your statutory rights, Streamline Products will not be liable for any damage to other items or any other type of consequential loss caused by a defect in the product.

### Claims

Claims should first be directed through your point of purchase.

### Statutory Rights

Our goods come with guarantees that can not be excluded in 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 the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

PRODUCT	WARRANTY	WARRANTY INCLUSIONS
Shower Mixers Diverter Mixers Basin Mixers Sink Mixers	15 Years	<input checked="" type="checkbox"/> 15 Year cartridge replacement <input checked="" type="checkbox"/> 7 Years full parts and labour due to manufactured defects <input checked="" type="checkbox"/> Not included, problems caused from faulty installation effects from hard water conditions and poor maintenance <input checked="" type="checkbox"/> Not included, damage to finish by abrasive materials <input checked="" type="checkbox"/> Not included, failure caused by static pressure greater than 500kpa
Shower Heads	3 years	<input checked="" type="checkbox"/> 3 Years full parts and labour due to manufactured defects <input checked="" type="checkbox"/> Not included, problems caused from faulty installation effects from hard water conditions and poor maintenance <input checked="" type="checkbox"/> Not included, damage to finish by abrasive materials <input checked="" type="checkbox"/> Not included, failure caused by static pressure greater than 500kpa
Accessories	7 years	<input checked="" type="checkbox"/> Parts or product replacement due to manufacturers error <input checked="" type="checkbox"/> Damage to finish by abrasive materials <input checked="" type="checkbox"/> This does not include problems caused from faulty installation, poor maintenance and user damage
Baths Acrylic Solid Surface	5 years	<input checked="" type="checkbox"/> Parts or product replacement due to manufacturers error <input checked="" type="checkbox"/> Damage to finish by abrasive materials <input checked="" type="checkbox"/> This does not include problems caused from faulty installation, poor maintenance and user damage

Conditions : Warranty on high use commercial and Hotel applications will be determined on request, and will not form part of the standard warranty terms. Warranty claims can only be made with proof of purchase, directly to W3 Worldwide Pty Ltd, or through place of purchase. Service calls must be carried out by a W3 authorised service agent. W3 will not be responsible for unauthorised works.

W3 Worldwide Pty Ltd

Po Box 342 Harbord NSW 2096 Australia

Fax: 02 9981 5398

[info@w3worldwide.com.au](mailto:info@w3worldwide.com.au)



# AUSTRALIAN WARRANTY POLICY

Warranty information issued 1st July 2019 by Zip Heaters (Aust) Pty Ltd ("Zip").

## 1. Statutory Guarantees under the Australian Consumer Law.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures to a service we provide our consumer are entitled:

- to cancel their service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

Our customers are also entitled to a replacement or refund for major failures with goods we supply. If a failure with a goods or a service does not amount to a major failure, our customers are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the services and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

## 2. Zip Appliances Standard Warranty

In addition to a consumer's rights and remedies under the Australian Consumer Law, every Zip appliance is backed by a standard warranty, offering that if any part should fail within 12 months from the date of installation, except as detailed below, that part will be repaired or replaced free of charge by Zip, its Distributor or Service Provider provided that:

- a) the appliance is installed and used strictly in accordance with the instructions supplied; and
- b) any failure is not due to accident, misuse, abuse, unsuitable water conditions, use of non-authorized parts including non-authorized filters or to any alteration, modification or repair by any party not expressly nominated by Zip.
- c) all service under Standard Warranty is carried out only by a Zip Service Technician or an accredited Zip Service Provider.

That standard warranty covers the cost of both parts and labour.

Unless otherwise required by the application of the Australian Consumer Law:

- i. no costs are payable by warranty claimants other than any mileage or travelling-time charges incurred by a Zip Service Provider, or the cost of removal, cartage and re-installation of the appliance or any component of the appliance if it needs to be returned for repair to Zip or its Distributor;
- ii. the standard warranty does not cover damage resulting from non-operation of the appliance, the use of non-authorized parts, including non-authorized filters, or consequential damage to any other goods, furnishings or property; and
- iii. no warranty applies to the service life of any water filtration cartridge installed with any appliance, as filter cartridge service life may vary according to water quality and the rate of water consumption.

### **3. Extended Warranty.**

In addition to buyers' rights and remedies under the Australian Consumer Law and the standard warranty described above, specific Zip appliances listed below are also covered by extended warranties with the same conditions as provided in clauses 2 a), 2 b) and 2 c) .

Additionally, Zip extended warranties are conditional on the following:

- a) the product and installation must be registered with Zip within 3 months of installation, this registration is deemed to be the sole basis of proof of installation for the extended warranty;
- b) the product has not been installed or used in accordance with local laws and the installation and user guide, has not been maintained or serviced with genuine Zip parts has been damaged, not connected to a suitable water supply, has been subject to foreign matter or corrosive elements within the water supply, experienced excessive water pressure or has been subject to fair wear and tear; and
- c) the product correctly installed by a qualified installer in accordance with the installation instructions and connected to a suitable and uninterrupted potable water supply and suitable power supply; and
- d) where the product incorporates a filter cartridge that the filter replacement is carried out at the recommended intervals using only the approved Zip filter cartridges.

**Zip appliances other than those listed below are covered by the Zip Standard Warranty alone.**

#### **I. Zip HydroTap under-bench boiling and chilled filtered water systems.**

Zip HydroTap G4 Models sold after 1 November 2013 are covered by a limited 5 year warranty comprising 36 month comprehensive parts and labour warranty plus a further 24 month warranty on internal tanks.

#### **II. Zip Hydroboil on-wall instant boiling water systems.**

All Zip Hydroboil models are covered by a limited 5 year warranty comprising a 24 month comprehensive parts and labour warranty on the appliance plus a further 36 month pro-rata warranty on the main boiling water tank. Should the tank fail within 36 months of installation Zip will offer a replacement appliance of equivalent specification at 25% of recommended retail price, within 48 months at 33% of RRP, within 60 months at 50% of RRP. Unless the application of the Australian Consumer Law requires the extended warranty to cover labour, the extended tank warranty covers a replacement appliance but not labour.

#### **III. Zip Auto boil on-wall instant boiling water systems.**

All Zip Auto boil models are covered by a limited 3 year warranty comprising a first 12 month comprehensive parts and labour warranty on the appliance, a second 12 month parts-only warranty on the appliance, plus a third 12 month pro-rata warranty on the main boiling water tank. Should the tank fail within 36 months of installation Zip will offer a replacement appliance of equivalent specification at 25% of RRP. Unless the application of the Australian Consumer Law requires the extended warranty to cover labour, the extended tank warranty covers a replacement appliance but not labour.

#### **IV. Zip Instantaneous Hot Water Heaters (for residential use only)**

All Zip Instantaneous Hot Water models used exclusively for permanent residential installations are covered by a limited 5 year warranty. The first 24 month from date of purchase or proof of installation are covered by a comprehensive parts and labour warranty. The following 36 months are covered by a full parts warranty only. This warranty is conditional on the product being correctly installed by a qualified installer for normal residential use only.

### **4. Warranty Enquiries and Claims.**

To register installation, or to make an enquiry as to warranty, buyers should contact the Zip Customer Care Centre on 1800 460 222.

In order to make a claim under warranty, buyers should contact the Service Department of Zip Heaters (Aust) Pty Ltd without delay by telephone or email.

Applications for service under warranty should include contact information, nature of fault, date of purchase and the serial number visible on the product identification label.

Proof of the date of purchase may be required for a warranty claim.

Installation will be deemed to have occurred no later than 3 months after the date of purchase unless the installation was registered with Zip in accordance with 3 a).

To avoid delays in handling warranty claims please register your product online at [www.zipwater.com](http://www.zipwater.com)

Any costs incurred by a buyer in lodging a claim are not refundable under warranty.

**Zip Heaters (Aust) Pty Ltd**

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**Need Help**

Call **1800 947 827**

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*or* **Schedule a Service Visit**

**Book Service**

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