

# WATER, GAS & SANITARY FIXTURES



## Comments / Notes:

In the event of fire or a false alarm the gas supply to the building will be shut-off. In order for the gas to be re-started, all cook-tops must be in the closed position.

Regular flushing of all water and sanitary fixtures will prevent siltation and maintain the water traps which provide the odour seal from the balance of the sewer system, floor wastes should be flushed out with a bucket of water once a week.

Probuild recommends regular monthly cleaning of balcony gutters and the overflow drainage systems. It is the owner's responsibility to maintain effective operation of these systems where they relate to a private balcony. This inner city location is subject to a lot of windblown debris, including plastic bags, leaf matter, etc. which can block drains and overflows which in turn could cause significant damage to your property. This preventative maintenance is essential and we recommend that the gutters/overflows are immediately cleaned should any blockage be observed and owners should arrange for monthly inspections and cleaning in periods of time where the apartment is left unoccupied.

## 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.

**caroma**

**FOWLER**  
SINCE 1837

**stylus**

**dorf**

**Irwell**

**RADIANT**

**CLARK**

**EPURE**

**Call 13 14 16 during business hours**

# warranty conditions

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This extended warranty only covers Caroma Industries Limited ("**Caroma**") products, including Epure 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 or 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.

## warranty claims

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

- Proof of Purchase ("POP");
- Handover documentation 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 POP, 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

Building C, Level 2, 4 Ray Road, Epping NSW 2121

Phone: 13 14 16 Fax: 1800 818 346

[enquiries@caroma.com.au](mailto:enquiries@caroma.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. **Note:** 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.***

# GWA Bathrooms & Kitchens warranty periods

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. We are committed to upholding our position as Australia's leading Quality Supplier, Technical Support & Customer Service Team, with a dedicated and proven service network striving for ultimate customer satisfaction.

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

| Sanitaryware                        |            |                                                         |
|-------------------------------------|------------|---------------------------------------------------------|
| Range                               | Warranty   | Comments                                                |
| <b>Fowler</b>                       |            |                                                         |
| Basins                              | 10/1 years | 10 years replacement product<br>1 year parts and labour |
| Toilet Suites (All Cisterns & Pans) | 10/1 years | 10 years replacement product<br>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                     |
| <b>Caroma</b>                       |            |                                                         |
| Basins                              | 7/1 years  | 7 years replacement product<br>1 year parts and labour  |
| Bidettes                            | 7/1 years  | 7 years replacement product<br>1 year parts and labour  |
| Toilet Suites (All Cisterns & Pans) | 7/1 years  | 7 years replacement product<br>1 year parts and labour  |
| Seats                               | 1 year     | 1 year replacement product or parts                     |
| Urinals                             | 7/1 years  | 7 years replacement product<br>1 year parts and labour  |
| Accessories & Spare Parts           | 1 year     | 1 year replacement product or parts                     |

| Stylus                                         |            |                                                                                    |
|------------------------------------------------|------------|------------------------------------------------------------------------------------|
| Basins                                         | 2/1 years  | 2 years replacement product<br>1 year parts and labour                             |
| Toilet Suites (All Cisterns & Pans)            | 2/1 years  | 2 years replacement product<br>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                                                |
| Baths & Spa Baths                              |            |                                                                                    |
| Range                                          | Warranty   | Comments                                                                           |
| Caroma                                         |            |                                                                                    |
| Baths & Spa Baths<br>- Acrylic & Steel Shell   | 10/1 years | 10 years bath shell 1 year labour                                                  |
| Chrome Fittings                                | 10/1 years | 10 years parts or product<br>1 year labour                                         |
| Electronic Controls                            | 10/1 years | 10 years parts or product<br>1 year labour                                         |
| Pumps                                          | 10 years   | 2 years replacement parts<br>or product & labour<br>8 years replacement parts only |
| Pump, Electronic Controls<br>& Chrome Fittings | 1 year     | Commercial use Australia & NZ                                                      |
| Accessories & Spare Parts                      | 1 year     | 1 year replacement parts or product                                                |
| Stylus                                         |            |                                                                                    |
| Baths & Spa Baths - Acrylic Shell              | 5/1 years  | 5 years bath shell & 1 year labour                                                 |
| Chrome Fittings                                | 5/1 years  | 5 years parts or product & 1 year labour                                           |
| Pumps                                          | 7 years    | 2 years replacement parts or product<br>& labour 5 years replacement parts only    |
| Electronic Controls                            | 1 year     | 1 year parts or product & labour                                                   |
| Pump, Electronic Controls<br>& Chrome Fittings | 1 year     | Commercial use Australia & NZ                                                      |
| Accessories & Spare Parts                      | 1 year     | 1 year replacement parts or product                                                |

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

| Range                                                                   | Warranty                | Comments                                                                                                                             |
|-------------------------------------------------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <b>Caroma &amp; Dorf</b>                                                |                         |                                                                                                                                      |
| Taps, Outlets, Mixers, Showers                                          | 10/7/1 years            | 10 years ceramic disc 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 holder                                  |
| <b>Irwell</b>                                                           |                         |                                                                                                                                      |
| Taps, Outlets, Mixers, Showers                                          | 10/3/1 years            | 10 years ceramic disc cartridges - parts only* 3 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                             |
| <b>Stylus</b>                                                           |                         |                                                                                                                                      |
| Taps, Outlets, Mixers, Showers                                          | 5/3/1 years             | 5 years ceramic disc cartridges - parts only* 3 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                             |
| <b>Stainless Steel Kitchen Sinkware, Laundry Tubs &amp; Accessories</b> |                         |                                                                                                                                      |
| Range                                                                   | Warranty                | Comments                                                                                                                             |
| <b>Epure</b>                                                            |                         |                                                                                                                                      |
| Sinks                                                                   | Epure Lifetime™ /1 year | Epure Lifetime™ replacement product or parts 1 year replacement product or parts and labour                                          |
| Accessories & Spare Parts                                               | 1 year                  | 1 year replacement product or parts                                                                                                  |

\* 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. etc

## Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories

| Range                     | Warranty                   | Comments                                                                                          |
|---------------------------|----------------------------|---------------------------------------------------------------------------------------------------|
| <b>Clark</b>              |                            |                                                                                                   |
| Sinks                     | Clark Lifetime™<br>/1 year | Clark Lifetime™ replacement product or parts<br>1 year replacement product or parts<br>and labour |
| Tubs                      | Clark Lifetime™<br>/1 year | Clark Lifetime™ replacement product or parts<br>1 year replacement product or parts<br>and labour |
| Cabinets                  | 10/1 years                 | 10 years replacement product or parts<br>1 year replacement product or parts<br>and labour        |
| Commercial                | 25/1 years                 | 25 years replacement product or parts<br>1 year replacement product or parts<br>and labour        |
| Accessories & Spare Parts | 1 year                     | 1 year replacement product or parts                                                               |
| <b>Radiant</b>            |                            |                                                                                                   |
| Sinks                     | 25/1 years                 | 25 years replacement product or parts<br>1 year replacement product or parts<br>and labour        |
| Tubs                      | 25/1 years                 | 25 years replacement product or parts<br>1 year replacement product or parts<br>and labour        |
| Cabinets                  | 5/1 years                  | 5 years replacement product or parts<br>1 year replacement product or parts<br>and labour         |
| Accessories & Spare Parts | 1 year                     | 1 year replacement product or parts                                                               |
| <b>Radiant Home</b>       |                            |                                                                                                   |
| Sinks                     | 10/1 years                 | 10 years replacement product or parts<br>1 year replacement product or parts<br>and labour        |
| Accessories & Spare Parts | 1 year                     | 1 year replacement product or parts<br>and labour                                                 |

## 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 providing good looks and durability. Treated with care, the products will ensure many years of satisfactory service. Soap, washing-up liquid, mild detergents, 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.

#### 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.

## 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.
- 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.
- Gold 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.

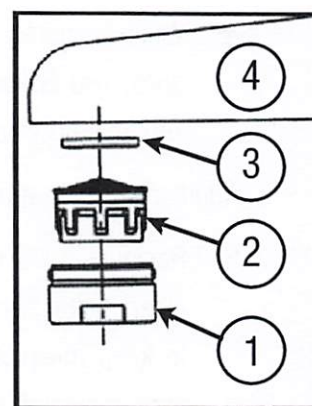
The following is a simple instruction of how to do that.

a) Carefully remove aerator housing (1) from the outlet body taking care not to damage the decorative finish.

b) Remove seal (3) & aerator insert (2) from the housing. Check that the interior of the aerator housing is clean. Deposits can be removed by rinsing in water or by washing in a vinegar solution.

c) Rinse the aerator insert (2) in water or washing in a vinegar solution and remove deposits from the mesh taking care not to damage this component. For product fitted with a silicone SLC (Smart Lime Cleaning) aerator insert, simply rub any calcium/lime deposits away from the front of the aerator insert with a finger.

d) If required, obtain and fit a new Caroma Industries Limited aerator insert of the correct WELS star rating (2) into the aerator housing (1) followed by the seal (3), then screw the assembly into outlet body (4) and tighten securely (to prevent removal by hand).



Typical Aerator Insert Assembly

Also 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

## acrylic baths & spa baths

### cleaning your spa or 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 essentials 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.

Additionally for spa baths...

5. Residual build up in pipes and jets can be removed by adding NapiSan detergent to the clean water while the spa is operating for 10 to 20 minutes. Disinfectant can be used to keep the pipes and jets free from germs. This may be repeated for duration of operating time or extended if the spa bath has not been used for a long period of time.
6. If you use your spa bath more as a bath rather than a spa; when required, clean around your jets with a cotton bud dipped in detergent to release any built up residue.
7. If bath oils are regularly used, it is recommended that occasionally you fill your spa bath with hot water and detergent and a little disinfectant if you wish, run your spa for 10 minutes, empty, rinse and wipe.
8. It is 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:** Our after sales and service, state offices, branches and distributors will be pleased to provide additional advice if required.

## steel baths and spa baths

### Cleaning your bath or spa 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

Additionally for spa baths...

5. Residual build up in pipes and jets can be removed by adding NapiSan detergent to the clean water while the spa is operating for 10 to 20 minutes. Disinfectant can be used to keep the pipes and jets free from germs. This may be repeated for duration of operating time or extended if the spa has not been used for a long period of time.
6. If you use your spa bath more as a bath rather than a spa, when required, clean around jets with a cotton bud dipped in detergent to release any built up residue.
7. Always fill the bath before the addition of acidic or alkaline bath salts. If bath oils are regularly used, it is recommended that occasionally you fill your spa bath with hot water and detergent and a little disinfectant if you wish, and run your spa bath for 10 minutes, empty, rinse and wipe.

**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.

## ABEY STAINLESS STEEL SINKS WARRANTY INFORMATION

### TERMS OF WARRANTY

Abey Australia Pty Ltd A.B.N. 34 004 589 879 (Abey) warrants to the original purchaser of the product that under proper care, use and maintenance Abey stainless steel sinks supplied by Abey will be free from defects in workmanship and materials for a period of 25 years from the original date of purchase. This warranty is subject to the conditions and exclusions set out below. This warranty is in addition to other rights and remedies that you may have under Australian law.

### WARRANTY CONDITIONS AND EXCLUSIONS

Installation of any sink is the responsibility of the customer or the customer's installer. We highly recommend installation (in particular flush mount installation of flush mount sinks) by qualified and experienced stonemasons or cabinet makers.

ALWAYS check the sink for blemishes or imperfections before installation. The cost of delivering and installing a replacement sink 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 from the product measurements over time.

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

Abey and the manufacturer are continually seeking ways to improve the design specifications, aesthetics and production techniques of the products. As a result, alterations to the specifications and dimensions of the products and designs occur continually.

- (a) Abey is only responsible for defects that have arisen solely from faulty materials or workmanship within the warranty period. The product must be maintained and installed in accordance with any instructions, information or advice provided by Abey, and otherwise in accordance with generally accepted professional installation practices and best methods for maintaining stainless steel.
- (b) The product must not have had its serial number removed, defaced, changed or tampered with in any other way.
- (c) The product must not have been modified or altered outside the original factory specifications.
- (d) This warranty only applies to products supplied to the customer.
- (e) This warranty is limited to the original purchaser and is not transferable.
- (f) Abey reserves the right to modify warranty provisions without prior notification. Warranty coverage will be determined by the warranty provisions in effect at the time of the claim.

**This warranty does not extend to cover:**

- (a) Scratching, denting, rusting, spotting or discolouration is not covered by Abey's 25 year limited warranty. Follow our maintenance hints and installation instructions to protect the stainless steel and maintain the appearance of the product.

- (b) Any scratching or discolouration that may occur over time – it is the responsibility of the owner to maintain the appearance of the product.
- (c) Any damage to the product that may have been caused during shipping, delivery or installation.
- (d) Any damage to the product (including but not limited to corrosion) due to misuse, negligence, improper installation or connection, inadequate or improper maintenance or other abuse or misuse.
- (e) The cost of removing and/or re-installing any replacement product or any other damages or costs that may be incurred in connection with the removal and/or re-installation of any product.
- (f) The physical or chemical effects on the product of metals (including 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, discoloration or corrosion of the surface.
- (g) Damage caused if ceramic cartridge malfunctions due to impurities in water.

## HOW TO CLAIM

To make a claim against this warranty:

- (a) Contact Abey Australia Customer Central  
Monday – Friday, 8am – 4pm  
Phone: 1800 809 143  
Fax: 1800 654 063  
Email: [mail@abey.com.au](mailto:mail@abey.com.au)
- (b) Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.
- (c) Check with Abey in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this warranty.
- (d) Abey will assess your claim. Abey may need to inspect the product as part of the assessment of your claim. If the product requires inspection, Abey will discuss with you the best way for this to occur.
- (e) To make a claim under this manufacturer's warranty, you must be able to prove when you purchased the product. The easiest way to do this is through your original proof of purchase, for example your invoice or receipt. However, if you do not have your original proof of purchase Abey may accept other evidence of the date of purchase.

## OTHER RIGHTS

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.

## ABEY TAPWARE / SHOWER WARRANTY INFORMATION

### TERMS OF WARRANTY – Domestic and Residential (non-commercial) Use

Abey Australia Pty Ltd A.B.N. 34 004 589 879 (**Abey**) tapware and shower products are made to the highest industry standards.

Abey provides the following extended warranty on the Abey range of tapware and showers (**product**) purchased for use in normal domestic and residential (non-commercial) installations. The period for which the warranty will apply to the product differs according to the product type and is subject to the Warranty Conditions and Exclusions set out below.

The terms of this warranty apply to products purchased after 1 December 2012. If a subsequent version of this warranty is issued by Abey, the terms of that warranty will apply to products purchased after the date specified in that version.

Abey warrants that products in the Abey range purchased for normal domestic and residential use will be free from defects in material and workmanship for the period of time per product specified in the following table.

| ABEY RANGE – Warranty Domestic and Residential (non-commercial use) |                                     |                           |                           |
|---------------------------------------------------------------------|-------------------------------------|---------------------------|---------------------------|
| PRODUCT                                                             | TAPWARE                             | SHOWERS (Fixed)           | SHOWERS (On rail)         |
| Warranty period from original date of purchase                      | 7 years replacement cartridge       | 7 years replacement parts | 3 years replacement parts |
|                                                                     | 1 year replacement parts and labour | 1 year labour             | 1 year labour             |

### WARRANTY CONDITIONS AND EXCLUSIONS

The warranty only applies to the original purchaser of the product and is not transferable to any other person under any circumstances. The warranty commences from the original date of purchase of the product in Australia from Abey or one of its authorised distributors or dealers.

Abey's obligation under this warranty is limited to removal of the defect and making the product functional by repairing or providing a replacement of a defective part if any with a functional part in respect of the product within the warranty period stated above.

This warranty will only apply where:

- (a) the product is installed by a licensed plumber;
- (b) the product is installed at a pressure no greater than 500kpa;
- (c) all water supply lines are flushed by the plumber before installation of the product.

Failure to do so will void this warranty.

This warranty will also be void if damage (including but not limited to corrosion) or malfunction of the product is caused:

- (a) due to misuse, negligence or failure to install or connect the product in accordance with any instructions, or information provided by Abey or to properly repair the product;
- (b) due to normal wear and tear or the non-observance of the maintenance recommendations for the product;
- (c) due to the use of harsh adhesives, detergent, sealants, chemicals, agents, abrasive sponges, wire wool, alcohol or electrical influences etc. which damage the product surfaces compromising their aesthetics, brightness and sanitising.

To the maximum extent permitted by law, and subject to any statutory provisions to the contrary, this warranty excludes any and all liability for damage or injury to any person, damage to any property and any other economic, consequential or other loss or damage caused by any defect in the product or part of the product.

### ***Working Specifications***

#### **Maximum:**

Temperature            60 °C  
Pressure                500kpa

Where normal working pressures exceed the maximum stated above, a pressure limiting valve should be installed as excessive pressure may damage the tap and void warranty.

#### **Minimum:**

Temperature            1 °C  
Pressure                300kpa

Maximum difference in pressure between hot and cold supply is 150kpa.

Recommended operating pressure:            300 to 500kpa.

### **HOW TO CLAIM**

To make a claim against this warranty

- (a) Contact Abey Australia Customer Central  
Monday – Friday, 8am – 4pm  
Phone: 1800 809 143  
Fax: 1800 654 063  
Email: [mail@abey.com.au](mailto:mail@abey.com.au)
- (b) Additional service fees may apply if you are seeking warranty service from a distributor or dealer other than the distributor or dealer from whom you originally purchased the product.
- (c) Check with Abey in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this warranty.



AUSTRALIA

- (d) Abey will assess your claim. Abey may need to inspect the product as part of the assessment of your claim. If the product requires inspection, Abey will discuss with you the best way for this to occur.
- (e) To make a claim under this warranty, you must be able to prove when you purchased the product. The easiest way to do this is through your original proof of purchase, for example your invoice or receipt. However, if you do not have your original proof of purchase Abey may accept other evidence of the date of purchase.

## OTHER RIGHTS

This warranty is in addition to any other rights or remedies that you may have under any Australian law (including the Australian Consumer Law) and must be read subject to such law. Nothing contained in this document shall operate to exclude, restrict or modify any such rights or remedies that you may have that cannot be excluded, restricted or modified under any Australian law.

In addition to your rights under this warranty, 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.

# Argent Tapware Warranty Information & Notes



## AUSTRALIAN WARRANTY

Argent Australia Pty Ltd ('Argent') warrants that the following products manufactured by Argent and supplied in Australia by an authorised Argent supplier will be free from defects in materials and workmanship, and, for the following periods from the date of purchase:

- 3 years for Argent tapware;
- 3 years for finishes of Argent tapware including warranty against chipping or flaking;
- 1 year for replacement headparts.

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 conditions set out below.

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:

- contact either Argent or the authorised Argent supplier from 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 the Agent. 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.

## 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 at the address below.

## EXCLUSIONS

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

- any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation, or installation by a non-licensed plumber or the fitting of other devices to the outlet of tapware;
- any defects or injury caused by or resulting from products installed in a way that was contrary to any applicable national, State or local Standards or regulatory requirements;
- any defect, damage or injury caused by or resulting from the effects of hard water, inadequate flushing of system, or failure to clean and replace outlet aerator inserts or other alterations or modifications which affect the reliability or performance of the product;
- damage to finishes by adhesives or sealants;
- defects or injury caused by or resulting from installation of product in situations outside of the Australian standards for plumbing 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.

## CONTACT

Argent Australia Pty Ltd

Business address: 18 Wandoo Street, Fortitude Valley, Queensland

Postal address: PO Box 2093, Fortitude Valley, Qld 4006

Telephone: 1300 364 748

E-mail: [ac@argentaust.com.au](mailto:ac@argentaust.com.au)



## AUSTRALIAN WARRANTY FOR DOMESTIC RESIDENTIAL USE

Grohe Pacific ('Grohe') warrants that the following products manufactured by Grohe and supplied in Australia by an authorised Grohe supplier and used for domestic residential purposes only will be free from defects in materials and workmanship for the following periods from the date of purchase:

- 15 years for tapware, showers and in wall cisterns;
- 5 years for accessories and flexible mixer tails;
- 1 year for replacement parts for products not covered by one of the above warranties.

**For tapware, showers and in wall cisterns,** Grohe will rectify free of charge for parts and labor any fault due to a defect in materials or workmanship appearing within the first 5 years of the warranty period subject to the conditions set out below. For tapware, showers and in wall cisterns, Grohe will also provide replacement parts free of charge if they are required to rectify any fault due to a defect in materials or workmanship appearing within the last 10 years of the warranty period subject to the conditions set out below. Labor is not included in the last 10 years of the warranty period for replacement parts.

**For accessories,** Grohe will rectify free of charge for parts only any fault due to a defect in materials or workmanship appearing within the applicable warranty period subject to the conditions set out below.

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.

## AUSTRALIAN WARRANTY FOR COMMERCIAL USE

Grohe warrants that the following products manufactured by Grohe and supplied in Australia by an authorised Grohe supplier and used in a commercial premise will be free from defects in materials and workmanship for the following periods from the date of purchase:

- 2 years for tapware, in wall cisterns, accessories and showers
- 1 year for replacement parts for products not covered by one of the above warranties.

Grohe 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 conditions set out below.

Grohe deem that a commercial premises is any business, motel, hotel, airport, hospital or place that is not by its nature a domestic residential building.

## HOW TO MAKE A WARRANTY CLAIM

To claim under this warranty:

- contact either Argent Australia Pty Ltd ('Argent') or the authorised Argent supplier from whom the product was purchased (collectively referred to as the 'Grohe Agent');
- provide proof of purchase (such as a copy of the purchase receipt) at or prior to the inspection of the product by the Grohe Agent;
- provide to the Grohe Agent 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 the Grohe Agent 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 the Grohe Agent, during the warranty period.

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

## **COSTS**

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

- any costs incurred by a Grohe Agent or their 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 their nominated Service Agent in connection with any inspection of the product outside metropolitan areas or outside the normal operating areas of the nearest authorised Grohe Agent.

Any claim for expenses incurred in making a claim under this warranty should be sent to Argent in writing at the address below.

## **EXCLUSIONS**

This warranty does not cover:

- any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation, or installation by a non-licensed plumber or the fitting of other devices to the outlet of tapware;
- any defects or injury caused by or resulting from installation of product into situations outside of the Australian standards for plumbing installation: AS/NZ 3500 limiting maximum static inlet pressure of all supply lines to 500Kpa to point of installation;
- any defects or injury caused by or resulting from products installed in a way that was contrary to any applicable national, State or local Standards or regulatory requirements;
- any defect, damage or injury caused by or resulting from the effects of hard water, inadequate flushing of system, or failure to clean and replace outlet aerator inserts or other alterations or modifications which affect the reliability or performance of the product;
- damage to finishes by epoxies, adhesives or sealants;
- the effects of poor water quality and chemical attack which will affect the longevity of the product;
- defects or injury caused by or resulting from installation of product in situations outside of the Australian standards for plumbing installation;
- any defect or injury caused by an act, default or omission of, or any representation made by, any person other than Grohe or an employee or agent of Grohe;
- 15 year warranty applies for qualifying products purchased on or after the 1<sup>st</sup> November 2008.
- Showers added to 15 year warranty April 2013.

## **CONTACT**

Argent Australia Pty Ltd

Business address: 18 Wandoo Street, Fortitude Valley, Queensland

Postal address: PO Box 2093, Fortitude Valley, Qld 4006

Telephone: 1300 364 748

E-mail: [ac@argentaust.com.au](mailto:ac@argentaust.com.au)

Grohe Pacific

Business address: 180 Clemenceau Avenue, #01-01/02 Haw Par Centre, Singapore 239922

Telephone: +65 6311 3611

E-mail: [info@grohe.sg](mailto:info@grohe.sg)



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Quality Tapware and Accessories

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These Terms and Conditions of Sale shall apply to all sales made by the Seller and are deemed to be incorporated in any contract for sale of goods entered into by the Seller whether arising from an order received from the Buyer or resulting from a Quotation or arising from oral acceptance of repeat or further orders for the same or similar goods and shall terminate, cancel and supersede any previous written or oral agreements and understandings entered into between the Buyer and Seller.

## **Interpretation**

In these conditions, unless the context otherwise requires:

- (a) "Buyer" means the person or company named in the Sales Invoice Form or Quotation and, in the case of an individual, his executors, administrators and assigns, and of a company its successors and assigns. The Buyer acknowledges and agrees that the Buyer purchases the goods for its inventory to be sold to the retail market and it is not a Consumer as defined in the Australian Consumer Law. (ACL)
- (b) "Seller" means Phoenix.
- (c) "Quotation" means the form of quotation submitted by the Seller to the Buyer.
- (d) "Sales Invoice Form" means the document called the sales invoice form issued by the Seller to the Buyer.
- (e) Any special condition set forth in the Quotation shall be read and constructed so as to vary these printed terms and conditions but only to the extent of any inconsistency.

## **Quotations**

- (a) A Quotation is not an offer. A Quotation shall be valid for a period of 30 days from date of issue.
- (b) An order placed by the Buyer pursuant to a Quotation is not binding on the Seller (including any purported variation to these Terms and Conditions contained in that Order) unless and until such Order and such conditions are accepted in writing by the Seller.

## **Contingencies**

- (a) All goods sold, with the exception of GST exempt goods, will be subject to GST as detailed in the Official Price List. The Buyer must supply the Seller with their ABN prior to, or at the time of, placing an order with the Seller.
- (b) Between the date of order and delivery if there is an increase in the cost to the Seller of supplying the goods which is beyond the control of the Seller, then this shall be to the account of the Buyer.
- (c) An invoice handling and delivery charge of \$18.00 (excluding GST) applies on all orders below \$100.00 (excluding GST).

## **Shipment and Delivery**

- (a) The Seller shall have the right to nominate the method of and the date of delivery.
- (b) If the Seller is prevented by circumstances beyond its control from shipping or delivering within the stipulated time, such time will be extended for a reasonable period after such circumstances have ceased to operate and Seller should not be liable for any loss or damage incurred by the Buyer including any consequential loss or damage arising from delays in shipping or delivery.



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## **Part Deliveries**

(a) Unless agreed to the contrary in writing, the Seller reserves the right to make part deliveries of any order. Failure to make delivery of the total order shall not invalidate the sale. Where delivery is effected by part delivering the goods the Seller shall be entitled to invoice the customer for the goods delivered.

(b) The Buyer shall be responsible for and shall indemnify the Seller for loss of or damage to the goods from the time of delivery until paid for in full.

## **Cancellation of Contract**

(a) Unless expressly provided in writing the Buyer shall have no right to cancel the contract. If a right of cancellation is expressly reserved to the Buyer it must be exercised by notice in writing to the Seller not later than seven (7) days prior to the estimated date of delivery by the Seller.

(b) Without prejudice to any other rights the Seller may have, the Buyer shall indemnify the Seller for any loss, damage or expense incurred by the Seller should the Buyer cancel any order or part of an order.

## **Dimensions, Performance Data and Other Descriptive Detail**

As the goods are the subject of continuous evaluation and the production methods subject to change the Seller reserves the right to change without notice the construction, design, dimension and performance data of the goods.

## **Acceptance**

(a) The Buyer shall be deemed to have inspected the goods and to have accepted the goods to be of the description, quality and quantity ordered, unless particulars of a claim to the contrary are notified to the Seller in writing within seven (7) days of delivery.

(b) The Seller shall not be obligated to accept return of goods unless such return is authorised by the Seller. A restocking charge of 20% will apply to all approved returns.

(c) Goods annotated "made to order", specially manufactured, machined, or cut to size to Buyers specifications are not returnable. A 30% non-refundable deposit is required at time of placing order.

## **Manufacturer's Warranty and Consumer Guarantee**

(a) All implied conditions, warranties and undertakings other than those prescribed in the Australian Consumer Law (the "ACL") which cannot be excluded, restricted or modified are expressly excluded. Without limiting the generality of the preceding sentence, the Seller shall not be under any liability to the Buyer in respect of any loss or damage (including consequential loss or damage), howsoever caused which may be suffered or incurred or which may arise directly or indirectly in respect of the goods or the failure or omission on the part of the Seller to comply with its obligations under these Terms and Conditions of Sale.

(b) All goods which are supplied subject to a Manufacturer's Warranty shall be labeled on the package of the goods and shall contain the terms and conditions of any warranty inside the packaging. The Buyer



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acknowledges and agrees that the Seller is under no obligation to replace, repair the goods or compensate the consumer of the Buyer unless provided for in the ACL or within the terms and conditions of the Manufacturer's Warranty.

(c) The Buyer shall not remove any conditions of Manufacturer's Warranty from any packaging and shall not make any representation to any consumer regarding the purpose, performance or durability of the goods, without the Sellers express written consent, which is inconsistent with the Manufacturer's Warranty or which breaches the Australian Consumer Law.

(d) The Buyer shall take all steps and do all things necessary to promptly pass on any claim made by any consumer arising out of or in connection with the ACL or under the Manufacturer's Warranty and assist the seller to comply with its obligations to the consumer at the Buyers expense.

(e) The Buyer expressly acknowledges and agrees:

(i) that the Seller is not liable for any advice given by its agents or employees in relation to the suitability for any purpose of goods or materials supplied by the Seller and all such advice relied upon is at the Buyer's own risk;

(ii) that the warranty supplied with the products only applies within the Commonwealth of Australia.

## Outside Interference

The Seller shall not be liable to the Buyer for any defect, loss, damage or delay caused by strikes, lock-outs, damage to or breakdown of plant, Government interference, acts of God, earthquake, civil commotion, war, fire, force majeure or any other cause beyond the control of the Seller.

## Returns

(a) The relevant invoice number must be given when returning goods for credit. The product and packaging must be in original and saleable condition.

(b) A restocking fee representing 20% of the value of the goods will be applied where Phoenix Tapware is not at fault.

(c) No credit will be recognised after 7 days from delivery date.

(d) No claim for shortages will be recognized after 2 days from date of delivery.

## Terms of Payment

A strict 30 day trading policy is enforced unless otherwise agreed in writing. For any accounts in default of these trading terms, STOP CREDIT will be imposed automatically after 45 days. Failure to comply with trading terms could result in cancellation of any trade agreement.

## Discount

The Seller reserves the right to cancel all trade discounts or rebates in the event that the Buyer fails to comply with these Terms and Conditions of Sale.



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## **Prices**

Amounts shown on the current price list are the Recommended Retail Prices.

## **Seller's Right to Charge Interest**

In the event that the Buyer fails to make payment of any monies due under any invoice issued by the Seller within the due time for payment specified therein, the Buyer hereby agrees to pay interest at the rate equivalent to the aggregate of the Australian Merchant Bankers Association quoted rate (AMBA rate) for 90 day bank bills as published by the Australian Financial Review on the due date plus one (1) per cent calculated and charged on daily rests from the due date until payment is made in full.

## **Credit Enquiries**

The Buyer hereby permits the Seller to make enquiries of whomever is deemed necessary for the purpose of assessing the application for credit and further permits those giving the information to the Seller, to do so without restriction.

## **Applicable Law**

The contract shall in all respects be construed in accordance with the laws in force from time to time in the State where the Contract for Sale is made. The clause headings shall not affect the construction. If any of the provisions are found to be unlawful or invalid under any applicable statute or rule of law, they are to that extent deemed omitted.



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## Manufacturer's Warranty

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

In addition to the above obligations Phoenix offers the following Manufacturer's Warranty subject to the following terms and conditions. Any provision in the warranty which is inconsistent with the ACL or is otherwise unenforceable shall be severed from this warranty to the extent of the inconsistency and the remainder of the provisions shall continue to apply.

## Warranty Periods: Residential

Phoenix tapware and accessories is made to the highest industry standards and quality. Refer to table below for warranty periods. \* Note: These warranty periods apply to products purchased after 10th April 2011.

| Category                     | Warranty Period | Warranty Details                                                                                                                                                                                                                                           |
|------------------------------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mixers                       | 15 years        | - 15 years replacement cartridge<br>- 7 years replacement product or parts<br>Note: Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt, or thread tape etc.<br>- 1 year replacement product or parts & labour |
| Hand Showers or Rail Showers | 3 years         | - 3 years replacement products or parts<br>- 1 year replacement product or parts & labour                                                                                                                                                                  |
| Tapware & Standard Showers   | 7 years         | - 7 years replacement products or parts<br>- 1 year replacement product or parts & labour<br>Note: Jumper valves and ceramic disc spindles; 1 year parts only                                                                                              |
| Accessories                  | 7 years         | - 7 years replacement products or parts                                                                                                                                                                                                                    |

## Warranty Periods: Commercial

(Hotels, Aged Care Facilities, Hospitals, Schools, Factories, Motels, etc.)

| Category     | Warranty Period | Warranty Details             |
|--------------|-----------------|------------------------------|
| All Products | 1 year          | - Replacement parts & labour |



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**For all Service Enquiries contact below:**

This Manufacturer's Warranty is provided by Phoenix Industries Pty Ltd.

Telephone: +61 3 9780 4200

Facsimile: + 61 3 9764 1898

Email: sales@phoenixtapware.com.au

**Subject always to any overriding obligation pursuant to the ACL, warranty shall be void for the following reasons:**

- Inability to provide proof of purchase or equivalent documentation.
- Products not installed by a licensed plumber.
- Products not to relevant National Standards and State Regulations.
- Products not installed in accordance with the manufacturer's installation instructions.
- Products exposed to environmental elements.
- Tapware exposed to water pressures and or temperatures that exceed stated limitations.

MAXIMUM: Temperature - 75 degrees & Pressure - 500kPa

MINIMUM: Temperature - 1 degree & 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.
- \* Pressure supply less than 150kPa.

Note: The 500kPa maximum water supply pressure does not 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, eg. water filters.
- Fitting of Phoenix non-approved water flow regulating devices.
- Fitting of other devices to outlet of tap, e.g., water filters.
- Non-installation of flow regulated check valve for hand showers.
- Products used for incorrect applications, non-potable water etc.
- Damage as a result of obstructions due to inadequate flushing of system before use.
- Services repairs or with non-standard replacement parts previously undertaken without Phoenix's written approval.
- Damage to finishes by adhesives, sealants etc.
- Failure to clean & replace outlet aerator inserts etc.
- Damage to finishes which arise from installation or post installation use.
- Failure to observe manufacturers care and cleaning instructions.



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- The warranty work is limited to the pre-approved scope of work. Additional work will require authorization from Phoenix After Sales & Services Departments.
- Evidence cannot be produced which confirms that the relevant product was purchased from a Phoenix Tapware authorized distributor.

## **Warranty Conditions**

Phoenix Warranty covers the repair or, at Phoenix's option, the replacement of any products which are defective through faulty workmanship or materials.

The warranty period commences from date of purchase or for new buildings date of handover to a maximum period of 6 months. The warranty period for replacement products is limited to the expiry date of the original purchase. The warranty is limited to the original purchaser and non-transferable. In order to make a warranty claim, Proof of Purchase (POP), handover documentation for new homes or equivalent documentation must be supplied for warranty claims to be considered. Claims must be processed through Phoenix's Customer Service and each credit claim will be issued with a claim number which is recorded on the Phoenix system. Phoenix 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 in writing.

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

Phoenix requires adequate access to products, fittings and fixtures to undertake warranty repairs. Phoenix will not be responsible for any consequential damage or costs where adequate access to product fittings and fixtures is not accessible.

## **Tapware and Accessories - Care and Cleaning Instructions**

- Under no circumstances should you install tapware using acetone silicones.
- Never use harsh detergents, citrus based cleaners or abrasive cleaners, 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 and wipe in one direction only.

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

# Commercial Warranty



*Please fully inspect your CIBO Design product within 24 hours of delivery (or pick up), prior to installation.*

*Vanities, basins, tops with integrated basins, waterplanes, baths and tapware must be installed by a Licensed Plumber. If you believe the product is defective after inspecting it, do not proceed with installation – contact your place of purchase as soon as possible to advise of the issue.*

## **CIBO DESIGN – MANUFACTURER'S WARRANTY (COMMERCIAL USE)**

'Commercial' use is all use other than for normal domestic residential purposes, including use in non-business places as in public buildings, schools, sports centres and in establishments that contain private bathrooms with high frequency of use by many individuals, such as hotels, motels, retirement villages and hospitals.

The Commercial Warranty covers this product against manufacturing faults in the construction, material and assembly of both the finished products and any spare parts for a period of one (1) year from the date of purchase.

Products and spare parts which are found upon inspection by an authorised CIBO representative to be defective in construction, material or assembly will be repaired or replaced free of charge.

Replaced items become CIBO Design's property. The labour for the replacement of products and spare parts to which this Warranty applies will be supplied by CIBO Design or a relevant supplier.

This Warranty will apply only under all of the following conditions:

- Vanities, basins, tops with integrated basins, waterplanes, baths and tapware have been installed by a licensed plumber;
- Failure is due to the manufacture of the product;
- Proof of purchase (including date of purchase) is provided;
- Installation of the product is in accordance with the instructions provided (where applicable)

This warranty does not cover products purchased as an ex-display

This warranty does not include faults caused by:

- Unsuitable or improper use;
- Incorrect installation or installation not in accordance with the instructions provided;
- Installation or part installation of vanity, basin, top with integrated basin, waterplane, bath or tapware by the purchaser or any person other than a Licensed Plumber;
- Normal wear and tear including water\*and natural causes such as sunlight, humidity and other environmental conditions or factors;
- Inadequate or complete lack of maintenance;
- Chemical, electrochemical or electrical influences;
- Harsh detergents or abrasive cleaners used on product finishes

### **\*IMPORTANT NOTES:**

**CIBO Design vanity cabinets, shaving cabinets and linen cabinets** are manufactured from Moisture Resistant (MR) materials but are not waterproof. Care must be taken to dry spillages or leakage of water that may gain access to cabinetry. Accurate sealing of the cabinet and kickboard (where applicable) is vital for proper maintenance of the product and ensuring longevity.

**CIBO Design mirrors** – It is the responsibility of the purchaser to ensure the product is installed and maintained appropriately. Care must be taken when cleaning glass and mirror, we recommend clean, warm water used with a 'Micro' (soft, lint-free) cloth. Wring out all water before wiping glass and mirror. Dry immediately with a dry 'Micro' (soft, lint-free) cloth. Do not use acid, alkali or abrasive cleaners (including commercial mirror cleaners that contain ammonia or vinegar) on the mirror surface. Care should be taken to avoid contacting mirror edges with any liquid.

### **Installation, Care and Maintenance –**

Visit [www.cibodesign.com.au](http://www.cibodesign.com.au) for installation instructions and product care guide.

**Exclusions** – To the fullest extent permitted by law, CIBO Design excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage.

### **Warranty Claim Procedure –**

Warranty claims should be sent to: CIBO Design, After Sales Service, PO Box 446, Brookvale NSW 2100.

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. The benefits to the customer given by this CIBO Design warranty are in addition to any other rights and remedies available to the customer as a consumer under any laws that relate to the goods covered by this CIBO Design warranty.

CIBO Design Pty Ltd  
1/130 Old Pittwater Road  
Brookvale NSW Australia  
Postal: PO Box 446 Brookvale NSW 2100  
Tel: (02) 9939 4464  
Email: [aftersales@cibodesign.com.au](mailto:aftersales@cibodesign.com.au)

# **Harvey Norman**

## **COMMERCIAL PROJECT DIVISION**

### **WARREN HADLEY**

Account Manager

**M** 0432 510 077 **P** (03) 8530 6300 **F** (03) 8530 6399

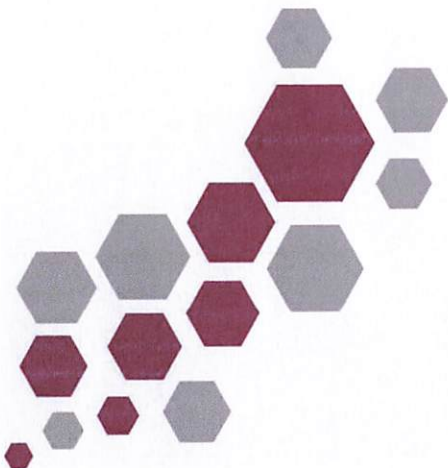
**E** warren.hadley@au.harveynorman.com

4 Central Blvd, Port Melbourne Vic 3207



## **BP Plumbing**

**60I Victoria Street, Abbotsford**



### **Specification & supply to:**

Architects Builders Designers Developers Plumbers



Please note that all technical specifications presented are a guide only, for presentation and evaluation purposes, and are not official technical documents. All specifications should be verified prior to construction or installation.

VICTAS Commercial Pty Ltd (T/As Harvey Norman VICTAS Commercial Project Division) takes no responsibility for installations done based upon these specific documents.

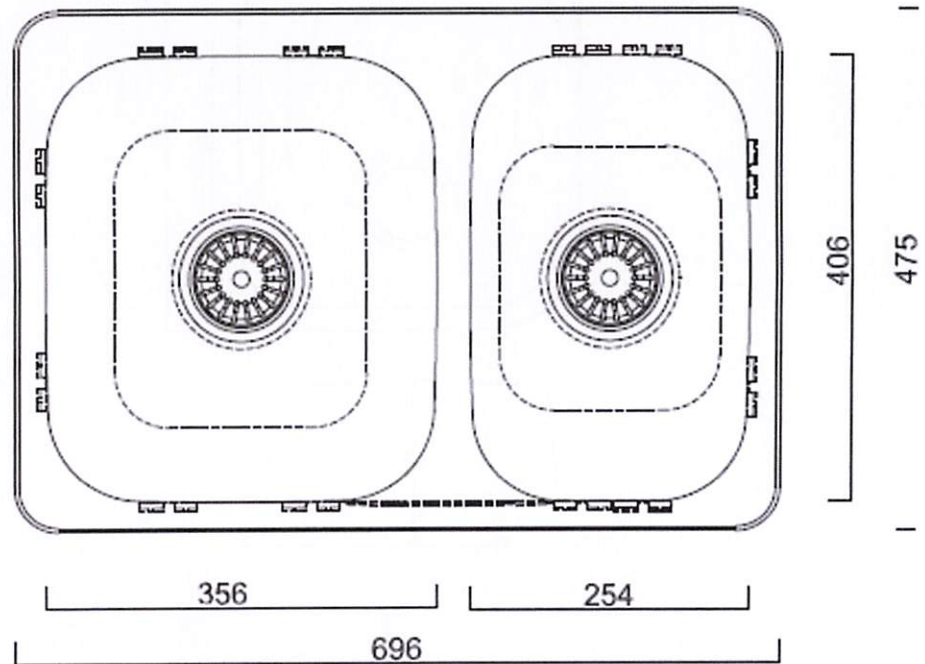
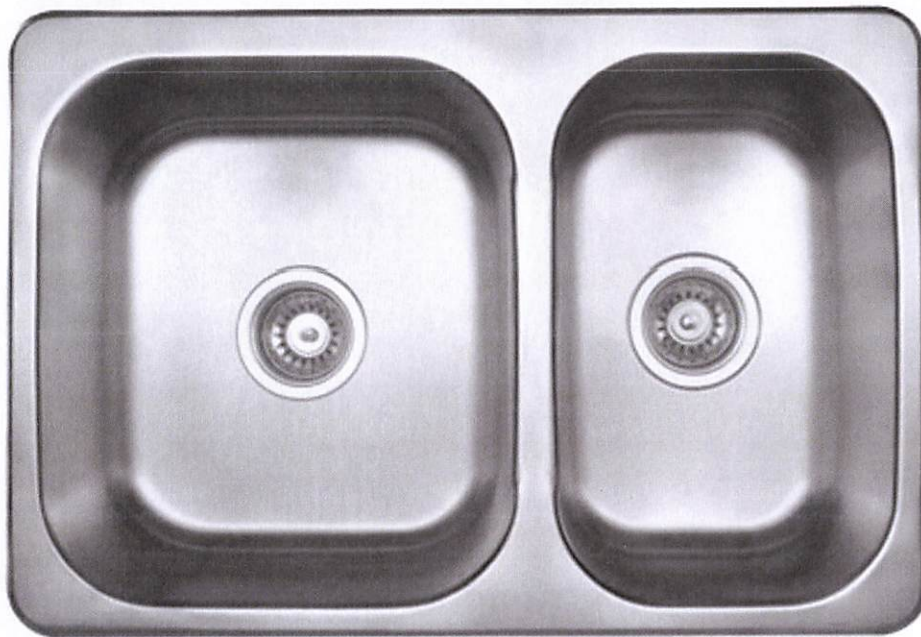




THE DESIGNER'S CHOICE

## PRC180U

*1.75 Bowl Sink*



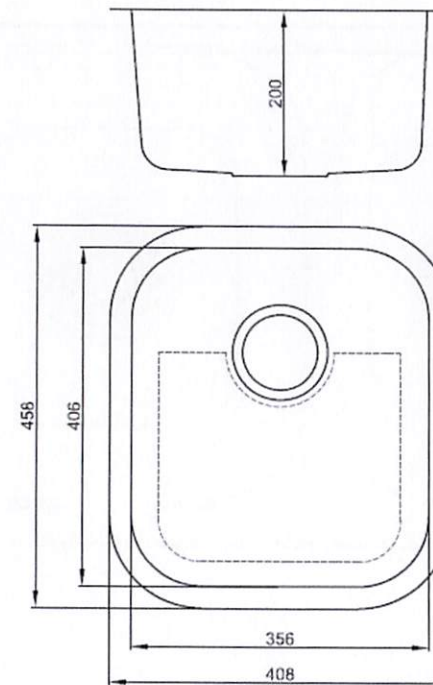
- 1.75 Bowl Sink • Includes Installation Clips, Waste Kit, Installation Seal and Sound Pad • Undermount • 25 Year Warranty



THE DESIGNER'S CHOICE

**Q100U**

*NuQueen Hawsbury Single Undermount Sink*



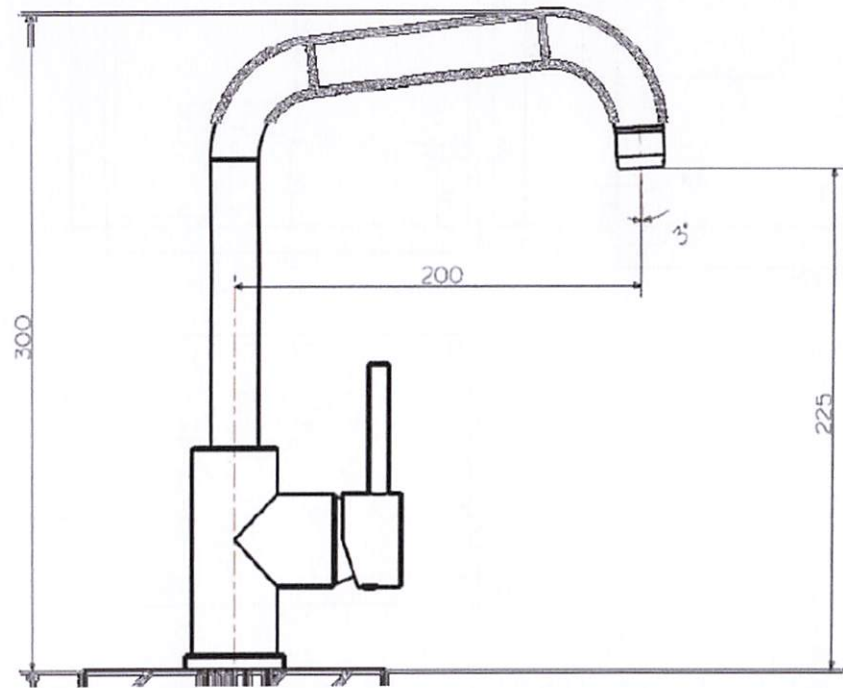
- Single Undermount Bowl • 408mm x 458mm • 25 Year Warranty



THE DESIGNER'S CHOICE

**SK3**

*Lucia Square Sidelever Mixer*

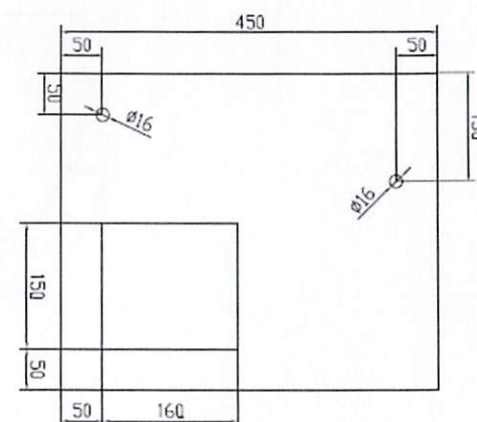
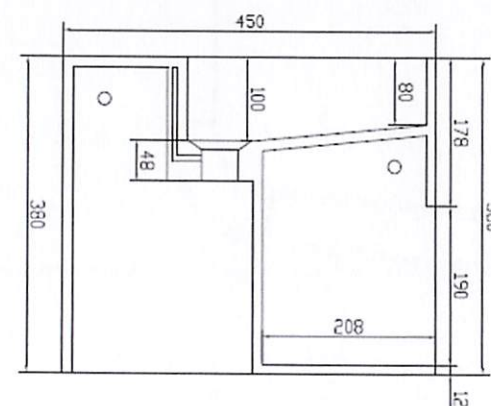
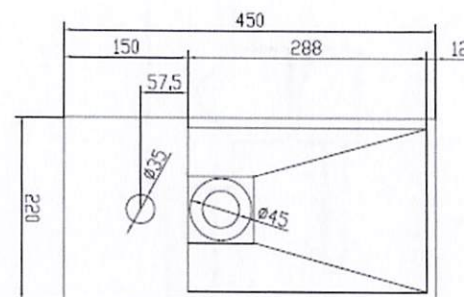
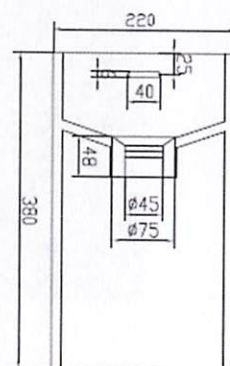


• 5 Star WELS 6 L/Min • 7 Year Replacement Cartridge Warranty • 1 Year Parts and Labour Warranty



## CLOUDSMALL-RH

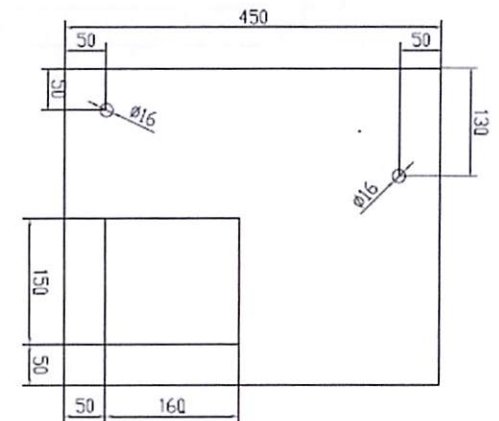
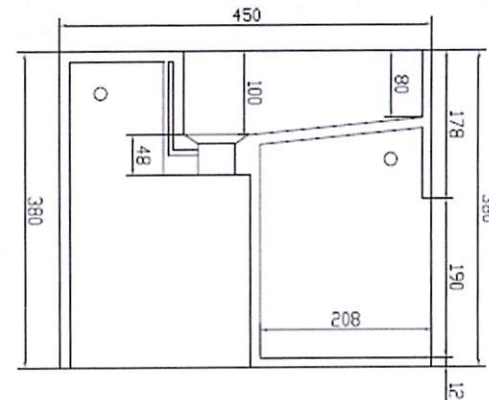
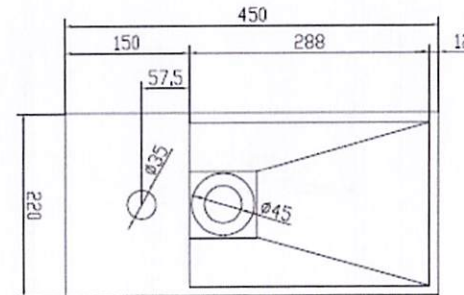
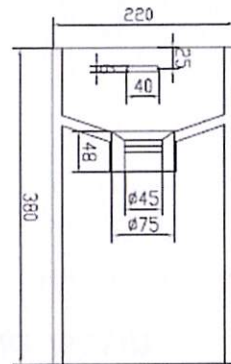
*Cloud Vanity Unit with Right Hand Basin*





## CLOUDSMALL-LH

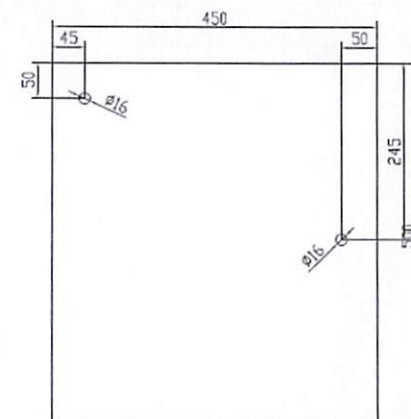
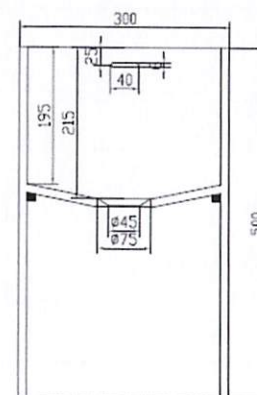
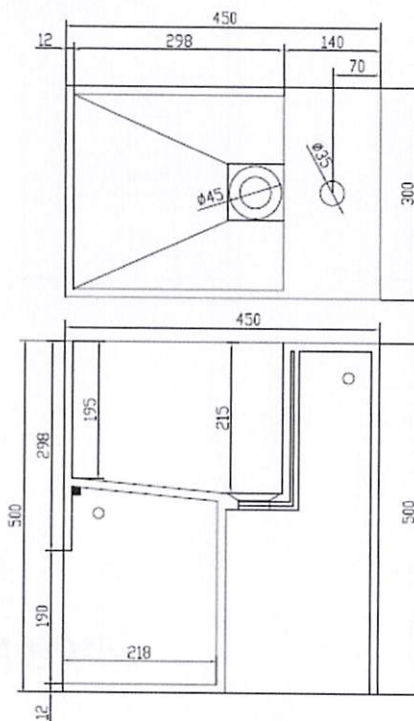
*Cloud Vanity Unit with Left Hand Basin*





## CLOUDVAN-I4RH

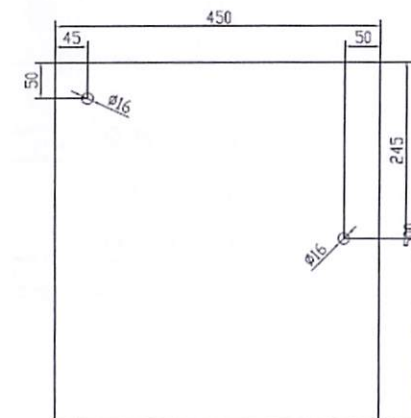
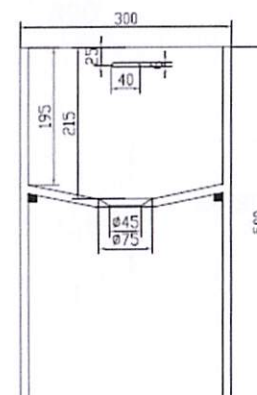
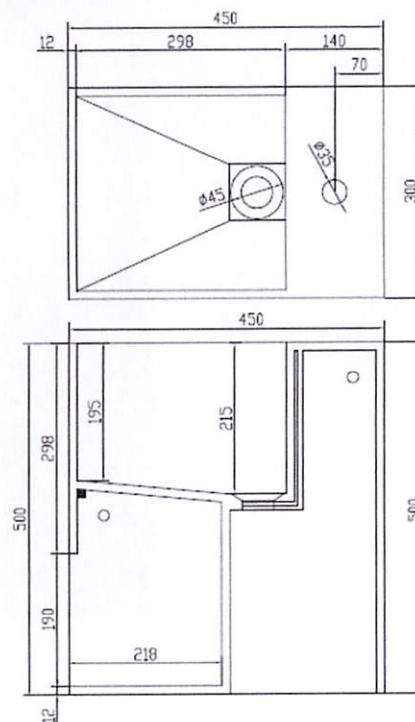
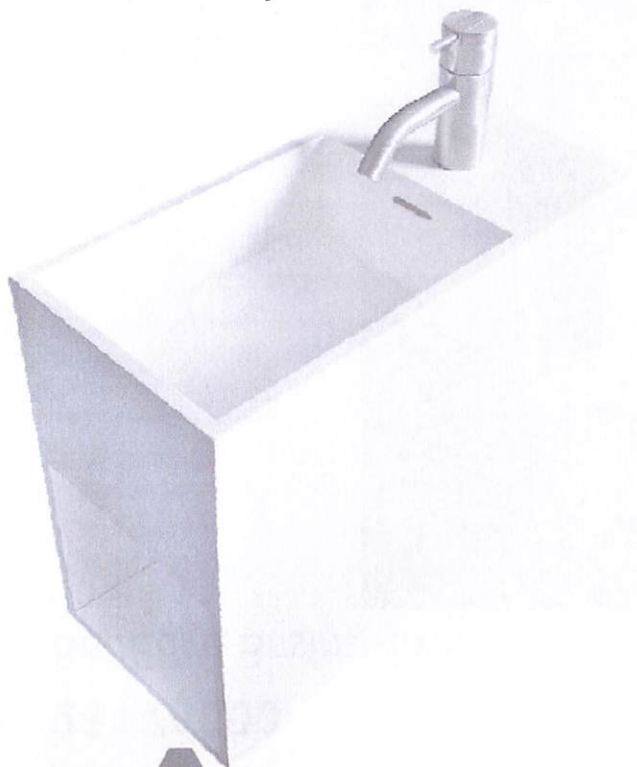
*Cloud Vanity Unit with Right Hand Basin*





## CLOUDVAN-I4LH

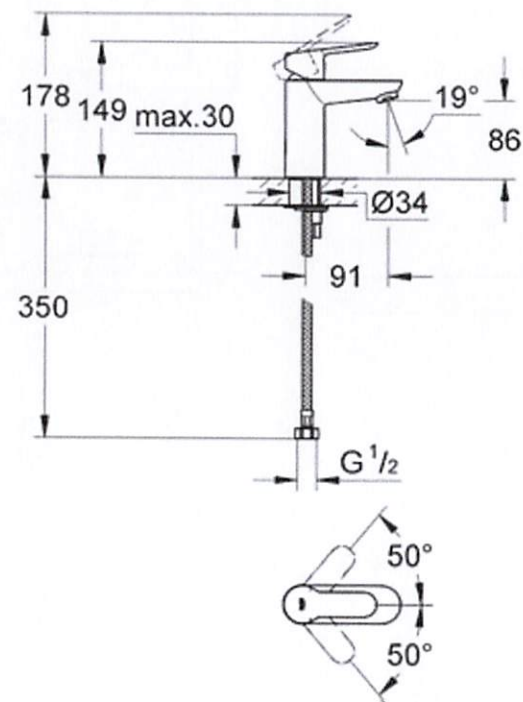
*Cloud Vanity Unit with Left Hand Basin*





**23176000**

*BauEdge Basin Mixer*

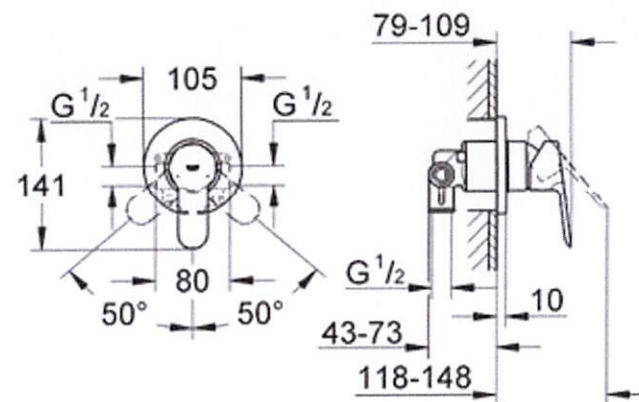


• 6 Star WELS 4L/Min • 15 Year Product Warranty • 5 Year Parts and Labour Warranty



**I9587000+53966B**

*BauEdge Bath/Shower Mixer*



• 15 Year Product Warranty • 5 Year Parts and Labour Warranty



**2723IB**

*Euphoria Massage Rail Set*

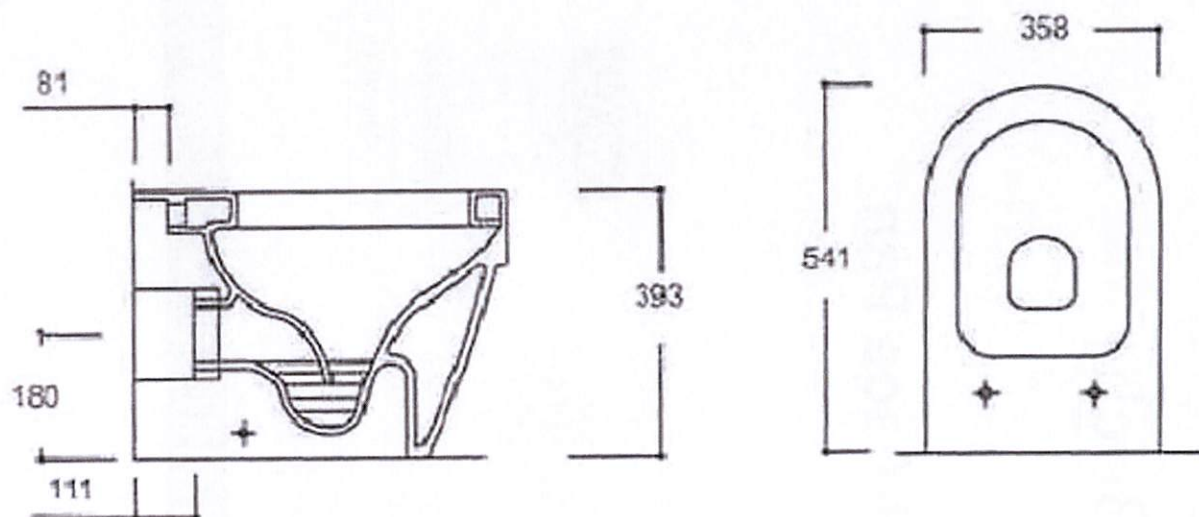


- 600mm Rail inc. Soap Dish & Wall Union • 15 Year Product Warranty • 5 Year Parts and Labour Warranty



**JA04D010IS4DB**

*Evo Wall Faced Pan*



• S Trap • 15 Year Product Warranty • 5 Year Parts and Labour Warranty



# Villeroy & Boch

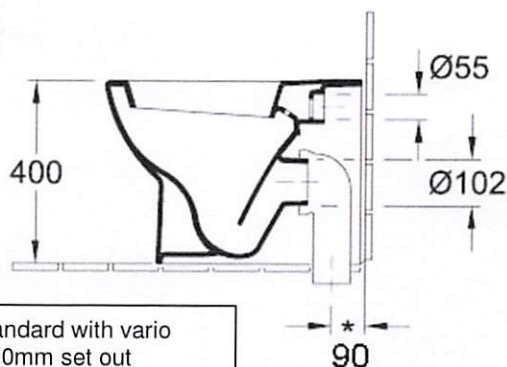
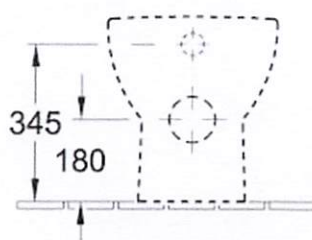
1748

## Subway Wall-Face Pan



Suitable for a 3 or 4 star flushing System

### TECHNICAL SPECIFICATIONS



S-Trap Pans Supplied standard with vario drain bend 8712: to suit 90mm set out

### For use with Concealed Cistern

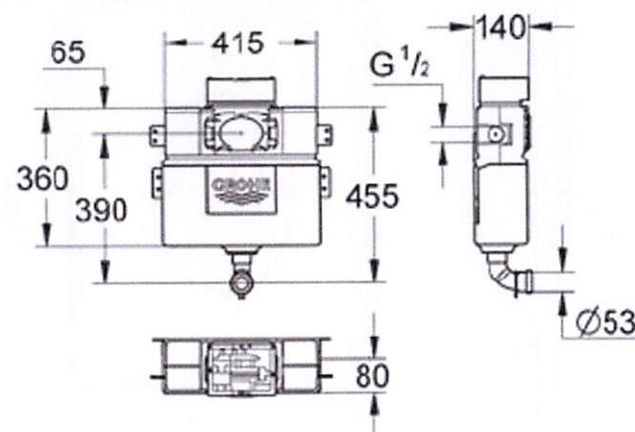
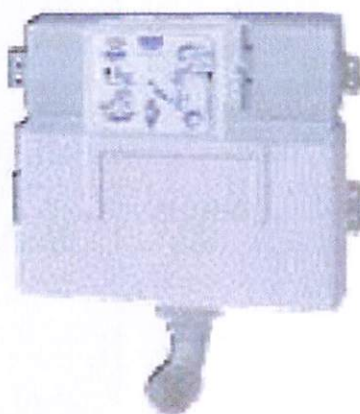
(Ask about Grohe In-Wall flushing systems)

- PRODUCT NO: **66070101CB**, Subway Wall-Face Pan S-Trap for 90mm Set Out, Includes Seat  
 PRODUCT NO: **66071001CB**, Subway Wall-Face Pan P-Trap, Includes Seat  
 PRODUCT NO: **660701R1CB**, Subway Wall-Face Pan S-Trap for 90mm Set Out, Includes Seat with **ceramicplus**  
 PRODUCT NO: **660710R1CB**, Subway Wall-Face Pan P-Trap, Includes Seat with **ceramicplus**  
 PRODUCT NO: **66070101SCCB**, Subway Wall-Face Pan S-Trap for 90mm Set Out, with **SOFT CLOSE**  
 PRODUCT NO: **66071001SCCB**, Subway Wall-Face Pan P-Trap with **SOFT CLOSE**  
 PRODUCT NO: **660701R1SCCB**, Subway Wall-Face Pan S-Trap for 90mm Set Out with **ceramicplus** & **SOFT CLOSE**  
 PRODUCT NO: **660710R1SCCB**, Subway Wall-Face Pan P-Trap with **ceramicplus** & **SOFT CLOSE**  
 Includes Toilet Seat



**38592B**

*Low Level Cistern 4.5/3litre*

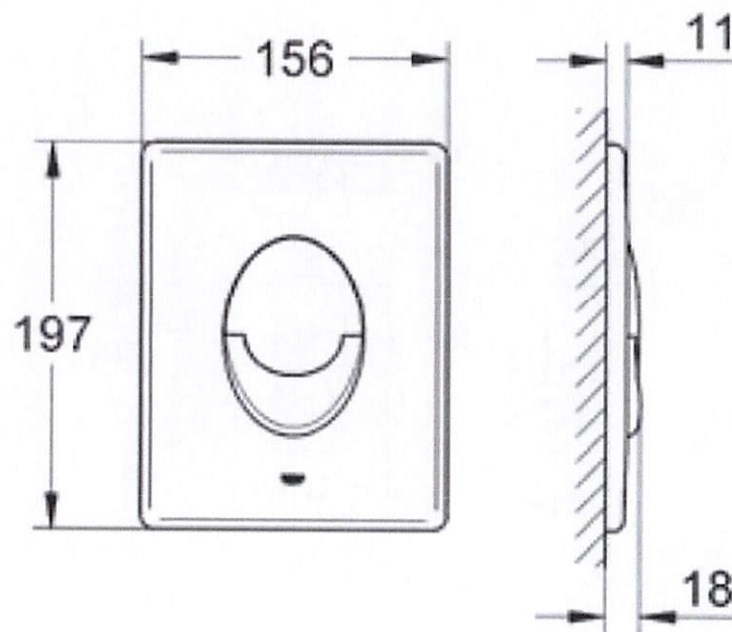
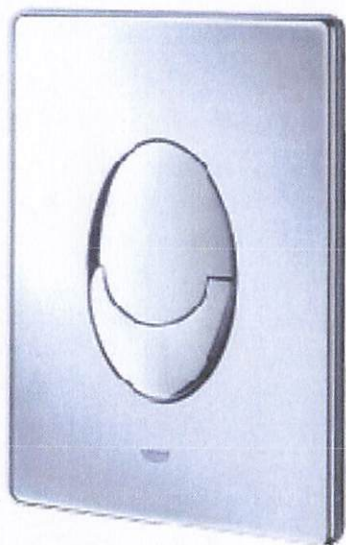


- 15 Year Product Warranty • 5 Year Parts and Labour Warranty



**38505**

*Air Vertical Dual Flush Cover Plate*



- 15 Year Product Warranty • 5 Year Parts and Labour Warranty



## **VP06 ICHR**

*Vivid Pin Lever Washing Machine Stops*



• 7 Year Product Warranty • 1 Year Parts and Labour Warranty