

## NOVELLI WARRANTY AND CARE

Novelli a division of Award Brands is a leading Australian owned manufacturer, wholesaler and distributor of Novelli, Novetrade, Gallery & Resort products.



### PRODUCT WARRANTY CONTACT DETAILS

Should any of our products not perform as they should and/or for product specific warranty periods, please contact Novelli by telephone, email or by correspondence to your nearest Novelli store or distributor (see contact details below). Our experienced customer service department will deal with your enquiry. Please ensure you have your proof of purchase or builder handover document in hand when contacting us.



A DIVISION OF AWARD BRANDS

#### NSW / ACT / VIC / TAS / QLD / WA

Phone: 1800 42 55 63  
Phone: 03 9757 3840  
Fax: (03) 9763 4174  
Email: warrantynovelli@novelli.net.au  
Correspondence/postage: Head Office 557 Burwood Hwy  
Knoxfield, VIC 3180

#### SA / NT

Phone: (08) 8342 4711  
Fax: (08) 8269 2090  
Email: warrantySA@novelli.net.au  
34-44 Pedder Crescent,  
Dudley Park, SA 5008

### WARRANTY PERIODS

All Novelli products carry various warranty periods, from a minimum 1 year<sup>1</sup> to a lifetime replacement warranty. Actual warranty periods will vary depending on the product. (Please see table below).

#### Sanitaryware<sup>1</sup>

Range	Warranty	Comments
Toilet Suites	5/1 year	5 year replacement product or parts <sup>2</sup> ; 1 year labour.
Concealed cisterns & Frame	10/1 year	10 year replacement product; 1 year labour.
Concealed Cistern parts <sup>3</sup>	5/1 year	5 year replacement product; 1 year labour
Other Concealed Cistern Components <sup>4</sup>	1 year	1 year replacement product or parts
Pneumatic Flush Plate	2/1 year	2 year replacement product or parts; 1 year labour.
Grab Bars	1 year	1 year replacement parts.
Basins	5/1 year	5 year replacement product; 1 year labour.
Vessels	5/1 year	5 year replacement product; 1 year labour.
Parts/Valves/Accessories	1 year	1 year replacement parts.

<sup>1</sup> Please note the following:

- Parts subject to wear and tear such as seals and rubbers are not covered by warranty.
- If flushing cleaners or chemical additives are used in the cistern, all warranties will be void.

<sup>2</sup> Excludes valves, seats, button assembly, links, flush pipes and other internal components which carry a 1 year warranty.

<sup>3</sup> Flush valve, fill valve, angle valve, flexible hose & seals

<sup>4</sup> Flush bend pipe, discharge bend, flush straight pipe & seat.

#### Mixers / Tapware / Showers / Accessories<sup>5</sup>

Range	Warranty	Comments
Mixers – Novelli <sup>6</sup>	10/5/1 year	10 year ceramic disc cartridges – parts only; 5 year replacement product or parts; 1 year labour.
Gallery Bellini & Leonardo	10/5/1 year	10 year ceramic disc cartridges – parts only; 5 year replacement product or parts; 1 year labour.
Mixers – Novelli Quadretto, Dynasty	5/1 year	5 year replacement product or parts; 1 year labour.
Mixers – Novetrade, Gallery & Resort	5/1 year	5 year replacement product or parts; 1 year labour.
Tapware/Twinners	3/1 year	3 year replacement product or parts; 1 year labour.
Showers & Outlets – Novelli	5/1 year	5 year replacement product or parts; 1 year labour.
Showers & Outlets – Novetrade, Gallery & Resort	1 year	1 year replacement product or parts; 1 year labour.
SilverFlex Replacement Shower Hose	Lifetime replacement	Lifetime Replacement Warranty is the lifetime of the product on the market, however if the product fails after it has been discontinued it will be warranted for a further 2 years from the discontinuation date.
Accessories – Ovalis & Quadretto	5 year	5 year replacement product or parts.
Accessories – other	1 year	1 year replacement product or parts.
Unstyled Tapware, Brassware & Parts	1 year	1 year replacement product or parts.
Spare Parts	1 year	1 year replacement.

<sup>5</sup> Please note parts subject to wear and tear such as jumper valves, washers, seals and “O rings” are not covered by warranty.

<sup>6</sup> Excluding Quadretto, Dynasty and Vero ranges.

#### Bathroom Furniture - Vanities and Cabinets

Range	Warranty	Comments
Vanities	5/1 year	5 year replacement product and parts; 1 year labour.
Mirrors	1 year	1 year replacement product or parts.
Cosmetic Wall Cabinets	1 year	1 year replacement product, parts and labour.

#### Spas and Baths

Range	Warranty	Comments
Spas and Baths	10/1 year	10 year replacement product (bath shell); 1 year labour.
Pumps – Triflo	5/2 year	Warranty provided by Edgetec Systems Pty Ltd, 5 year replacement parts; 2 year labour.
Pumps – other	1 year	Warranty provided by Edgetec Systems Pty Ltd, 1 year replacement parts and labour.
Electronic controls	1 year	Warranty provided by Edgetec Systems Pty Ltd, 1 year replacement parts and labour.
Spa Fittings/Accessories	1 year	1 year replacement product and parts.
Shower Base	10/1 year	10 year replacement product; 1 year labour.
Spare Parts	1 year	1 year replacement.

#### Sinkware

Range	Warranty	Comments
Undermount Bowls	5/1 year	5 year replacement product; 1 year labour.
Contemporary Sinkware	10/1 year	10 year replacement product; 1 year labour.
Kitchen/Laundry Sinks & Troughs – Stainless Steel	10/1 year	10 year replacement product; 1 year labour.
Kitchen/Laundry Sinks & Troughs – Vitreous China	5/1 year	5 year replacement product; 1 year labour.
Accessories & Parts – including waste outlets	1 year	1 year replacement product.

#### Laundryware

Range	Warranty	Comments
Cabinets – Duostone and Granite Tops	5/1 year	5 year replacement product; 1 year labour.
Cabinets – with Stainless Steel Trough or Sink	10/5/1 year	10 year replacement parts (trough/sink only); 5 year replacement parts; 1 year labour.
Cabinets – with Vitreous China Trough or Sink	5/1 year	5 years replacement parts; 1 year labour.
2 in 1 Combo Unit	5/1 year	5 year replacement product or parts; 1 year labour.
Vitreous China	5/1 year	5 year replacement parts; 1 year labour.
Stainless Steel Troughs	10/1 year	10 year replacement parts; 1 year labour.
Accessories & Parts – including waste outlets	1 year	1 year replacement.

#### Spare Parts

Range	Warranty	Comments
Spare Parts	1 year	1 year replacement.
Wastes	1 year	1 year replacement.

## TERMS AND CONDITIONS

### AUSTRALIAN CONSUMER LAW GUARANTEE

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.

### OUR WARRANTY TERMS

#### Definitions and Interpretation

In these terms and conditions of warranty:

“You” means the purchaser or customer acquiring the Goods and “Your” means belonging to you.

“We” and “Us” means Award Brands Pty Ltd as the manufacturer of the Goods and “Our” means belonging to Us.

“Goods” means the goods You claim to be defective.

#### ACL Guarantees and Our Warranty

Nothing in this warranty is intended to exclude, restrict or modify rights granted to You under the Australian Consumer Law or any other rights or remedies under any other laws relating to the Goods. The rights granted by this warranty are separate and in addition to the rights granted to You under the Australian Consumer Law.

#### Proof Of Purchase Essential

You MUST present proof of purchase of the Goods to obtain warranty service.

Proof of purchase may consist of either a copy of the purchase receipt or a builder handover document.

#### Warranty

We warrant that the Goods are free from defects arising solely from faulty materials or workmanship in the Goods. A reference in the warranty period table above to a product or part is a reference to the period during which the product or part will be repaired, replaced or the defect otherwise resolved in accordance with these terms. A reference to labour means We will supply labour (in addition to any item or part as relevant) in order to rectify the defect where it arises during the relevant warranty period.

#### Warranty Period

To claim the warranty, You must contact Us by telephone, email, fax or mail during the warranty period set out in this document that relates to the Goods. The warranty will expire at the end of the stated period from the date of original purchase or builder handover in the case of new buildings. The warranty period will not be extended by warranty service given during the warranty period.



# NOVELLI WARRANTY AND CARE

## OUR WARRANTY TERMS (cont.)

### Claims Procedure

Uninstalled Goods should be returned to their place of purchase for inspection and appropriate action.

If Goods have been installed and a defect is claimed, We may arrange for a service call at the place of installation to inspect or correct any defect. If the defect is found to have been caused by any reason that is not Our fault, We may charge You a service fee and We will not be liable for the defect.

Warranty service will only be provided during normal business hours and may be carried out by Us or Our agent. A service fee may also be charged where We or Our agent attend an agreed appointment time with You for inspection or repair but You do not attend.

To the extent permitted by law, We may at our option honour this warranty by replacement of Goods or parts of Goods, repair, refund, by compensating you for any loss in value of the Goods due to defect or by paying to you the cost of repair or replacement.

### Warranty Not Transferable

The warranty is provided by Us as manufacturer to You as the consumer. It cannot be transferred or assigned to any other person.

### Exclusions

Except as expressly stated otherwise or required by law, We exclude all undertakings, inducements, representations (whether express, implied, statutory or otherwise) relating in any way to the Goods or these conditions. The Warranty is only provided for the normal use of the Goods.

Without limiting the generality of the above, the Warranty will not cover each of the following:

- Defects and / or damage where adequate proof of purchase is unable to be provided.
  - Damage arising solely from the installation of Goods that are obviously defective at the time of installation (i.e. where they should not have been installed due to obvious defect);
  - Damage caused by accident, maltreatment, unusual stress or strain, harsh or adverse conditions, water pressure or temperatures that exceed stated limitations or that are generally excessive, neglect (including failure to follow recommended cleaning and maintenance instructions) or use of chemical cleaning products (including products containing high levels of chlorine) unless otherwise recommended.
  - Damage caused by improper use, improper or poor installation.
  - Damage resulting from installation or repairs by an unlicensed plumber.
  - Failure to install Goods in accordance with Our instructions and specifications, public authority regulations or other National or State standards which govern water supply, sewerage and plumbing requirements of the location in which the Goods will be installed.
  - Damage caused by isolating stop taps that are not fitted as stated in Our installation instructions.
  - Damage caused by fitting of other devices to the outlet of tapware (e.g. Water filters).
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- Damage or loss that results only because of:
    - i. a cause independent of human control that occurs after the Goods leave Our control;
    - ii. an act, default or omission of, or any representation made by, any person (other than Us or Our employee or agent); or
    - iii. the fact that the price charged by the supplier was higher than Our recommended retail price, or the average retail price, for the Goods.

Where Goods are coupled with a product not made by Us, Our warranty is limited only to Our Goods. Use of replacement parts or the attachment of accessories to Goods will void the warranty unless the parts or attachments used are genuine or approved by Us.

You are responsible for proving that Goods are / were defective and that any defect or loss was not caused by reason of any matter excluded in these conditions.

### Consequential Loss

Subject always to rights You have under the Australian Consumer Law, and to the extent otherwise permitted by law, We will not be liable for any loss or damage to floor coverings, walls, fixtures, furnishings, or any other consequential loss caused by a defect in the Goods. For the avoidance of doubt, the exclusion of consequential loss applies to loss occurred outside of the guarantees provided by the terms of the Australian Consumer Law.

### This Warranty is provided by:

Award Brands Pty Ltd  
557 Burwood Hwy, Knoxfield, VIC 3180  
Phone: (03) 9871 8444

## PRODUCT CARE & MAINTENANCE

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

## Sanitaryware

### Vitreous China

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

### Toilet Seats/Plastic Cisterns

The best method of maintaining the finish while ensuring the cleanliness of toilet seats is simply to wipe over with soapy water and a clean, soft cloth. It is important that no abrasive cleaners or wax-based creams are used as this can result in a build-up of deposits/scratches that will detract from the appearance.

### 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 or Brasso, followed by buffing with a car polish and a clean, soft cloth.

### Chemical Attack

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

### Discolouration

Hair dye, bleaches, boot polish 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 hair straighteners, curling tongs or lit cigarettes on any plastic surface as these will cause discolouration and marking. Should slight accidental damage occur, it may be possible to remove marks as for scratches.

### Flushing

Flushing cleaners or chemical additives should NOT be used inside the cistern. All warranties will be void if such products are used with our products.

## Spas and Baths

To assure a long lasting 'as new' look for your Novelli acrylic bathroom products, we recommend the following easy care procedures.

- For normal maintenance, clean with a soft sponge or cloth using a mild soap or liquid detergent.
- Hard to remove stains can be removed by using eucalyptus oil, methylated spirits or Brasso.
- Do not use abrasives such as scouring compounds, scouring pads, steel wool or harsh chemicals.
- To prevent a build-up of body fats and soap film on the spa bath piping, it is good practice to clean the plumbing using a spa system cleaner. Spa baths should be flushed out regularly depending on the amount of usage. If the spa bath is used on a regular basis then every two months, after use, add half a cup of household bleach to the water and allow system to run for 10 minutes, drain completely then wipe dry.
- Bubble bath should not be used in spa baths.
- While Novelli are able to supply chrome fittings for spa baths, we do not recommend the use of gold plated products due to harsh water conditions.

**Please note:** Any service or maintenance other than the above should be carried out by a qualified service representative. For further information, contact your nearest Novelli service centre.

**IMPORTANT:** Children should always be supervised when they are using spa baths.

## Mixers / Tapware/ Showers / Accessories

### Chrome plated and coloured products

Should only be cleaned with a mild household detergent or soap and water. It is important that no abrasive cleaners or wax-based creams are used as this can result in a build-up of deposits/scratch that will detract from the appearance.

### Gold plated (including polished brass) products

Can generally be cleaned using soap and water and a soft cloth. It is important that no abrasive cleaners or wax-based creams are used as this can result in a build-up of deposits/scratch that will detract from the appearance.

## Bathroomware – Vanities and Cabinets

### Acrylic Tops

- Clean with a soft sponge or cloth using a mild soap or liquid detergent.
- If cleaners or colouring agents contain chlorine or peroxide solvents, these should be thoroughly rinsed from the surface after use.
- Hard to remove stains can be removed by using eucalyptus oil, methylated spirits or Brasso.
- Do not use abrasives such as scouring compounds, scouring pads, steel wool or harsh chemicals.
- Avoid placing hot objects, such as hair straighteners, curling tongs or lit cigarettes on any acrylic surface as these will cause discolouration and marking. Should slight accidental damage occur, it may be possible to remove marks. (Please refer to Scratches section below for further details).

### Polymarble Tops

- Clean with a soft sponge or cloth using a mild soap or liquid detergent.
- If cleaners or colouring agents contain chlorine or peroxide solvents, these should be thoroughly rinsed from the surface after use.
- Hard to remove stains can be removed by using eucalyptus oil, methylated spirits or Brasso.
- Do not use abrasives such as scouring compounds, scouring pads, steel wool or harsh chemicals.
- Avoid placing hot objects, such as hair straighteners, curling tongs or lit cigarettes on any Polymarble surface as these will cause discolouration and marking. Should slight accidental damage occur, it may be possible to remove marks. (Please refer to Scratches section below for further details).

### Vitreous China Tops

Use a mild household detergent, warm soapy water or cream cleaners or Spray 'n Wipe and clean with a soft cloth.

### Cabinets – Gloss Lacquered (Painted) & Gloss Vinyl Wrap Foil

The best method of maintaining the finish is simply to wipe over with a clean, soft cloth. It is important that no abrasive cleaners or wax-based creams are used as this can result in a build-up of deposits/scratches that will detract from the appearance.

### Scratches

Avoid contact with hard, sharp objects. Should scratches occur on gloss lacquered cabinets, 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

Spills of some products such as hair lacquer, after shave lotion, nail polish and remover, mineral turpentine, white spirit, kerosene, aerosol propellants and insecticides should be removed immediately by washing the product.

### Discolouration

Hair dye, bleaches, boot polish 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 hair straighteners, curling tongs or lit cigarettes on any surface as these will cause discolouration and marking. Should slight accidental damage occur, it may be possible to remove marks with the same approach as for scratches. (Please refer to Scratches section above for further details).

### Stainless Steel Sinks & Troughs

- Avoid contact with rough or dirty surfaces, new polished stainless steel will show scratches.
- Clean with soap & water or stainless steel cleaner (towel dry).
- Clean along the grain of the stainless steel.
- Use a soft sponge.
- Wipe over with a glass cleaner
- Polish with a metal polish paste (Brasso) or stainless steel polish.
- Use a liquid cleaner
- Do not use steel wool, harsh liquid cleaners or bleach.
- Beware of grit within cloths and mineral deposits within water.
- Avoid prolonged exposure to acids from fruit, fruit juices, salts, spirits, bleach, tea bags & the like.

