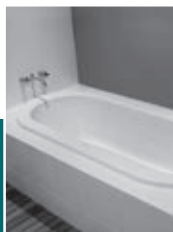




GWA

Bathrooms & Kitchens

PRODUCT WARRANTY & CARE



Caroma

FOWLER
SINCE 1937

stylus



Irwell

RADIANT

CLARK

EPURE



builder & owner details

builder company name:

phone:

date of handover:

product inclusions (please list):

home owner name:

home address:



product warranty contact details

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

All Dux Manufacturing products vary from a minimum 12 month to a 10 year product warranty.

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

dux

**RADIANT
HOT WATER**

Call 1300 365 116 during business hours

warranty conditions – caroma industries

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):

- Name/model of product and photographs of the issue (if available)
- Proof of installation (by a licensed plumber) and/or proof of purchase
- Your contact details; name, address and best contact phone number
- Handover documentation for new homes,
- Warranty Certificate or equivalent documentation must be supplied for warranty claims to be considered.

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

Level 1, 7-9 Irvine Place, Bella Vista NSW 2153

Phone: 13 14 16 Fax: 1800 241 199

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.

conditions of warranty and replacement guarantee – dux & radiant hot water systems

The benefits provided to you by the warranty and replacement guarantee (collectively “Warranty”) are in addition to the guarantees and other rights and remedies available to you under the Australian Consumer Law (“ACL”).

If the Unit fails to conform to this Warranty during the applicable period, Dux will replace any failed component or where necessary, in the absolute discretion of Dux, replace the Unit free of charge including reasonable labour costs incurred in normal business working hours.

This Warranty only applies to defects which have arisen solely from faulty materials or workmanship in the Unit 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 water conditions including excessive water pressure or temperature, neglect of any kind or otherwise as a result of any use of the Unit contrary to the product manual or other instructions provided by Dux. Alterations or repair of the Unit other than by an accredited and licensed service agent or technician are not covered. Attachment of accessories or use of non genuine replacement parts other than those manufactured or approved by Dux are not covered by this Warranty.

This Warranty applies only to the Unit and does not cover any ancillary plumbing or electrical parts supplied by the installer such as pressure limiting valve, tempering valve, line strainer, stop cocks, non-return valve, electrical switches, pumps or fuses, or faulty installation.

The Unit must be installed by a licensed plumber in accordance with information set out in the manual supplied with the Unit and/or any relevant statutory requirements. If the Unit is located in a position that does not comply with the installation instructions or relevant statutory requirements, then this Warranty does not cover major dismantling or removal of cupboards, doors, walls or special equipment and/or excessive labour, at the determination of Dux, to make the Unit accessible for repair or replacement.

As required by legislation, including under the ACL, any claims for damage to furniture, carpets, walls, foundations or any other consequential loss either directly or indirectly due to defects of any kind in a Unit will only be met by Dux where the damage could be considered reasonably foreseeable and installed complying with the installation instructions and all relevant statutory requirements.

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

If Dux fails to meet a guarantee under the ACL, your remedy for such failure may be limited to any one or more of the following:

- replacement of the Unit;
- repair of the Unit;
- refunding the cost of the Unit;
- payment of reasonable costs of having the Unit repaired;
- payment in respect of the reduced value of the Unit.

Warranty claims can be placed by completing the following steps:

Contact Dux on 1300 365 115 and select After Sales & Service option followed by Hot Water.

- Provide the serial number and model number of the HWS located on the white compliance sticker (top/side of the tank or side of a Continuous Flow unit).
- Provide full name, address and contact number.
- Provide proof of installation of the unit, for warranty to commence from the Date of Installation of the unit. If proof of installation or purchase cannot be provided, then Date of Manufacture of the unit will be used to determine warranty commencement date.

Contact Details

Dux Manufacturing Limited

Lackey Road

Moss Vale, NSW, 2577

Australia

1300 365 115 (Australia)

0800 729 389 (New Zealand)

Email: duxaftersales@gwagroup.com.au

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

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.

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

Sanitaryware		
Range	Warranty	Comments
Fowler		
Basins	10/1 years	10 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts
Caroma		
Basins	10/1 years	10 years replacement product 1 year parts and labour
Bidettes	10/1 years	10 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts
Stylus		
Basins	5/1 years	5 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	5/1 years	5 years replacement product 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts

Baths		
Range	Warranty	Comments
Caroma		
Baths - Acrylic & Steel Shell	10/1 years	10 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Stylus		
Baths - Acrylic Shell	5/1 years	5 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Taps, Outlets, Mixers, Showers, Bathroom Accessories		
Range	Warranty	Comments
Caroma		
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
Dorf		
Taps, Outlets, Mixers, Showers	15/7/1 years	15 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
Clark		
Tapware	15/7/1 years	15 years ceramic disc cartridges - parts only* 7 years replacement product or parts† 1 year replacement product or parts and labour†
Irwell		
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 holder

* 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

Stylus		
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 holder
Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories		
Range	Warranty	Comments
Epure		
Sinks	Epure Lifetime™ /1 years	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
Clark		
Sinks	Clark Lifetime™ /1 years	Clark Lifetime™ replacement product or parts 1 year replacement product or parts and labour
Tubs	Clark Lifetime™ /1 years	Clark Lifetime™ replacement product or parts 1 year replacement product or parts and labour
Cabinets	10/1 years	10 years replacement product or parts 1 year replacement product or parts and labour
Tapware	15/7/1 years	15 years ceramic disc cartridges - parts only* 7 years replacement product or parts† 1 year replacement product or parts and labour†
Commercial	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Radiant		
Sinks	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Tubs	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Cabinets	5/1 years	5 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Radiant Home		
Sinks	10/1 years	10 years 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

Hot Water Heaters		
Range	Warranty*	Comments
Radiant gas and electric storage		
Electric & Gas Storage	5/1 years	5 years tank warranty 1 year parts and labour
Heat Pump	5/2/1 years	5 years tank warranty 2 years refrigeration parts 1 year parts and labour
Proflo® electric storage		
Electric Storage	7/1 years	7 years tank warranty 1 year parts and labour
Prodigy® gas storage		
Prodigy® 4	7/1 years	7 years tank warranty 1 year parts and labour
Prodigy® 5	10/1 years	10 years tank warranty 1 year parts and labour
Dux Endurance® continuous flow		
Endurance®	10/3 years	10 years warranty (heat exchange) 3 year parts and labour
Titan™ Commercial		
Electric Storage	5/1 years	5 years tank warranty 1 year parts and labour
Sunpro®		
MP15 Gas Boosted Electric Boosted	5/1 years	5 years tank & solar collector warranty 1 year parts and labour
Airoheat®		
Heat Pump	5/2/1 years	5 years tank warranty 2 years refrigeration parts & labour 1 year parts and labour

* Warranty: Warranty terms and conditions are in the product's Owners Manual, visit www.dux.com.au/warranty-terms for full details and conditions which apply.

product care & maintenance

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.

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

cleaning your bath

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

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

steel baths

cleaning your bath

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

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

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

cristalplant baths

everyday care

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

tips to prevent damage to your bath

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

removing stains

- If a stain appears, always start with the cleaning method recommended under 'Everyday Care' first. If the stain is still visible, clean using a damp sponge/cloth and a mild abrasive cream or paste cleanser (e.g. Jif® or Gumption®) using a light, wide, circular motion. Follow with a rinse.

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

light marks, scuffs & other

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

cleaning the bath feet

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

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

dux hot water heaters

Please refer to owners manual supplied with your hot water heater or www.dux.com.au for full product information & care.

notes

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