



GWA
Group Limited

GWA PRODUCT WARRANTY & CARE

Version 10 - Feb 2020

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COVER: Caroma Vogue > Liano Collection



Caroma Classic > Luna Collection

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.



METHVEN

C L Δ R K

dorf



FOWLER
SINCE 1897

**CONTACT OUR
CALL CENTRE ON
0800 CAROMA**

**Business Hours:
8.00am - 5.00pm**

WARRANTY CONDITIONS

– CAROMA INDUSTRIES

This extended warranty only covers Caroma Industries Limited (“Caroma”) and does not extend to products which you have selected outside our Product range.

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

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

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

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

WARRANTY CLAIMS

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

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

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

Caroma Industries Limited contact details are as follows:

GWA Bathrooms & Kitchens
41 Jomac Place, Avondale, New Zealand
Phone: 0800 CAROMA
nzgeneralenquiries@gwagroup.co.nz

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

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

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

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

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

CONSEQUENTIAL LOSS

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

This Extended Warranty shall be void for the following reasons:

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

excess water pressure).

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

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

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

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

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



CAROMA WARRANTY PERIODS

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

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

UPDATED WARRANTY TERMS POST-17TH FEBRUARY 2020

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

For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 0800 CAROMA.

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

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

TAPS, OUTLETS, MIXERS, SHOWERS, BATHROOM ACCESSORIES

For product purchased on or after 17th February 2020

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

BATHS

For product purchased on or after 17th February 2020

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

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

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

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

** Non-PVD finishes

‡ PVD (Physical Vapour Disposition) Coating

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

Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories

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

SMART COMMAND

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

Warranty subject to Smart Command Terms and Conditions

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

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

CAROMA OBSOLETE WARRANTIES

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

Please contact GWA Bathrooms & Kitchens After Sales & Service on 0800 CAROMA.

Sanitaryware		
For product purchased before 17th February 2020		
Range	Warranty[#]	Comments
Basins	10/1 years	10 years replacement product 1 year parts and labour
Bidettes	10/1 years	10 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product* 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Urinals (Front of Wall)	10/1 years	10 years replacement product 1 year parts and labour
Urinal (Rough-in Electronic Kit)	2 years	2 years replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts

Baths		
For product purchased before 17th February 2020		
Range	Warranty[#]	Comments
Baths (Acrylic & Steel)	10/1 years	10 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

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

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

Taps, Outlets, Mixers, Showers, Bathroom Accessories

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

Range	Warranty [#]	Comments
Residential Warranty		
Taps, Outlets, Mixers	10/1 years	10 years Tapware Engine™ & Parts* 1 year - Labour, Finishes, Pull Down/Out hoses, Spray Heads, Ceramic Disc Spindles [†]
Showers	10/1 years	10 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex hoses
Grab Rails/ Grab Rail Showers	5/1 years	5 years - grab rail part only 1 year replacement product or parts
Accessories	5/1 years	5 years replacement product 1 year - Labour, Finishes, Wall Fixings, Mounting Brackets
Spare Parts	1 year	1 year replacement product or parts
Commercial Warranty		
Taps, Outlets, Mixers	10/7/1 years	10 years Tapware Engine™** 7 years replacement product or parts [†] 1 year - Labour, Finishes, Pull Down/Out hoses, Spray heads, Ceramic Disc Spindles [†]
Electronic Tapware	2/1 years	2 years replacement product 1 year - Finishes & Labour
Commercial Warranty cont.		
Showers	7/1 years	7 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex hoses
Grab Rails/ Grab Rail Showers	5/1 years	5 years - grab rail part only 1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc
TMV's	5/1 years	5 years replacement product 1 year - Finishes & Labour

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

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

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

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

Taps, Outlets, Mixers, Showers, Bathroom Accessories

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

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

PURCHASES PRIOR TO 1ST FEBRUARY 2012

Prior to 1st February 2012, your tapware purchase was covered by different warranty terms than those addressed above. Please contact the GWA Service & Warranty Department on 0800 CAROMA for further warranty information.

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

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

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

CLARK WARRANTY PERIODS

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

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

For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 0800 CAROMA.

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

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

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

BATHS

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

STAINLESS STEEL KITCHEN SINKWARE, LAUNDRY TUBS & ACCESSORIES

For product purchased after 6 April 2018

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

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

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



TAPS, OUTLETS, MIXERS, SHOWERS, BATHROOM ACCESSORIES

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

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

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

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

OBSOLETE CLARK WARRANTIES

Taps, Outlets, Mixers, Showers, Bathroom Accessories

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

Range	Warranty [#]	Comments
Clark Pete Evans Tapware	15/7/1 years	15 years ceramic disc mixer cartridges - parts only [^] 7 years replacement product or parts [†] 1 year replacement product or parts and labour [†]

Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories

For product purchased on or before 6 April 2018

Range	Warranty [#]	Comments
Sinks	Clark Lifetime™ /1 years	Clark Lifetime™ replacement product or parts 1 year replacement product/parts and labour
Tubs	Clark Lifetime™ /1 years	Clark Lifetime™ replacement product or parts 1 year replacement product/parts and labour
Cabinets	10/1 years	10 years replacement product or parts 1 year replacement product/parts and labour
Commercial Sinks	25/1 years	25 years replacement product or parts 1 year replacement product/parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

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

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

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

DORF WARRANTY PERIODS

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

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

TAPWARE PURCHASED POST-7TH SEPTEMBER 2015

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

For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 0800 CAROMA.

TAPS, OUTLETS, MIXERS, SHOWERS, BATHROOM ACCESSORIES

For product purchased on or after 7th September 2015

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

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

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

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

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

Commercial Warranty

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

DORF OBSOLETE WARRANTIES

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

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

PURCHASED PRIOR TO 1ST FEBRUARY 2012

Prior to 1st February 2012, your tapware purchase was covered by different warranty terms than those addressed above. Please contact the GWA Service & Warranty Department on 0800 CAROMA for further warranty information.

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

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

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

STYLUS WARRANTY PERIODS

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

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

For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 0800 CAROMA.

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

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

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

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

STAINLESS STEEL KITCHEN SINKWARE, LAUNDRY TUBS & ACCESSORIES

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

TAPWARE PURCHASED POST-7TH SEPTEMBER 2015

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

For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 0800 CAROMA.

TAPS, OUTLETS, MIXERS, SHOWERS, BATHROOM ACCESSORIES

For product purchased on or after 7th September 2015

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

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

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

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

STYLUS OBSOLETE WARRANTIES

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

TAPWARE PURCHASED PRIOR TO 1ST FEBRUARY 2012

Prior to 1st February 2012, your tapware purchase was covered by different warranty terms than those addressed above. Please contact the GWA Service & Warranty Department on 0800 CAROMA for further warranty information.

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

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

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

FOWLER WARRANTY PERIODS

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

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

For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 0800 CAROMA.

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

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

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

METHVEN WARRANTY & CONDITIONS

THIS DOCUMENT PERTAINS TO ALL METHVEN PRODUCT PURCHASED FROM APRIL 2020

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

METHVEN WARRANTY STATEMENT

1. Our Goods come with guarantees that cannot be excluded under the Australian and New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.
2. If during the applicable warranty period set out in the tables above (Warranty Periods), a Good has a material defect which arose in the course of manufacture then, subject to the warranty conditions below being met, you may submit a warranty claim to GWA;
 - by email customercare@nz.methven.com
 - by calling GWA Customer Care New Zealand on Ph: 0800 804 222

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

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

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

METHVEN WARRANTY CONDITIONS

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

Please retain your proof of purchase. Ensure your purchase information is safe by registering your product online at www.methven.com/register.

METHVEN WARRANTY PERIODS

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

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

For all After Sales & Service enquiries please contact GWA Customer Care on 0800 804 222.

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

[†]A Lifetime Replacement Warranty applies for the lifetime of the original purchaser.

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

Accessories	1 year	1 year (replacement only)
Spare Parts	5 years	5 years (replacement only)
Commercial Warranty		
Showers	1 year	1 year (replacement only)
Tapware	1 year	1 year (parts and labour)
Accessories	1 year	1 year (replacement only)
Spare Parts	1 year	1 year (replacement only)
ECHO		
RANGE	WARRANTY#	COMMENTS
Residential Warranty		
Showers	25 years	25 years
Tapware	15/5 years	15 Years (parts) / 5 Years (labour)
Spare Parts	5 years	5 years (replacement only)
Commercial Warranty		
Showers	1 year	1 year (replacement only)
Tapware	1 year	1 year (replacement only)
Spare Parts	1 year	1 year (replacement only)
NEFA		
RANGE	WARRANTY#	COMMENTS
Residential Warranty		
All Goods	5 years	5 Years (from date of manufacture)*
Commercial Warranty		
All Goods	1 year	1 Year (from date of manufacture)*
FINISHES		
RANGE	WARRANTY#	COMMENTS
All Goods	5 years	Matte Black finishes are warranted at 5 years. Chrome, Stainless Steel and PVD** maintain the standard product warranty period

*Please visit the Methven website for further details on determining the manufacture date.

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

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

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.

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

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

TOILET SUITES & BASINS

VITREOUS CHINA

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

VITREOUS ENAMEL

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

TOILET SEATS

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

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

PLASTICS

GENERAL CLEANING

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

SCRATCHES

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

CHEMICAL ATTACK

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

DISCOLOURATION

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

BURNS

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

SOLID SURFACE BASINS

EVERYDAY CARE

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

TIPS TO PREVENT DAMAGE TO YOUR BASIN

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

REMOVING STAINS

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

TAPWARE & ACCESSORIES

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

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

TAPWARE AERATOR CLEANING

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

Refer to installation instructions supplied with the product.

STAINLESS STEEL SINKWARE / LAUNDRY TUBS

Cleaning instructions for stainless steel sinkware:

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

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

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

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

TIMBER PRODUCTS

CLEANING

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

CARE

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

ACRYLIC BATHS

Cleaning your bath:

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

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

STEEL BATHS

Cleaning your bath:

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

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

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

SOLID SURFACE BATHS

EVERYDAY CARE

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

TIPS TO PREVENT DAMAGE TO YOUR BATH

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

REMOVING STAINS

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

CRISTALPLANT BATHS

EVERYDAY CARE

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

TIPS TO PREVENT DAMAGE TO YOUR BATH

CRISTALPLANT® is generally resistant to stains.

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

REMOVING STAINS

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

LIGHT MARKS, SCUFFS & OTHER

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

CLEANING THE BATH FEET

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

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

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