

# Warranty Periods

1. Goods sold by are made to the highest industry standards and quality, which is reflected in the warranty against defects.

2. This warranty policy is issued by Nero Bathrooms International Pty Ltd t/as Nero Tapware ABN 57 148 833 989 (Supplier) of 11-13 Buontempo Road Carrum Downs, Victoria, Australia, telephone (03) 8786 3170, email support@nerotapware.com.au

3. The following warranty periods apply to goods purchased after 1 January 2024:

Category	Warranty Period	Warranty Details
Mixer Taps	15 years	<ul style="list-style-type: none"><li>- 15 years Replacement Cartridge only.</li><li>- 10 years Replacement products or parts on all finishes.</li><li>- 1 year Replacement products or parts &amp; Labour.</li><li>- 10 years on washing machine stops replacement only</li></ul>
Showers	10 years	<ul style="list-style-type: none"><li>- 10 years Replacement products or parts on chrome finishes.</li><li>- Note: Shower hoses (metal &amp; PVC) only have 5 years replacement warranty.</li><li>- 10 years Replacement products or parts on other finishes.</li><li>- 1 year replacement products or parts &amp; Labour.</li><li>- 10 years on hand showers &amp; shower heads replacement only</li></ul>
Bath Outlets	10 years	<ul style="list-style-type: none"><li>- 10 years replacement products or parts only on all finish.</li></ul>
Bathroom Accessories	10 years	<ul style="list-style-type: none"><li>- 10 years Replacement products or parts only.</li></ul>
Other Accessories	10 years	<ul style="list-style-type: none"><li>- 10 years on universal pop up waste replacement only.</li><li>- 10 years on bottle trap replacement only.</li><li>- 10 years on glass hardware replacement only.</li><li>- 10 years product replacement and 1 year labour on toilet push plate only.</li><li>- 10 years product replacement and 1 year labour on cistern only.</li><li>- 10 years on floor waste replacement only.</li></ul>
Commercial Range	1 year	<ul style="list-style-type: none"><li>- 1 year Replacement products or parts &amp; Labour.</li></ul>
<b>Nero Premium Line</b>		
Opal, Opal Progressive, Kara Progressive, York, Bianca, Mecca, Zen & Mecca Care Tapware	15 years	<ul style="list-style-type: none"><li>- 15 years replacement cartridge only.</li><li>- 15 years replacement products or parts on all finishes.</li><li>- 2 years replacement products or parts &amp; Labour.</li></ul>
Opal, York, Bianca, Mecca, Zen & Mecca Care Showers	15 years	<ul style="list-style-type: none"><li>- 15 years replacement products or parts on all finishes.</li><li>- 2 years replacement products or parts &amp; Labour.</li></ul>
Opal, York, Bianca, Mecca, Zen & Mecca Care Bathroom Accessories	10 years	<ul style="list-style-type: none"><li>- 10 years replacement products or parts on all finishes.</li></ul>
Opal Metal Basin	15 years	<ul style="list-style-type: none"><li>- 15 years replacement products on all finishes.</li></ul>
Heated Towel Rails	10 years	<ul style="list-style-type: none"><li>- 10 years replacement products or parts on all finishes.</li><li>- 1 year on power transformer.</li></ul>
Claudia Sensor Mixer	10 years	<ul style="list-style-type: none"><li>- 10 years replacement products or parts on all finishes.</li><li>- 1 year replacement products or parts &amp; Labour for Commercial Use.</li></ul>

4. The warranty period commences from date of purchase, or for new buildings from date of handover.

5. To make a warranty claim, the customer must either contact the seller from which the customer purchased the goods, or contact the Supplier directly by telephone on (03) 8786 3170, by email at warranty@nerotapware.com.au, by fax at (03) 8786 3175 or using the online claim form at <https://nero-warranty.tradieconnect.me/admin/custom/api/warrantyform1?service=2600&serviceselect=2600&status=5>. The claimant must provide proof of purchase or equivalent documentation such as handover documentation for new homes.

6. The expense of claiming on the warranty will be borne by the customer claiming on the warranty.

7. This warranty covers the repair or, at Supplier's option, replacement of any goods which are defective through faulty manufacture or materials, free of charge and labour. The Supplier reserves the right to alter, or amend this warranty offer in writing at any time. The Supplier reserves the right to provide minor components (eg. Handles, aerators, buttons, dress rings, spindle/cartridges and seals) as 'Parts Only' to the customer. This warranty does not cover any claims for labour, additional products or parts associated with allegedly faulty goods for work not approved in

advance in writing by the Supplier.

8. For installed goods, the Supplier requires adequate access to assess the goods, fittings and fixtures to assess any warranty claim, and to undertake any warranty repairs. The Supplier will not be responsible for any consequential damage or costs where adequate access to goods, fittings or fixtures is not provided.

9. For discontinued or unavailable goods, the Supplier may replace the goods with equivalent current or available goods, using best endeavours to match the appearance and specifications of the original goods.

10. Supplier's obligations under warranty are limited to the repair or, at Supplier's option, replacement of any products of any products which are defective through faulty workmanship or materials. To the extent permitted by law, Supplier will not be liable for any loss to furniture, floor coverings, walls, fixtures or any consequential loss of any kind caused by any defect in the product components.

11. This warranty does not cover defects caused by or arising from any of the following:

11.1. goods installed by a person other than a licenced plumber. This does not apply to bathroom accessories such as towel rails, shelves, etc;

11.2. goods not installed to relevant national standards or state regulations;

11.3. tapware exposed to water pressures and/or temperatures that exceed stated limitations as per the standard installation instructions. Note: AS/NZS 3500.1:2003 specifies 500kPa maximum water supply pressure at any outlet within a building for new installations;

11.4. fitting of other devices to the outlet of tapware (eg water filters);

11.5. fitting of in tap body or end of line water flow regulating devices that have not been approved by Supplier;

11.6. products used for incorrect applications, non-potable water, etc;

11.7. damage as a result of obstruction due to inadequate flushing of system before use;

11.8. service, repairs or other non-standard replacement parts previously undertaken without Supplier's prior written approval;

11.9. damage to finishes by adhesives, sealant, etc;

11.10. damage to finishes which arise from installation or post-installation use;

11.11. failure to observe manufacturer's care and cleaning instructions;

11.12. improper or abusive use of product and/or damage resulting from misuse, accident or neglect.

12. Should any warranty claim be made and service attended to by the Supplier or its authorised service agent, and the fault is due to a cause expressly excluded from this warranty above, the Supplier reserves the right to charge a service fee for attending and/or any work carried out.

13. This warranty is in addition to customer's rights under the Australian Consumer Law.

14. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

14.1. to cancel your service contract with us; and

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

## Tapware And Accessories Care And Cleaning Instructions

Under no circumstances should you install tapware using acetone silicones.

1. Never use harsh detergents or abrasive cleaners, as these will scratch the surface.

2. To clean, use a soft cloth with warm soapy water to maintain the finish in perfect condition for a lifetime of use.

3. Use of wax based furniture cream should be avoided as this can result in a build-up of deposits, which could detract from the appearance.

4. Gold and rose gold plated products should always be cleaned with care using a soft dry cloth or a soft cloth with warm soapy water.

5. Individual products may be subject to additional or specific care and cleaning instructions. Please refer to documentation accompanying those products. Version Number: NWP2024.1