

PARISI

WARRANTY

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Warranty

January 2024

PARISI has confidence in their products' quality and function and offer lengthy and comprehensive warranties against manufacturing defects, which are in addition to that required under Australian Consumer Law.

Residential warranty applies to the installation and use of products relating to a place of residence, whether a house, unit/apartment, townhouse, villa, duplex, or other forms of housing.

The warranty period commences from the date of purchase.

For commercial warranty contact our aftersales team. E: aftersales@parisi.com.au

Commercial warranty applies to the installation and use of products within non-residential premises including hotels, motels, restaurants, schools, offices, hospitals, and public amenities.

Warranty

Residential Warranty Periods

BATHROOM FURNITURE

| Category | Warranty | Details |
|--|----------|---|
| Multi-wood or Solid Surface Cabinetry | 10 years | 10 years replacement product 1 year labour |
| Door and Drawer Hardware Functions | 10 years | 10 years replacement product 1 year labour |
| Storage Cabinetry | 10 years | 10 years replacement product 1 year on mirror 1 year on electrical (lighting, drivers, defoggers, clock) |
| *Mirrors and Mirror on Cabinets | 1 year | 1 year mirror and electrical (lighting, drivers, defoggers, clock) |
| Cabinet Handles | 5 years | 5 years replacement products |
| Ceramic Tops and Basins | 10 years | 10 years replacement product 1 year labour |
| *Quartz Stone Tops, Solid Surface Tops and Basins | 10 years | 10 years replacement product 1 year labour |
| MyTop Porcelain Tops | 10 years | 10 years replacement product 1 year labour |
| *Natural Marble Tops and Basins | 1 year | Replacement product |
| Plug and Waste | 1 year | Replacement product |

* Refer to care and maintenance

Warranty

Bathroom Furniture Additional Information

Natural stone and timber products, have characteristic variations in tone, veins, grain pattern and knots; due to this, display samples or product images should only be considered as representations of the final product.

PARISI use premium moisture resistant materials. This does not mean that they are waterproof. Cabinets must be immediately wiped dry of any condensation, spills and water leaks. Water damage is not covered under warranty.

Accurate sealing of the cabinet and kick-board (where applicable) is vital for proper maintenance of the product and ensuring longevity.

The doors and drawers are adjusted during manufacture, and may require to be readjusted after installation. This is not covered by warranty.

Mirrors in bathrooms tend to accumulate an unsightly layer of toothpaste splatter, hairspray or residue of other bathroom products. Use a soft microfibre or lint-free cloth to clean your mirror of any marks.

Do not use alkaline (ammonia) and acid (vinegar) based products, including glass cleaners, as they may corrode the mirror backing and leave smears and streaks behind causing brown marks or black-spotting.

To preserve the appearance and longevity of your mirror and avoid black-spotting, keep your bathroom well ventilated to reduce condensation and excessive moisture running to the edge of your mirror. Keep your mirror dry and wipe off any water, moisture or steam immediately.

Exposure to excessive sunlight and heat, water damage including high humidity, plus any deterioration due to other environmental conditions will void the warranty.

Warranty

BATHWARE

Sanitaryware

| Category | Warranty | Details |
|---|----------|---|
| Toilet Pans, Cistern, Bidet (Ceramic) | 10 years | 10 years replacement product 1 year labour |
| Geberit valves | 3 years | 3 years replacement product 1 year labour |
| Toilet Seats | 1 year | Parts only |
| Pressalit Seat | 10 years | Parts only |
| Serena, Aqua Bidet Seat | 5 years | 5 years replacement parts 1 year labour |
| Urinal (front of wall) | 10 years | 10 years replacement product |
| Urinal (Rough-in kit) | 1 year | Parts and labour |
| Ceramic Basins, Ceramic Butler Sinks | 10 years | 10 years replacement product 1 year labour |
| Solid Surface Basins | 10 years | 10 years replacement product 1 year labour |
| Basin Traps, Overflow, and Plug and Waste | 1 year | Replacement product |
| Spare parts | 1 year | Replacement product |

Concealed Cistern and Push Plates

| Category | Warranty | Details |
|------------------------------------|----------|---|
| Concealed Cisterns (Tank) | 15 years | 15 years replacement product 1 year labour |
| Push Plates for Concealed Cisterns | 2 years | 2 years replacement product 1 year labour |
| Internal Components | 1 year | Parts and labour |

Warranty

Baths

| Category | Warranty | Details |
|-----------------------------------|----------|------------------------------|
| Stonetec® Baths | 25 years | 25 years replacement product |
| Lucite® Acrylic Baths | 15 years | 15 years replacement product |
| Steel Enamel Baths | 15 years | 15 years replacement product |
| Acrylic Inset Baths | 10 years | 10 years replacement product |
| Bath Accessories (Plug and Waste) | 1 year | Replacement product |

Showers

| Category | Warranty | Details |
|--|----------|--|
| Overhead Shower and Arms | 15 years | 15 years replacement product 5 years labour |
| Handshower, Hoses and Sliders (retractable or moveable parts) | 1 year | Replacement product |

Tapware

| Category | Warranty | Details |
|---|----------|--|
| Ceramic Disc Cartridges | 15 years | 15 years replacement product 5 years labour |
| Taps, Outlets and Mixers | 15 years | 15 years replacement product 5 years labour |
| Kitchen Pull-out Spray and Hoses for Sprays (retractable or moveable parts) | 1 year | Parts only |

Warranty

Accessories

| Category | Warranty | Details |
|---|----------|-----------------------------|
| Accessories | 15 years | Replacement product or part |
| Retractable or moveable parts, Mirrors, and Plug and Waste | 1 year | Replacement product or part |

Stainless Steel Sinks

| Category | Warranty | Details |
|-----------------------|----------|-----------------------------|
| Sinks | 20 years | Replacement product or part |
| Waste, moveable parts | 1 year | Replacement product or part |

Finishes

| Category | Warranty | Details |
|---------------------------|----------|------------------|
| Chrome Plated | 15 years | Conditions apply |
| PVD | 15 years | Conditions apply |
| Electroplating Matt Black | 5 years | Conditions apply |

Warranty

DOORWARE

| Category | Warranty | Details |
|---|----------|--|
| Handles, Knobs, Plates, Pull Handles, Door Knockers, Cabinetware Hinges, Turn, Release, Escutcheon, Flush Pull, Flush Bolt, Doorstop | 5 years | 5 years replacement product 1 year labour |
| Locks, Latches and Cylinders (excluding electric locks and striker) | 5 years | 5 years replacement product 1 year labour |
| Spare Parts | 1 year | Parts only |

Finishes

| Category | Warranty | Details |
|---|----------|------------------|
| PVD | 15 years | Conditions apply |
| Satin Stainless Steel (SSS) Polished Stainless Steel (PSS) Chrome Plated (CP) Satin Chrome (SC) Satin Nickel (SN) | 10 years | Conditions apply |
| Polished Brass (PB), Satin Brass (SB) Polished Brass Unlacquered (PBU) Satin Brass Unlacquered (SBU) | 2 years | Conditions apply |
| Electroplating Matt Black | 5 years | Conditions apply |

Warranty Conditions

PARISI warrants to the original purchaser that PARISI products will be free from defects in material and workmanship.

At PARISI discretion, the warranty covers the repair, replacement or make appropriate adjustments, supply equivalent goods or refund the price of purchase of any products which are defective through faulty material or workmanship, under normal installation, use, and maintenance within the warranty periods. PARISI is not responsible for any removal or installation costs.

Valid warranty claims will be covered and rectified by a PARISI service technician or authorised installer.

Products are to be checked for any transit damage or fault before installation.

Damage due to neglect or improper installation or use, improper care and maintenance, misuse, or alterations, are not considered manufacturing defects and are not covered under this warranty.

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

Products are subject to colour, shade or pattern variations.

PARISI products come with a guarantee that cannot be excluded under Australian Consumer Law. You are entitled to choose a refund or replacement for major failures with goods. If a failure with the goods does amount to a major failure, you are entitled to have the failure rectified in a reasonable time.

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

Warranty

Warranty Exclusions

The following reasons will void the warranty;

- Installation by an unlicensed tradesperson.
- Products are not installed in accordance with the manufacturer's written installation instructions.
- Products are not installed in accordance with Australian Standards AS/NZS3500 or the relevant State Regulation. **
- Water pressure and water temperature that exceeds the guidelines in the written installation instructions, including thermal shock.
- Isolating taps – mini stop taps – are not installed as per the manufacturer's instructions.
- Any damage caused by inadequate flushing or preparation of plumbing lines before use, and problems caused by a poor water supply including dirt, sand, copper, or plastics.
- Removal of check valves and flow regulation components in tapware and showers.
- Products are not maintained and cleaned in accordance with the care and maintenance instructions provided by PARISI.
- Failure to maintain or clean aerators or filters in water outlets and shower heads as part of normal care and maintenance.
- Deterioration of seals and O-rings due to products used within cisterns such as cleaning agents or deodorisers.
- Faulty electrical supply, including power outage or surges.
- Damage to surface finishes due to the use of harsh chemicals, detergents, and abrasive cleaners, epoxies, adhesives, and sealants.
- Damage that can be attributed to accident, neglect, abuse, or improper use of the product, including excessive heat or moisture, excessive pressure, harsh or adverse weather conditions, and natural disasters.
- Normal wear and tear.
- There are non-approved modifications to the product or components provided.
- Products sold off display.

**AS/NZS3500 states that the maximum water supply pressure at any outlet within a building must not exceed 500kpa. In this situation, pressure-limiting valves should be installed.

Warranty

Claim Procedure

To make a claim, contact the retailer where the product was purchased from, alternatively, a claim can be lodged online through our website, parisi.com.au/contact-us/

When making a claim the following information is required;

Proof of purchase (copy of receipt) or certificate of occupancy for new homes.

Photograph/video of the product and the issue.

PARISI provides service calls by an authorised service technician within the normal business hours 8:00 am – 5:00 pm, Monday to Friday AEST. PARISI requires sufficient access to products, fittings, and fixtures to undertake warranty repairs. PARISI will not be responsible for any consequential damage or cost should sufficient access not be provided.

PARISI reserves the right to provide minor components as 'parts only' to the customer during any part of the warranty period.

Should any warranty claim be made and attended to by an authorised service technician and at their assessment the cause of the issue falls within the warranty exclusions, a service call-out fee will apply. PARISI reserve the right to charge a call-out fee, labor charge, and any parts that may be applicable.

Replacement products are limited to what is in stock at the time and are not guaranteed to match original installation.

Warranty Contact Details

Aftersales and Service

E: aftersales@parisi.com.au

W: parisi.com.au

As part of PARISI commitment to continuous improvement, PARISI reserves the right to make changes to its products at any time and supply an alternative product.

PARISI

parisi.com.au