

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.

We are committed to upholding our position as Australia’s leading supplier of bathroom, kitchen and laundry products. Our Technical Support and Customer Service teams strive for ultimate customer satisfaction through a dedicated and proven service network.

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



CLARK RESIDENTIAL WARRANTY EFFECTIVE FROM 7 APRIL 2018

Warranty		
SANITARYWARE		
Toilet Suites (Cisterns & Pans)	10/1 years	10 years replacement product or parts 1 year replacement products or parts and labour
Basins	10/1 years	10 years replacement product or parts 1 year replacement products or parts and labour
Seats	1 year	1 year replacement product or parts
Spare Parts	1 year	1 year replacement product or parts
BATHS		
Baths - Acrylic	10/1 years	10 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
TAPWARE		
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
[†] 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.		

SINKS + TUBS		
Sinks	25/1 years	25 years replacement product or parts 1 year replacement products or parts and labour
Tubs	25/1 years	25 years replacement product or parts 1 year replacement products or parts and labour
Cabinets	5/1 years	5 years replacement product or parts 1 year replacement products or parts and labour
Commercial Sinks	25/1 years	25 years replacement product or parts 1 year replacement products or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

**Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories purchased on or before
6 April 2018**

Sinks	Clark Lifetime™/ 1 year	Clark Lifetime™ replacement product or parts 1 year replacement products or parts and labour
Tubs	Clark Lifetime™/ 1 year	Clark Lifetime™ replacement product or parts 1 year replacement products or parts and labour
Cabinets	10/1 years	10 years replacement product or parts 1 year replacement products or parts and labour
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†
Commercial	25/1 years	25 years replacement product or parts 1 year replacement products or parts and labour
Accessories & Spare Parts	1 year	1 year replacement products 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.

GWA BATHROOMS & KITCHENS **WARRANTY PERIODS**

TAPWARE WARRANTY PERIODS - Purchased from 7th September 2015 - 6th April 2018

GWA Bathrooms & Kitchens updated the residential and commercial warranty periods and conditions for all tapware, showers and accessories purchased on and after the 7th September 2015. For details of the new residential and commercial tapware warranty, please see tables below on pages xii and xiii.

Product purchased before the 7th September 2015, will still be warranted under the terms and periods as detailed on pages xi. For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.

Residential Warranty - Taps, Outlets, Mixers, Showers, Bathroom Accessories		
For product purchased on or after 7th September 2015		
	Warranty	
Clark		
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 [†]
<small>* 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.</small>		

TAPWARE WARRANTY PERIODS

Purchased from 1st February 2012 and 7th September 2015

Residential & Commercial - Taps, Outlets, Mixers, Showers, Bathroom Accessories		
	Warranty	
Clark		
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 [†]
<small>*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.</small>		

TAPWARE WARRANTY PERIODS - 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 13 14 16 for further warranty information.

GWA BATHROOMS & KITCHENS **WARRANTY CONDITIONS**

This extended warranty only covers Caroma Industries Limited products listed in this product price list (collectively "Products"), 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 emailed, faxed or posted 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 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
Norwest Business Park
Level 1, 7-9 Irvine Place, Bella Vista NSW 2153

Phone: 13 14 16
Fax: 1800 818 346
bkservice@gwagroup.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.

GWA BATHROOMS & KITCHENS **WARRANTY CONDITIONS**

This Extended Warranty shall be void for the following reasons:

1. A customer's inability to provide Proof of Purchase 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.