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# Congratulations on purchasing A CODE PVD Stainless Steel Sink!

## What's In The Box

PVD COLOURED WASTE & OVERFLOW	PROTECTIVE GRID
	
TEMPLATE AND INSTALLATION GUIDE	INSTALLATION CLIPS AND SCREWS
	

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# Warranty & Care Guide.

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## **Congratulations! And thank you for purchasing a Code kitchen sink from our Aspen range.**

These sinks are exceptional quality offering a PVD Coating bonded to 304 Stainless steel. Nano coated for added bacterial protection and hand finished.

Our sinks also come with additional strengthening and sound deadening to the exterior of the sink which helps dull the acoustics when using the sink. It also backs up the beautiful finish with a quality feel to complete your new dream kitchen!

We have sourced these from the highest quality manufacturer and have done intensive testing here at Code to ensure the suitability of the product for the NZ/Australian market. Tests include chemical, abrasion and thermal shock testing.

The Aspen range offers a complete size range from 400 deep x widths of 400/500/600/700 and a large double bowl sink which boasts a large sink of 550mm width and a 200mm waste sink. This is also universal RH and LH. All sinks come with an overflow



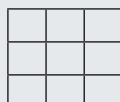
### **Wipe Down Spills Immediately**

We advise to clean up any spills immediately that fall directly on to the sinks surface, including harsh substances like, beetroot juice, red wine, baked beans or any other food scraps.



### **Clean Your Sink Regularly**

Simply wipe down with a soft cloth and warm soapy water to remove any surface contaminants. To further reduce water spots, dry with a soft towel or a dry cloth. When the water evaporates, the minerals/salts are left behind, these can create water deposits (like on your car if you don't wipe it down with a dry cloth).



### **Use The Grid Provided**

All our Code Stainless steel sinks come with a protected grid. This protects the bottom and sides of your sink by keeping silverware and pots off the surface. Use the sink grid that is supplied with the sink to limit items making direct contact with the PVD surface.



### **For Those Tough Marks**

For more stubborn marks, use a 50/50 mix of white vinegar and water or a non acidic spray and wipe. Apply with a soft clean cloth then rinse and dry immediately.

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# !DO NOT!

Avoid doing the below. Failure will cause damage to your sink that is not covered under warranty.



## Avoid Hot Objects On Sinks

Do not place hot objects directly onto the sink. However, you can use the protective Grid/ matt provided with the sink to place hot oven pans and pots on. Do not pour any hot fat or cooking oils into your sink



## Avoid Leaving Acidic Food

Please avoid leaving the following foods in contact with the sink for an extended period of time as they can cause discolouration (or even rusting)  
Fruit juice, damp salt, vinegar, mustard, pickles, and mayonnaise, tea, coffee, Citric acid, Berries, Spaghetti Sauce.



## Avoid Heavy Or Sharp Objects

Avoid using any heavy or sharp items making contact directly with the sinks surface.



## Do Not Use Metal Scouring

Avoid scouring pads synthetic or metal/wire wool on your PVD sink – there is no need to use any such products – please see every day cleaning advice above.



## Do Not Use Bleach

Bleach, Detergents containing Chlorine or any of its derivatives, Acetone, white thinners, Paint thinners, Oven cleaners, Citric acid, Limonene, Paint, Silver dip cleaners, Denture cleaners and photo developing liquids.



## Avoid Using Chemicals

Please do not expose the Sink to any of the following chemicals as these can damage the sinks surface. If for some reason should any of these chemicals come into contact with the sink, please rinse off immediately with water then wipe over the sink with a soft cloth and warm soapy water then rinse again.

# **Attention Tradesmen Read prior to installation!**

It is important to thoroughly check your sink before installation. Once the owner or hired tradesmen has installed the sink, they accept the sink is in perfect order (free of damage or manufacturing defects.) If a defect or damage is found after installation the warranty is voided.

**Warning – the overflow in this sink is rated to 10L/PM  
please ensure the tap fitted does not exceed this flow rate.**

**Please pass the care and maintenance booklet to the homeowner**

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# WARRANTY

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Our Warranty promise – Codes warranty policy covers our products for the periods shown in the table below. The start date of the warranty starts from the day the item is purchased from the retailer.

Warranty claims cover any fault, defect or failure occurring as a result of the manufacturing process. Damage or faults occurring as a result of misuse, accident, or wear and tear are not covered by our warranty policy.

If the product is out of warranty, we can still have the product repaired or replaced if accepted, however the cost of the repair or replacement will be charged to the customer.

RESIDENTIAL	WARRANTY PERIOD	TYPE
Code Aspen Stainless Steel Sinks	10 Year Warranty	2 Years Labour + 8 Years Replacement Product
Waste, Grid & Overflow	1 Year Warranty	Replacement Product Only
Code Aspen Sink Accessories	1 Year Warranty	Replacement Product Only

COMMERCIAL	WARRANTY PERIOD	TYPE
Code Aspen Stainless Steel Sinks	2 Year Warranty	1 Years Labour + 1 Year Replacement Product
Waste, Grid & Overflow	1 Year Warranty	Replacement Product Only
Code Aspen Sink Accessories	1 Year Warranty	Replacement Product Only

All Code products dispatched will have manuals and installation instructions included, please make sure these are read and retained. If these are missing from your products packaging, please contact your supplier/installer or download these from our website.

**Fine scratching;** this is not a defect or flaw, but a natural part of the aging process. Overtime these sinks develop a unique patina where scratches just blend into the shimmering surface. Any perceived imperfections will become less apparent as you continue and enjoy your sink. This aging process is the same for all stainless-steel sinks regardless of the brand or Model.

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## WARRANTY TERMS & CONDITIONS

- The warranty is not valid for Defects found in the sink after installation.
- The warranty is not valid for Normal wear and tear.
- The warranty is not valid for Improper care and maintenance (see care and maintenance guide).
- The warranty is not valid for Damage caused by objects hitting the sink itself.
- The warranty is not valid for Scratches, water marks, stains caused by water or any other liquid
- The warranty is not valid for Improper cleaners used (see care and maintenance guide).
- The warranty is not valid for Use of metal scouring pads or abrasive cleaning clothes
- The warranty is not valid for Any issues relating to the installation of the sink or alteration of the product.
- Discolouration due to Hardness of water.
- The warranty is not valid for Installation on a boat or watercraft.
- The warranty is only applicable to the original customer or the original homeowner of a new build by a building company. The warranty is not transferrable.
- The warranty is not valid when Installation of the Product has occurred without regard to the installation instructions provided and full consideration is given to all regulatory codes covering electrical, gas and plumbing installations.
- The warranty does not cover Transportation or travelling costs involved in the repair when the product is installed outside in rural areas.
- The warranty is not valid if the Product has been dismantled, repaired or serviced by other than an authorised Code service person unless there is written permission from Code.
- The warranty is not valid unless the defect is notified in writing to Code within a reasonable period after the defect in the Product would have become apparent to a reasonable person.
- If a service call is required and it is not a result of a factory manufacturing defect, then Code or the service agent will charge the customer directly for the service call out. All warranties must go through the approved warranty process. No warranty claims may be expressed or implied by any party other than the original owner of the sink.
- Code reserves the right to reject any rework claims at any time if we deem the installation of the product has not been completed in a professional manner.
- Official decisions will always be made in writing once a claim is fully investigated. Please refer to our website for latest updates and warranty conditions.

### Consumers Gurantees Act 1993

The Consumer Guarantees Act sets out minimum standards for goods sold by Code. In the event that goods sold are faulty, you as a customer have the right to a repair, replacement or refund. Cover of related costs is not compulsory, as per the Consumers Guarantee Act; So it is important to check your products carefully before installation.

Nothing in this Product warranty shall override or negate any statutory right or remedy that may be available to the Consumer under the Consumer Guarantees Act 1993, except where the Consumer has acquired Product for the purposes of business or commercial use. (Commercial warranty periods apply).

### Disclaimer

Product cut-outs indicated in our literature are indicative only. Actual examples of the Product only should only be used to define cut-out sizes. Distributors, agents and retailers have no authority to bind Code by any express or implied undertaking or representation.

Code, is constantly seeking ways to improve the specifications, design and production of the Product. Alterations take place continually. Whilst every effort is made to produce up to date literature, brochures should not be regarded as an infallible guide to the current specifications, nor does it constitute an offer for the sale of any particular product.

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## Making a Claim

Any claim under this warranty must be made in writing to Code (sales@codebathroomware.co.nz)  
The claim must be supported by proof of purchase including the date of original purchase of the Product.  
Suspected defects in the product must be clearly photographed and noted on the claim form.

The product must also be made available for inspection by Code or it's authorised representatives.

If uninstalled the product at fault must be returned in original condition with packaging along with all components supplied. Failure to do so may result in a rejected claim.

After we have assessed your claim and it has been accepted there are three options available:

1. Refund: A refund will be made in the same tender as the original purchase for all cash sale purchases.
2. Credit Note: The issuing of a credit note/store voucher for the same value.
3. Repair or Replace: If the product is still within the warranty, then the repair or replacement will be at our expense. If the product is out of warranty, then we can still have the product repaired or replaced, however, the cost of the works and product will be charged to the customer. In some cases, we may not be able to repair or replace your product due to availability or discontinuation of that particular product line, in which case we will replace the goods with a product similar or offer a full refund upon return of the faulty product. See Warranty Policy below.

## Code Warranty Policy

1. Wherever possible we will endeavour to repair any fault to a factory standard and return it to you at no charge
2. Where repair is not possible or practical, we will replace the product with the same or similar product.
3. If a repair or replacement is not possible due to the product being unavailable, we will exchange it for any Code products of the same value as your original purchase price.
4. Where none of the above solutions is possible or practical then you have the option of receiving a full refund or store credit upon the return of the faulty goods.

### **OPTIONAL CODE ACCESSORIES AVAILABLE – SOLD SEPARATELY**

CODE PVD coloured 480 x480 folding matt - Stainless ASHM-SS, Matte black ASHM-MB, Gun metal ASHM-GM, Brushed Brass ASHM-BB and brushed Copper ASHM-BC

CODE PVD coloured waste master flange and Plug - Matte black CWFP-MB, Gun metal CWFP-GM, Brushed Brass CWFP-BB and brushed Copper CWFP-BC

CODE PVD coloured waste master Air switch – universal fit with most brands. Stainless CAS-BS, Matte black CAS-MB, Gun metal CAS-GM, Brushed Brass CAS-BB, and brushed Copper CAS-BC

CODE PVD Coloured Basket waste and overflow kits – Stainless AWO-SS, Matte black AWO-MB, Gun metal AWO-GM, Brushed Brass AWO-BB and brushed Copper AWO-BC

CODE PVD Coloured Replacement protective Grid/Matts - (Stainless, Matte black, Gun metal, Brushed Brass and brushed Copper)

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