

**WARRANTY\***

| <b>Product Type</b>                | <b>Period of Replacement<br/>Product Warranty<br/>(excluding labour &amp; spare parts*)</b> |
|------------------------------------|---|
| <i>Toilets</i>                     | <b>15 years</b>   |
| <i>Seat cover</i>                  | <b>1 year</b>   |
| <i>Bidets</i>                      | <b>15 years</b>   |
| <i>Ceramic Basins</i>              | <b>15 years</b>   |
| <i>Acrylic bathtubs</i>            | <b>5 years</b>  |
| <i>Shower screens</i>              | <b>5 years</b>  |
| <i>Vanities</i>                    | <b>5 years</b>  |
| <i>Ex-display limited warranty</i> | <b>12 months</b>  |
| <i>Cosmetic wall cabinets</i>      | <b>5 years</b>  |
| <i>Mixers/ Tapware</i>             | <b>5 years</b>  |
| <i>Accessories</i>                 | <b>3 years</b>  |
| <i>Spare parts</i>                 | <b>1 year</b>   |

\*Parts subject to wear and tear such as seals and rubbers are not covered by warranty

\*If flushing cleaners or chemical additives are used in the cistern, all warranties will be void.

We will rectify free of charge for parts within these periods, any fault due to a defect in materials appearing within the applicable warranty period subject to the conditions set out below.

Claims for BelBagno products which were **installed and used according to installation instructions and by a licensed plumber (electrician for LED mirrors and cabinets)** only are accepted.

**IMPORTANT! PLEASE READ PRIOR TO INSTALLATION.** Prior to installation it is important to unpackage & **inspect your products** to ensure no damage has occurred in transit and that the product IS CORRECT. If damage has occurred, or a visible defect exists, **do not proceed with installation.**

Contact distributor that you purchased this product from with any enquiries regarding the condition of the product or any defects PRIOR to installation.

**NO claims for damages / defects will be recognized after installation.**

Regardless of any warranty service within the warranty period, the warranty shall expire at the end of the time frame set out above from original date of purchase.

## HOW TO MAKE A WARRANTY CLAIM

For all warranty queries customers are to contact the branch where the product was purchased. These details can be found on your purchase invoice.

1. In all cases customers must provide an **original purchase receipt (copy will not be accepted)** as a PROOF OF PURCHASE, and installer's details including 'license' number and confirmation of the water pressure if the warranty claim is in relation to the cistern internals. Without this information we will be unable to process the warranty claim.
2. Provide details of the model, finish and nature of the problem to enable the identification and rectification of any fault.
3. Provide detailed photos of the defect.
4. We will then assess your claim to determine the nature of the issue, and whether you are entitled to a replacement under the warranty.

Please email all the materials to us. Please do not bring the item back to us as we will not replace it without the warranty claim.

You will be required to leave the product in place until we contact you with further instructions or details as the warranty is void if the item is uninstalled without manufacturer's permission. We will get back to you within 3 business days to solve your matter.

Claims for damage made a week after receiving the items will not be accepted.

Claims made for charges other than the item will not be accepted, including plumbing charges and postage fee.

## WARRANTY CONDITIONS

(for more details please see the installation instructions)

The following is not covered by our warranty:

- Improper functioning of product due to incorrect installation
  - Damage due to incorrect installation
  - Damage due to accident
  - Damage due to secondary transit or handling
  - Improper care and cleaning
  - Alterations to original product
  - Inappropriate use and/or abuse of item/vandalism
  - Failure to use or maintain items in accordance with the manufacturer's recommendations
  - Installations in public areas or high use areas
  - Damage from third party equipment
- If the product is not installed by a licensed plumber all warranties are void

### Finishes/Surfaces

- Toilet pans shall not be installed on a sand and cement mix in which case the warranty will be void.
- Furniture surfaces are for use in normal bathroom conditions including adequate ventilation, removal of excessive surface water and proper sealing of any cracks in order to prevent water penetration.
- Waste is not to be over tightened to avoid stress on basin or top (recommendation for waste to be HAND tight only, silicone sealed).
- Acrylic baths and shower tray products need to be inspected by the purchaser for scratches and/or cracks prior to installation, no warranty is offered post installation.
- Doors and drawers have to be adjusted if required as there may have been some movement during transportation and installation.
- BelBagno Design vanity cabinets, shaving cabinets and side cabinets are manufactured from Moisture Resistant materials but are not waterproof. Care must be taken to dry spillages or leakage of water that may gain access to cabinetry. Accurate sealing of the cabinet and kickboard (where applicable) is vital for proper maintenance of the product and ensuring longevity.
- Under no circumstances should vanities and/or tops be tiled into the wall. BelBagno vanities and basin/tops must be fitted to finished/completed wall coverings. The BelBagno Warranty does not cover any vanity and/or top and/or basin that has been tiled 'into' a wall i.e., fitting or fixing a vanity to a wall and tiling around it, and/or tiling down and/or around the vanity and top/basin.
- BelBagno Design mirrors/ mirrored cabinets – It is the responsibility of the purchaser to ensure the product is installed and maintained appropriately. Care should be taken to avoid contacting mirror edges with any liquid.

### Cistern Mechanisms

Maximum working pressure is 500kpa (as Australian Standards). Water pressure over this or poor water quality will void the warranty. Please Note: 95% of warranty claims associated with cistern internals are due to high water pressure and/or poor water quality; or incorrect adjustment of inlet and/or outlet valve or not checking for water tightness of inlet/outlet valve at installation.

### Toilet Seats

Seat covers are not designed for standing on. The seat may become loose with time and through use – this is normal and needs simple ongoing maintenance and will not be considered a warranty issue.

This warranty is for normal domestic and commercial use only and excludes any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation or other alterations or modifications which affect the reliability or performance of the unit not attributable to faulty manufacture. This warranty does not cover defects or injury caused by or resulting from poor installation or installation outside of National or Regional government standards.

## PRODUCT CARE AND MAINTENANCE

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

### **Sanitary ware**

#### *- Vitreous China*

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

#### *- Toilet seats, plastic cisterns*

The best method of maintaining the finish while ensuring the cleanliness of toilet seats is simply to wipe over with soapy water and a clean, soft cloth. It is important that no abrasive cleaners or wax-based creams are used as this can result in a build up of scratches that will detract from the appearance.

#### *- Scratches*

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

#### *- Chemicals*

Plastic products are resistant to most household products, but are not absolutely stain proof. Spills of some products such as hair lacquer, aftershave lotion, nail polish and remover, white spirit, kerosene, aerosol propellants and insecticides should be removed immediately by washing the product. To restore toilet seat surface if marked, treat as for scratches.

#### *- Flushing*

Flushing cleaners or chemical additives should not be used inside the cistern. All warranties will be void if such products are used with our products.

### **Bathtubs**

For normal maintenance, clean with a soft sponge or cloth using a mild soap or liquid detergent.

Hard to remove stains can be removed by using eucalyptus oil, methylated spirits.

Do not use abrasives such as scouring compounds, scouring pads, steel wool or harsh chemicals.

### **Mixers/ Tapware/ Showers/ Accessories**

#### *- Chrome plated and coloured products*

Should only be cleaned with a mild household detergent or soap and water. It is important that no abrasive cleaners or wax-based creams are used as this can result in a build up of scratches that will detract from the appearance.

#### *- Gold plated (incl. polished brass) products*

Can generally be cleaned using soap and water and a soft cloth. It is important that no abrasive cleaners or wax-based creams are used as this can result in a build up of scratches that will detract from the appearance.

### **Vanities and Cabinets**

#### *- Base Cabinets/ Side Cabinets*

Always test your cleaning solution on an inconspicuous area before applying to the entire surface.

Wipe surfaces clean and rinse completely with water immediately after applying cleaner. Rinse and dry any overspray that lands on nearby surfaces.

Do not allow cleaners to soak.

Use a soft, dampened sponge or cloth. Never use an abrasive material such as a brush or scouring pad to clean surfaces.

Blot spills immediately with a soft, damp cloth.

Test cleaners in a discrete location first, such as the inside of a door, to ensure that there is no adverse reaction.

Do not expose wood furniture to direct sunlight, drying heat sources or dampness.

Protect wood surfaces by using felt, leather or cork under accessories. Never slide objects across wood surfaces.

Dust frequently with a soft cloth in the direction of the grain.

Avoid using oily polishes or waxes, or products containing silicone.

Never use cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol, solvents.

Ensure that ANY exposed mirror edges are regularly oiled to avoid moisture damage on silver.

#### *- Acrylic tops/ Polymarble tops*

Clean with a soft sponge or cloth using a mild soap or liquid detergent.

If cleaners or colouring agent contain chlorine or peroxide solvents, these should be thoroughly rinsed from the surface after use.

Avoid direct contact from heat objects. Do not place the heat objects direct on the basin.

Avoid sharp, heavy and hard objects to crash the basin to prevent from scratch or damage.

Do not cut anything on the top of basin.

Never use cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol, solvents.

Always keep the basin clean and dry. Use a soft cloth to clean off the drop of water on the basin.

Use soft cleansers and a soft cloth to clean the basin; do not use cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol, solvents.

For heavy stains or slight scratches, users are recommended to use a soft wet cloth with a bit of toothpaste to polish, then use a soft dry cloth to polish it again.

Protect polymarble surfaces by using felt, leather or cork under accessories. Never slide objects across polymarble surfaces.

#### *- Vitreous China tops*

Use a mild household detergent, warm soapy water or cream cleaners or Spray and Wipe and clean with a soft cloth.

#### *- Cabinets. Gloss lacquered (painted) and Gloss Vinyl Wrap Oil.*

The best method of maintaining the finish is simply to wipe over with a clean, soft cloth. It is important that no abrasive cleaners or wax-based creams are used as this can result in a build up of scratches that will detract from the appearance.

#### *- Scratches*

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

#### *- Chemicals*

Spills of some products such as hair lacquer, aftershave lotion, nail polish and remover, white spirit, kerosene, aerosol propellants and insecticides should be removed immediately by washing the product.

**Stainless steel accessories**

Avoid contact with rough or dirty surface, new polished stainless steel will show scratches.

Clean with soap and water or stainless steel cleaner.

Clean along the grain of the stainless steel.

Use a soft sponge.

Wipe over with a glass cleaner.

Polish with a metal polish paste or stainless steel polish.

Use a liquid cleaner.

Do not use steel wool, harsh liquid cleaners or bleach.

Beware of grit within cloths and mineral deposits within water.

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