

# TRADELINK PRODUCT WARRANTY & CARE INFORMATION

Tradelink Pty Limited ABN 29 000 003 832 of Level 4, 68 Waterloo Road, Macquarie Park NSW 2113 (**Tradelink**) offers warranties on each of the products set out in Schedule A (**Product(s)**) for the warranty periods specified, the details of which are set out in this document (**Tradelink Warranty**).

This Tradelink Warranty supersedes and replaces any previous version of this document.

## Tradelink Warranty Contact Details

### For a new Tradelink warranty claim

Address: Locked Bag 71, Virginia BC QLD 4014

Phone: 1800 PLUMBING (1800 758 624)

Email: [warranty@tradelink.com.au](mailto:warranty@tradelink.com.au)

### For queries relating to existing claims

Address: Locked Bag 71, Virginia BC QLD 4014

Phone: 1300 658 277 (Option 2)

Email: [warranty@tradelink.com.au](mailto:warranty@tradelink.com.au)

## WARRANTY

If you are a consumer as defined under the Australian Consumer Law, our goods 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 reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

**The Tradelink Warranty is in addition to all your rights and remedies under the Australian Consumer Law.**

This Tradelink Warranty only covers the Products set out in Schedule A and does not extend to items that you have selected outside this range, including the items set out in Schedule B.

Subject to the terms contained in this Tradelink Warranty document, where a genuine manufacturing defect arises in your Product during the course of normal domestic or commercial use within the warranty period set out in Schedule A, Tradelink will, at its election repair the defect (without cost to you for labour or replacement parts) or replace the Product.

The Tradelink Warranty only applies to you if you are the original purchaser of the Product. It is not transferable.

Your Tradelink Warranty does not extend to the items set out in Schedule B and these items are sold with the warranty provided by the manufacturer, in addition to any rights and remedies you may have under the Australian Consumer Law. Please refer to the warranty document (if any) provided by the manufacturer named in Schedule B or contact the manufacturer for details.

Your Tradelink Warranty commences from the date of purchase of your Product (or for new buildings, on the date of handover) for the relevant period set out in Schedule A and is valid for purchases of Products made after the 1st March 2014. For any Product which has been purchased prior to this date or for product not listed in Schedule A, please contact Tradelink on 1300 658 277 for warranty information.

**IMPORTANT NOTE:** Even if you are not covered by the Tradelink Warranty or any manufacturer's warranty, you may have rights and remedies under the Australian Consumer Law.

## WHAT IS NOT COVERED

Your Tradelink Warranty does not cover any defect or damage caused, or partly caused, by or arising through:

- fair wear and tear (e.g. working seals in the inlet and outlet valves, scratching from cleaning, etc.);
- incorrect storage or handling of the Products;
- failure to properly install, use or maintain the Product or to follow any instructions or guidelines for installation, use or maintenance of the Product;
- faulty design of a system in which the Products are used;
- the use of the Product otherwise than for any application specified on a quote or order form, price book or catalogue issued by Tradelink;
- the continued use of the Product after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or
- any accident or act of God.

Your Tradelink Warranty will be voided if any of the events detailed below arise:

- You are unable to provide proof of purchase or equivalent documentation from an authorised retailer of a Product;
- If:
  - the Product is not installed by a licensed plumber and/or electrician;
  - the Product is not installed in accordance with the relevant National Standards and state regulations;
  - the Product is not installed in accordance with the manufacturer's installation instructions;
  - the water pressure exceeds stated limitations as per the Product installation instructions;
  - the hot water system delivery temperature at the outlet exceeds 65 degrees Celsius;
  - the Isolation stop taps are not fitted in accordance with AS/NZS 3555:2000 requirements for appliances and apparatus;
  - other devices are fitted to the outlet of tapware (e.g. water filters);
  - Tradelink non-approved parts are fitted in tap body or end of line water flow regulating devices;
  - repair, service, alteration or replacement works have been undertaken without the prior approval of Tradelink where works are undertaken by a non-approved service agent or technician or where works are undertaken with non-standard or non-genuine replacement parts;
  - inappropriate or non-approved connection fittings are used connecting Product to sewer;
  - unauthorised modifications are made to Product;
  - the Product is used for an incorrect application, non-potable water, etc.;
  - the defect is a result of obstructions due to inadequate flushing of system before use and problems caused by water supply (including silt, thread tape, silicone, copper shavings, corrosion and excessive water pressure over 500kpa);
  - there is a failure to regularly clean or replace dirty or blocked tapware aerator inserts and/or shower heads, etc.;
  - there is a failure to inspect braided stainless steel flexible hoses every 12 months for warning signs of failure including bulging, rust spots, wear, moisture, snapped threads, kinking, water staining, general corrosion or discolouration. If any of these warning signs are evident the hoses should be replaced immediately;
  - there is any removal or failure to install flow regulator in tapware or showers or regulated check valve or check valves in hand showers or veggie mixers;
  - the Product is used with water additives (i.e. cleaning chemicals, disinfectants or deodorising additives in toilet cisterns);
  - damage is caused to finishes by adhesives, sealants, abrasive cleaners, scourers, scrubbers or polishes, etc.;
  - damage to any surface, finish or protective coating is caused by an abrasive or harsh product (including solvents, disinfectants, dyes, bleaches, oils, polishes, oxidant, acids, degreasers, alcohol, aerosols, flame, etc.);
  - exposure to ferrous metals or oxidants on stainless steel or chrome surfaces occurs (including substantial or prolonged exposure to cast iron, steel wool, chlorides, chlorines, hard water, etc.);
  - damage is caused to Product from installation or post installation use;
  - damage is caused by misuse or abuse of Product, as determined by a Tradelink Authorised Service Agent; or

Where a Product is coupled or used with a product other than a Product, the Tradelink Warranty is limited only to the Product.

It is the responsibility of you and/or the installer to ensure that prior to installation:

- the Product is not damaged;
- you are happy with your purchase; and
- the Product has all of its components.

Following installation of your Product, it is your responsibility to ensure all required maintenance is performed.

## HOW TO MAKE A WARRANTY CLAIM

To make a warranty claim, please contact Tradelink using the contact information contained in this Tradelink Warranty document. No specific claim form is required however the following documentation must be supplied to Tradelink as part of your claim:

- Proof of purchase;
- Handover documentation (for new homes);
- Tradelink Warranty Certificate or equivalent documentation;
- Your contact details, including the address of the installed Product; and
- A photo of your Product and the defect in question.

If the Product has not been installed, the Product can be returned with proof of purchase to the place of purchase. The cost of returning the Product is your responsibility; however, if the cost of returning any defective Product is unreasonable, please contact Tradelink on the telephone number listed below so that, if appropriate, we can arrange a collection.

If a Tradelink Warranty service call finds that your Product does not have a genuine manufacturing defect, Tradelink reserves the right to charge you a service fee.

Tradelink requires reasonable and adequate access to Products, fittings and fixtures to undertake warranty repairs during normal weekday working hours. To the fullest extent permitted by law, and subject to and without limiting your consumer rights under the Australian Consumer Law, Tradelink will not be responsible for any loss, damage or costs where reasonable and adequate access to Products, fittings and/or fixtures is not provided.

Tradelink reserves the right to provide you with minor components as 'parts only'.

You must bear your own costs incurred in making a warranty claim.

### Limitation of liability under Tradelink Warranty

To the fullest extent permitted by law, and subject to and without limiting your consumer rights under the Australian Consumer Law, Tradelink expressly limits its liability under this Tradelink Warranty and under any other statutory guarantee imposed at law to, at its option:

- the replacement or repair of the Product;
- the supply of an equivalent Product; or
- the payment of the cost of the Product, or of repairing the Product, or of acquiring an equivalent Product.
- In the event the Product is unavailable or unable to be supplied and a replacement is required, Tradelink reserves the right to supply a Product of equal quality, value and type at their discretion.

To the fullest extent permitted by law, Tradelink expressly excludes:

- all liability for damage or injury to any person;
- damage to any Property;
- loss of profit, loss of revenue, loss of use, loss of business, loss of opportunity, loss of goodwill, loss of contracts, loss of production, business interruption or any kind of indirect, special or consequential loss or damage arising in connection with the defective product;
- all conditions, warranties and undertakings in relation to the Products except as set out in this document.

## PRODUCT CARE & MAINTENANCE INFORMATION

Your quality Products have been carefully selected to comply with Australian Standards and Water Efficiency Labelling Standards requirements for providing outstanding design, appearance and durability. To ensure that you receive the longest lasting product life possible, we recommend the following general advice to you for the care and maintenance of your Products:

- Don't use caustic chemicals, aerosol sprays or cream cleansers. Clean only with warm, soapy water or detergent.
- Use a soft, dampened sponge or cloth. Never use an abrasive brush, pad or cloth to clean your Products.
- Wipe surfaces clean and thoroughly rinse with water immediately after using or applying any cleaner or solution.

### Mixers, tapware, showers & accessories

#### Chrome, powdercoated and electroplated finishes, mixers & tapware

Your Raymor tapware has been carefully selected and manufactured using premium quality brass that has been hand polished and chrome plated to resist staining, build up and discoloration to ensure that you get many years of enjoyment from your investment. The ideal cleaning technique is to always blot dry any water from metal surfaces rather than using a rubbing or scrubbing motion. We recommend you use a soft cloth or sponge and warm soapy water or detergent as necessary; rinse and dry

after cleaning to keep your Raymor products looking bold and beautiful.

Note: Although Chrome is a very durable finish, you should always avoid commercial cream cleanser or liquid cleaning products that may contain abrasives, alcohol, bleach or acid-based substances. Allowing water to evaporate on metal may form water deposits (depending on the quality of your water supply), so it is recommended to wipe dry with a soft cloth after use. Deposits of shampoo, liquid soap, perfume, toothpaste, shaving creams, moisturiser and other body lotions should be rinsed away with water immediately.

### **Chrome finish accessories**

All Raymor accessories are designed to complement our range of tapware, toilets, basins, showers and baths and complete your home. As with chrome tapware, the ideal cleaning technique is to always blot dry any water from metal surfaces rather than using a rubbing or scrubbing motion. We recommend you use a soft cloth or sponge and warm soapy water or detergent as necessary; rinse and dry after cleaning to keep your Raymor products looking bold and beautiful. Deposits of shampoo, liquid soap, perfume, toothpaste, shaving creams, moisturiser and other cosmetics should be rinsed away with water immediately.

### **Spout aerators**

Raymor spouts have water-saving aerators (where appropriate). In order to maintain the outstanding performance from your tap or mixer, the aerator should be cleaned regularly by unscrewing the chrome housing and rinsing with water and a rubbing with a damp cloth. Stubborn deposits can be broken down by soaking the aerator (plastic insert only) for a few hours in vinegar if it becomes blocked due to water quality.

### **Showerhead nozzles**

Raymor showers have easy clean rubber nozzles that resist lime scale build up and are recommended to be wiped over with a soft, dry cloth after use. If any build up does occur, it can be removed by rubbing the nozzles to dislodge the build up from your shower head. Your showerhead can be cleaned with warm, soapy water or a PH neutral detergent. Wipe with a soft cloth and then rinse and dry after cleaning.

## **Stainless steel sinks, laundry tubs & cabinets**

### **Stainless Steel finishes**

Raymor stainless steel sinks are constructed from high quality stainless steel and are built to survive a wide range of Australian conditions. While Raymor stainless steel sinks are rigorously tested to ensure the highest durability and finish, stainless steel may develop spots of discolouration when exposed to warm, chloride-rich or salt air. Most stainless steel products will develop light scratching from everyday use, which will blend together over time to create a unique finish.

We recommend you use only a soft cloth or sponge and warm soapy water or detergent at least once a week and rinse and dry after cleaning. Allowing water to evaporate on metal may form water deposits depending on the quality of your water supply, so it is recommended to wipe dry with a soft cloth after use. A stainless steel polish can be used to help protect and seal the surface, taking care to clean with, not against, the grain of the metal.

Avoid the following:

1. Prolonged exposure to acids from coffee, tea, juice, bleach, etc.
2. Leaving any mild steel cast iron cookware or implements, anywhere on the sink for extended periods of time. The combined presence of iron and moisture with stainless steel can only lead to surface corrosion and staining of the sink.
3. Using metallic scouring pads and steel wool pads to clean your sink or any utensils in the sink, as they will leave a residue of small ferrous metal particles and may lead to rusting and corrosion of the sink.
4. Leaving wet sponges or cleaning pads in the sink overnight as they will trap water underneath, which will lead to staining and discoloration of the sink surface.
5. Using chlorine bleach in your stainless steel sink, as chlorine will attack the protective layer that makes stainless steel truly stainless.
6. Any drain cleaning products containing sulphuric or hydrochloric acid as these will attack the sink.

Scratching on the surface of sinks will occur over time through normal use; scratches cannot be removed but can be made less noticeable by using stainless steel polishing creams and cleaning products. The best form of maintenance is frequent, regular cleaning. A little bit of cleaning on a regular basis is preferable to a major cleaning on a sporadic basis. The best method of preventative maintenance is to ensure the sink is clean and dry. Rinse and towel dry the sink after use in order to minimise major clean ups – keeping it shiny and free of water spots. Keep the sink fixture free of any standing water, which may build up mineral deposits. The quality of your water can affect the sink's appearance and this water quality will vary from household to household.

## **Vitreous china toilets, kitchen sinks & basins**

Raymor's vitreous china toilet suites, basins and sinks are made using the highest quality vitreous china, finished with a vibrant, lustrous glaze that is non-porous, resilient and easy cleaning for the ultimate in sanitary satisfaction. The high-gloss finish of the glaze is designed to remain impressive for years to come without discolouring, fading, or staining with the below care and maintenance instructions.

Harsh chemicals or cosmetics must not be used on toilet seats or on any metal parts as they will scratch, discolour and dull the surface. Hot objects on the toilet seat, such as curling tongs and lit cigarettes will cause discolouration and permanent marking. Cleaning chemicals or disinfectants should never be placed inside the cistern as this will corrode the internal parts and your warranty will be void.

### **Vitreous china toilet suites**

The best method for maintaining the finish while ensuring the cleanliness of the toilet is simply to wipe it over with a soft cloth using warm, soapy water or detergent. Use toilet bowl cleaners on the inside of the bowl only; ensure the toilet seat is left up during cleaning to reduce exposure to caustic vapours which can discolour and damage the finish of your toilet seat and any metal parts. After cleaning, ensure you rinse with water and wipe dry to remove any surface chemicals that may irritate your skin or damage the finish of your toilet.

### **Vitreous china kitchen sinks & basins**

Your vitreous china sink and basin can withstand a lot of use, day in and day out and to keep it looking its best, we recommend that you wipe it over daily with a soft cloth or sponge and warm, soapy water or detergent. To protect the finish of your glaze, you should ensure that any deposits of shampoo, liquid soap, perfume, toothpaste, shaving creams, moisturiser and other cosmetics are rinsed away with water immediately. After cleaning, ensure you rinse with water and wipe dry to remove any surface chemicals that may irritate your skin or damage the finish of your sink or basin.

### **Plastic toilet seats, cisterns & hinges**

The recommended method for cleaning a toilet seat and fittings is to simply wipe them down with a damp soft cloth or with soapy water. Use of a mild antibacterial soap or detergent is acceptable to keep your toilet seat sanitary but should be rinsed and wiped down after cleaning. It is recommended to check the tightness of the hinges as they can loosen over time from continual use and may become unsafe. Refer to your installation instructions for information. Solvents, alcohol, dyes, bleaches or chemicals can permanently damage or discolour your plastic components.

### **Metal seat hinges, fittings & wastes**

The chrome-plated plug and waste in a basin or the stainless steel basket waste in a kitchen sink will come under the above categories for care and maintenance of chrome finishes and stainless steel in the previous pages. Use of a mild antibacterial soap or detergent is acceptable to keep your toilet seat fittings sanitary and your sink and basin drains clean but should be rinsed and wiped down following cleaning. Drain cleaners or caustic cleaners should not be used where it will contact the metal finishes. In the case of toilet seat fittings, urine can cause stainless steel fittings to discolour or rust so care should be taken to wipe clean if contact occurs.

## **Acrylic spas & baths, stone basins, countertops & vanity units**

Raymor's range of baths, countertops and vanity units represent the ultimate in affordability, style and versatility, which make them the perfect addition your bathroom needs to really make a statement. Made from the highest quality materials and designed with a mix of contemporary and tried-and-true influences, there is a place for our range of products to become a central feature of every Australian home, designed to improve your life and your love for your home.

### **Acrylic spas & baths**

For normal weekly maintenance, clean with a soft sponge or cloth using a mild soap or liquid detergent. Squeegee or wipe down after each use. Any hard to remove stains can be spot cleaned by using eucalyptus oil, methylated spirits or Brasso and then rinsed off with water immediately after cleaning. Do not use abrasives or chemicals such as scouring compounds, scouring pads, steel wool or harsh chemicals. Cosmetics or hair dyes can permanently discolour the acrylic surface.

To prevent a build-up of soap film and body oils on the spa bath and in the piping, it is good practice to flush the plumbing using a cleaner. Spa baths should be flushed out regularly depending on the amount of usage. If the spa bath is used on a regular basis then every two months (after use) add half a cup of household bleach to the water and allow system to run the solution for 10 minutes. Afterwards, drain the spa completely then wipe dry.

Bubble bath, bombs and salts should not be used in spa baths as they may clog or damage the spa system. Bath oils should not

be used in any spa or bath as the oils may damage the acrylic surface and use of such is not covered under warranty.

### Polymarble countertops

Raymor countertops should only be cleaned with a soft cloth or sponge and warm, soapy water or detergent. Polymarble counter tops are coated with a gel layer that is naturally tough but there is a risk that it can be damaged if appropriate care is not taken. No acids, abrasives or scourer should be used for any reason. The surface of your countertop can be damaged by very hot or boiling water. Accordingly, do not pour boiling water or leave very hot objects on it (including lit cigarettes or curling irons).

### Matte finish stone basins, countertops & baths

To keep your stone countertop in its bold, natural state, we recommend that you take care to clean up any spills immediately if they occur and wipe down your countertop using a soft cloth and warm, soapy water regularly. Never use any products that may damage the surface, such as caustic or abrasive cleaners. Some cosmetics or dyes may stain the natural finish so it is recommend to reduce direct contact with these materials or to clean them up immediately.

### Vanity cabinets

Raymor vanities are sealed against moisture and humidity in the bathroom environment. Unusual or continuous and prolonged exposure to moisture may damage or discolour the wood structure or finish and our vanities should be sealed with silicone where finished surfaces meet the wall and floor to prevent water ingress. Wiping the vanity dry after each use is recommended to maintain the colour and shine of the surfaces and to protect the finish. Do not use abrasives, such as scouring compounds, scouring pads, steel wool or harsh chemicals. Damage due to improper care or cleaning will void the warranty.

The use of hair dye, bleaches, oils and polishes can damage the surface of the vanity.

## SCHEDULE A: WARRANTY – PRODUCTS AND WARRANTY PERIODS

### Product sold after 1<sup>st</sup> March 2014 (exclusions apply)

Brand	Product Category	Warranty
Raymor	<b>Mixers</b>	15 years - ceramic disc cartridge – 10 years for commercial use 7 years – body, spout, handle 2 years - seals, tails, fittings, aerators 1 year - finish, labour
	<b>3 Piece Tapware</b>	15 years - ceramic disc SBAs – 10 years for commercial use 5 years – body, handles, flanges 1 year - finish, jumper valve, seals, labour
	<b>Sinks &amp; Tubs</b>	10 years - body 2 years - wastes, clips 1 year - labour
	<b>Toilet Suites</b>	7 years - vitreous china 5 years - in-wall cistern frame 'if applicable', cistern 2 years - valves, fittings, seat 1 year - finish, seals, labour
	<b>Basins</b>	7 years - vitreous china, stone 1 year – finish, seals, bottle traps, overflow caps, wastes, labour
	<b>Spouts</b>	7 years - body 2 years - seals, fittings, aerators 1 year - finish, labour
	<b>Showers</b>	5 years - main body 2 years - shower head, shower arm, hand piece, hose, seals 1 year - finish, labour
	<b>Accessories</b>	5 years - parts 1 year - finish, labour
	<b>Vanities (Tannah only)</b>	3 years - cabinet, polymarble top 1 year - finish, door handles, door hinges, draw runners, wastes, labour
	<b>Vanities (Brighton only)</b>	2 years - cabinet, polymarble top, vitreous china top 1 year - finish, door handles, door hinges, draw runners, wastes, labour

### Exclusions (not included in the above table)

Brand	Product Category	Warranty
Raymor	Surrey Mixer Range, Tapac Three Piece Tapware Range, Raymor All Directional Showers, Crest & Coen Toilet Suites)	5 years - ceramic disc cartridge, ceramic disc SBAs, vitreous china 1 year - body, shower head, shower arm, plastic handpiece, hose, jumper valve, seals, tails, fittings, finish, plastic cistern, valves, seat, aerators, O-rings, labour

## Essentials by Raymor Product sold after 15<sup>th</sup> April 2019

Brand	Product Category	Warranty
Essentials by Raymor	<b>Mixers</b>	1 year - ceramic disc cartridge, body, seals, tails, fittings, finish, aerators, labour
	<b>3 Piece Tapware</b>	15 years - ceramic disc SBAs – 10 years for commercial use 5 years - body 1 year - finish, jumper valve, seals, labour
	<b>Sinks &amp; Tubs</b>	10 years – body 2 years - wastes, clips 1 year - labour
	<b>Toilet Suites</b>	7 years - vitreous china 5 years - in-wall cistern frame 'if applicable', cistern 1 year - valves, fittings, finish, seat, seals, labour
	<b>Vanities</b>	2 years – cabinet, polymarble top, vitreous china top 1 year - finish, door handles, door hinges, draw runners, plug & waste, labour
	<b>Showers</b>	1 year - body, shower head, shower arm, hand piece, hose, seals, finish, labour
	<b>Accessories</b>	1 year – parts, finish, labour

All other Products purchased after 1st March 2014 that are not listed in the above tables have a warranty period as set out in the Schedule A Warranty Period table.

Commercial Use is defined as all use other than for normal residential domestic purposes. Commercial Use includes use in non-business or non-commercial settings such as in public buildings, educational settings, not-for-profit organisations, sports centers and home offices or in-home business settings).

For all clearance, ex-demonstration and items sold “as-is” a fixed 12 month limited warranty is provided on parts and labour only unless otherwise required by law.

## SCHEDULE B: ITEMS COVERED BY A SEPARATE MANUFACTURER'S WARRANTY

Your Warranty does not extend to the items listed below and these items are sold with the warranty provided by the manufacturer, in addition to any rights and remedies you may have under the Australian Consumer Law. Please refer to the warranty document (if any) provided by the manufacturer named below or contact the manufacturer for details.

Product Category	Range	Manufacturer warranty provider
Raymor Vanities	Salt, Wentworth	Architectural Designer Products Pty Ltd
	Eco, Hampton	Marquis Bathroom Products
	Outline, Ease, Stasis, Ocean	Showorama Products Pty Ltd
Raymor Water filtration units	Filtration systems	Puretec Group
	Cartridges	Puretec Group
Raymor Brass Cartridge Mixers	Banjo BC	Ramtaps
Raymor Mixers	Alor, Lavas	Phoenix Tapware
Raymor Baths & spa baths	Aruba, Jamaica, Recline	Decina Bathroomware Pty Ltd
Raymor Shower systems	Trinidad - screens, walls	Decina Bathroomware Pty Ltd
	Trinidad Luna shower bases	Decina Bathroomware Pty Ltd