

**CAROMA**  
Made For Life

**Caroma Product  
Warranty & Care**



Version 14 - October 2023  
Effective 1 October 2023

## WARRANTY CONDITIONS FOR PRODUCT PURCHASED ON OR AFTER 1 OCTOBER 2023 (“CAROMA WARRANTY”)

The Caroma 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, 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 warranty.

The Caroma 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.

Certain laws in Australia and its States and Territories may impose consumer guarantees and other obligations on Caroma in connection with supplies made by us which cannot be excluded, restricted or modified, or only excluded, restricted or modified to a limited extent. This Caroma Warranty is subject to those laws, including the Australian Consumer Law. The benefits provided to you under this Caroma Warranty are in addition to the rights and remedies afforded to consumers under these laws.

## CAROMA WARRANTY CLAIMS

To make a claim under the Caroma Warranty, the following documentation must be posted or emailed to Caroma (contact details listed below):

- Proof of Purchase (“POP”) or handover documentation for new homes.
- Warranty Certificate or equivalent documentation.
- Your contact details.

If the Product has not been installed, the Product can be returned with POP 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 we can agree who will bear costs of collection.

## CAROMA’S CONTACT DETAILS ARE AS FOLLOWS:

### Australia:

Caroma Industries Ltd (ABN 35 000 189 499)  
1 Melito Court, Prestons NSW 2170  
Phone: 13 14 16  
Email: bksservice@gwagroup.com

### New Zealand:

GWA Group (NZ) Ltd (NZBN 9429040452203)  
41 Jomac Place, Avondale, New Zealand  
Phone: 0800 804 222  
Email: bknzservice@gwagroup.com

**NOTE:** The Caroma 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 Products for which Caroma is responsible, Caroma 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 warranty repairs under this Caroma Warranty. Subject to any additional rights you may have as a consumer, including under the Australian Consumer Law, this Caroma Warranty does not cover any consequential damage or costs where adequate access to Product fittings & fixtures is not accessible.

## CONSEQUENTIAL LOSS

Subject to any additional rights you may have as a consumer, including under the Australian Consumer Law, this Caroma Warranty does not extend to 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.

### **This Caroma Warranty shall be void for the following reasons:**

1. A consumer's inability to provide POP or equivalent documentation.
2. If any of the following circumstances apply:
  - 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. 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 (e.g. 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.
  - Modifications to the Products without Caroma's written approval.
  - Products used for incorrect applications, such as 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's 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 an authorised Service Agent or Caroma.
  - Failure to observe manufacturers care and cleaning instructions.

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.

## AUSTRALIAN CONSUMER LAW ("ACL")

Our goods and services come with guarantees that cannot be excluded under the ACL. You are entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service. For major failures with our services, you are also entitled to cancel your service contract with us, and to a refund for the unused portion, or to compensation for its reduced value.

## THE CONSUMER GUARANTEES ACT 1993 (NZ) (“CGA”)

In New Zealand, our goods come with guarantees that cannot be excluded under the CGA. If the goods fail to comply with the applicable guarantees set out under the CGA, being the guarantee as to acceptable quality, the guarantee as to correspondence with description or the guarantee as to repair and parts, or if the goods fail to comply with any express guarantee given by Caroma, then you are entitled to a replacement or refund and for compensation for any other reasonably foreseeable loss or damage. This Caroma Warranty is in addition to any rights and remedies that you may have under the CGA.

<b>Toilets, Basins, Baths, Seats &amp; Accessories</b>	
<b>Range</b>	<b>Warranty Period#</b>
<b>Caroma</b> (Residential & Commercial)	
Basins	20 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only
Toilet Suites (All Cisterns & Pans)	20 years cover for replacement product or parts only* 1 year cover for labour for replacement product or parts only
Baths - Acrylic & Steel Shell	20 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only
Toilet Seats	5 years cover for replacement product or parts only Excludes any cover for labour
Electronic Bidet Seats	2 years cover for replacement product, parts and labour only
Urinals (Front of Wall)	20 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only
Urinals (Rough-In Electronic Kit)	2 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only
Accessories & Spare Parts	1 year cover for replacement product or parts only Excludes any cover for labour
<p>* Excludes inlet and outlet valve washers - 1 year parts and labour only # Where under this Caroma warranty we repair or replace a product or part, the warranty applicable under this Caroma Warranty to the repaired or replaced product or part runs from the date of original purchase.</p>	

## Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories

Range	Warranty Period#
<b>Caroma</b> (Residential & Commercial)	
Sinks	Lifetime cover for replacement product or parts only, limited to 7 years cover for PVD product finish** 1 year cover for labour for replacement product or parts
Tubs	Lifetime cover for replacement product or parts only 1 year cover for labour for replacement product or parts
Cabinets	5 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts
Accessories & Spare Parts	1 year cover for replacement product or parts only Excludes any cover for labour
<p># Where under this Caroma warranty we repair or replace a product or part, the warranty applicable under this Caroma Warranty to the repaired or replaced product or part runs from the date of original purchase. Excludes scratching and any other general surface deterioration from normal use.</p> <p>**Applies to PVD (Physical Vapour Desposition) finishes. Excludes scratching and any other general surface deterioration from normal use.</p>	



## Taps, Outlets, Mixers, Showers & Bathroom Accessories

Range	Warranty Period#
<b>Caroma</b> (Residential & Commercial)	
Taps, Outlets, Mixers, Showers, Grab Rails/Grab Rail Showers & Bathroom Accessories	20 years cover for replacement product or parts only†* 10 years cover for Tapware Engine** replacement parts only 1 year cover for labour for replacement product or parts
Electronic Tapware	2 years cover for replacement product or parts only* 1 year cover for labour for replacement product or parts
Commercial Accessories & Spare Parts	5 years cover for replacement product or parts only* Excludes any cover for labour
Timber Vanities & Accessories	10 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts
Timber Tapware Handles	2 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts
Thermostatic Mixing Valve	5 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts
Finishes	20 years cover for PVD (Physical vapour desposition) product finish 20 years cover for Chrome product finish 10 years cover for all other product finishes
<p>*Excludes finishes, refer to "Finishes" section for relevant warranty cover  **Tapware Engine - Includes ceramic disc mixer cartridge, aerator, ultra flex pex hose.  † Excludes plastic jumper valves - 3 months parts only, † Excludes copper jumper valves - 12 months parts only.  † Excludes shower sliders, soap dishes, wall fixings, mounting brackets, metal flex hoses - 12 months parts only.  Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by the Caroma Warranty.  #Where under this Caroma warranty we repair or replace a product or part, the warranty applicable under this Caroma Warranty to the repaired or replaced product or part runs from the date of original purchase.</p>	

## TOILET SUITES & BASINS - CARE & CLEANING INSTRUCTIONS

### **Vitreous China**

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

### **Vitreous Enamel**

Routine cleaning with soap, mild detergent or ammonia solutions in warm water, followed by a freshwater rinse is usually adequate for normal soiling. Repeated applications and the occasional use of nylon scouring pad will often remove heavier soiling. Do not use an abrasive cleaner to remove surface grime.

### **Toilet Seats**

The best method of maintaining the finish while ensuring the cleanliness of toilet seats is simply to wipe them over with a soft cloth such as Selleys "Wonder Cloth" or similar with warm soapy water. This is all that is required. It is important that no abrasive cleaners are used, as these will remove the surface gloss of the product. At regular intervals the tightness of the hinge bolts might be checked, as continual use may cause loosening over time.

### **Plastics**

**General Cleaning** - Where your product normally remains dry in use, a soft duster can be used to remove surface dust. Alternatively, wipe over with a clean, soft cloth dampened with a mild household detergent and water solution. Use of a wax-based furniture cream should be avoided as this can result in a build up of deposits that will detract from the appearance. Use of abrasive-based compounds should be avoided as these will scratch the surface.

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

**Chemical Attack** - Plastic accessories and seats are resistant to most household products, but are not absolutely stain proof. Spills of some products such as after shave lotion, hair lacquer, nail polish and remover, mineral turpentine, white spirit, kerosene, aerosol propellants and insecticides should be removed immediately by washing. To restore toilet seat surface if marked, treat as for scratches. Parts should not be immersed in any household antiseptic solutions.

**Discolouration** - Iodine, Mercurochrome solution, boot polish, hair dye, bleaches and the like will discolour the surface if not removed immediately. Provided the discolouration is not severe, restore the surface as described for scratches.

**Burns** - Avoid placing hot objects, such as curling tongs, or lighted cigarettes on any plastic surface as these will certainly cause discolouration and marking. However should slight accidental damage occur, it may be possible to remove marks as for scratches.

## BATHS - CARE & CLEANING INSTRUCTIONS

- To preserve the polished surface, after using your bath, clean with soft cloth and warm soapy water to wash away any body oils or soap residue that forms a ring tide mark.
- As a weekly cleaner we recommend warm, soapy water.
- Do not use powders, pastes, cream cleaners, thinners, window cleaning sprays or dry cleaning liquid, etc.
- Stubborn marks or fine scratches may be polished out with Brasso.
- When coloured essential oils are used, first test that the colour won't stain your bath. Always add oils into a bath full of water Never pour them into an empty bath.

## TAPWARE, SHOWERS & ACCESSORIES - CARE & CLEANING INSTRUCTIONS

- Never use harsh detergents or abrasive cleaners, as these will scratch the surface.
- Where your product remains dry in use, a soft cloth can be used to remove surface dust. Alternatively, a wipe over with warm soapy water is all that is required to maintain the finish in perfect condition for a lifetime of use.
- Don't use cleaning products containing chlorides and halides (e.g. Bromine, Iodine and Fluorine)
- Don't use disinfectant to clean stainless steel parts and components.
- Don't use hydrochloric acid (HC) for cleaning. This will lead to pitting and stress corrosion cracking (SCC).
- Use of wax based furniture cream should be avoided as these can result in a build up of deposits, which could detract from the appearance.
- Do not use undue pressure and wipe in one direction only.
- Colour finished products (black, brass, etc.) should always be cleaned with extra care using a soft dry cloth or a soft cloth with warm soapy water.

- The cleaning of the aerator insert must be performed regularly. The frequency depends on the water quality and water borne debris in your area as it is the home owner's responsibility to keep the aerator insert clean. We suggest this be performed at a minimum of 6 month intervals. Refer to installation instructions supplied with the product.

## **STAINLESS STEEL SINKWARE/LAUNDRY TUBS - CARE & CLEANING INSTRUCTIONS**

- Routine cleaning with soap, mild detergent or ammonia solutions in warm water, followed by a fresh water rinse is usually adequate for normal soiling. Repeated applications and the occasional use of a nylon scouring pad will often remove heavier soiling.
- For stainless steel sinks and tubs (without colour finish), heavier soiling or light staining may be cleaned with a mild household abrasive cleaner or paste made from bicarbonate of soda. Wearing gloves use a soft cloth, fine nylon scouring pad or soft bristle brush, and apply very light pressure using long even strokes in the direction of the polished finish, do not use a circular motion. Rinse well and wash as per routine cleaning.

Due to the nature of stainless steel material, it can be easily scratched with normal day to day use. It is difficult to keep the mirror finish without using it. Stainless steel is more rust resistant rather than scratch resistant. To remove light scratches use suitable fine flexible sanding pads to clean the sink surface. Place the pad on the stainless steel surface and apply force by hand in a straight line motion moving from side to side. (Ensure the pad motion is in the same direction as the grain).

- Don't use cleaning products containing chlorides and halides (e.g. Bromine, Iodine and Fluorine)
- Don't use disinfectant to clean stainless steel parts and components
- Don't use hydrochloric acid (HC) for cleaning. This will lead to pitting and stress corrosion cracking (SCC)

**For products purchased prior to 1 October 2023, please refer to the warranty section at [caroma.com.au](http://caroma.com.au)**

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