

# SMART COMMAND

by **CAROMA**

Thank you for selecting products from the Smart Command range which automatically receive a warranty on the following terms.

## WARRANTY CONDITIONS - For product purchased on or after 1 June 2024 (“SMART COMMAND WARRANTY”)

The Smart Command 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 Smart Command 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 Smart Command Warranty is subject to those laws, including the Australian Consumer Law. The benefits provided to you under this Smart Command Warranty are in addition to the rights and remedies afforded to consumers under these laws.

## SMART COMMAND WARRANTY CLAIMS

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

- Proof of Purchase (“POP”) or handover documentation for new buildings.
- 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: [bkservice@gwagroup.com](mailto:bkservice@gwagroup.com)

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

**NOTE:** The Smart Command 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 Smart Command Warranty. Subject to any additional rights you may have as a consumer, including under the Australian Consumer Law, this Smart Command 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 Smart Command 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 Smart Command 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, where required by Commonwealth or State regulations.
  - 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.
- The product has all of its components.
- They are happy with their purchase.
- Required maintenance is performed.

**Australian Consumer Law (“ACL”)**

Our goods and services may 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 rights described in this section are subject to the ACL.

**The Consumer Guarantees Act 1993 (NZ) (“CGA”)**

In New Zealand, our goods may 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 Smart Command Warranty is in addition to any rights and remedies that you may have under the CGA. The rights described in this section are subject to the CGA.

**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 bourne 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.

**SMART COMMAND WARRANTY PERIODS**

Range	Warranty Period#
Invisi II Electronic Flush Panel	2 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only*
Electronic Tapware	2 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only*
Urinal (Rough-In Electronic Kit)	2 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only
Connective Hardware (Gateway, Powerhub)	2 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only
Intelligent Shower	2 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only
Eco Valve	2 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only
Smart Sensor and Control System	1 year cover for replacement product or parts, including labour
Smart Electronic Mixing Valve (EMV)	1 year cover for replacement product or parts, including labour
Finishes	20 years cover for PVD (Physical vapour deposition) product finish 20 years cover for Chrome product finish 10 years cover for all other product finishes
* Excludes finishes, refer to 'Finishes' section for relevant warranty cover # Where under this Smart Command warranty we repair or replace a product or part, the warranty applicable under this Smart Command Warranty to the repaired or replaced product or part runs from the date of original purchase.	