



dorf

**DORF PRODUCT
WARRANTY & CARE**

Version 10 - Feb 2020

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PRODUCT WARRANTY CONTACT DETAILS

All Caroma Industries Limited products vary from a minimum 12 month to a lifetime product warranty.

Should any of our products not perform to your satisfaction and/or for product specific warranty periods, please contact Caroma Industries Limited on the phone number below. Our experienced customer service personnel will professionally deal with your enquiry.



dorf

**CONTACT OUR CALL CENTRE ON
13 14 16**

Business Hours:

**7.30am - 6.30pm (EST) and
7.30am - 7.30pm (ESDS)**

**Local operating hours are 7.30am - 4.30pm
(Local time)**

WARRANTY CONDITIONS

– CAROMA INDUSTRIES

This extended warranty only covers Caroma Industries Limited (“Caroma”) products, including Epure Lifetime™ and Clark Lifetime™ products (collectively “Products”), and does not extend to products which you have selected outside our Product range.

This extended 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 extended warranty.

This extended 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.

In addition to this extended warranty, certain legislation (including the ACL) may give you certain rights which cannot be excluded, restricted or modified, this extended warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

WARRANTY CLAIMS

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

- Proof of Purchase (invoice or receipt), OR a certificate for occupancy for new homes
- Warranty Certificate or equivalent documentation must be supplied for warranty claims to be considered
- Your contact details

If the Product has not been installed, the Product can be returned with proof of purchase, 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 that, if appropriate, we can arrange a collection.

Caroma Industries Limited contact details are as follows:

GWA Bathrooms & Kitchens
1 Melito Court, Prestons NSW 2170
Phone: 13 14 16
Fax: 1800 818 346
enquiries@gwagroup.com.au

NOTE: The extended 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 goods for which Caroma is responsible. Caroma Industries Limited 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 extended warranty repairs. Caroma will not be responsible for any consequential damage or costs where adequate access to Product fittings & fixtures is not accessible.

Caroma reserves the right to provide minor components as 'Parts Only' to the customer.

CONSEQUENTIAL LOSS

To the extent permitted by law, Caroma will not be liable for 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 Extended Warranty shall be void for the following reasons:

1. A customer's inability to provide POP or equivalent documentation.
2. If:
 - 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 i.e. 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.
 - Non written approved modifications to the Products.
 - Products used for incorrect applications, 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 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 authorised Service Agent or Caroma.
- Failure to observe manufacturers care and cleaning instructions.

The extended warranty work is limited to the pre-approved scope of work that will be set out in a work order. Additional work will require authorisation from Caroma. Except to the extent that a customer can demonstrate that at the time of purchase the product was faulty or defective and at that time the customer was not aware of such fault or defect.

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.

Our Products 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 loss or damage. You are also entitled to have the Products repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure.



DORF WARRANTY PERIODS

While all Caroma Industries Limited (“DORF”) products are manufactured to the highest standard, in addition to the guarantees provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth) (“ACL”), we offer varying extended warranty periods (please refer to below table) from the date of purchase or handover that our Products are free from all defects in materials and workmanship, subject to the terms and conditions that follow, for additional peace of mind.

GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

TAPWARE PURCHASED POST-7TH SEPTEMBER 2015

GWA Bathrooms & Kitchens updated the residential and commercial warranty periods and conditions for all Dorf tapware, showers and accessories purchased on and after the 7th September 2015. Product purchased before the 7th September 2015, will still be warranted under the terms and periods as detailed on page 19.

For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.

TAPS, OUTLETS, MIXERS, SHOWERS, BATHROOM ACCESSORIES

For product purchased on or after 7th September 2015

RANGE	WARRANTY#	COMMENTS
Residential Warranty		
Taps, Outlets, Mixers	20/1 years	20 years Tapware Engine™ & Parts* 1 year - Labour, Finishes, Pull Down/Out hoses, Spray heads, Ceramic Disc Spindles†
Showers	20/1 years	20 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall fixings, Mounting Brackets, Metal Flex hoses, LED lights
Accessories	5/1 years	5 years replacement product 1 year - Labour, Finishes, Wall Fixings, Mounting Brackets
Spare Parts	1 year	1 year replacement product or parts

* Tapware Engine™ - Includes ceramic disc mixer cartridge, aerator, ultra flex pex hose.

† Plastic Jumper Valves - 3 months parts only or Copper Jumper Valves - 12 months parts only.

Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by warranty.

Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

Commercial Warranty

Taps, Outlets, Mixers	15/7/1 years	15 years Tapware Engine™** 7 years replacement product or parts† 1 year - Labour, Finishes, Pull Down/Out hoses, Spray heads, Ceramic Disc Spindles†
Showers	7/1 years	7 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex hoses, LED lights
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc

DORF OBSOLETE WARRANTIES

Taps, Outlets, Mixers, Showers, Bathroom Accessories For product purchased between 1st February 2012 and 7th September 2015

Range	Warranty#	Comments
Taps, Outlets, Mixers, Showers	15/7/1 years	15 years ceramic disc mixer cartridges - parts only^ 7 years replacement product or parts† 1 year replacement product or parts and labour†
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc

PURCHASED PRIOR TO 1ST FEBRUARY 2012

Prior to 1st February 2012, your tapware purchase was covered by different warranty terms than those addressed above. Please contact the GWA Service & Warranty Department on 13 14 16 for further warranty information.

^ Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc.

† Plastic Jumper Valves - 3 months parts only or Copper Jumper Valves - 12 months parts only.

Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

PRODUCT CARE & MAINTENANCE

The materials used in our products have been carefully chosen to comply with Australian Standards and Water Efficiency Labelling Standards (WELS) requirements.

Treated with care, the products will ensure many years of service. Soap, washing-up liquid, mild detergents, non abrasive hand and face creams, shaving soap and hair cream will not harm the product in any way.

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

TAPWARE & ACCESSORIES

- Never use harsh detergents or abrasive cleaners, as these will scratch the surface.
- Where your tapware/accessories 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 buildup of deposits, which could detract from the appearance.
- Do not use undue pressure and wipe in one direction only.
- Gold plated products should always be cleaned with care using a soft dry cloth or a soft cloth with warm soapy water.

TAPWARE AERATOR CLEANING

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.

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.

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