

# Warranty

## **ASTRA WALKER WARRANTY FOR DOMESTIC & RESIDENTIAL PURPOSES**

In addition to the guarantees under the Australian Consumer Law, Astra Walker offers the additional warranties for products purchased for domestic and residential purposes after 1st October 2011.

### **TAPWARE/SHOWER WARRANTY**

15 year replacement product warranty, from date of purchase. Astra Walker will repair or, at its option, replace any goods which are defective through faulty workmanship or materials, free of charge and labour, within the first 2 years of the warranty.

An additional warranty of 13 years for replacement parts (labour is excluded) applies for defective product through faulty workmanship or materials. Shower hoses, hand showers, and kitchen hoses have a 2 year warranty. Other exclusions to the warranty include ceramic disc spindles (5 Years), flexible mixer tails (5 Years) and powder-coat finishes (1 Year).

### **ACCESSORIES**

5 year replacement product warranty, from date of purchase.

Astra Walker will repair or, at its option, replace any goods which are defective through faulty workmanship or materials, free of charge and labour, within the first 2 years of the warranty.

An additional warranty of 3 years for replacement parts (labour is excluded) applies for defective product through faulty workmanship or materials.

The warranty on soap dispensers are limited to 12 months parts and labour only from date of purchase.

### **SANITARY-WARE**

2 year replacement product warranty, from date of purchase.

Astra Walker will repair or, at its option, replace any goods which are defective through faulty workmanship or materials, free of charge and labour, within the first 2 years of the warranty. Due to the manufacturer's conditions, the warranty on cistern mechanisms and soft close seats is 12 months parts and labour from date of purchase.

### **WARRANTY CONDITIONS**

Customers must provide a copy of the purchase receipt to the authorized Astra Walker supplier from whom the product was purchased, as proof of purchase to obtain warranty service. The authorized Astra Walker supplier will then submit the claim to Astra Walker on the customers behalf and must include the purchase order no. and/or delivery docket no. in which the goods were obtained from Astra Walker. An inability to provide proof of purchase or equivalent documentation will void warranty.

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 for 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.

Defects in the goods caused by improper use, improper installation & failure to observe manufacturers installation instructions, surface damage caused by installation, installation by a non-licensed plumber, products not installed to relevant National Standards and State Regulations, improper care of goods, the effects of hard water, outdoor use, unusual physical or environmental conditions, use in an application for which the product was not intended or designed, harsh detergents or abrasive cleaners and products used in a commercial application will not be covered by the warranty. All plumbing must be tested before concealing/sheeting off, as per AS3500. It is the customer's responsibility to ensure non-permanent assembly/fixings have been used in the final installation – for any instance where this is not the case, the customer shall remove the goods prior to an Astra Walker Service Agent carrying out any approved service work.

The warranty period on the finish is as follows:

- Powder Coat Finishes: 1 year
- Electroplated Finishes: 5 years
- PVD Finishes: 5 years
- Living Finishes: Warranted up until installation only.

The warranty on living finishes needs to be taken into context that these finishes will wear and patina over time given as they have no protective coating.

Finishes on wastes and floor grates are excluded from the warranty.

Other exclusions to the warranty include:

- Jumper Valves
- O-rings and washers
- Aerator Inserts
- Normal wear & tear

AS/NZS 3500 states that the maximum water supply pressure at any outlet within a building must not exceed 500kpa. In this situation pressure-limiting valves should be installed. With pressure greater than 500kpa this means that warranty claims may not be honoured where excessive water pressure is evident.

In regards to ceramic cartridges, the warranty is void should the cartridge be faulty as a result of the following in the water supply:

- Copper and plastic tube pieces
- Dirt, sand or grit
- Thread tape

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Astra Walker will not be liable for any claims for labour, additional products or parts associated with alleged faulty product for work not approved in advance in writing by Astra Walker.

For the purpose of any On-Site Service approved by Astra Walker and attended to by its Authorized Service Agents, this work will be performed during normal business hours: 8:00am – 5:00pm Monday to Friday (with the exception of gazetted Public Holidays). Sufficient access must be provided to allow approved service work to be carried out on any installed goods supplied by Astra Walker.

Should any warranty claim be made and attended to by an Astra Walker authorised Service Agent and that in the opinion of the Service Agent or Astra Walker, the problem was from faulty installation or use of the goods in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which Astra Walker is responsible, Astra Walker reserves the right to charge a service fee for each service staff attending the Owner's premises where goods have been installed.

## **ASTRA WALKER WARRANTY FOR COMMERCIAL APPLICATIONS**

Commercial installations are all non-residential installations including hotels, motels, schools, hospitals, restaurants and aged care facilities.

The warranty period for all product categories is a 2 year replacement product warranty, from date of purchase.

Astra Walker will repair or, at its option, replace any goods which are defective through faulty workmanship or materials, free of charge and labour, within the first 2 years of the warranty.

All warranty conditions as noted under Astra Walker Warranty for Domestic & Residential Purposes apply within the 2 year Commercial Application Warranty period.

# Care & Maintenance

## **GUIDELINES FOR THE CLEANING AND CARE OF TAPWARE INSTALLATION**

Damage to tapware and bathroom accessory surfaces is often caused by the installation/removal process. So it is highly recommended that you thoroughly inspect your products out of the box, before they are installed. Ensure your tradespeople take special care when handling and installing, using clean hands or gloves and washing off any plumbing product. Under NO circumstances should a silicone sealant be used when fitting or handling. If such sealants come into contact with the product, the sealant residue **MUST** be thoroughly washed immediately. Once installed, the fittings need protection until the job is finished. Cover the surfaces to avoid splatters from paint or commercial cleaning products.

## **CARE AND MAINTENANCE**

Please follow these cleaning and care instructions to best maintain the finish of the product you have selected. The ideal care for all fittings is to dry them with a soft cloth after each use, which will prevent mineral deposits. Fittings should be regularly cleaned with warm water or a mild pH-neutral liquid soap and water and polished with a clean soft cloth. A Microfibre cloth is gentle and effective for cleaning without scratching and needs only to be dampened to clean the product. Residue left by personal hygiene products such as liquid soap, tooth paste, shampoo and shower gel can cause damage. Always rinse these off the fittings with clean water immediately after use. Under no circumstances should harsh cleaning agents containing acidic, caustic or abrasive components or citrus, bleach or alcohol Based substances be used to clean these fittings and should not be allowed to remain on metal finishes. Avoid dripping or over spraying such cleaning agents by covering the fixtures with a cloth or towel, metal finishes splashed with these products should be immediately rinsed with clean water and dried. Do not use abrasive cloths, scouring pads, scrub sponges, steel wool etc.

It is essential that moving parts such as swivel shower roses and swivel Spouts etc are checked periodically to ensure that they are lubricated for ease of adjustment. Also, due to large amounts of impurities in most water supplies a regular cleaning of aerators and shower heads is recommended.

# Homeowners Guide to Plated Finishes

**NOTE:** Scouring, steel wool, Scotchbrite, powder or abrasive cleaners should not be used on any plated finishes.

**Chrome, Brushed Chrome, & Ice Grey:** The most durable of the electroplated finishes, cleaning as per the guidelines above.

**Matt Black, Iron Bronze & Satin Chrome:** Low Gloss electroplated finishes with a matt appearance. Cleaning as per guidelines above. Avoid the use of waxes or polishes as they will fill the surface and give the part a polished look.

**Gloss Black:** High Gloss electroplated finish, not as resistant to scratching or scuffing as standard chrome. Cleaning and care as per guidelines above.

**French Gold & Urban Brass:** These products should be only cleaned with a microfibre cloth, warm water and pH neutral liquid soap as per guidelines above.

**Stainless Steel:** These products are made from 316 marine grade steel. Although rust resistant, this product can develop tea-coloured stains. These can be removed with warm, soapy water and a soft cloth. For difficult stains, use a synthetic scourer with soapy water, and work in the direction of the surface grain. After cleaning, rinse with clean water and towel dry. DO NOT use steel wool or steel brushes as these leave particles that will corrode the steel.

**Nickel and Brushed Nickel:** These are electroplated finishes which over time will develop an individual patina, giving a distinctive classical look. Nickel finishes do require regular care. It is important to clean nickel finishes after use to prevent tarnishing. Water should be dried off and prevented from building up and forming hard water spots (which if left can be difficult to remove). It is highly recommended to clean your tapware regularly as per the guidelines above. If required waxing and cleaning with a soft wax like a Mr Sheen will help protect.

**Natural Brass:** As a living finish, also known as Polished uncoated bare brass, this is an un-lacquered brass that has been buffed to a shiny finish. Over time the polished brass will garner a patina with a unique character and the surface lose some of its brightness. Brass fittings can be cleaned routinely with mild soap and water which will not alter the patina development. If desired the shine can be restored with a very mild abrasive cleaner like Brasso.

**Aged Brass:** This accelerated aged look is achieved by chemically treating each brass piece. Tone can vary depending on whether the brass is extruded, cast, machined or forged, but the result is a beautiful organic appearance. This finish will further evolve over time altering the visual appearance. The degree of change is dependent on many factors such as perspiration, cleaning agents, wear and abrasion. When this finish is first supplied it has a

sheen or gloss appearance which will dull over time. Cleaning and care as per guidelines above. Under no circumstances should harsh cleaning agents containing acidic, caustic, or abrasive components or citrus, bleach or alcohol Based substances be used to clean or allowed to remain on these finishes.

**Eco Brass:** As a living finish, this has a tumbled surface which reduces the gleam on the surface. Over time this finish brass will garner a patina with a unique character. Fittings can be cleaned routinely with mild soap and water which will not alter the patina development. A soft wax such as 'Renaissance Wax' can be used gently over the finish after cleaning to preserve the finish. Under no circumstances should harsh cleaning agents containing acidic, caustic, or abrasive components or citrus, bleach or alcohol Based substances be used to clean or allowed to remain on these finishes.

**Charcoal Bronze & English Brass:** Achieved by chemically treating the brass with an oxidizing solution, the process is repeated several times. The darkness and colour hue is affected by the brass/ copper material composition. A wax is applied to the coloured surface to provide a degree of stabilization and protection. This finish will further evolve over time altering the visual appearance. The degree of change is dependent on many factors such as perspiration, cleaning agents, wear and abrasion. Being a softer finish, the durability of the finish is directly related to its environment and the care and maintenance of the article, which are as per the guidelines as set out above. A soft wax such as 'Renaissance Wax' can be used gently over the finish after cleaning to preserve the finish. Under no circumstances should harsh cleaning agents containing acidic, caustic, or abrasive components or citrus, bleach or alcohol Based substances be used to clean or allowed to remain on these finishes.

**Copper, Flemish Copper & Ultra:** These are lacquered finishes which have an acrylic lacquer topcoat applied to provide additional protection given that these finishes are soft with low corrosion resistance. Simply wiping and drying with a soft cloth will maintain the finish. Never use abrasives of any nature as these will scratch and wear the coating. Follow guidelines as set out above.

**Powdercoat & Brown Bronze Finishes:** Cleaning and care as per guidelines above. Please note that these finishes are delicate and if chipped or scratched this will damage the finish and will not be covered by the warranty. Avoid contact with ultra violet light and under no circumstances should harsh cleaning agents containing acidic, caustic, or abrasive components or citrus, bleach or alcohol Based substances be used to clean or allowed to remain on these finishes.

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