

19.06.2024

2 College Court Little Mountain.

To the Purchaser,

Please see below warranty details for the below listed items that were supplied to 2 College Court Little Mountain.

The warranty period starts from the time of invoice.

For any warranty service requests on above items, they can be forwarded to Harvey Norman Commercial Queensland for processing.

It would be helpful if you can provide the following information when requesting a service call:

- Address:
- Contact name & phone number to organise access:
- Model number:
- Problem – as much information as possible:

This letter acts as your warranty card.

Email: Stapylton.Service@au.harveynorman.com

Phone: 07 3297 3700

Yours Sincerely

Danny Saul
Multi-Residential Plumbing Manager

Rinnai

HNC | HARVEY NORMAN COMMERCIAL QLD

Faranu Pty Ltd | ACN 002 573 391 | ABN 53 784 322 464



Hotflo

Electric Storage Systems

T 07 3297 3700 | F 07 3297 3799

E stapylton.reception@au.harveynorman.com | W www.harveynormancommercial.com.au

101 Burnside Rd, Stapylton Qld 4207 | P.O. Box 560, Ormeau Qld 4208

Rinnai EHFA Hotflo Series Electric Storage Water Heaters Product Warranty

Warranty Terms

The warranty terms in this publication apply only to EHFA and EHFD Hotflo Electric Storage Water Heaters where the model number commences with EHFA or EHFD for example, EHFA160S24 or EHFD160S24. The model number is found on the data label of the water heater.

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.

Given installation and application is in accordance with the manufacturer's specifications and instructions as published at the date of installation, Rinnai will repair or replace goods free of charge in the event of defects arising from faulty materials and/or workmanship in accordance with the Warranty Terms in Tables 1 and 2, Definitions, Warranty Conditions and Exclusions stated in this document.

Rinnai is responsible for reasonable costs associated with legitimate warranty claims, including call-out of an authorised Rinnai service provider to inspect the faulty product. Rinnai is not responsible for:

- (a) costs for tradespeople that are not authorised Rinnai service providers; or
- (b) any costs, including call-out costs for an authorised Rinnai service provider, associated with a product which is determined upon inspection not to be covered by this warranty.

The consumer will be reimbursed by Rinnai for any reasonable costs associated with making a legitimate warranty claim against Rinnai which are not otherwise specified above.

Enquiries relating to Warranty claims for Rinnai products or services must be made by contacting Rinnai Australia. Contact details are on the back of this document.

The benefits to the consumer given by this warranty are in addition to all other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Warranty claims for Rinnai products or services must be made by contacting Rinnai Australia. Contact details are on the back of this document.

TABLE 1

Rinnai Electric Storage Water Heaters		Hotflo (EHFA or EHFD) series	
		Cylinder	Components ⁽¹⁾
Domestic Use	Parts	10 Years	1 Year
	Labour	3 Years	1 Year
Commercial Use	Parts	1 Year	1 Year
	Labour	1 Year	1 Year

(1) Components include sensors, thermostats, valves, electric heating elements & anodes where applicable.

Definitions

Domestic Use:

The warranty periods that are allocated under "Domestic Use" are based on hot water usage patterns of a typical family.

Rinnai "Domestic Use: warranty periods apply to:

1. Water heaters installed to supply heated water to domestic dwellings.
2. Water heaters installed to supply heated water to commercial installations such as motel units, hotel rooms, caravans, mobile homes, nursing homes, retirement village complexes and other care institutions and like accommodation provided that maximum delivery temperatures do not exceed 70°C and that the hot water systems are not installed as component(s) of centralised bulk hot water systems and the installation does not incorporate building flow and return systems.

Commercial Use:

The warranty periods that are allocated under "Commercial Use" are for applications other than domestic use and include premises such as commercial and industrial buildings, cafes, caravan parks and sporting complexes, but not limited to these.

Rinnai "Commercial Use" warranty applies to:

1. Water heater(s) supplying central shower blocks.
2. Water heater(s) supplying kitchens used for the bulk preparation of food.
3. Water heater(s) delivery temperatures pre-set to exceed 70°C.
4. Water heater(s) used in commercial or industrial heating processes.
5. Water heater(s) used in hydronic space heating installations.
6. Any application that uses Rinnai water heater(s) in conjunction with building flow and return systems.
7. Water heater(s) installed as component(s) of centralised bulk hot water system(s).

Warranty Conditions

1. This warranty applies to products which are manufactured on or after the date of publication of this warranty but before the next date of publication of this warranty.
2. All terms of this warranty are effective from date of completion of installation of the appliance(s) and the attending service person reserves the right to verify this date by requesting proof of purchase or a copy of the certificate of compliance prior to the commencement of any warranty work. Where the date of completion of installation is not known, then this warranty will commence 2 months after the date of manufacture. The date of manufacture is stated on the data plate of the appliance.

Note: Certificates of compliance must be issued by the installer by law in all States and Territories of Australia.

3. All Rinnai water heating components must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturers installation instructions, current AS/NZS 3000, AS/NZS 3500 local regulations and municipal building codes by persons authorised by local regulations to do so.
4. All Rinnai water heaters must be operated and maintained in accordance with manufacturers operating instructions.
5. The warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as pressure limiting valves, isolating valves, non return valves, electrical switches, pipework, electrical cables and fuses, but not limited to these.
6. Any inspection, service, repair or replacement activities associated with warranty on Rinnai products must be authorised by Rinnai Australia before commencement.

7. Where the appliance has not been sited in accordance with the installation instructions or installed such that normal service access is difficult, a service charge will apply. If at the discretion of the attending service person, access is deemed dangerous, service will be refused. Any work required to gain reasonable access to the appliance will be chargeable by the attending service person (for example, removal of cupboards, doors, walls, or the use of special equipment to move components to floor level, but not limited to these).
8. Where a failed component is replaced under warranty, the balance of the original appliance warranty will remain effective. The replacement part or appliance does not carry a new warranty.
9. Rinnai reserve the right to have the installed product returned to the factory for inspection.
10. This warranty applies to water heaters connected to a water supply where the water chemistry and impurity levels do not exceed the limits specified in Table 2. The water supply from water utilities generally complies with these requirements.

TABLE 2 - WATER CHARACTERISTICS

Rinnai water heater system type	Total Dissolved Solids (TDS) mg/Litre or ppm	Hardness (as CaCO3) mg/Litre or ppm	Saturation Index (Langelier)	pH	Dissolved CO2 mg/Litre or ppm	Chlorides mg/Litre or ppm
Hotflo (EHFA or EHFD) electric storage cylinders	2500*	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	Not Applicable	Not Applicable

*For TDS levels up to and including 600mg/litre the Rinnai magnesium based anode is to be used. This is the anode fitted during manufacture of the cylinder. For TDS levels greater than 600mg/litre and not exceeding 2500mg/litre the Rinnai aluminium based anode is to be used. This anode can be fitted by Rinnai or an authorised person. This warranty does not apply if the TDS exceeds 2500mg/litre.

Warranty Exclusions

No warranties except those implied and that by law cannot be excluded are given by Rinnai in respect of Goods supplied. Where it is lawful to do so, the liability of Rinnai for a breach of condition or warranty is limited to the repair or replacement of the Goods, the supply of equivalent Goods, the payment of the cost of repairing or replacing the Goods or acquiring equivalent Goods as determined by Rinnai.

The following exclusions apply to all Rinnai electric water heating systems. They may cause the warranty to become void and will result in a service charge and costs of parts (if required):

1. Accidental damage and acts of God.
2. Failure due to abuse or misuse, improper maintenance or failure to maintain
3. Failure due to incorrect or unauthorised installations.
4. Failure or damage caused by alterations, service or repair work carried out by persons other than Rinnai Service persons or service agents.
5. Where it is found that there is no fault with the water heater and the issues is related to the plumbing installation or is due to the failure of water, electric or gas supplies or corrosive atmosphere.
6. Where the water heater has failed directly or indirectly as a result of excessive water pressure, negative water pressure (partial vacuum) or water pressure pulsation.
7. Operating the water heater and components when not completely filled with water.
8. This warranty does not apply to water heaters connected to water supplies if the water chemistry and impurity levels exceed the limits specified in Table 2. Examples of water supplies where chemistry and impurity levels may exceed the limits specified in Table 2 include but are not limited to private bores, private dams and water from water utilities where the chemistry is deliberately altered by parties other than the water utility before supplying the water heater.
9. This warranty does not apply to damage caused by sludge and/or sediment in the water supply.
10. Labour costs incurred due to a Rinnai Service person or service agent performing checks which should have been carried out by the customer in accordance with the Customer Instructions and where no defect is found.

10 Year Warranty

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COMMERCIAL QLD

Faranu Pty Ltd | ACN 002 573 391 | ABN 53 784 322 464



Hot water all year round

Our hardworking range of Hotflo Electric hot water storage systems provide a variety of features such as flexible installation options, Vitreous Enamel lined tanks and a generous 10 year warranty. Rinnai Hotflo Electric storage systems are available in various capacities. From our super compact 25 litre unit, through to our super sized 400 litre storage cylinder, these tanks are perfect for replacing an existing unit.

We're at your service

The National Customer Care Centre provides first class service and maintenance of your system, ensuring it's running at its highest efficiency - so you can enjoy the Rinnai experience for many years to come.

Operating 5 days a week
(Monday to Friday)

13 43 73



Features and Benefits



Warranty

7 year cylinder warranty on 25L and 50L models
10 Year cylinder warranty on 80L to 400L models.



Quality

Class leading Rinnai quality and durability.



Elements

Single or twin element configurations.
Complete range of elements and anodes.



Range

Full range of capacities to suit all applications – 25 to 400 litres.*



Location

80L to 400L models suitable for internal and external installations.



Connectability

Standard sizing perfect for emergency changeover with dual handed for flexible installation.

Sizing Guide

Tank size	No. of persons - Peak electric (Continuous tariff)		No. of persons - Off peak Electric	
	Warm climate	Cool climate	Warm climate	Cool climate
50 Litres	1	1	Not recommended	Not recommended
80 Litres	2 to 3	1 to 2	1 to 2	Not recommended
125 Litres	3 to 4	2 to 3	2 to 3	1 to 2
160 Litres	4 to 5	3 to 4	3 to 4	2 to 3
250 Litres	7 to 8	5 to 6	5 to 6	4 to 5
315 Litres	8 to 9	6 to 7	6 to 7	5 to 6
400 Litres	8 to 9	8+	8+	6+

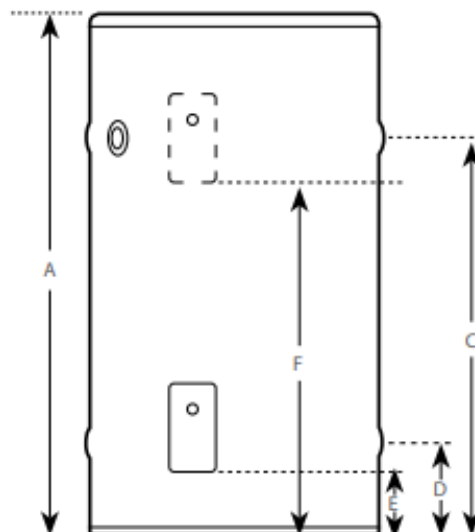
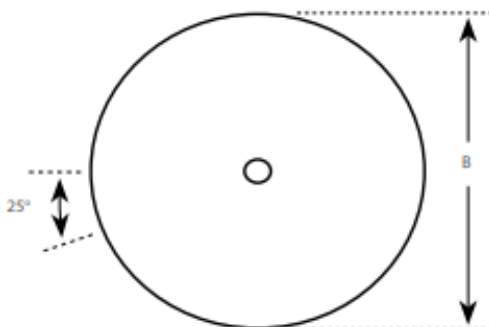
*For full terms & conditions visit www.rinnai.com.au

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		Hotflo 25L	Hotflo 50L	Hotflo 80L	Hotflo 125L	Hotflo 160L	Hotflo 250L	Hotflo 315L	Hotflo 400L	Hotflo 160L Compact
Model Series		HFE				EHFA				EHFD
Storage Capacity (L)		33	55	84	140	172	279	334	420	170
Hot Water Delivery (L)		25	50	80	125	160	250	315	400	160
Element Size (kW)		1.8, 2.4, 3.6	1.8, 2.4, 3.6	1.8, 2.4, 3.6	1.8, 2.4, 3.6	1.8, 2.4, 3.6	2.4, 3.6, 4.8	2.4, 3.6, 4.8	3.6, 4.8	2.4, 3.6
Total Height (mm)	A	452	694	900	1245	1620	1477	1770	1840	1313
Width incl. PTR Valve (mm)		490	490	590	590	564	674	674	744	600
Diameter (mm)	B	415	415	515	515	500	605	605	675	537
Outlet Height (mm)	C	297	524	685	1020	1419	1248	1541	1587	1107
Inlet Height (mm)	D	153	158	225	225	162	210	210	237	186
Electrical Entry - Lower (mm)	E	80	80	155	155	87	135	135	163	110
Electrical Entry - Upper (mm)	F	N/A	N/A	N/A	N/A	1039	985	1225	1263	N/A
Packaged Weight (kg)		23	29	48	60	60	70	82	96	56
Boost Capacity (Twin element only) (L)		N/A	N/A	N/A	N/A	40	50	60	81	N/A
Included PTR Valve (kPa)		1000								
ECV (kPa)		850								
Max. Inlet Pressure with ECV (kPa)		680								
PLV with ECV (kPa)		500								
Max. Inlet Pressure without ECV (kPa)		800								
PLV without ECV (kPa)		500								
Max. Thermostat Setting (°C)		70								
Ingress Protection Rating		IPX4								
Electrical Supply		240V - @50Hz								
Hot and cold water connection		Rp 3/4 (20mm)								
Tank Body Colour		White				Dune				





WARRANTY

The following undertaking from Austworld Commodities Pty Ltd (Austworld) shall apply to any purchaser of our product who is classified as a 'Consumer' under the Competition and Consumer Act (Cth) 2010, which includes prescribed requirements for warranties against defects, which are set out in Regulation 90 of the Competition and Consumer regulations (Cth) 2010, (collectively, the Australian Consumer Law).

Austworld Contact Details
Austworld Commodities Pty Ltd
P.O. Box 311
Ashmore City QLD 4214

Tel: 1300 780 430
Fax: 1300780 441
info@austworld.com.au

Consumer Guarantees

1. 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.
2. Austworld shall not be liable to the purchaser or user of any product, for any loss or damage (whether direct, indirect or consequential), cost or expenses, suffered or incurred by that purchaser, otherwise than as provided for in this document, the Australian Consumer Law any other law that cannot be excluded.
3. Where a failure does not amount to a major failure, Austworld is entitled to choose between providing you with a repair, replacement or refund. To obtain compensation, you would need to provide documentary evidence of the loss or damage suffered, and documentary evidence that such loss or damage was reasonably foreseeable consequence of a failure by Austworld to comply with a consumer guarantee under the Australian Consumer Law. Such evidence may include photographs, statutory declarations, receipts or reports (e.g. from your plumber), depending on the loss or damage.
4. Consumer Guarantees do not apply if you:
 - 4.1 Got what you asked for but simply changed your mind;
 - 4.2 Misused the product in any way that caused the problem; or
 - 4.3 Knew of or were made aware of the faults in the product before you bought it.

Warranty Against Defects

1. In addition to all rights and remedies to which you may be entitled to under the Australian Consumer Law or any other applicable law:
 - 1.1 Austworld warrants its products to be free from defect in materials and workmanship for a period of 12 months from date of purchase; and
2. A Warranty Against Defects only applies to the original purchaser of the product and is not transferable.
3. Austworld's liability under a Warranty Against Defects is subject to Austworld being satisfied that a defect was caused by defective workmanship or materials and was not caused, or substantially contributed to, by other factors or circumstances beyond Austworld's control, such as:
 - 3.1 Usage: the product was not used in normal domestic circumstances;
 - 3.2 Application: the product was not used for its manufactured application;
 - 3.3 Defective installation:
 - 3.3.1 The product was not installed according to any applicable Australian Standards, including the Plumbing Code AS/NZS 3500.1-2003, if applicable, and Austworld's installation instructions;
 - 3.3.2 The product was not installed by a licensed plumber;

1 Year Warranty

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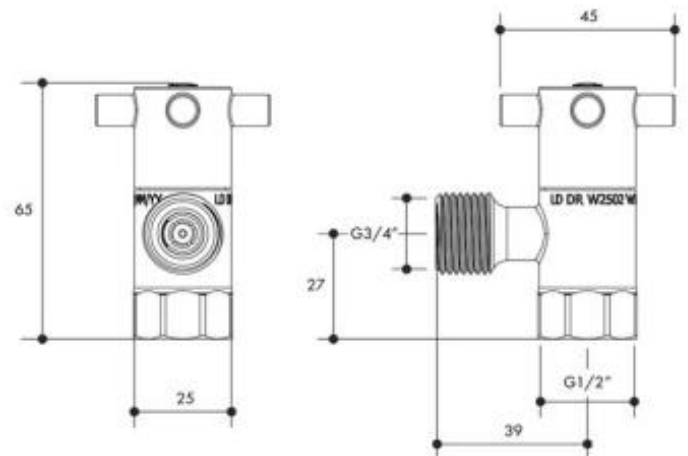
Fararu Pty Ltd | ACN 002 573 391 | ABN 53 784 322 464

BVWM

Product Specifications

Washing Machine Stop Capstan 1/4 Turn Cer Disc Chrome
Plated

AW
AUSTWORLD



Unit is shipped in 1 per box

FEATURES

Check Valve: Yes
Finish: Chrome Plated
Metal Type: DZR Brass
Original Ceramic Disc : Yes
Watermarked: Yes

SPECIFICATIONS

Maximum Water Pressure (KPa): 1000

WARRANTY

12 months on Product or Parts



CHECK VALVE



CERAMIC
DISC



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1 Year Warranty

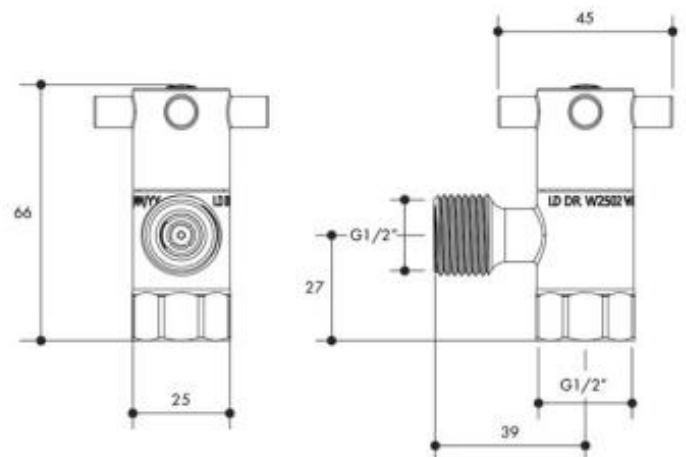
HNC | HARVEY NORMAN
COMMERCIAL QLD

Faranu Pty Ltd | ACN 002 573 391 | ABN 53 784 322 464

BVCIST

Product Specifications

Cistern Stop Capstan Mini 1/4 Turn Ceramic Disc



Unit is shipped in 1 per box

FEATURES

Check Valve: Yes
Finish: Chrome Plated
Metal Type: DZR Brass
Original Ceramic Disc : Yes
Watermarked: Yes

SPECIFICATIONS

Maximum Water Pressure (KPa): 1000

WARRANTY

12 months on Product or Parts



CHECK VALVE



CERAMIC
DISC



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1 Year Warranty

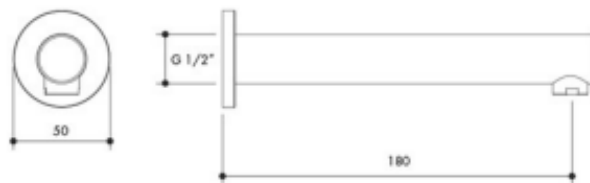
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COMMERCIAL QLD
Faranu Pty Ltd | ACN 002 573 391 | ABN 53 784 322 464



SP23

Product Specifications

Bath Spout (Pino) 180MM



Unit is shipped in 1 per box

FEATURES

Finish: Chrome Plated

Watermarked: Yes

SPECIFICATIONS

Maximum Water Pressure (KPa): 1000

WARRANTY

12 months on Product or Parts



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DECINA

DISCOVER INDULGENCE



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WARRANTIES, RETURNS & CREDITS

Please note: Installation is acceptance of goods. If product is incorrect or damaged, Decina must be notified in writing before installation takes place. If installed with a fault present, warranty is limited to replacement only no labour.

Decina offers a comprehensive extended warranty on all products. Decina's warranty applies only to defects which have arisen through faulty workmanship or materials.

- Proof of purchase is necessary to claim
- The warranty only applies to the original owner and is not transferable
- Decina will not be liable if products have been altered or modified by external parties
- Decina will not be liable if products are not installed in accordance with Decina's installation instructions
- Decina will not be liable if products are not installed by a qualified trades person
- Decina will not be liable if products are damaged through misuse, accidents, neglect or harsh environmental conditions
- The warranty excludes damages discovered after installation
- All goods should be checked for faults or damage within 48 hours of being received. Claims must be lodged with photographic evidence, within 48 hours of receipt of goods.

Decina's warranty liability covers replacement product or credit to equal value of the purchase and **EXCLUDES** any consequential damage occurring from the products application or use. It is the installer's responsibility to remove and replace the product; a contribution may be given of up to \$500 including GST upon receiving a detailed quotation.

Exclusions include to the fullest extent permitted by law. Decina excludes all liability for damage or injury to any person, damage to any property, any indirect consequential or other loss or damage.

WARRANTY CLAIMS

To lodge a warranty claim, please complete the Warranty Claim Form found at decina.com.au/warranty-claim or send an email with all documentation required to services@decina.com.au including:

- Proof of purchase from retailer
- Details of the warranty claim including date of installation, installer details, and description of product fault
- Your contact details including address where product is currently located or installed, email address, mobile and home phone numbers
- Photographic evidence of product fault (include close up and an overall image to ascertain product fault) – one image will not warrant claim

For all service and warranty related enquiries please call 1300 332 462.

WHAT DECINA WILL DO TO FIX THE PROBLEM:

You will be contacted within 5 working days or earlier depending on the problem with the product, Decina will do one of the following:

- Arrange for the product to be inspected by a Decina representative to verify the fault. Please note a call out fee of \$120 including GST may be charged if not deemed a product fault
- Arrange replacement parts of the faulty product
- Arrange replacement of faulty product
- Arrange for a licensed service technician to repair or replace the product
- Arrange a refund with the store that you purchased the product from. Only in the case of major failure within the warranty period and in order to receive such refund the product must be returned to place of purchase or Decina's warehouse.

RETURNS & CREDITS

All goods should be checked for faults or damage within 48 hours of

being received. Returned goods will only be accepted within 90 days from date of purchase.

All breakages and or damage to products will not be recognised if deliveries are made by a third party. Claims will not be accepted if goods have been delivered between retailer and the customer.

It is the responsibility of the retailer to check for quality, damage or breakages prior to delivery to customer.

Return of goods due to incorrect or cancelled orders will incur a minimum 20% restocking and handling fee with special orders non-returnable. Prior to acceptance of any goods for credit, confirmation must be received in writing with photographic evidence that shows the product is in original packaging and in resalable condition. All products returned for credit must be returned at the customer's own risk and expense. In the event that the original packaging is damaged and the product is rendered unresalable due to this, we reserve the right to decline the return.

To return a product/credit claim, please fill out the on-line form at decina.com.au/credit-claims or email the customer service team on services@decina.com.au

WARRANTY CONDITIONS

Decina offers a comprehensive extended warranty on all products (page 63). Decina warranty applies only for defects which have arisen through faulty workmanship or materials and does not apply to products which have been altered or modified by external parties, are not installed in accordance with installation instructions by a qualified tradesman or damage which occurs through misuse, accidents, neglect or harsh environmental conditions. The warranty **EXCLUDES** damages discovered **AFTER** installation. When goods are received they should be checked for damage or faults and any claims lodged with photographic evidence, within 48 hours.

Decina's warranty liability covers replacement product or credit to equal value of the purchase and **EXCLUDES** any consequential damage occurring from the products application or use. It is the installer's responsibility to remove and replace the product; a contribution may be given of up to \$500.

SERVICE/WARRANTY CLAIMS

To log a warranty claim, please complete the Warranty Claim Form found at decina.com.au/warranty-claim/ or email services@decina.com.au

Please ensure you attach the following documents:

- Proof of purchase (original supplier invoice)
- Details of the warranty claim (include date of installation, installer details, head contractors details and date the issue was found)
- Your contact details

For all service and warranty related enquiries please call 1300 332 462.

MINIMUM ORDER VALUE

The minimum order value is \$350. Orders under \$350 will incur a freight charge of \$45.

ORDERING SPA BATHS

All spa baths are made to order on receipt of a spa order form. Please download your spa bath order form from decina.com.au.

Select your desired Spa Bath Model > Print the 'Information Sheet' > Fill out the Spa Order Form on the reverse (we recommend filling the form out with your customer and qualified spa bath installer). To ensure all details have been interpreted correctly we advise the customer signs the order form.

Please email the completed Spa Bath Order Form to your Decina Customer Service Advisor/your state office (contact details overleaf).

Please allow 20 working days for completion and dispatch of your spa bath.

WARRANTY PERIODS

Decina offers the following comprehensive warranties from the date of purchase on all relevant products materials and manufacturing. Decina pride ourselves on supplying products of a high standard.

The following extended warranties include domestic use installations only. Commercial use installations have a one year warranty.

Warranty terms and conditions apply, for full details visit decina.com.au

BASINS	WARRANTY
Basins (premium vitreous china)	10 years replacement product or parts/1 year parts & labour
Plug & Waste (replacement only)	1 year
Overflow Rings (replacement only)	1 year
BATHS & SPA BATHS	WARRANTY
Decina-manufactured Acrylic Inset Baths & Shower Baths (excl free standing spa baths)	15 years replacement product or parts/1 year parts & labour
EZI Frames/Base Support Frames/EZI Feet	15 years replacement product or parts/1 year parts & labour
Freestanding Baths	10 years replacement product or parts/1 year parts & labour
Spa Bath Shells & Pipe-Work	10 years replacement product or parts/1 year parts & labour
Pressed Metal Baths	5 years replacement products or parts/1 year parts & labour
Spa Bath Pump	5 years replacement product or parts/1 year parts & labour
Spa Bath Jets/Fittings	5 years replacement product or parts/1 year parts & labour
Bath Wastes & Overflow Kits	1 year replacement product or parts
Bath Headrests	1 year replacement product or parts
Bath 40mm Pop-Up Removable Waste (WA001)	Lifetime replacement product or parts
SHOWER SCREENS/SYSTEMS	WARRANTY
Shower Bases	5 years replacement product or parts/1 year parts & labour
Shower Walls	5 years replacement product or parts/1 year parts & labour
Shower Screens/Panels	5 years replacement product or parts/1 year parts & labour
Shower Seals, Rollers & Handles	1 year replacement product or parts
TOILETS & IN-WALL TOILET SYSTEMS	WARRANTY
GEBERIT Sigma8 Inwall Cistern	15 years replacement product or parts/1 year parts & labour
Inwall Cisterns	10 years replacement product or parts/1 year parts & labour
Toilet Suites (Cisterns & Vitreous China Toilet Pans)	10 years replacement product or parts/1 year parts & labour
Toilet Inlet & Outlet Valve Washers	1 year replacement product or parts
Toilet Suite Button Assembly & Flush/Access Plates	1 year replacement product or parts
Geberit Mechanical Flush/Access Plates	3 years replacement product or parts/1 year parts & labour
Geberit Inlet & Outlet Valve Products	3 years replacement product or parts/1 year parts & labour
Toilet Seats	1 year replacement product or parts

15 Year Warranty

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COMMERCIAL QLD

Faranu Pty Ltd | ACN 002 573 391 | ABN 53 784 322 464

Bambino Inset Bath with tile bead & slip resistant pattern

Product Code: **BA1510W / BA1650W**



MADE IN AUSTRALIA

The Bambino's ultra- functional design makes it excellent value for home renovations. Molded arm rests sweep around from the shoulder position to provide comfort & a lumbar support cradles the back.

- AS/NZ Standard 2023/1995
- Steel rod reinforced rim
- Double reinforced bath base
- Slip resistant pattern

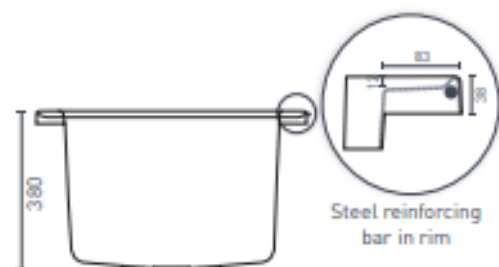
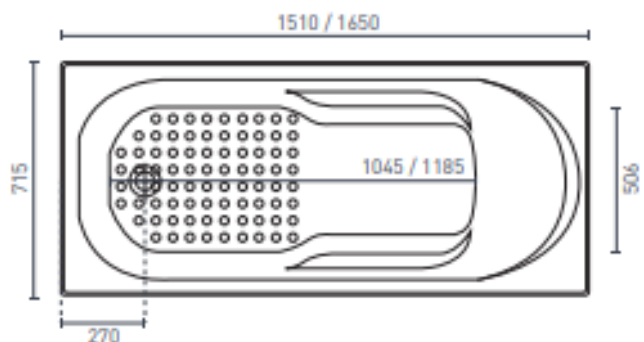


PRODUCT SPECIFICATIONS

Colour:	High Gloss White
Material:	Premium Sanitary grade acrylic
Length:	1510mm / 1650mm
Width:	715mm
Height:	380mm
Capacity:	88L / 103L [200mm below the bath rim]
Bath Type:	Inset
Waste Position:	End
Net Weight:	15.1kg / 16.6kg
Warranty:	15 years* (refer to decina.com.au)

OPTIONAL ACCESSORIES

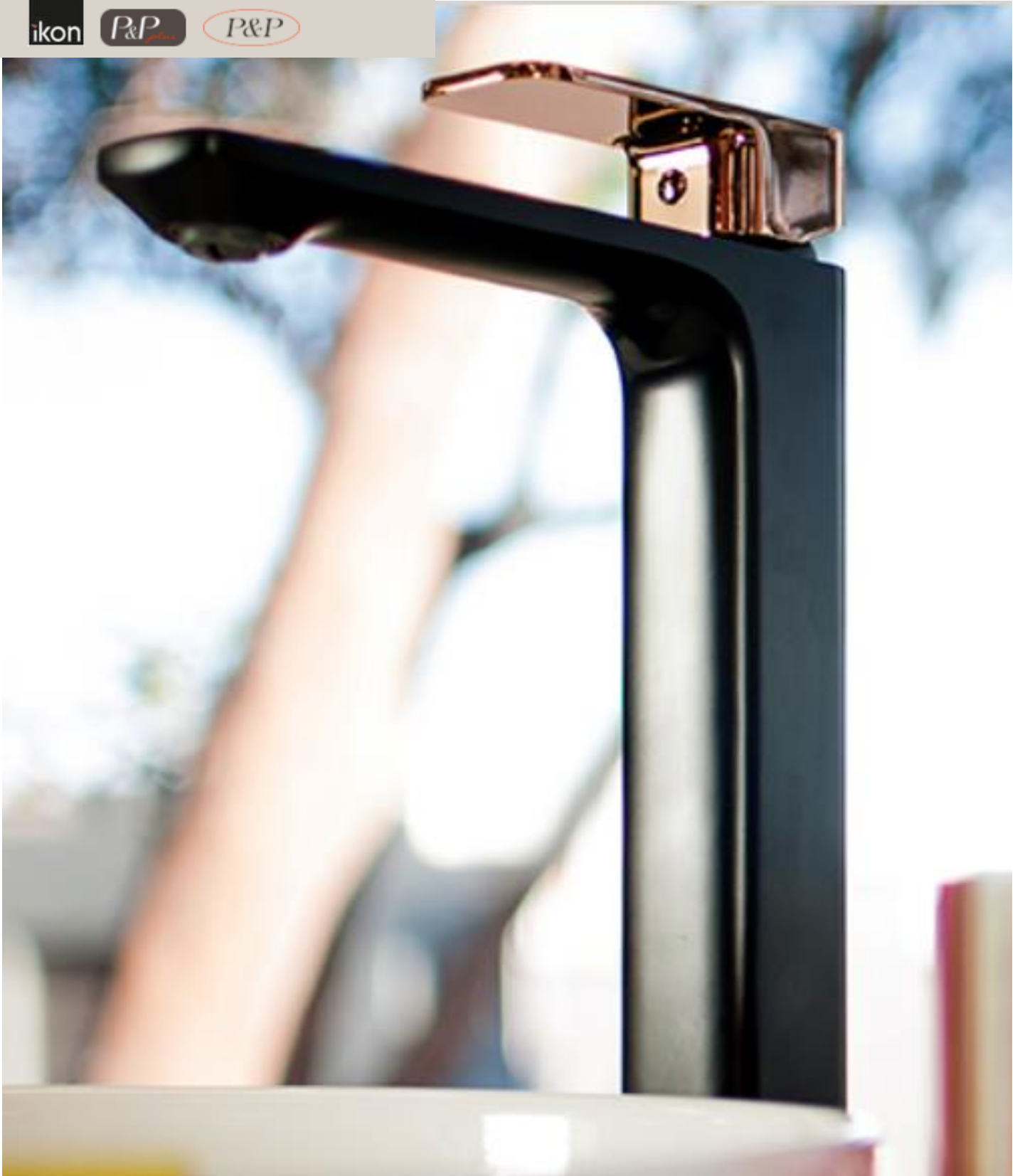
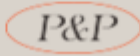
- ✓ 40mm Removable pop-up waste *Chrome* **WA001**
White Gloss **WA002**, *Black Matte* **WA003**
- ✓ Pop-up waste & overflow kit *Chrome* **OWA001**
- ✓ Pop-down waste & overflow kit *Chrome* **OWA002**
- ✓ Pop-down waste & overflow kit *Black* **OWA003**
- ✓ Sia headrest *Black Curved* **SY242-B**
- ✓ EZI Frame / Base Support Frame **Various**
- ✓ EZI Feet (1665mm & 1650mm) **EZF005**



T 07 3297 3700 | F 07 3297 3799

E stapylton.reception@au.harveynorman.com | W www.harveynormancommercial.com.au

101 Burnside Rd, Stapylton Qld 4207 | P.O. Box 560, Ormeau Qld 4208



WARRANTY INFORMATION

Manufacturers Warranty

ACL offers the following Manufactures Warranty Subject to the following terms.

Residential

Category	Warranty Period	Warranty Details
Mixers	5 years	<ul style="list-style-type: none"> • 5 year Ceramic disk cartridges – parts only Note: Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. • 3 years replacement product or parts • 1 year replacement product or parts and labour
Hand shower on Rail or Elbow-bracket, Shower head & Arm	5 years	5 year Replacement product or parts only
Combine Shower set	5 years	<ul style="list-style-type: none"> • 5 year replacement products or parts only. • 1 year replacement products or parts and labour
Tapware	5 years	<ul style="list-style-type: none"> • 5 years replacement product or parts • 1 year replacement products or parts and labour <p>Note: 1 Year parts only for jumper values and ceramic disc spindles.</p>
Basin	5 years	Replacement only
Sink	15 years	<ul style="list-style-type: none"> • 15 years replacement product or parts • 1 year basket waster
Accessories	5 years	5 year replacement product or parts only

*PBR, PSL, PCC, PK range mixer with 10 years warranty for cartridge replacement.

Commercial

Hotels, Hospitals, schools, factory motels, and office aged care facility etc.

Category	Warranty Period	Warranty Details
All Products	1 year	1 year replacement product or parts and labour

Warranty shall be void for the following reason:

- Failure to provide proof of purchase or equivalent document.
- Products not installed by a licensed plumber.
- Failure to follow the manufacturer's installation instructions.
- Failure to comply with National or State standards during installation or use.
- Tapware exposed to water pressures and or temperatures that exceed stated limitation as per the products installation instructions. Note: AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet other than a fire service outlet within a building for new installations.
- Isolation stop taps are not fitted as stated on manufacturer's installation instructions.
- Fitting of non-approved products such as aerators or flow regulators, and other devices, e.g. Water filters.
- Products used for incorrect applications, non-potable water etc.
- Damage as a result of obstructions due to inadequate flushing of system before use.
- Damage to finishes by adhesives, sealants etc.
- Damage as a result of installation or post installation use.



- Failure to follow manufacturers care and cleaning instructions.
- The warranty work is limited to the pre-approved scope of work. Additional work will require authorisation from ACL Company.

Warranty Period

Warranty period commences from the date of purchase to the day the warranty claim is presented to ACL Company. ACL Company will dictate the nature of the warranty repair or replacement work and all warranty work must be approved by ACL Company prior to commencement. ACL Company will not be liable for any claims on labour or parts that were not approved in advance by ACL Company.

Warranty Conditions

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

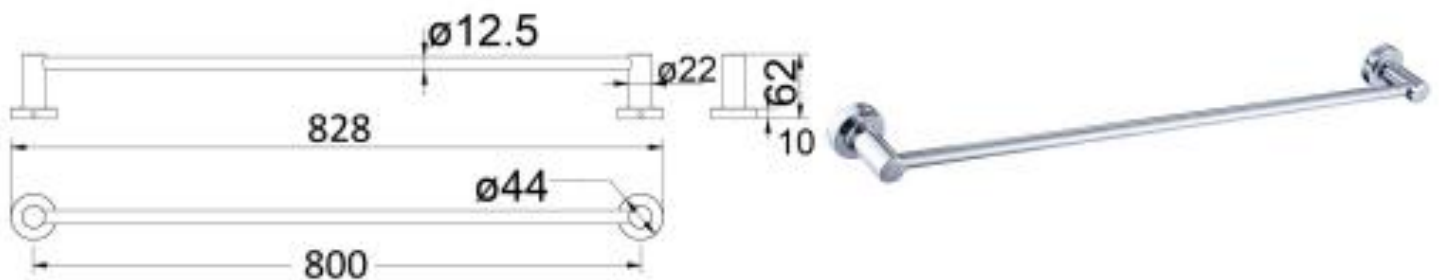
Adequate access to products fittings and fixtures should be required by ACL to undertake warranty repairs. ACL will not be responsible for any consequential damage or costs where adequate access to product fitting & fixtures is not accessible.

Consequential Loss

- To the extent permitted by law, ACL will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any consequential damage or costs of any kind caused by any defect in the product or components.
- The ACL's obligations under warranty are limited to the repair or replacement of any products which are defective through faulty workmanship or materials at ACL's option.
- ACL will not be liable for any consequential damage or costs where products do not have adequate accessibility.

NOTE: ACL RESERVES THE RIGHT TO ALTER OR AMEND THIS WARRANTY IN WRITING AT ANY TIME

Please contact the suppliers you bought the products for more information or warranty service, or send email to Sales@aclcompany.com.au or fax us (02)96481388 for further request.



RUBY SINGLE TOWEL RAIL

21801B

MATERIAL: Zinc Alloy
FINISH: Chrome
SIZE: 800mm

WARRANTY:
7 Years replacement products or parts only

P&P plus



Available in



4502-900CH
Chrome

4502-900BG
Brushed Gold

4502-900MB
Matt Black

4502-900GM
Gun Metal

Otus Slimline Single Towel Rail-900mm

4502-900SS

Information

Finish: Stainless Steel

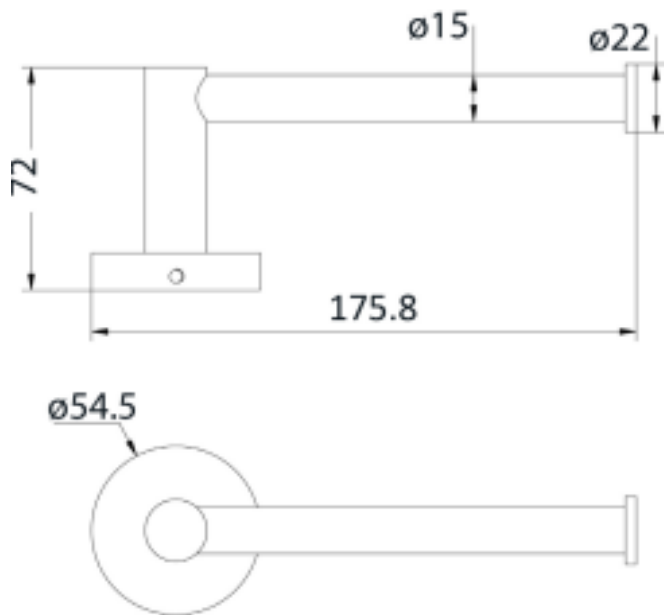
Material: SS304 Stainless Steel

Size: 900mm

Maintenance and Care

- Do not use harsh detergents or products that contain chloride & halides.
- Do not use abrasive, cream or citrus based cleaners or hydrochloric acid.
- Surface should be cleaned only with a mild detergent that must be rinsed off.
- It is suggested to only clean with warm water and a soft cloth.
- Damage caused by the wrong cleaning methods used will void warranty.

P&P



Available in



Matt Black
8116A-B

Brushed Gold
8116A-BG

Brushed Nickel
8116A-BN

Gun Metal
8116A-GM

Otus Paper Holder

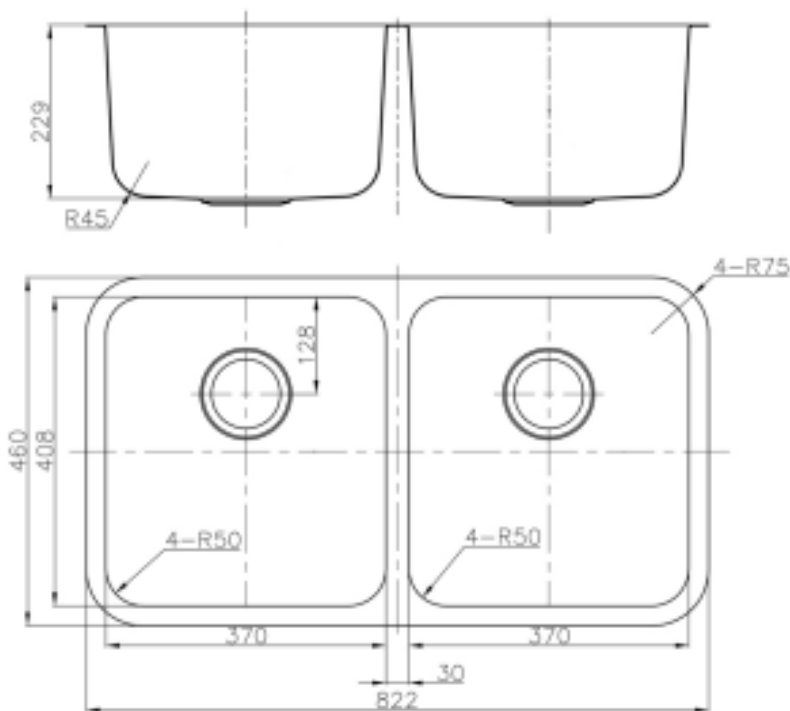
8116A

Information

Finish: Chrome
Material: Brass

Maintenance and Care

- Do not use harsh detergents or products that contain chloride & halides.
- Do not use abrasive, cream or citrus based cleaners or hydrochloric acid.
- Surface should be cleaned only with a mild detergent that must be rinsed off.
- It is suggested to only clean with warm water and a soft cloth.
- Damage caused by the wrong cleaning methods used will void warranty.



CORA ABOVE / UNDERMOUNT SINK

P002020

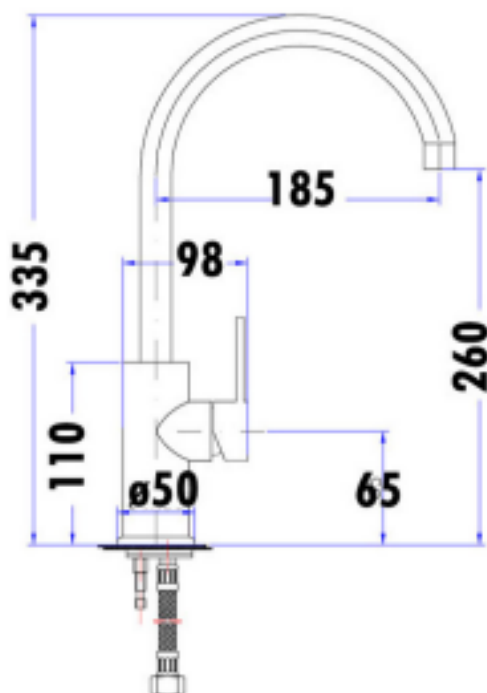
MAKE: Undermount Sink
FINISH: 304 Stainless Steel
THICKNESS: 1.0mm
BASKET WASTE: YES
CUT-OUT TEMPLATE: YES

WARRANTY:
 15 Years replacement products or parts
 1 Year replacement of basket waste

Note: Always use the physical product measurements for cut-outs as the manufacturer's template is a guide only and may differ from the actual product dimensions over time

FOR MORE INFORMATION VISIT
www.aeko.com.au

P&P



Available in



PC1001SB-B
Matt Black

Otus Gooseneck Sink Mixer

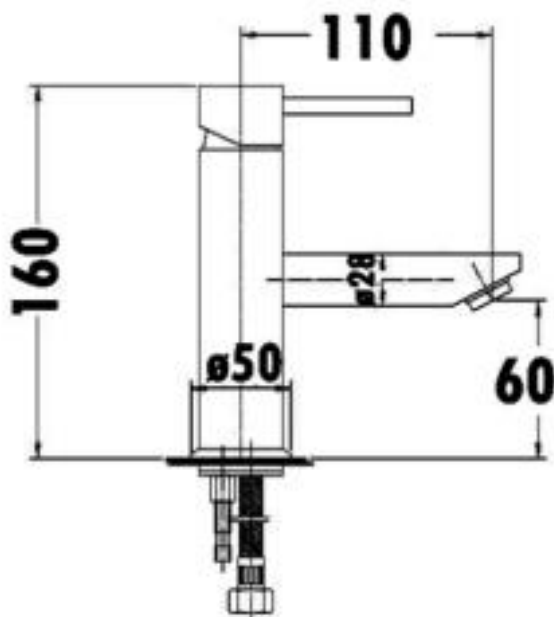
PC1001SB

Information

- Finish: Chrome
- Pin lever design
- 35mm Cartridge
- Working pressure: 150-500kpa
- Operating temperature: 1°C to 70°C
- WELS: 5 Star 5L/min (T37627)

Maintenance and Care

- Do not use harsh detergents or products that contain chloride & halides.
- Do not use abrasive, cream or citrus based cleaners or hydrochloric acid.
- Surface should be cleaned only with a mild detergent that must be rinsed off.
- It is suggested to only clean with warm water and a soft cloth.
- Damage caused by the wrong cleaning methods used will void warranty.



Available in



PC2003SB-B
Matt Black

Otus Basin Mixer

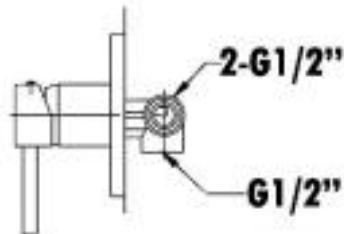
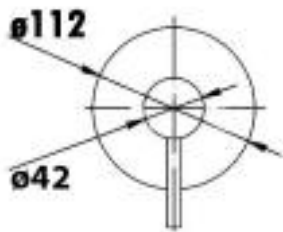
PC2003SB

Information

- Finish: Chrome
- Pin lever design
- 35mm Cartridge
- Working pressure: 150-500kpa
- Operating temperature: 1°C to 70°C
- WELS: 5 Star 5.5L/min (T37867)

Maintenance and Care

- Do not use harsh detergents or products that contain chloride & halides.
- Do not use abrasive, cream or citrus based cleaners or hydrochloric acid.
- Surface should be cleaned only with a mild detergent that must be rinsed off.
- It is suggested to only clean with warm water and a soft cloth.
- Damage caused by the wrong cleaning methods used will void warranty.



Available in



Matt Black
PC3001SB-B

Otus Wall Mixer

PC3001SB

Information

Finish: Chrome

Material: Brass

Cartridge: 35mm Cartridge

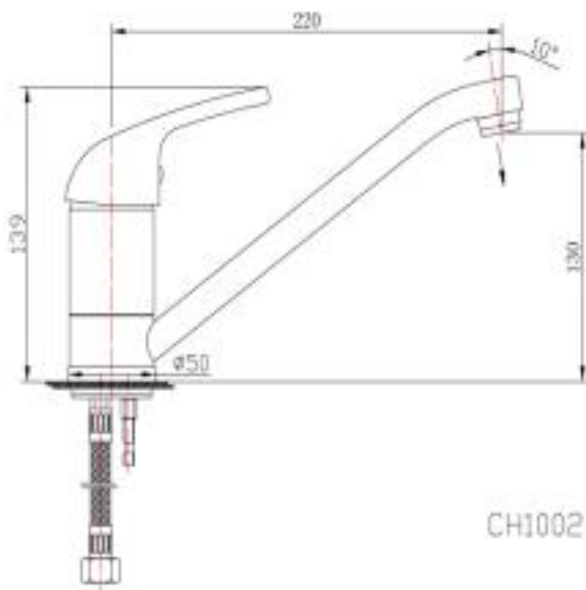
Working Pressure: 150-500 kpa

Operating Temperature: 1°C to 70°C

Maintenance and Care

- Do not use harsh detergents or products that contain chloride & halides.
- Do not use abrasive, cream or citrus based cleaners or hydrochloric acid.
- Surface should be cleaned only with a mild detergent that must be rinsed off.
- It is suggested to only clean with warm water and a soft cloth.
- Damage caused by the wrong cleaning methods used will void warranty.

P&P



CH1002



Available in



Matt Black
PM1001SW-B

Ruby Swivel Sink Mixer

PM1001SW

Information

Finish: Chrome

Material: Brass

Cartridge: 40mm Cartridge

Working Pressure: 150-500 kpa

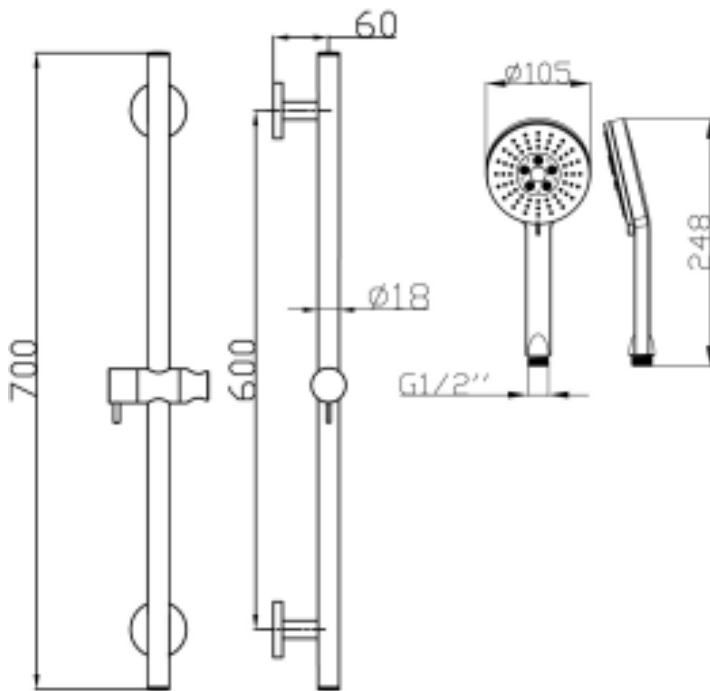
Operating Temperature: 1°C to 70°C

WELS Reg Number: T37873 (5 Star 5.5 L/min)

Maintenance and Care

- Do not use harsh detergents or products that contain chloride & halides.
- Do not use abrasive, cream or citrus based cleaners or hydrochloric acid.
- Surface should be cleaned only with a mild detergent that must be rinsed off.
- It is suggested to only clean with warm water and a soft cloth.
- Damage caused by the wrong cleaning methods used will void warranty.

P&P



Available in



Matt Black
PSH039-B

Otus Sliding Shower Set

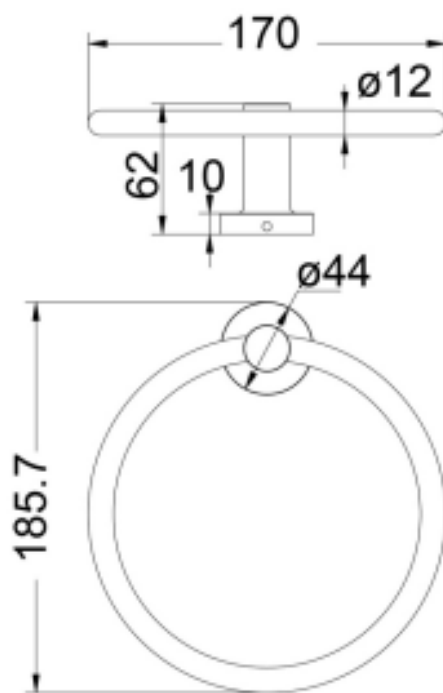
PSH039

Information

Finish: Chrome
Material : Brass

Maintenance and Care

- Do not use harsh detergents or products that contain chloride & halides.
- Do not use abrasive, cream or citrus based cleaners or hydrochloric acid.
- Surface should be cleaned only with a mild detergent that must be rinsed off.
- It is suggested to only clean with warm water and a soft cloth.
- Damage caused by the wrong cleaning methods used will void warranty.



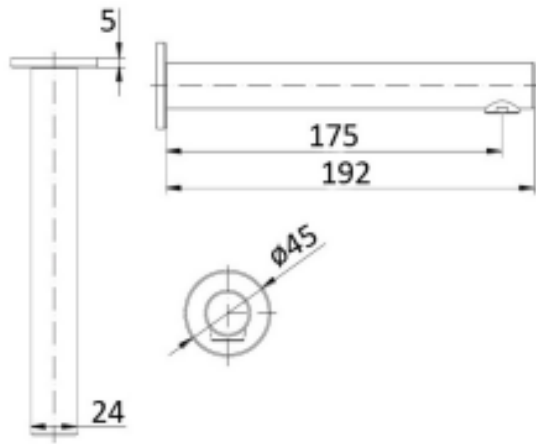
RUBY TOWEL RING

21809

MATERIAL: Zinc Alloy
FINISH: Chrome

WARRANTY:
7 Years replacement products or parts only

FOR MORE INFORMATION VISIT
www.sclco.com.au



Available in



Brushed Nickel
HYB88-801BN



Matt Black
HYB88-801MB

Hali Bath Spout

HYB88-801

Information

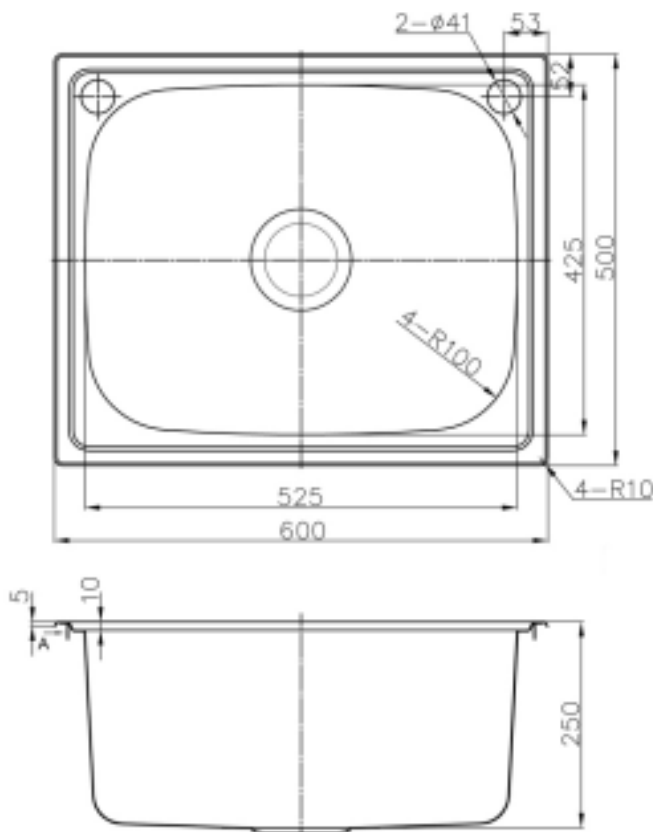
Finish: Chrome

Working Pressure: 150-500 kpa

Operating Temperature: 1°C to 70°C

Maintenance and Care

- Do not use harsh detergents or products that contain chloride & halides.
- Do not use abrasive, cream or citrus based cleaners or hydrochloric acid.
- Surface should be cleaned only with a mild detergent that must be rinsed off.
- It is suggested to only clean with warm water and a soft cloth.
- Damage caused by the wrong cleaning methods used will void warranty.



OTUS 45L LAUNDRY TUB

P006050

FINISH: Chrome
MATERIAL: 304 Stainless Steel
TAP HOLES: Two
THICKNESS: 0.8mm
BOWL SIZE: 525 x 425 x 250mm
OVERALL SIZE: 600 x 500 x 250mm
CAPACITY: 45L
BASKET WASTE: YES
BY-PASS KIT: YES

WARRANTY:
 15 Years replacement products or parts
 1 Year replacement of basket waste

Note: Always use the physical product measurements for cut-outs as the manufacturer's template is a guide only and may differ from the actual product dimensions over time

FOR MORE INFORMATION VISIT
www.aeko.com.au

paco jaansõn





Product Warranty effective From 1 March 2019

Mixers, Taps, Outlets, Showers

Range	Warranty	Comments
Paco Jaanson		
Mixer Cartridge	7 years	7 years replacement on manufacturing faults
Special Finishes	1 year	1 year replacement against manufacturing faults & flaking
Mixers & taps (general product)	15 years	15 years replacement on manufacturing faults (excludes cartridge and special finish as above)
Showers	7 years	7 years replacement parts or products on manufacturing faults
Spare Parts (aftersale purchases)	1 year	1 year replacement parts
Labour	1 year	1 year labour on manufacturing faults
Commercial Use	1 year	1 year replacement parts or products against manufacturing faults
IB Rubinetterie		
Kusasi, Batlo, Tweet, Wave, Hey Joe, Love Me, Kelly Hoppen, Oh My God, Only One, Superbox, Jekyll & Hyde, Belmondo, Marmo, Loft, Taaac		
Mixer Cartridge	5 years	5 years replacement on manufacturing faults
Special Finishes	1 year	1 year replacement against manufacturing faults & flaking
Mixers & taps (general product)	10 years	10 years replacement on manufacturing faults (excludes cartridge and special finish as above)
Spare Parts	1 year	1 year replacement parts
Showers	7 years	7 years replacement parts or products on manufacturing faults
Labour	5 year	5 years labour on manufacturing faults
Commercial Use	1 year	1 year replacement part or products against manufacturing faults

Bathroom Accessories

Range	Warranty	Comments
Paco Jaanson		
Special Finishes	1 year	1 year replacement against manufacturing faults & flaking
Bathroom Accessories (General product)	7 year	7 year replacement parts or products on manufacturing faults (excludes finishes as above)
Commercial Use	1 year	1 year replacement parts or products against manufacturing faults

Baths

Range	Warranty	Comments
Paco Jaanson		
Steel Baths	10 years	10 years bath shell replacement product against manufacturing faults
Acrylic Baths	5 years	5 years bath shell replacement product against manufacturing faults
Solid Surface Baths	5 years	5 years bath shell replacement product against manufacturing faults
Chrome Fittings	1 years	1 year parts or product
Accessories & Spare Parts	1 year	1 year replacement parts or products
Labour		No labour
Commercial Use		No warranty in commercial use

Sanitaryware

Range	Warranty	Comments
Paco Jaanson, Isvea, Bocchi, Scarabeo		
Ceramic Basins	15 years	15 years replacement parts or products against manufacturing faults
Solid Surface Basins	5 years	5 years replacement parts or products against manufacturing faults
Toilet Suites	15 years	15 years replacement parts or products against manufacturing faults
Inlet & Outlet Valves	1 year	1 year replacement parts or products
Bidet's	15 year	15 years replacement parts or products against manufacturing faults
Seats, Components & Spare Parts	1 year	1 year replacement parts or products
Labour	1 year	1 year labour on manufacturing faults
Ceramic Commercial Use	1 year	1 year warranty against manufacturing faults
Solid Surface Commercial Use		No warranty in commercial use

Sinks & Laundry Tubs

Range	Warranty	Comments
Paco Jaanson, Bocchi & Elleci Granite Sinks		
Stainless Steel Sinks	Lifetime	Lifetime replacement parts or products against manufacturing faults
Granite Sinks	10 years	10 years replacement parts or products against manufacturing faults
Ceramic Sinks & Tubs	15 years	15 years replacement parts or products against manufacturing faults
Laundry Cabinets	1 year	1 year replacement parts or products against manufacturing faults
Chrome Fittings	1 year	1 year parts or product
Access's & Spare Parts	1 year	1 year replacement parts or products
Labour		No Labour
Commercial Use	1 year	1 year replacement parts or products against manufacturing faults

Inwall Cisterns

Range	Warranty	Comments
Wilco / Breeze		
Wilco Inwall Cisterns	5 years	5 years replacement parts or products against manufacturing faults
Wico Push Buttons	5 years	5 years replacement parts or products against manufacturing faults
Access's & Spare Parts	1 year	1 year replacement parts or products
Labour	1 year	1 year labour on manufacturing faults
Commercial Use	1 years	1 year replacement parts or products against manufacturing faults
Other Ranges		
Other Ranges	varies	Other ranges sold through Paco Jaanson carry Manufacture Warranty

Floor Grates

Range	Warranty	Comments
Paco Jaanson		
Tiled Floor Grates	1 years	1 year replacement parts or products against manufacturing faults
Shower Floor Grates	1 years	1 year replacement parts or products against manufacturing faults
Labour		No Labour
Commercial Use	1 years	1 year replacement parts or products against manufacturing faults

Door & Bathroom Furniture

Range	Warranty	Comments
Paco Jaanson		
Door Handles and accessories	5 years	5 years replacement parts or products against manufacturing faults
Vanity Cabinets and tops	5 years	5 years replacement parts or products against manufacturing faults
Labour		No Labour
Commercial Use	1 years	1 year replacement parts or products against manufacturing faults

Commercial use refers to any application that is not residential (businesses, schools, hospitals etc)

Warranty Conditions

Defect 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. Finishes on wastes and floor grates are also 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 the warranty claims may not be honoured where excessive water pressure is evident.

With 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

THE FOLLOWING CONDITIONS WILL APPLY:

1. Documentary proof of purchase must be provided.
2. The guarantee expires on the anniversary of the purchase date.
3. Goods are to be used only for the purpose they are designed for.
4. Installation instructions must be clearly followed.
5. Warranty extends to products purchased in Australia only.
6. The guarantee is limited to the original purchaser and is non-transferable.

THE FOLLOWING EXCLUSIONS WILL APPLY:

1. Damage caused by normal wear and tear, accidents, negligence, alteration, use of abrasive cleaners or misuse.
2. Damage during shipment, except where transport charges are included in the pricing.
3. Damage to returned goods while under the care of the customer or the customer's agent.
4. Labour costs not expressly authorised by Arcorp Enterprises Pty Ltd in writing, including cost of installation, uninstallation, consultants cost or technical advisors.
5. Light Bulbs.
6. Damage caused by unauthorised repairs or use of non-standard spares.
7. Damage caused by impurities in pipes, including hard water.
8. Possible imperfections which are part of the characteristics of the materials.
9. Claims for consequential damage and liquidated damage

paco jaansõn

Vitari

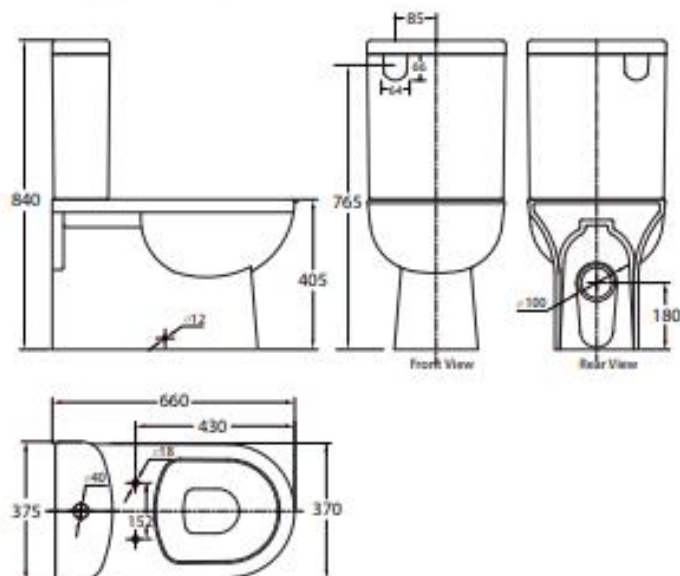
840mm Walled Faced Toilet Suite Gloss White

Code: H-HLB080B (Bottom Inlet) or H-HLB080B-BI (Back Inlet)



Dimensions

375mm (w) x 660mm (d) x 840mm (h)



DESCRIPTION

Vitari encompasses a square line robust cistern with a gently curved matching pan. Designed to be bold and solid yet attractive in nature.

Vitari comes complete with an overlaid flap soft close seat - Removable for easy cleaning.

Steven Grant

Features

WDI Inlet & Outlet Valve

Bottom Entry Water Inlet Cistern or Back Entry

Supplied with AU-001 -

Variobend Connector for S trap

S trap 60 to 190mm - P trap 180mm

Optional Extension for Set-Out up to 260mm S trap - Order Code Au-kada-S

15 Years Limited Manufacturers Warranty

1 Year Limited Commercial Warranty

4 Star - Wels 3.3 Litres Average

Soft Close Seat



paco jaansōn

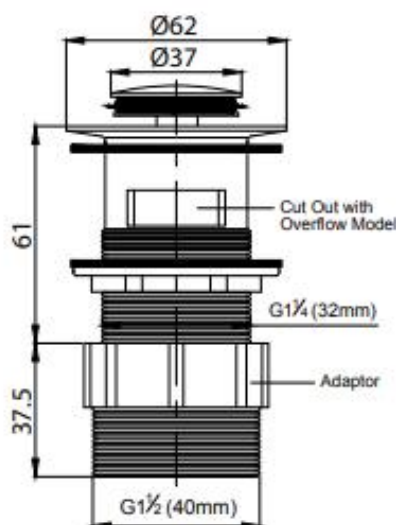
Projection

Pop-Up Plug + Waste

Codes: HI-P&W01 (With Overflow) / HI-P&W01-NOO/F (Without Overflow)

Dimensions

62mm (w) x 62mm (d) x 98.5mm (h)



DESCRIPTION

This basin Plug & Waste has been built from the best available materials and has been manufactured to the highest Australian and overseas standards.

A stylish and practical chrome pop-up plug and waste that will enhance any ceramic basin. No matter what bathroom style you wish to create, your ceramic basin will be the central design element with this inclusion.

Here the plug is screwed to a plunger mechanism that is part of a removable cartridge. The entire cartridge comes out for easy cleaning, removal of blockages or replacement.



Features

Suitable for Basins

Polished Chrome Finish

Brass Construction

15 Years Limited Manufacturers Warranty

1 Year Limited Commercial Warranty

40mm Connection to Trap

Water Mark Approved



WaterMark

Available in Matt Black -

With Overflow (HI-P&W01-MB)

Without Overflow (HI-P&W01-MB-NOO/F)



fienza®

HNC | HARVEY NORMAN
COMMERCIAL QLD
Faranu Pty Ltd | ACN 002 573 391 | ABN 53 784 322 464



Warranty

T 07 3297 3700 | F 07 3297 3799

E stapylton.reception@au.harveynorman.com | W www.harveynormancommercial.com.au

101 Burnside Rd, Stapylton Qld 4207 | P.O. Box 560, Ormeau Qld 4208

WARRANTIES

Residential Warranty Periods

Applies to domestic uses and applications of Fienza® products, such as private dwellings and retirement villages.

Commercial Warranty Periods

Applies to commercial uses and applications of Fienza® products, including, but not limited to: commercial food premises such as restaurants; commercial accommodation such as hotels; hospitals and healthcare facilities; public amenities; and industrial, laboratory and manufacturing facilities.

CABINETRY*		
*Does not include door and drawer adjustment, or cabinets damaged by water leaks or burst hoses.		
Range / Component	Residential	Commercial
Cabinets (MDF only)	5 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Australian Made Cabinets (MDF only)	10 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Australian Made Cabinets Drawer Runners	LIFETIME replacement parts or product, 1 year labour	LIFETIME replacement parts or product, 1 year labour
Handles, Hinges, Legs & Other Drawer Runners	5 years replacement parts	1 year replacement parts
Glass Doors & Mirror Doors	1 year replacement parts	1 year replacement parts
InvisiCab® (Structure Only)	7 years replacement parts or product	1 year replacement parts or product
InvisiCab® (Hinge & Components Only)	1 year replacement parts or product	1 year replacement parts or product

VANITY TOPS		
Range / Component	Residential	Commercial
Vitreous China	5 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Poly-Marble	5 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Australian Made Cultured Marble	5 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Cast Stone Solid Surface	5 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Engineered Quartz Stone	5 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Hardwood Timber	1 year replacement product, 1 year labour	1 year replacement product, 1 year labour
Concrete	2 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour

MIRRORS		
Range / Component	Residential	Commercial
Bevel Edge & Pencil Edge Mirrors	1 year replacement parts or product	1 year replacement parts or product
Australian Made Mirrors	1 year replacement parts or product	1 year replacement parts or product
Framed Mirrors	3 years replacement parts or product	1 year replacement parts or product
LED Mirrors	5 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Spare Parts	1 year replacement parts or product	1 year replacement parts or product

BASINS		
Range / Component	Residential	Commercial
Vitreous China	5 years replacement parts or product, 1 year labour	5 years replacement parts or product, 1 year labour

BASINS		
Range / Component	Residential	Commercial
Cast Stone Solid Surface (Structure Only)	25 years replacement parts or product, 1 year labour	25 years replacement parts or product, 1 year labour
Cast Stone Solid Surface (Finish Only)	5 years replacement product or repair, 1 year labour	5 years replacement product or repair, 1 year labour
Concrete	2 years replacement parts, 1 year labour	1 years replacement parts, 1 year labour
Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

SINKS*		
*Excludes general wear and tear from daily use.		
Range / Component	Residential	Commercial
Stainless Steel (All)	25 years replacement product, 1 year labour	10 years replacement product, 1 year labour
PVD Coloured Sinks	3 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Fire Clay Ceramic	5 years replacement product, 1 year labour	3 years replacement product, 1 year labour
Laundry Stainless Steel	25 years replacement product, 1 year labour	10 years replacement product, 1 year labour
Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

TOILETS*		
*Excludes parts subject to wear and tear such as rubber seals.		
Range / Component	Residential	Commercial
Vitreous China	5 years replacement parts or product, 1 year labour	3 years replacement parts or product, 1 year labour
R&T Cisterns (Tanks & Frames)	5 years replacement parts or product, 1 year labour	5 years replacement parts or product, 1 year labour
R&T Cisterns (Valves)	3 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
R&T Flush Button Plates	2 years replacement parts or product	1 year replacement parts or product
Geberit Cisterns (Tanks & Frames)	15 years replacement parts or product	15 years replacement parts or product
Geberit Cisterns (Valves)	3 years replacement parts or product, 1 year labour	3 years replacement parts or product, 1 year labour
Geberit Flush Button Plates	3 years replacement parts or product	3 years replacement parts or product
Seats, Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

BATHS		
Range / Component	Residential	Commercial
Acrylic Gloss White (Shell Only)	10 years replacement product, 1 year labour	10 years replacement product, 1 year labour
Acrylic Matte White (Shell Only)	1 year replacement product, 1 year labour	1 year replacement product, 1 year labour
Acrylic Bath Frames & Legs	5 years replacement parts, 1 year labour	5 years replacement parts, 1 year labour
Resin Stone (Structure Only)	25 years replacement product, 1 year labour	25 years replacement product, 1 year labour
Resin Stone (Finish Only)	5 years replacement product or repair, 1 year labour	5 years replacement product or repair, 1 year labour
Cast Stone Solid Surface (Structure Only)	25 years replacement product, 1 year labour	25 years replacement product, 1 year labour
Cast Stone Solid Surface (Finish Only)	5 years replacement product or repair, 1 year labour	5 years replacement product or repair, 1 year labour
Concrete	2 years replacement parts, 1 year labour	1 years replacement parts, 1 year labour
Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

MIXERS* (Excluding Floor Mounted & Coil)		
*Excludes parts subject to general wear and tear such as O-rings, washers and jumper valves.		
Range	Residential	Commercial
Ceramic Disc Cartridges	LIFETIME replacement parts or product, 15 years labour	15 years replacement parts or product, 5 years labour
Mixer (Structure Only)	LIFETIME replacement parts or product, 1 year labour	7 years replacement parts or product, 1 year labour
Finishes - Chrome	LIFETIME replacement parts or product, 1 year labour	7 years replacement parts or product, 1 year labour
Finishes - PVD	10 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Finishes - Electroplated	5 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour

TERMS & CONDITIONS

WARRANTIES

Installation is acceptance of goods. If the product is incorrect or damaged, Fienza must be notified in writing before installation. Fienza cannot offer warranty/replacement products after the incorrect or damaged product has been installed.

- Proof of purchase is necessary to claim. Photos may be required.
- The warranty only applies to the original owner and is not transferable.
- Fienza will not be liable for any loss or damages caused by a defective product, only the product itself.
- Product must be installed by a licensed tradesman. Failure to do so voids warranty.
- Product must be installed according to manufacturer's instructions. Failure to do so voids warranty.
- These warranties are only available on products purchased after 1st May 2012.

What will Fienza do to fix a problem?

This will depend on the problem with the product. Fienza will do one of the following:

- Replace the faulty product.
- Arrange a licensed service agent to repair or replace the product.
- Arrange a Refund with the store from which you purchased the product (only in the case of major failure and within the warranty period). Please note in order to receive a refund, the product (with Major Failure) needs to be returned to either Fienza or the store where the product was purchased.

Exclusions

To the fullest extent permitted by law, Fienza excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage. Fienza will not be liable to bear the expense of claiming the warranty (i.e. time off work, postage, etc).

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.

RETURNS & CLAIMS

All claims for faults, damages or shortages must be submitted in writing (email accepted) to Fienza within 48 hours of delivery to original delivery address. Failure to submit in writing in this time frame will waive any claim made. All damages or product shortages will not be recognised if deliveries are made by a third party organised by the retailer. Any damage or shortage claims will not be accepted if deliveries occur between the retailer and the customer. It is the responsibility of the retail store to ensure all products are checked for damage, faults or shortages and items are correct before they deliver to the consumer.

Proof of purchase is necessary to claim, and photos may be required. Fienza cannot offer warranty/replacement products after the initial faulty/damaged item has been installed.

Return of goods due to incorrect or cancelled orders will incur a 20% restocking fee plus the cost of the return freight to Fienza. Return of goods to Fienza due to incorrect or cancelled orders is the responsibility of the purchaser at their expense. Credits will not be applied for any goods returned to Fienza that are not in original packaging and saleable condition.

If an order is cancelled, but has already been invoiced, then it is too late to cancel the order and the order must go through the returns and claims process incurring the restocking fee.

Fienza reserves the right to refuse or reduce customer credits for specialised orders. For stone or timber top orders, once the stone has been cut for the order, it is unable to be cancelled or returned for a credit.

If your Fienza representative collects the returned goods, the customer will not need to pay for return freight but is still liable for the 20% restocking fee. Please note that this may exclude any large items or non-metro locations.

For all claims made where Fienza is at fault, you are still required to lodge a claim in writing and proof of purchase is required. However, Fienza will arrange to have the items returned to the closest warehouse. This can occur through a courier or arranged through the Fienza representative. No restocking fees will apply in these situations. Fienza will also, where necessary, re-issue correct items to you.

All claims can be submitted to: claims@fienza.com.au

fienza®

Petra Mini SEMI-RECESSED BASIN

Features

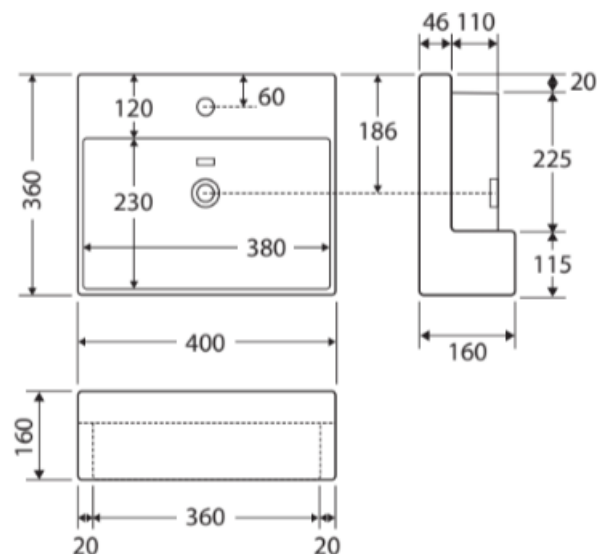
- Soft rectangular design
- Vitreous china
- One tap hole, with overflow
- Requires 32 mm waste with overflow (not included)
- Capacity: 4.6 litres

Please note: Due to the nature of ceramic as a material, small variations in size and shape do occur. Ensure that the measurements of the purchased basin are checked physically BEFORE cutting any counter-top. Specification drawings are a guide only. Fienza will not be held liable for any errors made by external parties when cutting counter-tops.



Cleaning & Care

- Wipe with a clean, soft cloth and mild soapy water or non-abrasive bathroom cleaner. Test in an inconspicuous area before cleaning the whole basin.
- Avoid placing hot objects, such as hair straighteners, on any surface as these will cause discolouration and marking.
- Spills of hair dye, after-shave lotion, nail polish and remover, aerosol spray and other harsh chemicals should be removed immediately to prevent damage and discolouration. Clean immediately with mild soapy water using a clean, soft cloth.



fienza

Linea Left-Hand WALL-HUNG BASIN

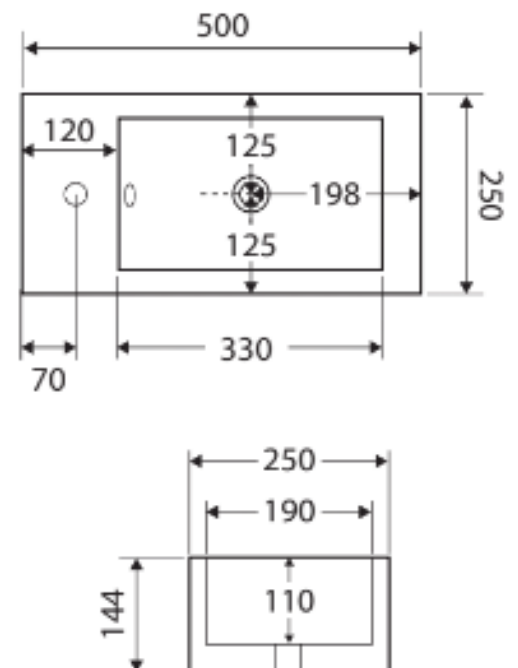
Features

- Vitreous china
- One tap hole with overflow
- Requires 32 mm waste with overflow (not included)
- Wall mounting bolts included
- Not reversible (due to bolt holes)
- Capacity: 4 litres



Cleaning & Care

- Wipe with a clean, soft cloth and mild soapy water or non-abrasive bathroom cleaner. Test in an inconspicuous area before cleaning the whole basin.
- Avoid placing hot objects, such as hair straighteners, on any surface as these will cause discolouration and marking.
- Spills of hair dye, after-shave lotion, nail polish and remover, aerosol spray and other harsh chemicals should be removed immediately to prevent damage and discolouration. Clean immediately with mild soapy water using a clean, soft cloth.



fienza®

Linea Right-Hand WALL-HUNG BASIN

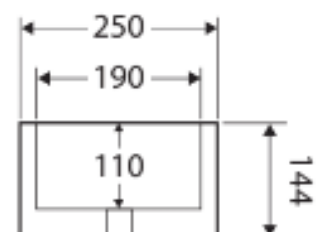
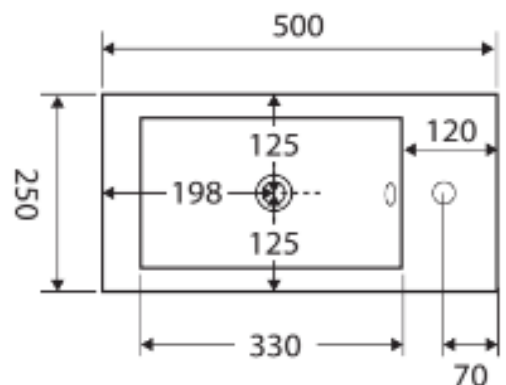
Features

- Vitreous china
- One tap hole with overflow
- Requires 32 mm waste with overflow (not included)
- Wall mounting bolts included
- Not reversible (due to bolt holes)
- Capacity: 4 litres



Cleaning & Care

- Wipe with a clean, soft cloth and mild soapy water or non-abrasive bathroom cleaner. Test in an inconspicuous area before cleaning the whole basin.
- Avoid placing hot objects, such as hair straighteners, on any surface as these will cause discolouration and marking.
- Spills of hair dye, after-shave lotion, nail polish and remover, aerosol spray and other harsh chemicals should be removed immediately to prevent damage and discolouration. Clean immediately with mild soapy water using a clean, soft cloth.



 **GEBERIT**



GEBERIT LIMITED PRODUCT WARRANTY

GENERAL TERMS AND CONDITIONS

Geberit 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 for compensation for any other reasonable foreseeable loss or damage. You are also entitled to have the goods replaced if the goods fail to be of acceptable quality and the failure does not amount to be a major failure.

COVERAGE AND APPLICATION

This warranty covers faults in the product construction, material and assembly. Products which are within the warranty period stated below which are found, upon inspection by an authorised Geberit representative, to be defective in construction, material or assembly, will be repaired or exchanged with an equivalent product free of charge. Replaced items become Geberit's property.

For the purpose of this warranty "a Geberit product":

- was manufactured by or on behalf of Geberit; and
- is used in a normal domestic or commercial environment; and
- bears a trademark owned or used by Geberit and
- was supplied by Geberit Pty Ltd, to an authorised reseller or distributor of Geberit; and
- was purchased and supplied either in Australia or New Zealand

Geberit products supplied to manufacturers are expressly excluded and the content of this document is not applicable

WARRANTY PERIOD

For all Geberit products the warranty period is strictly from the date of sale as reflected on the authorised distributors invoice. The warranty period for each Geberit product, is outlined below.

CISTERNS

- 15 years on Sigma8 and Kappa concealed cistern tanks and frames
- 10 years on installation frames and all other Geberit concealed cistern tanks
- 3 years on inlet and outlet valve products
- 3 years on mechanical flush/access plates

ACCESSORIES, TAPS & TRAPS

- 2 years on HyTronic and pneumatic products
- 2 years on HyTec Urinal partition walls
- 2 years on Diseno washbasin trap

PIPING PRODUCTS

10 year system warranty for Geberit HDPE, Geberit Pluvia, Geberit Sovent and 2 years on processing tools.

All other Geberit parts and accessories (i.e. batteries) purchased together with the Geberit product are covered under this warranty for 6 months.

GEBERIT LIMITED PRODUCT WARRANTY

LABOUR

The labour for the replacement of products to which this warranty applies will be provided by Geberit or relevant supplier using licensed trades people engaged by Geberit or relevant supplier within the warranty period.

Geberit and its authorised service plumbers will endeavour to fix the Geberit product on site. The claimant must provide reasonable access to the Geberit product during normal working hours to enable the service work to occur.

WARRANTY CLAIMS

If you purchased Geberit products in Australia or New Zealand, the following process applies

1. Contact authorised reseller or distributor where you purchased the Geberit products; and/or
2. Contact support.au@geberit.com or +61 2 9889 7866

WARRANTY EXCLUSIONS

This warranty is effective only if all of the following conditions apply:

- The item has been installed by a licensed plumber
- Failure is due to a fault in the construction, material or assembly of the product
- Proof of purchase (including the date of purchase) is provided
- The installation of the product is in accordance with the instructions provided

This warranty does not include faults caused by:

- Alterations to, or improper use of the product
- Incorrect installation or installation not in accordance with the instructions provided
- Installation or part installation by the purchaser or any person other than a licenced plumber
- Normal wear and tear
- Inadequate or complete lack of maintenance
- Chemical, electrochemical or electrical influences
- Harsh detergents or abrasive cleaners used on product finishes
- Excessive water pressure
- Incorrect operation or not following operating instructions
- Incorrect voltage or non-authorised electrical connections
- Use of non-authorised/non-standard parts
- Use of non-authorised calculation software
- Repair or other work carried out on Geberit products other than by an authorised service plumber

To the fullest extent permitted by law, Geberit excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage.

Application purposes

- For washbasins

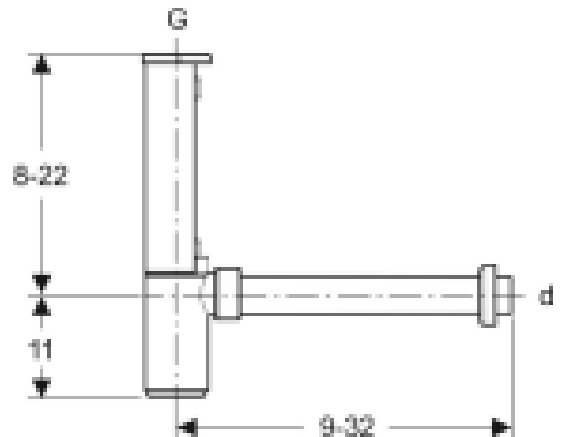
Characteristics

- Horizontal outlet

Scope of delivery

- Seals
- Connection bend with collar

Art. no.	Colour / surface
170.130.21.1	bright chrome-plated



Technical data

Depth of water seal	75 mm
Product material	PP

- Straight connector, adjustable, with union nut
- Valve cover

d, ø	G	L	h
40 mm	1 1/2"	9-32 cm	8-22 cm



ARTO®

HNC | HARVEY NORMAN
COMMERCIAL QLD
Faranu Pty Ltd | ACN 002 573 391 | ABN 53 784 322 464



T 07 3297 3700 | F 07 3297 3799

E stapylton.reception@au.harveynorman.com | W www.harveynormancommercial.com.au

101 Burnside Rd, Stapylton Qld 4207 | P.O. Box 560, Ormeau Qld 4208



nb. All work should be carried out by a Licensed Installer. Before installing the product read the appropriate installation instructions available at - (<http://arto.com.au/downloads/>), as to avoid undue damage to product, or un-necessary warranty claims.

nb. Warranty period commences from Purchase date for Renovations or "Hand Over" date for New Builds.

Vanities - Domestic	FIRST YEAR Labour for product fault. Does not include door and drawer adjustment. Does not include instances where faulty/damaged goods have been installed, or water leak causing damage to cabinetry.	Accessories	No Labour included in warranty.	
	5 Year Parts and Product	Bathroom Accessories	5 Year Parts and Product	
		Basin & Vanity Tops - Domestic	1 YEAR Labour for product fault. Does not include instances where obvious faulty/damaged goods have already been installed.	
			Due to the manufacturing process of Ceramic Product the Tap Hole Size can vary ± 3mm - It is highly recommended an application of sealant at the base of the mixer to ensure a water tight seal.	
			Ceramic	5 Year Parts and Product
Vanity (Cabinet Only)	5 Year Parts and Product	Arto Rock Top	5 Year Parts and Product	
Vanity (Including Top)		Glass	5 Year Parts and Product	
Mirror Cabinet (Cabinet)		Polymarble	5 Year Parts and Product	
Tall Boy (Storage Units)		Smart Stone^^	15 Year Product	
		^^ Smart Stone Product Warranty to be Claimed direct to Smart Stone - smartstone.com.au/smart-facts/		
Mirrors	No Labour included in warranty.	Toilets - Domestic		
Mirrors	1 Year Replacement Parts & Product			
LED Mirrors	5 Year Replacement Parts & Product			
Mirror Cabinet Door	1 Year Replacement Parts & Product			
		Ceramic	5 Years Parts/ 1 Year Labour	
		Internal Valve Sytem	1 Year Replacement Part	
		Seat & Hinges	1 Year Replacement Part	
		Burtton Assembly	1 Year Replacement Part	
Tapware - Domestic	Does NOT include parts subject to wear & tear e.g. Washers, O-Rings.	Laundry & Sink Units - Domestic		
Mixers - IKON Ranges	20 Year Ceramic Disc Cartridge			
	7 Year Parts and Product			
	2 Year Labor Parts and Product			
	5 Year Metal Colour Finishes			
	2 Year Black Colour Finishes			
Mixers - Ruki, Eden, Otus & Aziz	1 Year - Pull out Hoses, Spay Heads			
	15 Year Ceramic Disc Cartridge			
	5 Year Parts and Product			
	1 Year Labour			
	5 Year Metal Colour Finishes			
Mixers - Elegant, Tony & Ideal	2 Year Black Colour Finishes			
	10 Year Ceramic Disc Cartridge			
	5 Year Parts and Product			
Mixers - Ruby & Demos	1 Year Labour			
	8 Year Ceramic Disc Cartridge			
	3 Year Parts and Product			
Showers & Outlets - Domestic	1 Year Labour			
	No Labour included in warranty.			
	5 Year Parts and Product			
Outlets (Wall, Floor or Hob)	5 Year Parts and Product	Cabinet Only (MDF)	5 Year Parts and Product	
Showers On Rail	5 Year Parts and Product	Stainless Steel Sink/Tub	10 Year Parts and Product	
Showers Arm & Rose	5 Year Parts and Product	IKON Series Stainless Steel	15 Year Parts and Product	
Outlets, Shower on Rail and Shower Arm & Rose - IKON & P&P Ranges	7 Years Replacement Product or Parts	P&P Series Stainless Steel	15 Year Parts and Product	
Combine Shower Sets - IKON & P&P Ranges	7 Year Parts and Product	Please note: A warranty claim is to be made regarding a Product Fault, meaning a Manufacturing Fault, not handling damage, e.g. Transport damage. If the Product is found to be damaged, the replacement Product will be charged to the Store.		
	1 Year Labour			

Faulty parts or products will be repaired or replaced free of charge for the First Year from date of purchase (unless otherwise specified. See above.), after the first year we will provide parts and product only free of charge for the remainder of the warranty period. The warranty is limited to the replacement if the parts or product is found to be defective from manufacturer. (If the same parts or products are no longer available we will provide similar product as best we can).

Inset Basins

ARTO[®]
Series design

| 9048B | Square Drop in Basin

9048B Available in 1 or 3 Tap Hole

