

Warranties

MIXERS

Pintail	15 Years Replacement Cartridge*
Dusky	7 Years Replacement Product or Parts*
Monarch	1 Year Labour & Finish*
Daintree	1 Year Replacement Flexi Hoses*
Celia	<i>Does NOT include parts subject to wear and tear, including but not limited to washers or O rings.</i>
Osprey	

TAPWARE

Pintail	1 Year ceramic disc cartridges*
Monarch	1 Year jumper valves*
Yarra	1 Year replacement parts or product*
Zambezzi	<i>Does NOT include parts subject to wear and tear, including but not limited to jumper valves , washers or O rings.</i>

SHOWER & BATH OUTLETS

Brass Rails	5 Years Replacement Parts or Product*
Victoria	
Niagra	
Idaho	
Noble	
ABS Rails	1 Year Replacement Parts or Product*
Rhine	
Olinda	
Shower Hoses	1 Year Replacement Parts or Product*
Brass Shower Heads & Arms	5 Years Replacement Parts or Product*
ABS Shower Heads & Arms	1 Year Replacement Parts or Product*
Bath Outlets	5 Years Replacement Parts or Product*

SPARE PARTS & PLUMBING

Pop-up Wastes	1 Year Replacement Parts*
Floor Grates	1 Year Replacement Parts*
Cistern & Washing Machine Stops	1 Year Replacement Parts*
Spare Parts	1 Year Replacement Parts*

BASINS

Ceramic	5 Years replacement product*
<i>Does not include labour for re-installation of faulty or damaged products that have already been installed. Basins must be inspected before installation.</i>	

TOILET SUITES

Ceramics	10 Years Replacement Parts*
Internal Parts (Valves)	1 Year Replacement Parts*
Toilet Seat & Hinges	1 Year Replacement Parts*
Button	1 Year Replacement Parts*
Inwall Cistern	5 Year Replacement Parts*
Inwall Push Plate	1 Year Replacement Parts*
S-Trap Adapters	1 Year Replacement Parts*

Parts subject to wear & tear, including but not limited to seals and rubbers are not covered by warranty.

Does not include labour for re-installation of faulty or damaged products that have already been installed. Toilets must be inspected before installation.

VANITY TOPS

Ceramic Vanity Tops	5 Years Replacement Product*
Poly Marble Vanity Tops	1 Year Replacement Product*

Does not include labour for re-installation of faulty or damaged products that have already been installed. Tops must be inspected before installation. Warranty does not cover damage caused by excessive heat (eg straightening irons)

VANITIES

Cabinet only	5 Years Replacement Product or Parts*
Drawer Runners, Handles & Legs	1 Year Replacement Parts*

Warranty does not include door or drawer adjustment. Does not cover water damage caused by, but not limited to, mixer leak or burst hose. Does not include labour for re-installation of faulty or damaged products that have already been installed. Vanity must be inspected before installation.

BATH TUBS

Acrylic	7 Years Replacement on Bath Shell*
Wastes	1 Years Replacement Parts*

MIRRORS

Mirror Cabinet Only	5 Year Replacement Parts*
Mirror Door	1 Year Replacement Parts*
Mirrors	1 Year Replacement Parts*

KITCHEN & LAUNDRY SINKS

Stainless Steel	7 Years Replacement Parts*
Basket Wastes	1 Year Replacement Parts*

SHOWER SCREENS

Glass Panels	2 Years Replacement Parts*
Shower Hinges & Handles	2 Years Replacement Parts*

ACCESSORIES

Brass Accessories Madison Chloe Siera	7 Years Replacement Parts*
Zinc Accessories Mia Ava	1 Year Replacement Parts*
Coloured Finishes	1 Year Replacement Parts*

*Replacement due to manufacturer fault

For further warranty and care information please refer to our website (www.buildersworld.com.au)

Warranty applies to Builders World Products only. For Non Builders World Products, please refer to supplier warranty terms and conditions.

Warranty Conditions

Whilst every Builders World product is manufactured to the highest quality standards, we offer a comprehensive Warranty for complete peace of mind.

Commercial Use Warranty: 1 year parts & replacement (unless extended Warranty provided in writing by Builders World).

Outdoor Applications: Warranty does not cover products used for outdoor applications.

Warranty may become void due to any of the following:

- Inability to provide proof of purchase or equivalent documentation
- Product not installed by a licensed plumber
- Failure to install product to National Standards and State Regulations
- Failure to install product in accordance with manufacturers installation instruction
- Isolation stop taps are not fitted in accordance with manufacturer's instructions
- Fitting of non-approved flow controllers in tap bodies or outlets
- Non-installation of approved flow controller at wall elbow for Hand Showers
- Product used for incorrect application, non-potable water, etc.
- Damage as a result of insufficient flushing of lines prior to operation. It is essential to flush out the supply pipes before installing the mixer and connecting the flexible hose to hot/cold water supply, regardless whether a stop valve and filter has been installed or not. This procedure will stop foreign objects entering the cartridge.
- Service, repairs or installation of non-Builders World replacement parts undertaken without Builders World's prior written approval
- Damage to finishes caused by adhesives, corrosive or abrasive cleaners, during or after installation. Cleaning Recommendations: mixers and tapware. After cleaning, rinse with clean water and polish with a clean soft cloth. Do not use any corrosive or abrasive cleaning agents containing acids or scouring agents.
- If products are used for outdoor applications.

Pressure & Temperature Requirements:

- Hot and Cold water inlet pressure should be between 150 – 500 KPA
- Maximum hot water temperature 80 degree Celsius
- 500kpa maximum operating pressure at any outlet within a building (Ref. AS/NZS 3500.1:2003, clause 3.3.4)
- Recommended operation temperatures: 5 – 60 degree Celsius
- In areas where water pressure exceeds 500kpa, an approved Pressure Limiting device MUST be installed

Product Maintenance

In order to comply with the warranty conditions, the following product maintenance must be followed

Ceramic Toilets & Basins

- Use warm soapy water or a mild domestic detergent and clean with a soft cloth.
- Use of Abrasive Cleaners will void the warranty.

Toilet Seats

- Use warm soapy water or a mild domestic detergent and clean with a soft cloth.
- Use of Abrasive Cleaners will void the warranty.
- Regular tightening of hinge bolts is recommended, as continual use may cause loosening and soft close mechanism to fail.
- Spills of some products such as after shave lotion, hair lacquer, nail polish and remover, mineral turpentine, white spirit, kerosene, aerosol propellants and insecticides should be removed immediately by washing.

Tapware & Accessories

- Never use harsh detergents or abrasive cleaners, as these will scratch the surface and cause the finish to discolor
- Use a soft cloth to remove any surface dust and to polish the finish. Warm soapy water can be used to remove any grime, and dried with a soft cloth.
- Use of any wax based polishers should be avoided, as these can create build up which could damage the finish and or detract from the appearance.

Mixer & Spout Aerator Cleaning

- The cleaning of the aerator insert must be performed regularly. Remove Aerator and rinse clean any debris or build up. This will keep the water flow constant. We recommend this be carried out every 6 months.

Stainless Steel Sink and Laundry Tubs

- Clean with warm soapy water, a mild domestic detergent or ammonia solution in warm water. Please repeat application for heavier soiling.
- Use a stainless steel polish to remove any staining and return sink to original shine.

Acrylic Baths

- Clean your bath with warm soapy water and a soft cloth after every bath use to wash away any body or soap residue. This will prevent any ring marks on the bath tub.
- Do not use powders, pastes, cream cleaners, thinners, window cleaning sprays or anything abrasive as this will scratch and remove the shine from your bath tub.

Mirrors & Mirror Cabinets

- Clean your mirrors and cabinets with a damp cloth. Glass cleaner with ammonia or vinegar base is too harsh for use on mirrors. For stubborn marks, a 50/50 solution of water and rubbing alcohol may be used.