

PRODUCT  
WARRANTY  
AUSTRALASIA  
ENTRY DOOR HANDLES  
& CABINET HANDLES

BAR  
BEN  
Barben  
Architectural  
Hardware



[barben.com.au](http://barben.com.au)

Barben Industries A.B.N 981 529 950 63 warrants its products to the original purchaser (and is not transferrable) according to the table below. This warranty applies to all products purchased through Barben. Our liability under this warranty is limited at our option to the repair or replacement of the defective product or part, the cost of repair of the defective product or part or the supply of an equivalent product or part, in each case if we are satisfied the loss or damage was due to a defect in the materials or workmanship of the product or part. Barben and the manufacturer are continually investing in research and development to improve design specifications, aesthetics and production techniques of our products. As a result of this commitment to providing the highest standards, alterations to the dimensions and specifications of our products will occur. Barben reserves the right to modify our warranty provisions without prior notification. Barben will not be responsible for any costs associated with warranty work undertaken without our knowledge and prior approval.

In addition to the normal warranties under the Consumer Law, Barben offers extended warranty periods against manufacturing defects. These extended warranty periods are stated below and governed by the following terms: Where a product is covered by a parts and labour warranty, the warranty covers both the repair/ replacement of the defective part and the installation of the part. Where a product is covered by a parts only warranty, the warranty covers only the repair of the defective part. The warranty does not include the cost to remove and replace the part.

| PRODUCT CATEGORY   | WARRANTY PERIOD / DETAILS |            |
|--------------------|---------------------------|------------|
|                    | Residential               | Commercial |
| Entry Door Handles | 1 year                    | 1 year     |
| Cabinet Handles    | 1 year                    | 1 year     |

N.B. Residential is defined by normal residential domestic purposes including houses and residential apartments. Commercial refers to all non-residential purposes including hotels, schools, care homes, hospitals, clubs, student accommodation, rental properties and/or general public facilities etc. The date of purchase for commercial buildings will be the date of handover to the owners.



**Warranty Exclusions** Defects caused by improper use, improper installation, surface damage caused by installation, improper care of the product or failure to observe any one or more of the following will not be covered by this warranty:

1. The consumer is not able to provide proof of purchase or equivalent documentation which confirms that the relevant product was purchased from Barben or an authorised distributor or reseller.
2. Installation in accordance with manufacturer's instructions and specifications
3. All products are to be cleaned according to the Barben Care and Maintenance schedule.
4. Service or repairs with non-standard replacement parts which have been previously undertaken without Barben's approval. No claimable costs will be covered.

## LIMITATIONS

1. For finishes, this warranty does not cover damage caused by use of chemicals or detergents or abrasives and is limited to coating failure by bubbling, flaking or cracking. Please note that organic finishes are expected to change colour, develop patina and verdigris.
2. For handles, the warranty does not cover damage caused by strong chlorinated solvents, chloroform, chlorobenzene, nail polish remover, methylene chloride, acetone, turpentine, ethyl acetate, acids, ketones, phenols, ethers, drain cleaner, toilet cleaner, salts, oils, milks and bathwater additives, non-approved liquids or chemicals.
3. The product has been modified or altered outside the original factory specifications.

## CONSUMER RESPONSIBILITIES

It is the installer's/ consumer's responsibility to ensure:

- Products are not damaged prior to installation.
- They are happy with their purchase.
- The product has all of its components as displayed on the installation instructions.
- Required maintenance is performed.
- Care and maintenance guidelines are adhered to.



## LODGING A CLAIM

Claims must be lodged immediately or within 3 days of detection. Proof and date of purchase from Barben or a Barben supplier along with the site details and contacts will be required to process a claim. All claims must be lodged with Barben Industries via one of the following methods:

- Phone : (07) 3890 8558
- Online: [www.barben.com.au](http://www.barben.com.au)
- Email: [sales@barben.com.au](mailto:sales@barben.com.au)
- Mail: 212 New Cleveland Road, Tingalpa QLD 4173

Your costs in making a claim under this warranty, including all freight, collection and delivery costs are to be borne and paid by you. We also reserve the right at our cost to inspect any alleged defect in the product wherever it is located or installed or on our premises. Barben Industries will not be liable for any claims for labour, additional products or parts associated with alleged faulty product for work not approved in advance by Barben Industries in writing. Barben Industries requires reasonable access to products, fittings and fixtures to undertake warranty repairs. Barben Industries will not be responsible for any damage or costs (including any consequential damage or costs) where adequate access to product fittings and fixtures is not accessible.

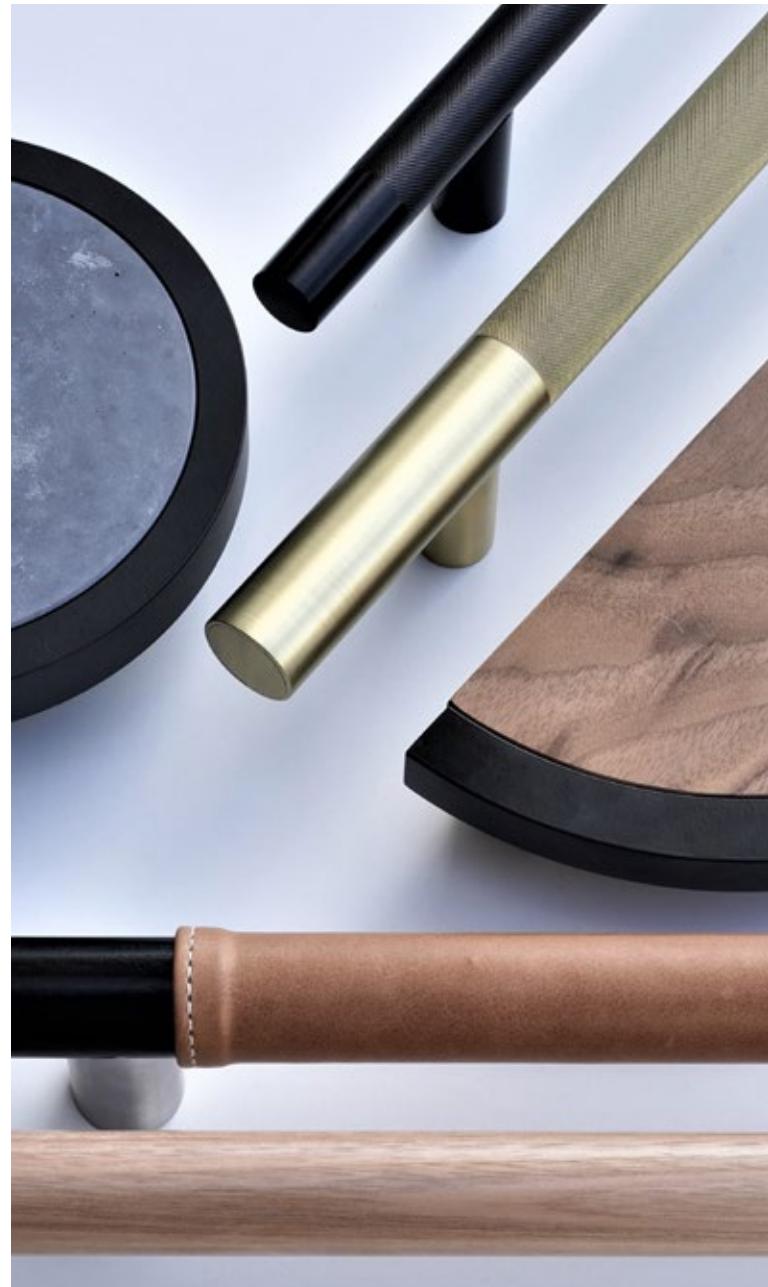
## OTHER CONDITIONS

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.

## NOTE

Barben Industries reserves the right to amend or alter this warranty offer in writing at any time. Barben Industries reserves the right to provide minor componentry such as handles, aerators, buttons and washers as 'parts only' to the customer.

Barben Industries Pty Ltd 29 June 2020  
ABN 981 529 950 63



PRODUCT  
WARRANTY  
AUSTRALASIA  
TAPWARE &  
BATHROOM  
ACCESSORIES

BAR  
BEN  
Barben  
Architectural  
Hardware



[barben.com.au](http://barben.com.au)

Barben Industries A.B.N 981 529 950 63 warrants its products to the original purchaser (and is not transferrable) according to the table below. This warranty applies to all products purchased through Barben. Our liability under this warranty is limited at our option to the repair or replacement of the defective product or part, the cost of repair of the defective product or part or the supply of an equivalent product or part, in each case if we are satisfied the loss or damage was due to a defect in the materials or workmanship of the product or part. Barben and the manufacturer are continually investing in research and development to improve design specifications, aesthetics and production techniques of our products. As a result of this commitment to providing the highest standards, alterations to the dimensions and specifications of our products will occur. Barben reserves the right to modify our warranty provisions without prior notification. To the extent permitted by law, Barben Industries will not be responsible for any consequential loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by failing to comply with installation guidelines and the care and maintenance of products. Barben will not be responsible for any costs associated with warranty work undertaken without our knowledge and prior approval.

In addition to the normal warranties under the Consumer Law, Barben offers extended warranty periods against manufacturing defects. These extended warranty periods are stated below and governed by the following terms: Where a product is covered by a parts and labour warranty, the warranty covers both the repair/replacement of the defective part and the installation of the part. Where a product is covered by a parts only warranty, the warranty covers only the repair of the defective part. The warranty does not include the cost to remove and replace the part.



| PRODUCT CATEGORY            | WARRANTY PERIOD /DETAILS  | WARRANTY PERIOD/DETAILS   |
|-----------------------------|---|---|
|                             | <i>Residential</i>  | <i>Commercial</i>   |
| <b>Tapware &amp; Mixers</b> | 15 years replacement cartridge<br>7 year replacement product or parts<br>1 year replacement product or parts & labour<br>2 years for finishes | 15 years replacement cartridge<br>7 year replacement product or parts<br>1 year replacement product or parts & labour<br>7 years for finishes |
| <b>Showers</b>              | 7 years replacement product or parts<br>1 year replacement product or parts & labour<br>2 years for finishes and hoses                        | 7 years replacement product or parts<br>1 year replacement product or parts & labour<br>1 year for finishes and hoses                         |
| <b>Bathroom Accessories</b> | 7 years replacement products or parts<br>2 years for finishes   | 1 year replacement product or part<br>1 year for finishes   |
| <b>Basins</b>               | 1 year replacement product or parts   | 1 year replacement product or part  |
| <b>Baths</b>                | 7 years bath shell/ 1 year labour   | 1 year replacement product or part  |
| <b>Cabinets</b>             | 2 years on product  | 1 year replacement product or part  |

N.B. Residential is defined by normal residential domestic purposes including houses and residential apartments. Commercial refers to all non-residential purposes including hotels, schools, care homes, hospitals, clubs, student accommodation, rental properties and/or general public facilities etc. The date of purchase for commercial buildings will be the date of handover to the owners.



**Warranty Exclusions** Defects caused by improper use, improper installation, surface damage caused by installation, improper care of the product or failure to observe any one or more of the following will not be covered by this warranty:

1. Applicable Health Acts
2. The consumer is not able to provide proof of purchase or equivalent documentation which confirms that the relevant product was purchased from Barben or an authorised distributor or reseller.
3. Installation in accordance with manufacturer's instructions and specifications (N.B. Tapware and mixers must be fitted by a qualified plumber. Heated towel rails must be fitted by a qualified electrician.)
4. All products are to be cleaned according to the Barben Care and Maintenance schedule.
5. Tapware and showers to be supplied with only clean, potable water.
6. Claims where the ceramic cartridge has malfunctioned due to the presence of any of the flowing contaminates in the lines including copper pieces, sand, dirt or stones, thread tape or objects not normally presented in potable water supplies.
7. Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and or shower heads etc.
8. Water pressures and or temperatures that exceed limitations as per the product installation instructions. NOTE: AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kpa maximum water supply pressure at any outlet within a building for new installations. During on site testing the site must be fitted with 500kpa mains pressure limiting valve.
9. Maximum inlet water temperature is not to exceed 50 degrees Celsius and minimum water temperature is 1 degree.
10. Service or repairs with non-standard replacement parts which have been previously undertaken without Barben's approval. No claimable costs will be covered.
11. Non-installation of flow regulators in tapware and showers or regulated check valves in hand showers or pull out mixers.
12. The products serial number has been removed, defaced, changed or tampered with in any way.
13. Fitting of other devices to the outlet of tapware e.g. water filters.
14. Tapware and showers to be installed with compliance AS/NZ5200 and other standards which govern the water supply and sewerage plumbing requirements at the location of installation.



## LIMITATIONS

1. Warranty does not cover fair wear and tear on sealing rings and washers. Depending on usage and conditions these may have to be replaced within the warranty period.
2. For finishes, this warranty does not cover damage caused by use of chemicals or detergents or abrasives and is limited to coating failure by bubbling, flaking or cracking. Please note that organic finishes are expected to change colour, develop patina and verdigris.
3. For basins/baths, the warranty does not cover damage caused by exposure to direct sunlight or UV, exposure to temperatures over 50 degrees Celsius or damage caused by dropping heavy or sharp objects.
4. For basins/baths, the warranty does not cover damage caused by strong chlorinated solvents, chloroform, chlorobenzene, nail polish remover, methylene chloride, acetone, turpentine, ethyl acetate, acids, ketones, phenols, ethers, drain cleaner, toilet cleaner, salts, oils, milks and bathwater additives, non-approved liquids or chemicals.
5. The product has been modified or altered outside the original factory specifications.

## CONSEQUENTIAL DAMAGE

Barben Industries will not be liable for damage to other items ( floor coverings, walls, lights and other fittings) or any type of consequential losses caused by a defect in the product, except when the failure amounts to a major failure under your statutory rights.

## CONSUMER RESPONSIBILITIES

It is the installer's/ consumer's responsibility to ensure:

- Products are not damaged prior to installation.
- Ensure licenced trades install products and follow installation instructions.
- They are happy with their purchase.
- The product has all of its components as displayed on the installation instructions.
- Required maintenance is performed.
- Care and maintenance guidelines are adhered to.



## LODGING A CLAIM

All tapware should be installed by a qualified plumber according to the product installation instructions and should be thoroughly inspected after installation to assess for malfunction or leaks. If the product does appear faulty, the plumber should report the fault to Barben prior to departing the site so that necessary action can be taken. If any properly installed product develops a leak or malfunction within the warranty period, please call your supplier or place of purchase for assistance. N.B. Proof of purchase and batch number will be required for any claims.

Claims must be lodged immediately or within 3 days of detection. Proof and date of purchase from Barben or a Barben supplier along with the site details and contacts will be required to process a claim. All claims must be lodged with Barben Industries via one of the following methods:

Phone: (07) 3890 8558

Online: [www.barben.com.au](http://www.barben.com.au)

Email: [sales@barben.com.au](mailto:sales@barben.com.au)

Mail: 212 New Cleveland Road, Tingalpa QLD 4173

Your costs in making a claim under this warranty, including all freight, collection and delivery costs are to be borne and paid by you. We also reserve the right at our cost to inspect any alleged defect in the product wherever it is located or installed or on our premises. Barben Industries will not be liable for any claims for labour, additional products or parts associated with alleged faulty product for work not approved in advance by Barben Industries in writing. Barben Industries requires reasonable access to products, fittings and fixtures to undertake warranty repairs. Barben Industries will not be responsible for any damage or costs (including any consequential damage or costs) where adequate access to product fittings and fixtures is not accessible.

## OTHER CONDITIONS

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.

## NOTE

Barben Industries reserves the right to amend or alter this warranty offer in writing at any time. Barben Industries reserves the right to provide minor componentry such as handles, aerators, buttons and washers as 'parts only' to the customer.

Bezzoni Tapware is a Registered Trademark of Barben Industries Pty. Ltd., and is bound by this warranty.

Barben Industries Pty Ltd 29 June 2020  
ABN 981 529 950 63



# CARE & MAINTENANCE FOR FINISHES & MATERIALS

BAR  
BEN  
Barben  
Architectural  
Hardware



[barben.com.au](http://barben.com.au)

# Physical Vapour Deposition (PVD) Finishes

PVD stands for "Physical Vapour Deposition". PVD is a coating technology used to deposit a thin film (few microns) on products.

The finishing process begins inside a vacuum chamber, where different metals like titanium, zirconium and chrome evaporate in a vacuum atmosphere. Due to kinetic energy and a potential difference, ions move on the product's surface where they condense creating the desired coating. PVD coating is a good option for applications that require an extremely thin functional coating. Once applied, the coating is nearly impossible to remove, and won't wear off on its own. It is an environmentally friendly vacuum coating process with no hazardous by products resulting in brilliant decorative finishes with excellent wear and corrosion resistance.

PVD coating is particularly recommended for tapware as it allows hardness and is resistant to abrasions, scratches and corrosion. PVD coating offers exceptional aesthetic features, such as variations in colour, as well as guarantees a very long lifespan for its durability.

To maintain the superior finish of these Barben PVD products, please ensure that only a damp cloth with diluted, mild detergent (i.e. hand dish washing soap that only contains surfactants that dissolve dirt and grease) is used and then dried thoroughly. Residue build up may discolour the original finish so to avoid this damage we recommend the product is wiped down and dried on a regular basis. It is best to include this into a regular cleaning schedule.

Do not use harsh chemicals (such as caustics, citric acid, bleach, vinegar or alcohol based chemicals), abrasive cleaners or scourers on any Barben PVD products as this may affect the finish over time. Never use steel wool as it will leave behind fine ferrous particles that will rust on the surface.

With care, the Barben PVD product will be maintained for many years.

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Matt Black (MBPVD)

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Satin Brass (SBPVD)

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Satin Rose Gold (SRGPVD)

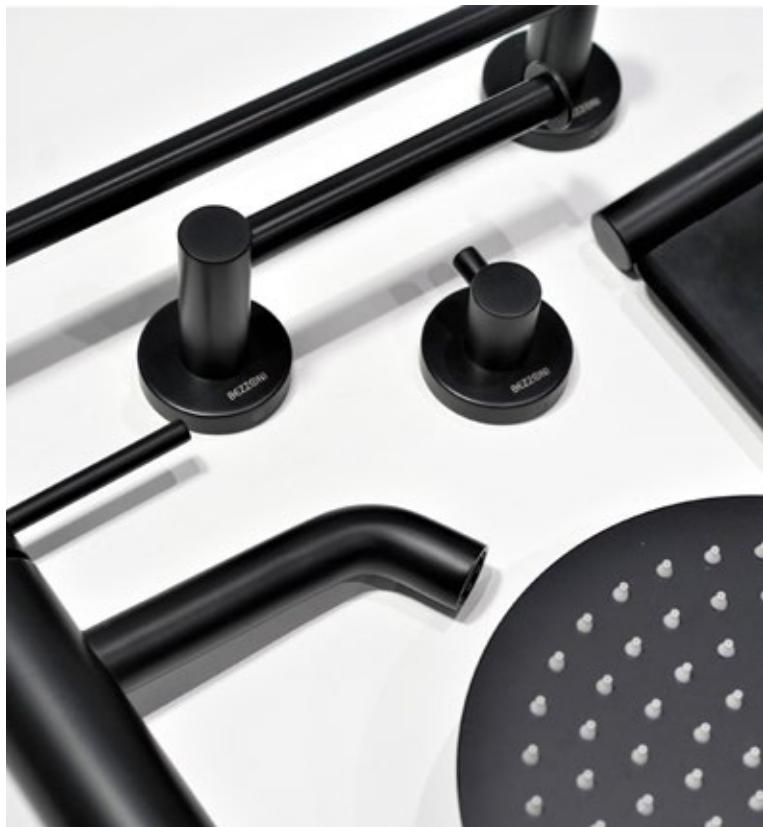
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Satin Nickel (SNPVD)

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Gun Metal (GMPVD)

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# Electroplated Finishes

Electroplating is the process of applying a metal coating on another piece of metal (or another conductive surface) through an electro-deposition process.

In electroplating, the deposited metal becomes part of the existing product with the plating/coating.

Electroplated finishes are coated with a clear lacquer to provide a lasting lustre and striking appearance. Due to the nature of the process different surfaces and materials will have colour variations. Under light refraction, the same colour finish will appear slightly different due to the following factors: light, shape, surface and substrata.

## INSTALLATION OF PLATED PRODUCTS

The Plated products are soft decorative finishes which should be handled carefully and preferably installed after other trades (such as paint, plasterboard and tiling) to avoid damage. Wipe over with a soft cloth and handle carefully.

To maintain the superior finish of these Plated products, please ensure that only a damp cloth with diluted, mild detergent (i.e. hand dish washing soap that only contains surfactants that dissolve dirt and grease) is used and then dried thoroughly. Residue build up may discolour the original finish so to avoid this damage we recommend the product is wiped down and dried on a regular basis. It is best to include this into a regular cleaning schedule.

Do not use harsh chemicals, acids, alcohols, vinegars, abrasive cleaners or scourers on any plated products as this may affect the plating over time. Never use steel wool as it will leave behind fine ferrous particles that will rust on the surface.

With care, the Electroplated products will be maintained for many years.

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Chrome Plate (CP)

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Satin Chrome Plate (SCP)

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Satin Brass (SB)

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Rose Gold (RG)

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Gun Metal (GM)

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# Powder Coated Finishes

Powder coating is a process whereby paint, in the form of powder, is applied with a spray gun to electrically charged pieces of material.

When the powder is sprayed, it is drawn to the material like a magnet. Once the powder is applied to our nominated coating micron, it is then oven baked to produce a very hard wearing finish.

The powder coating we undertake is finished to a very high standard in respect to lustre and thickness. Caution should be taken during installation, use and maintenance of Barben Powder Coated products. Under extreme conditions and rough handling e.g. metal trolleys, trade ladders and tools, our finish may chip but given our controlled processes and proper care and maintenance, we can guarantee that our Barben Powder Coat finish will outlast all others. For further information please view our "Bang" test on the website to see a demonstration.

To maintain the finish of the Barben Powder Coated products please ensure that only a damp cloth, sponge or soft natural bristle brush with diluted, mild detergent is used and then dried thoroughly. Residue build up may discolour the original finish so to avoid this damage we recommend the Barben Powder Coated product is wiped down and dried on a regular basis.

In severe environments such as industrial or marine, the normal frequency of cleaning should be at a maximum of three-monthly intervals. However, where high atmospheric pollution exists, such as salt spray or a combination of factors above, the environment is classified as hazardous and the period between cleaning should be increased to monthly.

Do not use harsh chemicals, abrasive cleaners or scourers as this may affect the Barben Powder Coat finish over time. Never use steel wool as it will leave behind fine ferrous particles that will rust on the surface.

To remove any light surface scratches we recommend the use of a gentle polish using a soft cloth in the affected area.

With care, the Barben Powder Coated product will be maintained for many years.



# Timber Finishes

Our Australian made recycled timber handles are supplied and finished with two coats of clear polyurethane which enhances and protects against the elements and general use.

Being a natural, recycled timber means that no two pieces are the same and imperfections are all part of the character and charm.

Timber can be supplied in a raw form however it is recommended that a clear finish is applied to protect the product.

To maintain the finish of the Barben Timber handles, regularly remove dust and dirt with a soft cloth. For persistent marks use a soft damp cloth with water and wipe in the direction of the grain to prevent any scratching.

Do not use harsh chemicals, abrasive cleaners or scourers as this may affect the coating over time.

With care, the Barben Timber Handles will be maintained for many years.

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American Oak

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Blackbutt

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Hoop Pine

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Jarra

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New Guinea Rosewood

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Spotted Gum

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Tallow Wood

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Tasmanian Oak

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# Stainless Steel Finishes

Just as the name states "Stainless Steel" is comprised of carbon and chromium-nickel steel in our high quality 316 marine grade, 1.6mm wall stainless steel for longevity and durability.

It also contains 2 to 3% of molybdenum which increases resistance to corrosion. There are many advantages to stainless steel, however being steel the surface finish can deteriorate. All grades and finishes of stainless steel may discolour or attain an adhering layer of grime in normal service.

Tramp Iron build up is often assumed to be rust but is however, iron build up from not being routinely cleaned. The handle can be bought back to its original lustre by rubbing Scotch Brite in the same direction as the grain.

Cleaning of stainless steel is paramount especially in coastal areas. To achieve maximum corrosion resistance, the surface of the steel must be kept clean. Washing with soap or mild detergent and warm water followed by a clean water rinse is usually adequate for domestic conditions. Although some products are named as "stainless steel cleaners" they may scratch the surface and may contain bleach which will dull, tarnish or discolour the metal if not completely removed. Any rubbing should follow the grain lines of the stainless steel and always ensure thorough rinsing after cleaning.

Do not use harsh chemicals containing bleach, hydrochloric acid or muriatic acid. These are frequently found in toilet bowl or tile cleaners and abrasive scrubbing powders and may affect the surface coating over time. Never use steel wool as it will leave behind fine ferrous particles that will rust on the surface. Do not use petroleum based solvents which will leave an oily residue.

Polished Stainless Steel is less susceptible to "tea-staining" due to the fact that the polished surface, under a microscope, is considerably smoother than the finish on satin stainless steel which means there are not as many undulations on the surface that materials and chemicals can build up in.

With care, the Barben Stainless Steel Handles will be maintained for many years.

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Polished Stainless Steel (PSS)

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Satin Stainless Steel (SSS)

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## Environment

Non-hazardous Environment

## Clean and check...

every 12 months

Tropical Environment

every 9 months

Swimming and Leisure Pools

every 6 months

Marine Environment

every 3 months

Industrial Environment

every 3 months

Hazardous Environment

every 1 month



# Concrete Finishes

Barben Concrete handles are manufactured using the latest technological improvements in building materials. Lightweight but with strength and character, our concrete handles are stylish and durable.

Concrete, by nature, is not a uniform material and just like timber, the concrete's appearance will always have aesthetic variations of colour, shade, pattern and size. Our handles are poured in moulds, therefore when they are removed from the mould they will have some pinholes or bubbles along with other voids, "character markings", and discolourations. These will become more pronounced and increase in number as the handle is polished. These holes will be filled but with age some further pinholes may appear in the surface. These are not considered manufacturing defects; rather it is a reflection of the ongoing patina of the concrete product.

Flexibility with pigments and stone allow you to let your creativity run wild and produce a unique handle.

To maintain the finish of your handle, wipe as you go using a soft damp cloth. If you encounter more stubborn stains, use a light non-abrasive cleanser such as Ajax or Windex and a cleaning cloth. Harsh abrasives or cleaning chemicals could wear down the sealer and should be avoided.

With care, the Barben Concrete Handles will be maintained for many years.



# Raw Materials Finishes

Wherever possible, Barben utilise readily available raw materials in the manufacture of our Australian made handles.

Our investment in state of the art machinery enables us to produce the finest quality handles with a surface finish like no other. Precise Italian polishing machines guarantee a uniform surface finish; our standard number 4 grade finish is done specifically so as to limit surface build up whilst providing a striking lustre.

Available in the "raw" material offerings are Brass, Copper and Bronze. Due to the molecular properties of each and their respective behaviour under normal atmospheric conditions each behave differently hence why these finishes.

Behaviour of Brass in a satin finish to Brass in a polished finish is a good comparison because when we add in the fact that we can also offer the handles lacquered or unlacquered it provides endless outcomes. If you want to maintain a lustre, accelerate its reactivity or simply let nature run its course we can assist you in finding your ideal solution.

## URBAN BRASS

Raw brass will patina (change colour) over time and conversely with atmospheric conditions. To maintain the surface finish and lustre, apply Brasso and rub in the same direction as the grain in the material.

## OTHERS

To maintain the surface finish on copper and bronze you can remove any build up by rubbing non-abrasive wax in the direction of the grain.

With care, the Barben Raw Material Handles will be maintained for many years.

Urban Brass

Brass

Copper

Bronze



# Leather Finishes

Our Barben leather handles are hand stitched using the finest Italian leather – “Leather Italia”.

Leather is a natural material with unique variations in colour and texture. It is designed to age and may fade and soften over time. The stitching used in our leather handles is not only a decorative feature, but the durability and strength will ensure the leather remains a showpiece.

To maintain the superior finish of these Barben Leather products, please ensure that only a damp cloth with diluted, mild detergent (i.e. hand dish washing soap that only contains surfactants that dissolve dirt and grease) is used and then a clean damp cloth is used to remove any excess detergent. Follow up with a clean, dry cloth to wipe down any excess water.

We recommend SABA, a leather product conditioner, be used to maintain the leather.

Do not use harsh chemicals, abrasive cleaners or scourers as this will affect the leather.

Do not expose the leather to direct elements as this will cause damage.

With care, the Barben Leather Handles will be maintained for many years.



# Acrylic Finishes

Our Barben baths are manufactured to high standards and as such it is important to care for your acrylic bath to ensure the longevity of your product.

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

Proper cleaning and maintenance of your acrylic bath will maintain the high gloss appearance with minimum effort for years to come.

To preserve the high gloss polished surface, after using your bath, clean with a soft cloth and warm soapy water to wash away body oils and soap residue that forms a ring tide mark. We recommend using warm soapy water as a weekly cleaner.

Do not use powders, pastes, cream cleaners, thinners, and window cleaning sprays or dry cleaning liquid.

For stubborn spots use baking soda on a soft cloth and rub gently in a circular motion.

If you are using coloured essentials oils, first test that the colour won't stain your bath, never pour them into an empty bath. Always add oils into a bath full of water.

With care, the Barben acrylic baths will be maintained for many years.



# Ceramic Finishes

Our Barben baths and basins are manufactured to high standards and as such it is important to care for and maintain the surface of these products to ensure the ultra-resistant glaze is not compromised.

Some of the following problems will affect your ceramic products: water quality, dripping taps, plumbing drainage, soaking of washing, poor installation, cigarette burns, nail varnish, water temperature, hair dyes, non-slip strips or mats, and some bath oils.

## CHIPPING

Most bathroom surfaces are susceptible to chipping. Some of the causes are ; damage during installation, heavy metal plugs, loose tap handles, items falling off shelves or window ledges, children's hard bath toys (e.g. metal cars).

It is important to attend to damage as soon as possible to prevent deterioration. Please note that damage caused by chipping is not covered by the Barben Warranty.

The best time to clean your bathroom surfaces is immediately after use while the dirt is still soft. Only use a sponge or soft cloth for cleaning. This, in combination with a mild detergent (i.e. hand dish washing soap that only contains surfactants that dissolve dirt and grease), are all that is needed to get the items clean. Rinse the surface well with clean water and finish the cleaning process by making sure the surface is completely dry. If you use a bath mat, always remove immediately after use - never let it remain in the bath as it will damage the enamel. Do not hang the bath mat (or wet towels) over the bath to dry.

Never use steel wool, abrasive pads or applicators on a re-enamelled area. These will cause immediate damage to most bathroom surfaces. Never use abrasive substances. It is very tempting to try to remove marks with these substances but greater damage is always the end result. The most important substances to avoid are abrasive powders and cremes.

Considerable damage can also be done by using acids or other chemical substances such as drain cleaners. Of these, chlorine, pool acid, bleach, vinegar, toilet cleaner and lemon juice must strictly be avoided. Most of these substances will remove stains but the surface glaze layer will also be permanently damaged in the process. The damage that these products do can be described as follows. They clean the surface by "scratch" cleaning the dirt off. This leaves tiny scratches on the surface, which get filled with dirt. So you scrub harder to clean them off, creating more scratch marks. Each time you clean it will become harder to clean satisfactorily. This cycle eventually leads to a complete break down of the surface.

With care, the Barben ceramic baths and basins will be maintained for many years.



# Stone Finishes

Our Barben cabinets are manufactured using the latest technology which produces "Sintered Stone Slab".

The latest water jet cutting equipment, can cut any material, especially for stone collection, opening the era for customised bathroom cabinets. Sintered Stone Slab is a healthy and pure natural material. It is manufactured using recent technological advancements which mimic the processes which form natural stone. While natural stones like marble and granite are formed over thousands of years, Sintered Stone Slabs take just a few hours. Minerals and stone particles like the ones found in porcelain or granite are carefully selected for quality, colour and texture. These particles are then subjected to extreme heat and pressure – just like they would be deep in the Earth's crust where granite is formed. When the process is finished, the particles are ultra compacted and non-porous, thus requiring no special treatment such as resins or bonding agents.

It has characteristics of durability, stain resistance, water proof, burn resistance and anti-bacterial property.

## CHIPPING

Most bathroom surfaces are susceptible to chipping. Some of the causes are: damage during installation, heavy metal plugs, loose tap handles and items falling off shelves or window ledges.

It is important to attend to damage as soon as possible to prevent deterioration. Please note that damage caused by chipping is not covered by the Barben Warranty.

Do not overload or store heavy objects on the work surface. Weight or pressure applied especially to vulnerable areas can cause damage.

The best time to clean your bathroom surfaces is immediately after use. Wash the Sintered Stone worktop with hot water, to which you may add a mild



detergent (i.e. hand dish washing soap that only contains surfactants that dissolve dirt and grease). Rinse with clean water and dry with a microfibre cloth. For best results, we recommend cleaning any stains immediately, without letting them dry.

Never use steel wool, abrasive pads or applicators on stone area. These will cause immediate damage to most bathroom surfaces. It is very tempting to try to remove marks with these substances but greater damage is always the end result. The most important substances to avoid are abrasive powders and cremes.

With care, the Barben Stone surfaces will be maintained for many years.

# Mirrored Finishes

Mirrors can do so much in a room. Not only can it create the illusion of more space, one with intricate and unique designs can be a great conversation piece or even a piece of art.

That is why it is important to keep them clean so they can do what they are supposed to do more effectively. For new mirrors, fresh from the store, unpack them as soon as possible to allow moisture during shipment to dissipate.

The simplest and safest way to clean your mirrors, especially new ones, is with the use of clean, warm water and paper towel or soft cloth. Do not use dirty or gritty rags, which can likely scratch the mirror's surface. Also, frequent dusting with a soft microfibre cloth will help keep the lustre and shine of mirrors.

Make sure that the areas where the mirrors are installed are well-ventilated. This is to keep your mirrors from "sweating" or creating moisture, which can eventually lead to damage. For mirrors which are installed in areas with high humidity such as the bathroom, make sure to always keep the mirrors dry to prevent moisture from eventually damaging the edges, paint, etc.

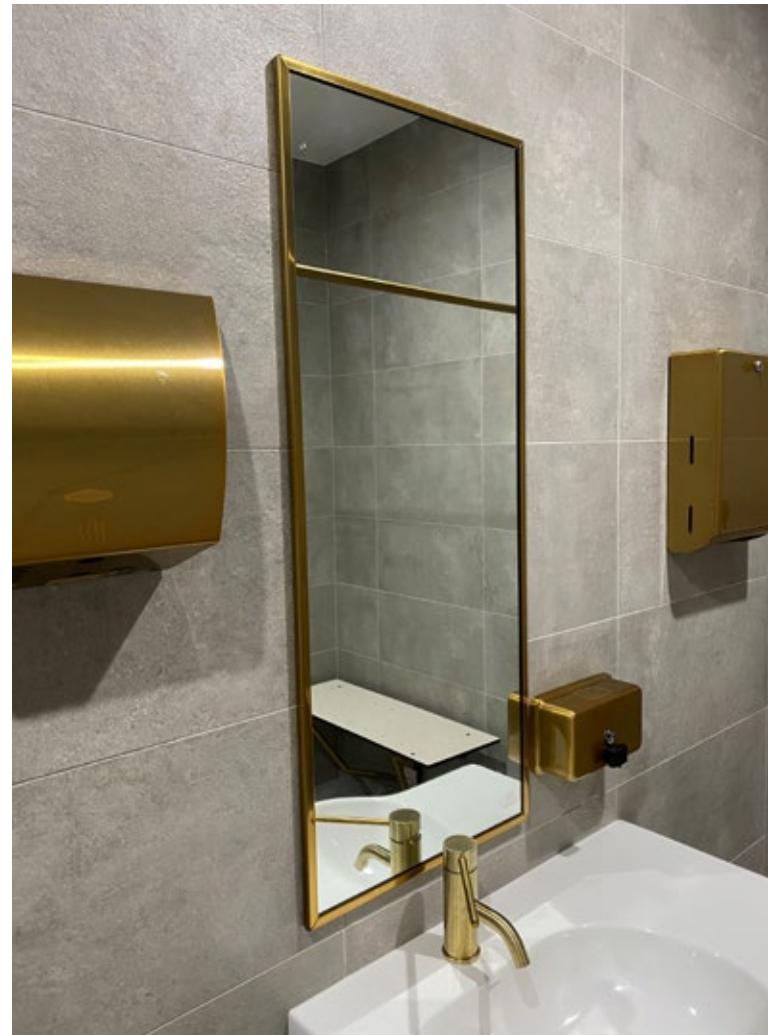
Avoid using heavy-duty cleaning solutions that may contain abrasives and/or alkali. Also, stay away from cleaners that contain ammonia, chlorine bleach, or any strong chemical.

Use a soft and lint-free cloth or microfibre towel to remove dust. This will likewise remove smudges, fingerprints, and other marks. Also, wipe water or spilled liquid right away. This can affect the mirror finish if left for a long time.

Be extra careful when moving mirrors from one area of your home to another. This will avoid any breakage, scratches, and/or chipped edges. In some cases, you may want to use gloves so the face or backing of the mirror will not be damaged. For heavy/large/delicate items, it may be better to hire a professional to do it for you.

Install mirrors away from doors. Otherwise, you can accidentally hit them when you open a door or closet.

With proper care and maintenance of your Barben mirror, you can make them smudge- and scratch-free for a long time, extending their life as great additions to your home.



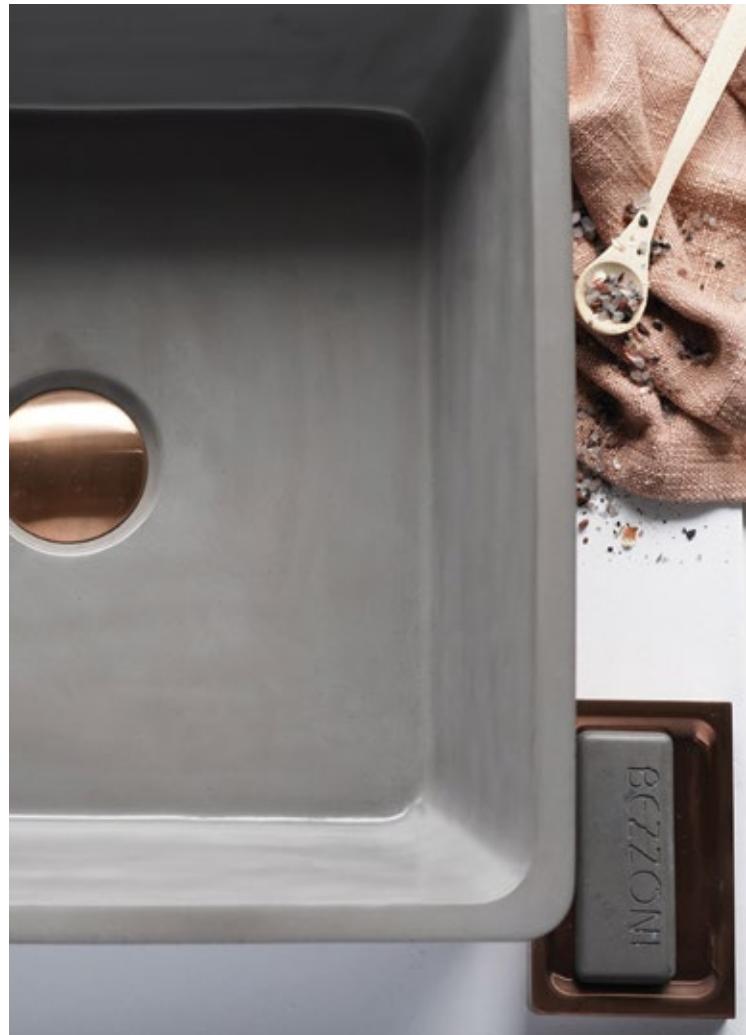
# Concrete basins

Congratulations on the purchase of your Bezzoni concrete basin. We are sure you will enjoy your new concrete basin for many years to come. To ensure your Bezzoni basin is maintained please read the Care and Maintenance Guide.

Concrete is a rustic material with natural variations in colour and surface. Over time, the material ages when used. The inside of the basin is sealed to close pores and make the surface more resistant to stains.

Here are some important and helpful suggestions for you to use your Bezzoni Basin safely. Please read carefully before use.

- Wipe off water drops with a soft cloth after use to avoid lime coating. If water is left standing in the basin, dark areas may occur which should disappear after a few hours.
- Do not expose the basin to water with a temperature higher than 70° C or rapid temperature changes as this may cause thermal shock.
- Cosmetics such as cleansers, moisturisers, face masks, sunscreens etc. contain many different chemicals, some of which can damage the basin sealer. Allowing these products to come into contact with your basin is at your own risk. Barben will not warrant such damage.
- Never expose your concrete basin to anything corrosive or acidic/alkaline.
- Use a neutral cleaning product such as dishwashing soap.
- Always use a soft cloth and avoid abrasive cleaners, scouring pads, steel wool or similar for surface cleaning.
- Avoid cleaners and products containing abrasives, acids, ammonia, acetone or other chemicals (eg scrubbing powder, hair spray, hair colour, bleach, hair removal and nail polish remover etc.). Should you spill any of the above products on the wash basin it should be removed immediately to avoid damage.
- Avoid impact with hard objects.



- It is important to remember that concrete basins are sealed, not glazed or fired like ceramic and porcelain. Over time and depending on the level of use and care, concrete will dull and develop its own patina.
- Please do not tap toothbrushes or razors etc on the edge of your basin. They have not been designed to withstand impact and this could damage the sealer or chip the concrete.
- Direct sunlight may cause discolouration over time.

Bezzoni Basins have been designed to be fit for purpose ie. washing hands, brushing teeth etc. Please do not place random objects in your basin as certain PVCs, plastics and rubbers are made with petrochemicals and if left in contact with the sealer can have a chemical reaction and ruin your basin. This will not be covered by warranty.

## STAINS AND SPILLS

For stains and spills, a soft, wet cloth is ideal to gently remove any marks that are on the basin. If it is a stubborn stain, use a neutral PH cleaner such as dishwashing liquid. Avoid forceful scrubbing as this may result in loss of lustre and remove the protective sealer.

## SUNLIGHT

Due to the nature of concrete, direct sunlight may cause the concrete to slightly discolour over a long period of time.

## SCRATCHES, CRACKS AD EDGE CHIPPING

Day to day use of your Bezzoni basin may result in scratches and markings on the surface. Please avoid collisions on the edges of the basins as this may result in chipping or cracking of the surface. All Bezzoni basins are treated with a deep penetrative sealer and then also sealed with a clear coat to maintain shine.

## WAXING YOUR BEZZONI BASIN FOR EXTRA PROTECTION

Bezzoni Basins are sealed to protect against stains and spills on the interior surface. Over time the sealer (depending on care and maintenance) is expected to wear. If you would like to add another layer of protection we recommend waxing. Waxing will also add a renewed level of shine to your concrete basin because as mentioned, concrete will begin to patina through use.

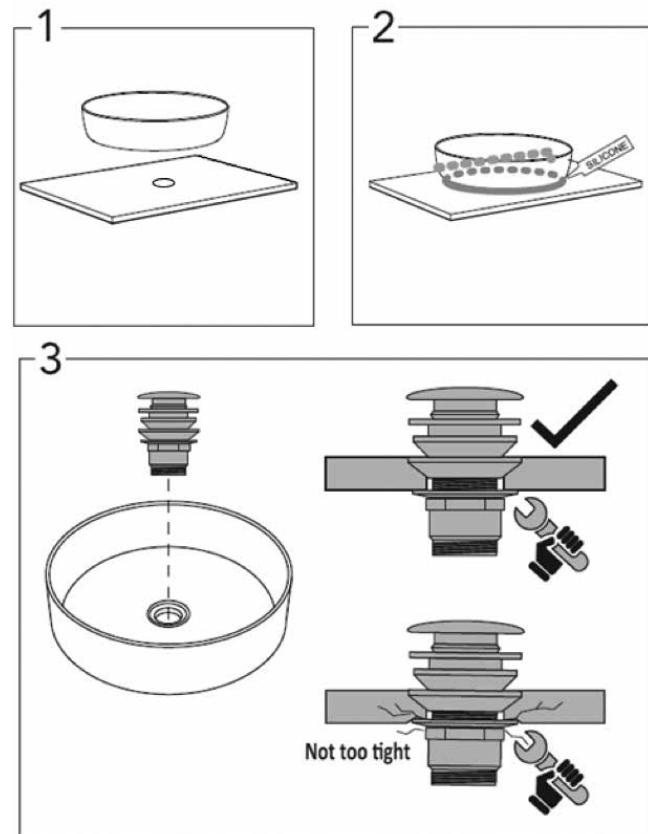
We highly recommend "Gilly's Carnauba Polish for timber, stone, marble, concrete chalk paint. This product is Australian made and owned, affordable and available from Bunnings stores and online direct from Gilly's.

Gilly's wax is easy to apply, once every 3-6 months depending on the level of use. As an added bonus the wax smells amazing.

Even though waxing your concrete basin will provide an extra layer of protection, we highly recommend following the care and maintenance instructions to ensure your Bezzoni concrete basin stays beautiful for years to come.

## INSTALLATION INSTRUCTIONS

Your Bezzoni basin will need to be installed by a licensed installer to ensure your product warranty is not voided. The installer will need to check for any damage prior to installation and use a non-acetone based silicone to avoid damaging the surface. Please read your warranty carefully and ensure your plumber follows all install instructions.



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