

## Our Promise

Con-Serv Corporation Australia Pty Ltd warrants all of its products (as below) with a 20 year warranty on all mechanical parts from manufacturing defects in materials and workmanship under normal use in a domestic installation for as long as the original purchaser owns their home into which the particular product(s) was/were installed. A 7 year warranty (also on the terms below) will apply to commercial installations, irrespective of ownership.

Con-Serv will repair or replace defective items correctly installed as per the Con-Serv installation instructions. Con-Serv will not be liable for defects arising through normal wear and tear. Item(s) must be returned with proof of purchase to Con-Serv at 17 Glentanna Street, Kedron, Queensland 4031. We will attend to your warranty claim after we make appropriate investigations. Contact our Service Manager during normal office hours on (07) 3630 5744 or at our email address of [warranty@con-serv.com.au](mailto:warranty@con-serv.com.au). If a warranty claim is accepted, Con-Serv will bear the reasonable costs of the return of the defective item(s) to us. A claim for expenses associated with making a claim for a defective product must be in writing and submitted to us with copies of supporting documents. The benefits given under our warranty are in addition to other rights and remedies of the customer under a law in relation to goods and services to which this warranty relates. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and compensation for any other reasonable 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.

Visit the Con-Serv web site [www.con-serv.com.au](http://www.con-serv.com.au) for the detailed warranty policy.





# Care and Maintenance



Con-Serv products offer intrinsic quality born of over 30 years' experience in water efficiency and quality design. Skills combined with innovative techniques and leading designs establish the enduring character for which Con-Serv is known. There is no substitute for the reliable performance or the authentic beauty of our lustre finishes that are remarkably resistant to scratching, corrosion and tarnishing. Con-Serv specialises in the design, manufacture and supply of bathroom, healthcare and plumbing products for domestic and commercial environments.

## TO ENSURE A LIFETIME OF USE, WE OFFER THE FOLLOWING RECOMMENDATIONS

### Bathroom Products

- Maximum operating pressure of 500 kPa
- Maximum operating temperature of 60°C
- Always use mild detergent soapy water or clear liquid cleansers. Wipe dry any soapy residue with a clean soft cloth.
- Do not use harsh abrasive cleansers as they contain cutting compounds which will scratch our lustrous surfaces.
- Avoid hydrochloric acid as it will lead to tarnishing and pitting. Ensure your tiler rinses clean all products and surfaces if used. Surface damage caused by acids will void warranty.
- Calcium and lime deposits can be treated with a diluted solution of CLR. Please follow manufacturers recommendations for safety purposes.

### Cleaning Stainless Steel

To have an optimum corrosion resistant stainless steel, surfaces must be clean and have an adequate supply of oxygen to maintain their "passive" surface layer. Passive film is invisible and is created when oxygen combines with chromium in the stainless steel to form chromium oxide.

Generally, stains and discolouration corrosion occurs when there is an overall breakdown of the passive film, due to incorrect cleaning.

We recommend the following cleaning practises to ensure a lifetime of use for your stainless steel products.

- Alkali cleaners such as baking soda or ammonia are most effective. Always attempt the mildest cleaning method first.
- Stainless steel's best friends are quite simply soap, mild detergent or ammonia solution in warm water applied with a soft cloth or nylon sponge for polished finishes followed by a clean water rinse.
- Dry wipe eliminates the possibility of water stains. Occasionally, the use of the least coarse nylon scouring pad may be required for satin finishes.

### What to avoid

- Do not use ordinary steel wool. Iron particles can become embedded in stainless steel and cause 'iron' contamination.
- Do not use chlorides or acids as they are reactive to stainless steel.
- Strong acid solutions like hydrochloric acid or "spirit of salts" are sometimes used to clean masonry and tiling of new bathrooms and toilets, but they should NEVER be permitted to come into contact with metals, INCLUDING STAINLESS STEEL.

Halogen salts, especially chlorides, easily penetrate the "passive film" of stainless steel and will allow corrosive attack to occur.

The halogens are easy to recognise because they end in the letters "INE". Listed in order of their activity are:

- Fluorine
- Chlorine
- Bromine
- Iodine
- Astatine

- Never use brick cleaning liquids which contain hydrochloric acid. Many cleaning solutions and solvents contain chlorinated hydrocarbons. If a cleaner containing chlorides, bleaches and hypochlorite's are used, it must be promptly and thoroughly cleaned off.
- Please note: The Con-Serv® warranty on grab rails will be null and void should they be exposed to chemical corrosion due to incompetent cleaning practices.
- The Con-Serv® Hygienic Seal® flange cover has a 5° radius to comply with AS 1428.1-2009. Be most cautious of claims made by imitators.

For more information or to view our complete range visit our website [con-serv.com.au](http://con-serv.com.au) or contact our team on 1300 467 322 or email [mail@con-serv.com.au](mailto:mail@con-serv.com.au)