

**PRODUCT
WARRANTY
AUSTRALASIA
ENTRY DOOR HANDLES
& CABINET HANDLES**

**BAR
BIEN**
Barben
Architectural
Hardware



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	
	<i>Residential</i>	<i>Commercial</i>
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.

We also offer a **Lifetime Structural Warranty** on our Entry Door handles and Cabinet handles. This covers defects that affect the functionality or safety of the door handle, such as cracks, bends, or breakage due to



manufacturing errors or poor materials. It does not usually cover cosmetic damage like scratches or wear from regular use.

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.

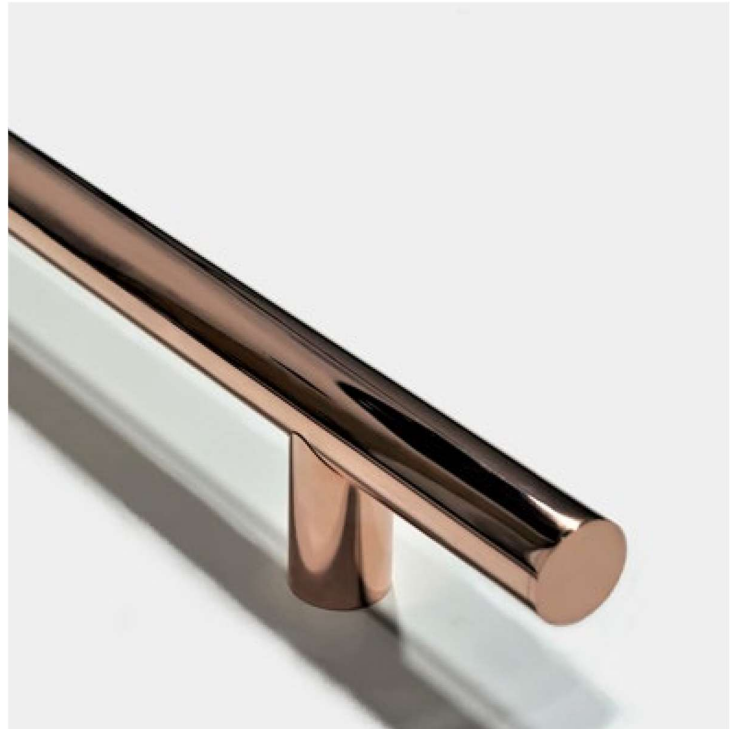
LIMITATIONS

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, nonapproved 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
- Email: 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.

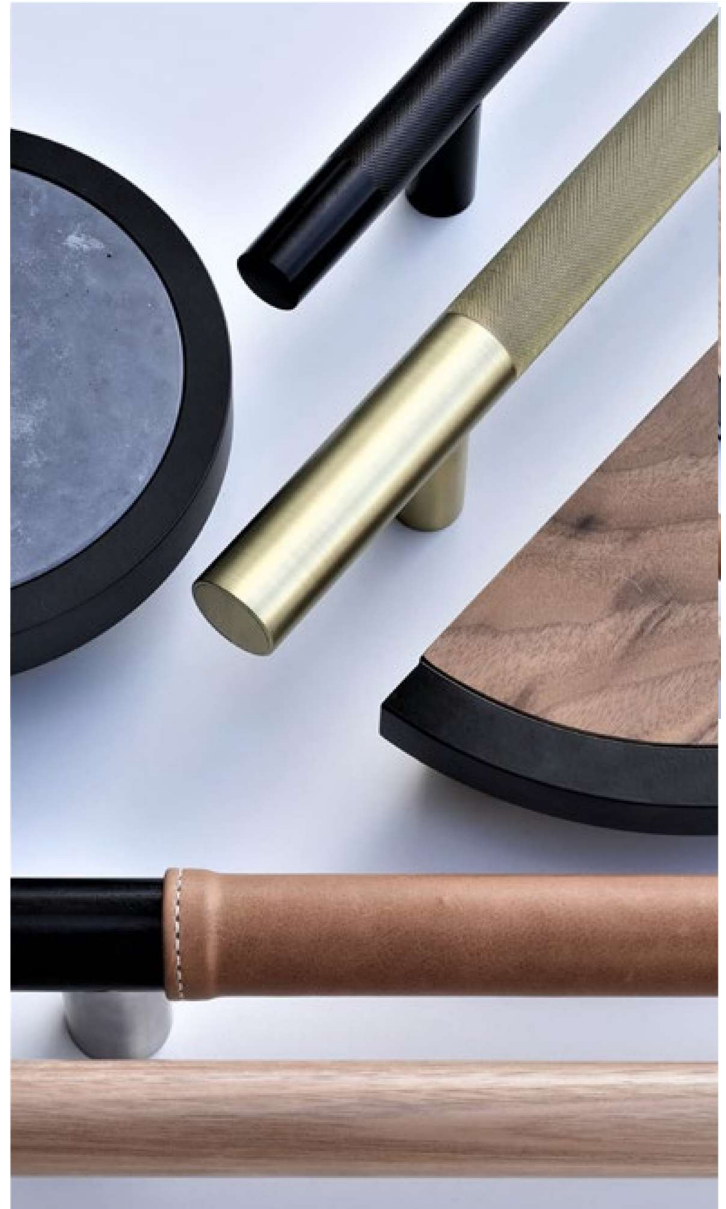
NOTE

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 MAINTENANCE

At Barben, we take great pride in crafting each of our products to the highest quality standards, resulting in stunning finishes that are designed to stand the test of time. Please note that some of our natural finishes may naturally evolve and patina over time due to exposure to the elements. We believe this inherent aging process only enhances the beauty and character of the materials. We have include some basic guidance here but for



detailed guidance on how to care for and maintain these exceptional finishes, we invite you to refer to our Care and Maintenance for Finishes and Materials document.

PHYSICAL VAPOUR DEPOSITION (PVD) FINISHES

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.

ELECTROPLATED FINISHES

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.

POWDER COATED FINISHES

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.

TIMBER FINISHES

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.

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** for longevity and durability.

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 “teastaining” since 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.

CONCRETE FINISHES

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.

RAW MATERIALS FINISHES – 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.

RAW MATERIAL FINISHES – OTHER

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.

LEATHER FINISHES

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.

CERAMIC FINISHES

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.

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. The most important substances to avoid are abrasive powders and cremes.

