

GWA Bathrooms & Kitchens warranty periods

While all Caroma Industries Limited ("Caroma") products are manufactured to the highest standard, in addition to the guarantees provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth) ("ACL"), we offer varying extended warranty periods (please refer to below table) from the date of purchase or handover that our Products are free from all defects in materials and workmanship, subject to the terms and conditions that follow, for additional peace of mind.

For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.

Sanitaryware		
Range	Warranty	Comments
Fowler		
Basins	10/1 years	10 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts
Caroma		
Basins	10/1 years	10 years replacement product 1 year parts and labour
Bidettes	10/1 years	10 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts
Stylus		
Basins	5/1 years	5 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	5/1 years	5 years replacement product 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts

Baths		
Range	Warranty	Comments
Caroma		
Baths - Acrylic & Steel Shell	10/1 years	10 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Stylus		
Baths - Acrylic Shell	5/1 years	5 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Taps, Outlets, Mixers, Showers, Bathroom Accessories		
Range	Warranty	Comments
Caroma		
Taps, Outlets, Mixers, Showers	10/7/1 years	10 years ceramic disc cartridges - parts only* 7 years replacement product or parts† 1 year replacement product or parts and labour†
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holder
Dorf		
Taps, Outlets, Mixers, Showers	15/7/1 years	15 years ceramic disc cartridges - parts only* 7 years replacement product or parts† 1 year replacement product or parts and labour†
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holder
Clark		
Tapware	15/7/1 years	15 years ceramic disc cartridges - parts only* 7 years replacement product or parts† 1 year replacement product or parts and labour†
Irwell		
Taps, Outlets, Mixers, Showers	10/3/1 years	10 years ceramic disc cartridges - parts only* 3 years replacement product or parts† 1 year replacement product or parts and labour†
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holder

* Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc.

† Plastic Jumper Valves – 3 months parts only or Copper Jumper Valves – 12 months parts only. etc

Stylus		
Taps, Outlets, Mixers, Showers	5/3/1 years	5 years ceramic disc cartridges - parts only* 3 years replacement product or parts† 1 year replacement product or parts and labour‡
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holder
Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories		
Range	Warranty	Comments
Epure		
Sinks	Epure Lifetime™ /1 years	Epure Lifetime™ replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Clark		
Sinks	Clark Lifetime™ /1 years	Clark Lifetime™ replacement product or parts 1 year replacement product or parts and labour
Tubs	Clark Lifetime™ /1 years	Clark Lifetime™ replacement product or parts 1 year replacement product or parts and labour
Cabinets	10/1 years	10 years replacement product or parts 1 year replacement product or parts and labour
Tapware	15/7/1 years	15 years ceramic disc cartridges - parts only* 7 years replacement product or parts† 1 year replacement product or parts and labour‡
Commercial	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Radiant		
Sinks	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Tubs	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Cabinets	5/1 years	5 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Radiant Home		
Sinks	10/1 years	10 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

* Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc.

† Plastic Jumper Valves – 3 months parts only or Copper Jumper Valves – 12 months parts only, etc

Hot Water Heaters		
Range	Warranty*	Comments
Radiant gas and electric storage		
Electric & Gas Storage	5/1 years	5 years tank warranty 1 year parts and labour
Heat Pump	5/2/1 years	5 years tank warranty 2 years refrigeration parts 1 year parts and labour
Proflo® electric storage		
Electric Storage	7/1 years	7 years tank warranty 1 year parts and labour
Prodigy® gas storage		
Prodigy® 4	7/1 years	7 years tank warranty 1 year parts and labour
Prodigy® 5	10/1 years	10 years tank warranty 1 year parts and labour
Dux Endurance® continuous flow		
Endurance®	10/3 years	10 years warranty (heat exchange) 3 year parts and labour
Titan™ Commercial		
Electric Storage	5/1 years	5 years tank warranty 1 year parts and labour
Sunpro®		
MP15 Gas Boosted Electric Boosted	5/1 years	5 years tank & solar collector warranty 1 year parts and labour
Airoheat®		
Heat Pump	5/2/1 years	5 years tank warranty 2 years refrigeration parts & labour 1 year parts and labour

* Warranty: Warranty terms and conditions are in the product's Owners Manual, visit www.dux.com.au/warranty-terms for full details and conditions which apply.

product care & maintenance

The materials used in our products have been carefully chosen to comply with Australian Standards and Water Efficiency Labelling Standards (WELS) requirements providing good looks and durability. Treated with care, the products will ensure many years of satisfactory service. Soap, washing-up liquid, mild detergents, hand and face creams, shaving soap and hair cream will not harm the product in any way.

In order to preserve appearance with minimum effort, we offer the following advice. These recommendations are intended to assist you our customer. They are based on our experience and judgment but must not be regarded as amounting to a legal warranty or liability on our part.

toilet suites & basins

vitreous china

Use a mild household detergent or warm soapy water and clean with a soft cloth.

toilet seats

The best method of maintaining the finish while ensuring the cleanliness of toilet seats is simply to wipe them over with a soft cloth such as Selleys "Wonder Cloth" or similar with warm soapy water. This is all that is required.

It is important that no abrasive cleaners are used, as these will remove the surface gloss of the product. At regular intervals the tightness of the hinge bolts might be checked, as continual use may cause loosening over time.

plastics

general cleaning

Where your product normally remains dry in use, a soft duster can be used to remove surface dust. Alternatively, wipe over with a clean, soft cloth dampened with a mild household detergent and water solution. Use of a wax-based furniture cream should be avoided as this can result in a build up of deposits that will detract from the appearance. Use of abrasive-based compounds should be avoided as these will scratch the surface.

scratches

Avoid contact with hard, sharp objects. Should scratches occur on plastic products fine marks can be removed using a cutting compound normally used for car re-treatment, followed by buffing with a car polish and a clean soft cloth.

chemical attack

Plastic accessories and seats are resistant to most household products, but are not absolutely stain

proof. 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. To restore toilet seat surface if marked, treat as for scratches. Parts should not be immersed in any household antiseptic solutions.

discolouration

Iodine, Mercurochrome solution, boot polish, hair dye, bleaches and the like will discolour the surface if not removed immediately. Provided the discolouration is not severe, restore the surface as described for scratches.

burns

Avoid placing hot objects, such as curling tongs, or lighted cigarettes on any plastic surface as these will certainly cause discolouration and marking. However should slight accidental damage occur, it may be possible to remove marks as for scratches.

tapware & accessories

- Never use harsh detergents or abrasive cleaners, as these will scratch the surface.
- Where your tapware/accessories remains dry in use, a soft cloth can be used to remove surface dust. Alternatively, a wipe over with warm soapy water is all that is required to maintain the finish in perfect condition for a lifetime of use.
- Use of wax based furniture cream should be avoided as these can result in a buildup of deposits, which could detract from the appearance.
- Do not use undue pressure and wipe in one direction only.
- Gold plated products should always be cleaned with care using a soft dry cloth or a soft cloth with warm soapy water.

tapware aerator cleaning

The cleaning of the aerator insert must be performed regularly. The frequency depends on the water quality and water borne debris in your area as it is the home owner's responsibility to keep the aerator insert clean. We suggest this be performed at a minimum of 6 month intervals.

Refer to installation instructions supplied with the product.

stainless steel sinkware / laundry tubs

cleaning instructions for stainless steel sinkware

- Routine cleaning with soap, mild detergent or ammonia solutions in warm water, followed by a fresh water rinse is usually adequate for normal soiling. Repeated applications and the occasional use of a nylon scouring pad will often remove heavier soiling.
- Heavier soiling, light staining apply the mildest household abrasive cleaner or paste made from bicarbonate of soda. Wearing gloves use a soft cloth, fine nylon scouring pad or soft bristle brush; rub the surface as softly as possible, using long even strokes in the direction of the polished finish. Avoid using circular motion. Rinse well and wash as per routine cleaning

acrylic baths

cleaning your bath

1. To preserve the polished surface, after using your bath, clean with a soft cloth and warm soapy water to wash away any body oils or soap residue that forms a ring tide mark.
2. As a weekly cleaner we recommend warm, soapy water. Do not use powders, pastes, cream cleaners, thinners, window cleaning sprays or dry cleaning liquid, etc.
3. Stubborn marks or fine scratches may be polished out with Brasso.
4. When coloured essential oils are used, first test that the colour won't stain your bath. If it does, use Brasso to remove it. Always add oils into a bath full of water. Never pour them into an empty bath.

NOTE: Our after sales and service, state offices, branches and distributors will be pleased to provide additional advice if required.

steel baths

cleaning your bath

1. Use only warm soapy water or non-abrasive cream cleaner as recommended by the manufacturer for porcelain enamel. Apply on a soft cloth and hand rinse clean. If the bath has an optional "Sure Step" surface, clean it with a stiff polyester or nylon brush as well as with liquid cleaning detergents. After cleaning the bath or adjacent tiles, or using bath salts, always rinse the bath clean with water to remove any chemical residue.
2. As a weekly cleaner, we recommend warm soapy water. Do not use powders, pastes, thinners, window cleaning sprays or dry cleaning liquid etc. Do not use an abrasive cleaner to remove surface grime.
3. After cleaning the bath or adjacent tiles, or using bath salts, always rinse the bath clean with water to remove any chemical residues

4. When coloured essential oils are used, first test that the colour won't stain your bath. If it does, use Brasso to remove it. Always add oils into a bath full of water; never pour them into an empty bath. It is also suggested that when using the spa bath, you only use half of the quantity of oils or bubble bath that you would normally use in your bath

NOTE: Avoid contact with sharp objects and do not drop heavy or hard objects onto the surface. Always fill the bath before the addition of acidic or alkaline bath salts.

crystalplant baths

everyday care

- Caring for your Caroma Marc Newson Freestanding bath is quick and easy. To preserve the gloss finish of your bath, clean with a soft cloth and warm soapy water after use to wash away any body oils or soap residue that may form a ring tide mark.
- As a weekly cleaner we recommend warm soapy water. Do not use powders, pastes, cream cleansers, thinners, window cleaning sprays or dry cleaning liquid, etc.
- Do not use abrasive sponges or pads for everyday cleaning.
- Before using coloured essentials oils, first test that the colour won't stain your bath. Always add oils into a bath full of water. Never pour them into an empty bath.

tips to prevent damage to your bath

- CRISTALPLANT® is generally resistant to stains.
- However, the use of harsh chemical products such as acetone, trielin or strong acids will stain the surface of the bath and should not be used.
- Care should be taken when using substances such as ink, permanent marker, cosmetics, nail polish and dyes around your bath as these may stain or mark the surface.
- Should any of these substances accidentally contact the bath's surface, flush immediately with plenty of water and follow the instructions in the section on 'Removing Stains' as required. Use non-acetone based nail polish removers to remove most types of nail polish.
- Lit cigarettes should never be placed near the bath's surface.
- Do not place sharp objects near the bath as these may scratch the surface.

removing stains

- If a stain appears, always start with the cleaning method recommended under 'Everyday Care' first. If the stain is still visible, clean using a damp sponge/cloth and a mild abrasive cream or paste cleanser (e.g. Jif® or Gumption®) using a light, wide, circular motion. Follow with a rinse.

- If the stain persists give the surface a more thorough clean using the abrasive sponge supplied with your bath or a Scotchbrite® pad (blue is recommended) in combination with a mild abrasive cream or paste cleanser. Lightly wipe the surface using a wide circular motion. Take care to rinse the surface thoroughly. This cleaning method should remove most stains that appear on the surface.
- Please be mindful that using abrasive cleansers and pads may change the appearance of the bath's finish. Over time and with regular cleaning, the consistency in the surface should be restored.

light marks, scuffs & other

Simply wipe the surface firmly with a damp soapy sponge or cloth followed by a rinse. This process can also be used for water spotting or soap build-up. If marks remain, try using a damp sponge with an abrasive cream or paste cleanser.

cleaning the bath feet

The feet of your Caroma Marc Newson Freestanding Bath should only be cleaned with a damp soapy cloth or sponge, followed by a rinse.

NOTE: The warranty provided with this product does not cover stains, scratches, burns or marks to the bath's surface or damage resulting from the cleaning method used.

dux hot water heaters

Please refer to owners manual supplied with your hot water heater or www.dux.com.au for full product information & care.