



The Sink Warehouse Warranty Policy 1 August 2018 Warranty Conditions

Our warranty is only concerned with product defects that are caused by our manufacturers' inadvertent use of the incorrect materials or damage from the manufacturing process not detected by quality control measures.

The warranty period starts from the date purchased except in situations where the product is used in display homes or units where an extension may be granted until the time of sale

Our warranty expressly does not

cover damage caused by incorrect handling and application of the products on site, in particular –

- * Excess exposure to the elements and incorrect storage before use
- * Subjecting the products to water pressure and temperature outside the products design specifications
- * Undue torsion or loading due to incorrect installation and misuse
- * Any work carried out on our products by unqualified tradesmen or service agents not authorized by The Sink Warehouse
- * Plumbing installations that have not been carried out by a licensed plumber
- * Sink Warehouse products that are used in any type of Commercial Application
- * Defects to products caused by sealants or adhesives used in the installation of those products
- * Any products that are installed in any way that deviates from the manufacturers' instructions
- * Any product that are installed in any way that deviates from state or national standards and regulations

- * Any product in the Sink Warehouse sewer range not connected with approved fittings and fixtures
- * Any sewer product damaged by Cleaning Bleaches and/or Deodorants
- * Any tap ware or Shower product in the range that arises from non-maintenance cleaning of Aerators or showerhead nozzles
- * Any tap ware subjected to installation without proper flow regulators and Vegie Mixers or Hand showers installed without regulated check valves
- * Any products subjected to non-potable water
- * Any products damaged from blockages caused by failure to apply flushing before fit off during installation
- * Any products subjected to fair ware and tare such as cleaning scratches or worn seals through use
- * Any products serviced or repaired without The Sink Warehouses written consent or the use of non-approved replacement parts
- * Tapware to which water filters etc have been added to the water outlet
- * Any products where purchase cannot be proved

Warranty conditions will be met by The Sink Warehouse if installers and/or customers inspect goods received before installation. All plumbing fittings must be installed by a licensed plumber in accordance with Australian Standards. The Australian Standards require that the maximum static pressure at any domestic outlet not to exceed 500kPa (AS/NZS 3500.1 -2003, Clause 3.3.4). Where the pressure exceeds 500kPa a pressure limiting valve must be fitted to preserve the warranty. We also recommend the installation of isolating stop taps be fitted to the hot & cold water supply connections when the appliance is installed. Please ask your plumber for a compliance certificate once installed.

Please Note The Following

The Sink Warehouse reserves the right to make changes to its Products at any time. Where The Sink Warehouse or their agent travelled to inspect a warranty claim in good faith and the product has no manufacturers defect a service fee may be charged. The Sink Warehouse takes no responsibility to repair, replace or compensate for loss or damage to fixtures or fittings caused by product malfunction. Liability for fixtures and fittings is also denied if clear and unrestricted access is not provided by the claimant to products requiring warranty service or repairs. Incorrect product or any loss or damage in transit must be reported immediately upon receipt of goods.

Our Products 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.

Warranty Claims

Claims can be posted or emailed to The Sink Warehouse and must include your contact details. Claims can also be placed by phone to our head office.

The contact details for The Sink Warehouse are:

The Sink Warehouse
16 King Edward Rd
Osborne Park WA 6017
P: 08 9244 4486 during business hours.
E: warranty@sinkwarehouse.com.au

Product Care & Maintenance

The material used in our Products, have been carefully chosen to comply with Australian Standards and Water Efficiency Labeling Standards (WELS) requirements. Treated with care, the Products will ensure many years of satisfactory service. 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.

Stainless Steel Sinks and Laundry Troughs

Do not use your sink as a chopping board as it will scratch and mark the sink surface. Avoid dropping sharp objects into the sink from heights as this will damage the surface.

Cleaning Instructions for Stainless Steel Sinks

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.

Vitreous China

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

Granite Composite

Do not use your sink as a chopping board as it will scratch and mark the sink surface. Avoid dropping sharp objects into the sink from heights as this will damage the surface. Hot dishes over 280C/536F should not be placed on the sink.

Cleaning Instructions for Granite Composite Sinks

A damp cloth or sponge with a solution of dish washing liquid will remove everyday stains from the sink.

More stubborn stains can be removed by using a mild abrasive cleaner on a damp cloth or nylon scouring pad.

If stains become ingrained in the bowls, an overnight soak using diluted biological washing powder will remove these easily.

We do not recommend the use of strong chemical e.g. White Spirit, Turpentine, Petrol etc as these abrasive solvents may affect the surface of the sink.

Tapware & Accessories

Never use harsh detergents or abrasive cleaners, as these will scratch the surface.

Where your tapware/accessories remain 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.

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 clean. We suggest this be performed at a minimum of 6 month intervals.

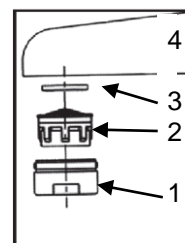
The following is a simple instruction on how to do that.

- Carefully remove aerator housing (1) from the outlet body
- Remove seal (3) & aerator insert (2) from the housing. Check that the interior of the aerator housing is clean. Deposits can be removed by rinsing in water or by washing in a weak vinegar solution.
- Rinse the aerator insert (2) in water or wash in a weak vinegar solution and remove deposits from the mesh taking care not to damage this component.
- If required, obtain and fit a new The Sink Warehouse aerator insert of the correct WELS star rating (2) into the aerator housing (1) followed by the seal (3), then screw the assembly into the outlet body (4) and tighten securely (to prevent removal by hand).

Also refer to installation instructions supplied with the product.

Warranty Periods

Range	Warranty	Conditions
St. St. Sinks & Laundry troughs	25 Year	25 Year Replacement 2 Year Parts & Labour
Accessories	1 Year	Replacement product only
Cabinets	1 Year	Replacement product only
Granite Composite Sinks	10 Year	10 Year Replacement 2 Year Parts & Labour
Accessories	1 Year	Replacement product only
Fireclay / Vitreous China Sinks & Basins	5 Year	5 Year Replacement Product only
Baths	10 Year	10 Year Replacement 1 Year Parts & Labour
Shower Screens	5 Year	Replacement parts only Glass not included
Toilet Suites	5 Year	5 Year Replacement 1 Year parts & labour
Seats	1 Year	Replacement product only



Typical Aerator Insert Assembly

“Product replacement” means a new product will be issued to the customer free of charge, where warranty conditions have been met. Product replacement does not include installation or removal of the original product.

Range	Warranty	Notes
Tapware – Ceramic Disc	10 Year	10 Year Cartridge 5 Year replacement 1 Year Parts & Labour 1 Year on Finishes
Tapware Jumper Valve	1 Year	Replacement product or parts & labour
Shower Arms, Rails and Hoses	1 Year	Replacement product
Shower Heads, Roses & Handsets	5 Year	Replacement product 1 Year on Finishes
Bathroom Accessories	1 Year	Replacement product
Waste fittings	1 Year	Replacement product
Aquila Water Filters	1 Year	Replacement product

The Sink Warehouse	
Osborne Park	16 King Edward Rd Osborne Park
Albany	2B, 160 Albany Hwy, Albany
Baldivis	1, 54 Goulburn Rd, Baldivis
Bunbury	142 Blair Street, Bunbury
Canning Vale	1, 110 Bannister Rd. Canning Vale
Dandenong	5, 58 Greens Rd, Dandenong South
Mandurah	13 Fitzgerald Rd, Mandurah
Midvale	6 Elliott St, Midvale
Myaree	1, 82 Norma Rd, Myaree
Wangara	11 Competition Way, Wangara