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 Veggie 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 failure does not amount to a major failure.

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 soilings. Repeated applications and the occasional use of a nylon scouring pad will often remove heavier soilings.

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.

The Sink Warehouse

Warranty 1.

August 2018

Contact Details

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

The contact details for The Sink Warehouse are:

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:

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

Product Care & Maintenance

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The Sink Warehouse Warranty 1.8.2018
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 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 homeowner’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.

a) Carefully remove aerator housing (1) from the outlet body
b) Remove seal (3) & aerator insert (2) form 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.
c) 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.
d) 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

<table>
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<th>Warranty</th>
<th>Conditions</th>
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<td>St. Sinks &amp; Laundry troughs</td>
<td>25 Year</td>
<td>25 Year Replacement</td>
</tr>
<tr>
<td>Accessories</td>
<td>1 Year</td>
<td>Replacement product only</td>
</tr>
<tr>
<td>Cabinets</td>
<td>1 Year</td>
<td>Replacement product only</td>
</tr>
<tr>
<td>Granite Composite Sinks</td>
<td>10 Year</td>
<td>10 Year Replacement</td>
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<td>Accessories</td>
<td>1 Year</td>
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<tr>
<td>Fireclay / Vitreous China Sinks &amp; Basins</td>
<td>5 Year</td>
<td>5 Year Replacement Product only</td>
</tr>
<tr>
<td>Baths</td>
<td>10 Year</td>
<td>10 Year Replacement</td>
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<tr>
<td></td>
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<td>1 Year Parts &amp; Labour</td>
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<tr>
<td>Shower Screens</td>
<td>5 Year</td>
<td>Replacement parts only</td>
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<tr>
<td></td>
<td></td>
<td>Glass not included</td>
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<tr>
<td>Toilet Suites</td>
<td>5 Year</td>
<td>5 Year Replacement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 Year Parts &amp; Labour</td>
</tr>
<tr>
<td>Seats</td>
<td>1 Year</td>
<td>Replacement product only</td>
</tr>
</tbody>
</table>

“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.

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
Midland 1, 205 Great Eastern Hwy Midland
Myaree 1, 82 Norma Rd, Myaree
Wangara 11 Competition Way, Wangara

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