Harvey Norman®
COMMERCIAL DIVISION

warranty information pack

MULBERRY

Mulberry Apartments

Core Building Group

SUPPLIER WARRANTY +
TERMS AND CONDITIONS

Harvey Norman
COMMERCIAL DIVISION

Dear Valued Client,

Congratulations on your recent purchase of your new property as part of **Mulberry Apartments.** The apartments were developed by and built by **Core Building Group** and products mentioned in this information pack were provided to the developer by Harvey Norman Commercial Division.

Harvey Norman Commercial provide the best quality brands from Australia's Best Suppliers and Manufacturers.
If any of the products described in your **Inclusion List** develop a problem during the warranty period, our Customer Service Team will assist you in dealing with the service matter, with a minimum of fuss until resolved.

In this booklet you will find information about the products that have been supplied to this development, together with information, provided by our manufacturers, relating to warranty periods, care and maintenance information and links and manufacturer's contact details.

Should product faults develop, you can contact the manufacturer directly or contact the Harvey Norman Commercial Customer Service Team by scanning the QR code at the bottom of this page, going to this link**: www.harveynormancommercial.com.au/warranty-service-call-request/** or calling our dedicated line **1300 562 695**. We can lodge your service request on your behalf. If you are unhappy with the manufacturer or distributor's response our team will be on hand to assist to find the fastest possible solution to the product issue.

The Harvey Norman Commercial Customer Service Team can be contacted
Monday to Thursday from 8.00am to 5.00pm or Fridays from 8.00am to 4.00pm.

Email: HNCTP.CustomerService@au.harveynorman.com
Phone: 1300 562 695
link to Service WEBFORM: www.harveynormancommercial.com.warranty-service-call-request/

or by scanning this QR code with your mobile device:

Master Number 14,189,768

Yours sincerely
Customer Service
Harvey Norman Commercial Division
NB: If you have purchased a new unit your Warranty commences from the date of Settlement of the Conveyance

Inclusions

Brand	Product Code	Description	Warranty
Electrical Appliances			
BREVILLE	BES870	The Barista Express Coffee Machine - Stainless Steel	1 Year
F&P	523086	Loft Pack Installation Kit for Dishwasher	2 Years
F&P	CG603DNGGB4	60cm 3 Burner Gas on Glass Cooktop w/ Wok NG - Black	2 Years
F&P	CI604DTB3	60cm 4 Zone Induction Cooktop	2 Years
F&P	CI604DTB4	60cm Induction Cooktop w/ 4 Cooking Zones - Black	2 Years
F&P	DD60SCX9	60cm Built-In Single Dishdrawer	2 Years
F&P	DD60STI9	60cm Single Integrated Tall DishDrawer	2 Years
F&P	HP60ICSX3	60cm Undermount Rangehood S/S	2 Years
F&P	OB60NC7CEX1	60cm Compact Oven 7 Function Fan Forced	2 Years
F&P	OB60SC5LB1	60cm Electric Oven w/ 5 Functions, Digital Timer - Black/SS	2 Years
F&P	RS90A1	900mm French Door Slide-in Panel Ready Fridge	2 Years
F&P	RS9120WLJ1	477L Bottom Mount Integrated Refrigerator LHH	2 Years
F&P	WD7560P1	7.5Kg/4kg Washer Dryer Combo	
Baths			
CAROMA	LN4WFW	Liano 1400mm Freestanding Bath	20/1 Year
CAROMA	LN5WFW	Liano 1525mm Freestanding Bath	20/1 Year
DECINA	AZ1200WN	Azzuro 1200mm Rect Bath	15 Years
Toilet Suites			
CAROMA	320030W	Pedigree II Care Sgl Flap Seat w/- Std Hinges - White **GST Ex**	1 Year
CAROMA	687073C	Metal Care Button - Round	1 Year
CAROMA	687400SW	Backrest - Curved Arms **GST Ex**	1 Year
CAROMA	810607W	Care 800 Cleanflush Cistern	20/1 Year
CAROMA	843705W	Care 800 Cleanflush BTW Pan (Add Seat)	20/1 Year
CAROMA	901900W	Care 800 C/Flush BTW Uni Trap Bk/l Suite w/- Ped II S/F White Seat	20/1 Year
PACOJAANSO	BE2376ACISTERN	Belig BTW C/C Cistern	15/1 Year
PACOJAANSO	BE2376AM	Belig BTW Bk/l Uni Trap Suite w/- SC Seat	15/1 Year
PACOJAANSO	BE2376APAN	Belig BTW Toilet Pan w/- SC Seat	15/1 Year
Basins & Vanities			
CAROMA	861515W	Cosmo 500mm Wall Basin w/- O/F 1TH	20/1 Year
CAROMA	EU8031A10W	Teo 410 Wall Basin 1TH NOF	20/1 Year
PACOJAANSO	AELC55BL1	Signature Aeri 550mm Wall Basin 1TH	15/1 Year
PACOJAANSO	ART5001	Scarabeo Mezzo 410mm Bench/Wall Basin 1TH	15/1 Year
PACOJAANSO	VALCHICAGO	03 Series Chicago 450mm A/Counter Basin NTH	15/1 Year
Sinks & Tubs			
CLARK	PPR35C	380x606 35L Compact Tub & Cab w/-RBP	Lifetime/10/1 Year
PACOJAANSO	A01G	Corsica 408mm Sgl Bwl Universal Sink NTH - S/Steel	Lifetime
PACOJAANSO	A02G	Corsica 585mm Sgl Bwl Universal Sink NTH - S/Steel	Lifetime
PACOJAANSO	D68G	Corsica 610mm 1&1/2 Bowl Universal Sink NTH - S/Steel	Lifetime

Inclusions

Tapware			
CAROMA	68191BN	Luna Diverter Mixer Trim Kit - Brushed Nickel	20/1 Year
CAROMA	68192BN	Luna Diverter Mixer Body - Brushed Nickel	20/1 Year
CAROMA	90952C	Skandic Shr/Bath Mixer Complete	7/1 Year
CAROMA	90995C5A	Skandic Care Basin Mixer (Hot/Cold) (5S)	20/1 Year
CAROMA	96352GM6A	Liano II Rnd Ind. Basin/Bth Mixer w/210mm Spout GM	7/1 Year
CAROMA	96356GM6A	Liano II Rnd Ind. 210mm Wall Basin/Bth Mixer Trim Kit GM	7/1 Year
CAROMA	96356GM6A	Liano II Rnd Ind. 210mm Wall Basin/Bth Mixer Trim Kit GM	7/1 Year
CAROMA	99635	Universal Wall Basin/Bath Mixer w/- Spout Body Only - Sleeveless	7/1 Year
DORF	690491	Villa Diverter Mixer Complete - Gun Metal	20/1 Year
MILLENNIUM	3WWMCA	Economy 3 Way Mini Tap - C/Disc	15/5 Years
PACOJAANSO	ALS38146	Rondo Diverter Mixer Complete w/- Oval B/Plate - Anthracite Grey	7/1 Year
PACOJAANSO	ALSHD4233	Hera Squareline Sink Mixer (5S) - CP	7/1 Year
PACOJAANSO	ALSHD4233AG	Hera Squareline Sink Mixer (5S) - Anthracite Grey	7/1 Year
PACOJAANSO	ALSHD4233BN	Hera Squareline Sink Mixer (5S) - Brushed Nickel	7/1 Year
PACOJAANSO	ALSTOBAG	Toledo Basin Mixer - Anthracite Grey	7/1 Year
PACOJAANSO	ALSTOBBN	Toledo Basin Mixer - Brushed Nickel	7/1 Year
PACOJAANSO	ALSTOTB	Toledo Vessel Basin Mixer - CP	7/1 Year
PACOJAANSO	ALSTOTBBN	Toledo Vessel Basin Mixer - Brushed Nickel	7/1 Year
PACOJAANSO	ALSTOWMAG	Toledo Shr/Bath Mixer Complete - Anthracite Grey	7/1 Year
PACOJAANSO	ALSTOWMBN	Toledo Shr/Bath Mixer Complete - Brushed Nickel	7/1 Year
PACOJAANSO	AU001	Vario Bend	7/1 Year
PACOJAANSO	BENJDLB201AG	Bath Spout - Anthracite Grey	7/1 Year
PACOJAANSO	BENJDLB201BN	Bath Spout - B/Nickel	7/1 Year
PACOJAANSO	BENWS149AG	Diveter Mixer Complete - Anthracite Grey	7/1 Year
PACOJAANSO	BENWS149BN	Shr/Bath Mixer w/- Diverter Complete - B/Nickel	7/1 Year
PACOJAANSO	EV5042	Bath Spout - Anthracite Grey	7/1 Year
PACOJAANSO	HIRDN976A283AG	Rondo Twin Shower w/- Microphone H/Shr & Rnd Rose (3S) - A/Grey	7/1 Year
PACOJAANSO	HIRDN976A283BN	Rondo Twin Shower w/- Microphone H/Shr & Rnd Rose (3S) - Brushed Nickel	7/1 Year
Accessories			
FORME	HLF8511RBR	Single Heated Towel Rail Round 850mm - Brushed Stainless	1 Year
FORME	HLF8511RGR	Single Heated Towel Rail Round 850mm - Gun Metal	1 Year
FORME	HTRTR0701MBR	Heated Towel Ladder Round 920x620mm Multi H/Wired - Brushed Stainless	1 Year
FORME	HTRTR0701MGR	Heated Towel Ladder Round 920x620mm Multi H/Wired - Gun Metal Grey	1 Year
PACOJAANSO	HI27040AG	Twist Metal Shower Shelf 400mm - Anthracite Grey	7 Years
PACOJAANSO	HI27040BN	Twist Metal Shower Shelf 400mm - Brushed Nickel	7 Years
PACOJAANSO	HI290366BENJDBN	Single Towel Rail 600mm - Brushed Nickel	7 Years
PACOJAANSO	HI290366BN	Quaddro Single Towel Rail 600mm - Brushed Nickel	7 Years
PACOJAANSO	HI290369BENJDBN	Single Towel Rail 900mm - Brushed Nickel	7 Years
PACOJAANSO	HI290369BN	Quaddro Single Towel Rail 900mm - Brushed Nickel	7 Years
PACOJAANSO	HIBTRSAG	Round Bottle Trap 32/40mm Short - Anthracite Grey	1 Year
PACOJAANSO	HIBTRSBN	Round Bottle Trap 32/40mm Short - Brushed Nickel	1 Year
PACOJAANSO	HIP&W03BN	Mushroom Basin Plug & Waste 32/40mm w/- O/Flow - Brushed Nickel	1 Year
PACOJAANSO	HIPW01POP	Pop Up Plug & Waste 32mm - Brushed Nickel	1 Year
PACOJAANSO	HIPW01POPAG	Pop Up Plug & Waste 32mm - Anthracite Grey	1 Year
PACOJAANSO	HIRD301016LAG	Toledo Toilet Roll Holder Left Hand - Anthracite Grey	7 Years
PACOJAANSO	HIRD301016LBN	Toledo Toilet Roll Holder Left Hand - Brushed Nickel	7 Years
PACOJAANSO	HIRD8005AG	Toledo Robe Hook - Anthracite Grey	7 Years
PACOJAANSO	HIRD8005BN	Toledo Robe Hook - Brushed Nickel	7 Years
PACOJAANSO	HIRD8020BN	Toledo Hand Towel Rail 300mm - Brushed Nickel	7 Years
PACOJAANSO	HIST8060DAG	Toledo Double Towel Rail 600mm - Anthracite Grey	7 Years
PACOJAANSO	HIST8060DBN	Toledo Double Towel Rail 600mm - Brushed Nickel	7 Years
PARISI	TA23240	Project Bottle Trap 32/40mm - CP	10 Years
PARISI	TA400041	Bath Pop Up Waste 40mm (No Overflow) - Brushed Nickel	1 Year
PARISI	TA400050	Bath Pop Up Waste 40mm (No Overflow) - Fucile	1 Year
PARISI	TA4032	Universal Pop Up Waste 32/40mm CP	1 Year
PHOENIX	800890030	Universal Pop Up Plug & Waste 40mm - Gun Metal	1 Year
PHOENIX	800890040	Universal Pop Up Plug & Waste 40mm - Brushed Nickel	1 Year
RBA	RBA4000030	Grab Rail - 300mm **GST Ex**	1 Year
RBA	RBA4090901	Grab Rail LH 950 x 700mm 90Deg **GST Ex**	1 Year
RBA	RBA4110927	Shower T Grab Bar w/- Slider & Handset LH S/S **GST EX**	1 Year
RBA	RBA4110937	Shower T Grab Rail LH w/- Slider & Handset (4S) S/S **GST EX**	1 Year

1. Explanation of Warranty Time Advice: Example 20/1 refers to 20 years warranty on product/ 1 year labour

2. Special Finishes: Special finishes generally have 1 Year Warranty replacement. Example: Matt Black

3. All Warranty Advice is subject to change, all warranties quoted in this pack are for domestic use only.

4 .Warranties noted above relate to Domestic use only please contact the supplier regarding commercial warranty terms and conditions.

Product Service Call Contacts

CAROMA

Phone: 13 14 16
Email: bkservice@gwagroup.com.au
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CLARK

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DECINA
DISCOVER INDULGENCE

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dorf

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Web: www.dorf.com.au

FISHER & PAYKEL

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FORME
BATHROOM COLLECTION

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Millennium
Advanced Water Solutions

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Web: www.millenniumtapware.com.au

paco jaansōn

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PARISI

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PHOENIX
TAPWARE, SHOWERS & ACCESSORIES

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rba

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Web: www.rba.com.au

CAROMA

Thank you for selecting products from the Caroma range which are manufactured to the highest standard

GWA WARRANTY PERIODS - For product purchased on or after 7th September 2015

Sanitaryware		
Range	**Warranty#**	**Comments**
Caroma (Residential & Commercial)		
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
Urinals (Front of Wall)	10/1 years	10 years replacement product 1 year parts and labour
Urinal (Rough-In Electronic Kit)	2 years	2 years replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts

* Excludes inlet and outlet valve washers - 1 year parts and labour only
# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories		
Range	**Warranty#**	**Comments**
Caroma (Residential & Commercial)		
Sinks	25/1 years	25 years replacement product or parts 1 year replacement products or parts and labour
Tubs	25/1 years	25 years replacement product or parts 1 year replacement products or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

* Excludes inlet and outlet valve washers - 1 year parts and labour only
# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

Taps, Outlets, Mixers, Showers, Bathroom Accessories		
Range	**Warranty#**	**Comments**
Caroma (Residential)		
Taps, Outlets, Mixers	10/1 years	10 years Tapware Engine™ & Parts* 1 year - Labour, Finishes, Pull Down/Out Hoses, Spray Heads, Ceramic Disc Spindles†
Showers	10/1 years	10 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex Hoses
Grab Rails/Grab Rail Showers	5/1 years	5 years - grab rail part only 1 year replacement product or parts
Accessories	5/1 years	5 years replacement product 1 year - Labour, Finishes, Wall Fixings, Mounting Brackets
Spare Parts	1 year	1 year replacement product or parts
Caroma (Commercial)		
Taps, Outlets, Mixers	10/7/1 years	10 years Tapware Engine™* 7 years replacement products or parts† 1 year Labour, Finishes, Pull Down/Out Hoses, Spray Heads, Ceramic Disc Spindles†
Electronic Tapware	2/1 years	2 years replacement product 1 year - Finishes & Labour
Showers	7/1 years	7 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex Hoses
Grab Rails/Grab Rail Showers	5/1 years	5 years - grab rail part only 1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts e.g. Towel Rails, Toothbrush & Toilet Roll Holders, Soap Holders etc.
TMV's	5/1 years	5 years replacement product 1 year - Finishes & Labour

* Tapware Engine™ - Includes ceramic disc mixer cartridge, aerator, ultra flex pex hose.
† Plastic Jumper Valves – 3 months parts only or Copper Jumper Valves – 12 months parts only.
Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by warranty.
Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

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17/10/2019 Rev. 0

CLARK

Thank you for selecting products from the Clark range which are manufactured to the highest standard

GWA WARRANTY PERIODS - For product purchased on or after 7th September 2015

Sanitaryware		
Range	**Warranty#**	**Comments**
CLARK (Residential)		
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product or parts 1 year replacement products or parts and labour
Basins	10/1 years	10 years replacement product or parts 1 year replacement products or parts and labour
Seats	1 year	1 year replacement product or parts
Spare Parts	1 year	1 year replacement product or parts
CLARK (Commercial)		
Toilet Suites (All Cisterns & Pans)	1 year	1 year replacement products or parts and labour
Basins	1 year	1 year replacement products or parts and labour
Seats	1 year	1 year replacement products or parts and labour
Spare Parts	1 year	1 year replacement products or parts and labour
# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.		

Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories		
Range	**Warranty#**	**Comments**
CLARK (Residential & Commercial)		
Sinks	25/1 years	25 years replacement product or parts 1 year replacement products or parts and labour
Tubs	25/1 years	25 years eplacement product or parts 1 year replacement products or parts and labour
Cabinets	10/1 years	10 years replacement product or parts 1 year replacement products or parts and labour
Commercial Sinks	25/1 years	25 years replacement product or parts 1 year replacement products or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
# Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.		

Taps, Outlets, Mixers, Showers, Bathroom Accessories		
Range	**Warranty#**	**Comments**
CLARK (Residential)		
Taps, Outlets, Mixers	10/1 years	10 years replacement product or parts† 1 year labour, finishes, ceramic disc spindles†
Showers	10/1 years	10 years replacement product or parts 1 year labour, finishes, sliders, wall fixing mounting brackets, metal flex hoses
Accessories	5/1 years	5 years replacement product 1 year finishes, wall fixing mounting brackets, metal flex hoses
Spare Parts	1 year	1 year replacement product or parts
CLARK (Commercial)		
Taps, Outlets, Mixers	1 year	1 years ceramic disc mixer cartridges - parts only† 1 years replacement product or parts† 1 year finishes and labour†
Showers	1 year	1 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex hoses
Accessories & Spare Parts	1 year	1 year replacement product or parts e.g. Towel Rails, Toothbrush & Toilet Roll Holders, Soap Holders etc.
† Plastic Jumper Valves – 3 months parts only or Copper Jumper Valves – 12 months parts only. Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by warranty. # Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.		

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DECINA
DISCOVER INDULGENCE

WARRANTY

Decina Bathroomware Pty. Ltd. products carry the following Warranties on Manufacture and Materials:-

10 YEAR WARRANTY

10 Year Warranty on Baths, Spa Bath Shells, Pipework and Shower Bases

5 YEAR WARRANTY

5 Year Warranty on Spa Bath Pumps, Jets and Fittings (no Warranty on Gold Fittings)

12 MONTH WARRANTY

12 Month Warranty on Air Systems, Overflows, Headrests, Acrylic Shower Walls and Shower Screens

CONDITIONS

1. The Decina Warranty shall only apply where the product has been installed by a qualified tradesman and in full accordance with the Installation Instructions and Statutory requirements. The Warranty specifically EXCLUDES damage discovered AFTER installation.
2. Bath shells modified or spa-ed by others are not covered under this Warranty.
3. Decina's responsibility for claims relating to impact damage shall cease within 48 hours from delivery to the Reseller's store.
4. Whilst most Decina products are manufactured by Decina in Australia, some products are imported, these imported products still carry Decina's standard Warranty.
5. The Warranty shall only extend to the supply of a replacement product or credit to the value of the purchase and specifically EXCLUDES consequential damage ensuing from the product application or use. The responsibility for the removal and replacement of the product shall be with the installer and/or owner or where the manufacturer accepts that the product is at fault, a maximum contribution to the removal and replacement costs will be $500. Where the installation requires a relocation of the waste by an offset device, Decina will not offer a warranty against leakage unless a "through" waste connector is used (Recommended brand is Tacron).
6. Colours shown on retail catalogue are indicative only. Ivory not available for all products.
7. A 12 month On-site Warranty is offered by the pump manufacturer which extends to a 4 Year Parts and Labour Warranty (off-site) after that date. The pump is guaranteed to be free of material and manufacturing defects. Please refer to the full Manufacturer's Warranty provisions.
8. Decina Bathroomware Pty Ltd reserves the right to vary specifications or delete models from their range without prior notification. As measurements may vary, it is highly recommended that the bath/spa bath is on-site before tapware is fitted.
9. Plug and wastes are not supplied with bath or spa baths.
10. Any Special Order (including spa baths) or Ivory product will not be accepted for credit or return.

dorf

Thank you for selecting products from the Dorf range which are manufactured to the highest standard

TAPWARE & ACCESSORIES - Care & Cleaning Instructions

- Under no circumstances should you install tapware using acetone silicones.
- 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.
- Don't use cleaning products containing chlorides and halides (e.g. Bromine, Iodine and Fluorine)
- Don't use disinfectant to clean stainless steel parts and components
- Don't use hydrochloric acid for cleaning. This will lead to pitting and stress corrosion cracking (SCC)
- Use of wax based furniture cream should be avoided as these can result in a build up of deposits, which could detract from the appearance.
- Colour (gold, black etc.) plated products should always be cleaned with care using a soft dry cloth or a soft cloth with warm soapy water.
- 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 bourne 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.

GWA WARRANTY PERIODS - For product purchased on or after 7th September 2015

Taps, Outlets, Mixers, Showers, Bathroom Accessories		
Range	**Warranty#**	**Comments**
Dorf (Residential)		
Taps, Outlets, Mixers	20/1 years	20 years Tapware Engine™ & Parts* 1 year - Labour, Finishes, Pull Down/Out Hoses, Spray Heads, Ceramic Disc Spindles†
Showers	20/1 years	20 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex Hoses, LED Lights
Accessories	5/1 years	5 years replacement product 1 year - Labour, Finishes, Wall Fixings, Mounting Brackets
Spare Parts	1 year	1 year replacement product or parts
Dorf (Commercial)		
Taps, Outlets, Mixers	15/7/1 years	15 years Tapware Engine™ & Parts* 7 years replacement product or parts† 1 year - Labour, Finishes, Pull Down/Out Hoses, Spray Heads, Ceramic Disc Spindles†
Showers	7/1 years	7 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex Hoses, LED Lights
Accessories	1 year	1 year replacement product or parts e.g. Towel Rails, Toothbrush & Toilet Roll Holders, Soap Holders etc.

* Tapware Engine™ - Includes ceramic disc mixer cartridge, aerator, ultra flex pex hose.
† Plastic Jumper Valves – 3 months parts only or Copper Jumper Valves – 12 months parts only.
Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by warranty.
Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

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12/09/2019 Rev. 0

Fisher&Paykel

Australia Warranty

You receive a 2 year Manufacturer's Warranty with this product. Fisher & Paykel Appliances will repair (or at its option replace) any part which is found to be defective within TWO YEARS from date of purchase, without cost to you for either parts or labour.

You also receive an additional EIGHT YEAR parts only warranty on your Direct Drive Motor. This additional 8 year warranty commences on the day following the expiry of the two year manufacturer's Warranty and excludes the motor controller and labour.

Fisher & Paykel Appliances will repair (as to parts) or, at its option replace any Direct Drive Motor (but not the motor controller) which is found to be defective within this additional warranty period. You will be responsible for any labour costs, including applicable call-out or service fees and freight.

To make a claim under any warranty, call customer care 1300 650 590. Or email aus.customercare@fisherpaykel.com. Service under any warranty must be provided by an authorised Fisher & Paykel Appliances Service provider. Use other than in accordance with the products user guide and other than for normal domestic use may invalidate any warranty. This warranty is an extra benefit and does not affect your legal rights. 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. You must retain your original proof of purchase. Failure to produce proof of purchase when requested may, at Fisher & Paykel's discretion, invalidate your claim. The warrantor is: Fisher & Paykel Australia Pty Ltd, 16 Parramatta Road, Lidcombe, NSW 2141. Ph Customer Care: 1300 650 590 Email: aus.customercare@fisherpaykel.com.

Fisher & Paykel Appliances
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Australia
Phone: 1300 650 590
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Customer.Care@fp.com.au

FORME
BATHROOM COLLECTION

Basins	All basins must be siliconed onto benchtops and/or cabinets to prevent water damage. Basins/Benchtops are stain resistant but not stain proof. All stains must be fully cleaned off within 24 hours of stain occurring with a micro fibre cloth and warm water (no abrasive cleaning agents including but not limited to ammonia and bleach can be used). Basins and benchtops are heat resistant but not heat proof. Hot irons must not have contact with the surface of the basin. Stone Basins must be protected by a sealant designed for natural stone prior to use. This must be repeated at least once annually from the date of installation.
Accessories	Consumer entitled to claim the warranty against defects without additional conditions.
Floor Wastes	The grate must be protected from scratching during the installation process by wrapping in newspaper. The consumer should only use qualified tradesmen to install the floor wastes who must install and lay the floor bed so it slopes to the grate prior to tiling. No acid or acid type product is to be used when cleaning. If the floor requires acid cleaning it must be neutralised off waste within one minute.
Heated Towel Rails	All heated towel rails must be installed by a licensed electrician. You must not attempt to repair a real or perceived defect to your heated towel rail yourself, unless you are a licensed electrician.
Non-Heated Towel Rails	Consumer entitled to claim the warranty against defects without additional conditions.

8. Specific costs

8.1 Where a claim is made according to this warranty of defects and Forme determines to replace a product, the consumer must if requested to do so by Forme:

8.1.1 Pay for the removal costs, transport costs and all antecedent costs for the removal of the purportedly defective product; and

8.1.2 Pay for the transport and installation costs of the new product (if necessary).

9. Discontinued products and other matters

9.1 Forme cannot guarantee that products it supplies will be available in the future and Forme will not be responsible to obtain parts or perform repairs on goods which are discontinued.

9.2 Forme reserves the right to discontinue products, modify designs and change specifications without incurring obligation.

9.3 While Forme has made every effort to ensure that descriptions, specifications and other information in this warranty against defects is correct, no warranty is given in respect thereof and Forme shall not be liable for any errors therein.

9.4 Consistent with our continuing product development, improvements may have been made to products which renders their description slightly different to those shown in packaging.

10. Commercial Use

10.1 A warranty claim in relation to a product used for commercial purposes or in the course of business is only valid if the claim is made within 12 months from the date of purchase.

Millennium
Advanced Water Solutions

Warranty Statement: Our Goods come with guarantees that cannot be excluded under Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and for compensation for any 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 a failure does not amount to a major failure.

In addition to the lawful obligations stated above, Millennium offers the following extended warranty:

All Millennium Tapware and Accessories are manufactured to the applicable Australian Standards. Millennium products are constantly monitored for quality control during the manufacturing process.

RESIDENTIAL WARRANTY

Millennium product in residential dwellings are warranted against defects as follows:

Mixers 15 years (1 + 14 Years): **TERAMO, ONRA CIOSO, ARVO, ADINA, TRADESMAN, PULLOUT & PULL DOWN SPRAY MIXERS**.

The first year after repurchase is a parts and labour warranty. Followed by 14 years replacement product or parts only. **Note:** flexible Connectors that connect the water supply to mixers have a 5 year replacement warranty.

Mixers 15 years (5 + 10 years): **KONTI, INIS, ICOSA, AKEMI, KIATO, CELINE.**

The first 5 years after purchase is a parts and labour warranty. Followed by 10 years replacement product or parts only. **Note:** Excludes damage caused to ceramic disc cartridges by foreign matter such as sand, stones, copper filings, teflon tape etc. **Note:** Flexible Connectors that connect the water supply to mixers have a 5 year replacement warranty.

Tapware 15 years (1 + 14 years): **ALL TAPWARE.**

The first year after purchase is a parts and labour warranty. Followed by 14 years replacement product or parts only. **Note:** Perishables such as o rings, jumper valves and seals have a 1 year warranty.

Showers 15 years: ALL SHOWERS.

15 years replacement product or parts only. **Note:** Excludes hand shower hoses which are 1 year replacement product or parts only. **Note:** Perishables such as o rings and seals have a 1 year warranty.

Accessories: 10 years - 100% Brass accessories. **1 year:** - Accessories with zinc content.

100% Brass Accessories - 10 years replacement product or parts only. Accessories with zinc components - 1 year replacement product or parts only.

TERMS OF WARRANTY

If a service call is attended to by Peter W. Eldering Pty. Ltd. or one of their authorised agents and the problem was found to be caused by faulty installation or is not due to a manufacturing defect in the product, Peter W. Eldering reserves the right to charge a service call fee.

Any service work carried out without the prior approval in writing from Peter W. Eldering Pty Ltd. will void all subsequent warranty claims. Proof of purchase, either in the form of the original invoice or handover documents (at the completion of a new building provided by the builder), must be provided with the original warranty request.

Warranty is not transferable and is only applicable to the original owner.

All finishes other than Chrome are 1 year replacement product or parts only.

Warranty will not apply if any of the following cannot be proven to have been adhered to:

That the product was installed by a licensed plumber.

That the installation was done according to all instructions enclosed with the product and any statutory regulations that may apply.

That the product was not damaged during installation.

That abrasives or corrosive cleaning agents have not been applied to the product.

That installation or use of the product was not contrary to that stipulated in the installation instructions.

That isolation cocks were installed in the line before all basin, sink and laundry tapware.



Sanitaryware

Range	Warranty	Comments
Paco Jaanson, Isvea, Bocchi, Scarabeo		
Basins	15 years	15 years replacement parts or products against manufacturing faults
Toilet Suites	15 years	15 years replacement parts or products against manufacturing faults
Inlet & Outlet Valves	1 year	1 year replacement parts or products
Bidet's	15 year	15 years replacement parts or products against manufacturing faults
Seats & Spare Parts	1 year	1 year replacement parts or products
Labour	1 year	1 year labour on manufacturing faults
Commercial Use	1 year	1 year warranty against manufacturing faults
Solid Surface Collection		
Basins	5 years	5 years replacement parts or products against manufacturing faults
Accessories &Spare Parts	1 year	1 year replacement parts or products
Labour	1 year	1 year labour on manufacturing faults
Commercial Use		No warranty in commercial use

Sinks & Laundry Tubs

Range	Warranty	Comments
Paco Jaanson, Bocchi&ElleciGranitek Sinks		
Stainless Steel Sinks	Lifetime	Lifetime replacement parts or products against manufacturing faults
Granitek Sinks	10 years	10 years replacement parts or products against manufacturing faults
Ceramic Sinks & Tubs	15 years	15 years replacement parts or products against manufacturing faults
Laundry Cabinets	1 year	1 year replacement parts or products against manufacturing faults
Chrome Fittings	1 year	1 year parts or product
Access's & Spare Parts	1 year	1 year replacement parts or products
Labour		No Labour
Commercial Use	1 year	1 year replacement parts or products against manufacturing faults

Inwall Cisterns

Range	Warranty	Comments
Wilco		
Wilco Inwall Cisterns	5 years	5 years replacement parts or products against manufacturing faults
Wico Push Buttons	5 years	5 years replacement parts or products against manufacturing faults
Access's & Spare Parts	1 year	1 year replacement parts or products
Labour	1 year	1 year labour on manufacturing faults
Commercial Use	1 years	1 year replacement parts or products against manufacturing faults
Other Ranges		
Other Ranges	varies	Other ranges sold through Paco Jaanson carry Manufacture Warranty

Floor Grates

Range	Warranty	Comments
Paco Jaanson		
Tiled Floor Grates	1 years	1 year replacement parts or products against manufacturing faults
Shower Floor Grates	1 years	1 year replacement parts or products against manufacturing faults
Labour		No Labour
Commercial Use	1 years	1 year replacement parts or products against manufacturing faults

PARISI

Warranty Policy

TOILET AND BASIN WARRANTY

- 10 Year Warranty on materials and workmanship (Parts & Labour)
- 12 Month Warranty on Internal Parts, Toilet Seat & Seat Hinges (Parts & Labour)
- 12 Month Warranty on Button Sets and Overflow Covers (Parts Only)

BATH WARRANTY

- 25 Year Warranty on Stonetec Baths (2 years parts & labour, further 23 years parts only)
- 25 Year Warranty on Lucite® Acrylic Baths (2 years parts & labour, further 23 years parts only)
- 15 Year Warranty on Porcelain Enameled Baths (2 years parts & labour, further 13 years parts only)
- 15 Year Warranty on Hoesch Baths (2 years parts & labour, further 13 years parts only)
- 10 Year Warranty on Parisi Acrylic Baths (2 years parts & labour, further 8 years parts only)

TAPWARE WARRANTY

- 15 Year Warranty on Ceramic Disc Cartridges, provided pressure does not exceed 500kpa (5 years parts & labour, further 10 years parts only)
- 15 Year Warranty on Chrome-plated and PVD Finish
- 10 Year Warranty on Newform Exclusive Metals Finish
- 5 Year Warranty on Electroplated Finish
- 12 Month Warranty on Kitchen Mixer Pull-out Sprays and Hoses for Sprays (retractable or moveable parts) (Parts only)

SHOWER WARRANTY

- 15 Year Warranty on Fixed Shower Heads (5 years parts & labour, further 10 years parts only)
- 15 Year Warranty on Chrome-plated and PVD Finish
- 10 Year Warranty on Newform Exclusive Metals Finish
- 5 Year Warranty on Electroplated Finish
- 12 Month Warranty on Handshowers, Hoses and Sliders (retractable or moveable parts) (Parts only)

ACCESSORIES WARRANTY

- 15 Year Warranty on Accessories (Parts only)
- 10 Year Warranty on Bottle traps (Parts only)
- 15 Year Warranty on Chrome-plated and PVD Finish
- 10 Year Warranty on Newform Exclusive Metals Finish
- 5 Year Warranty on Electroplated Finish
- 12 Month Warranty on Retractable or moveable parts, Plug & Wastes and Mirrors

CONCEALED CISTERNS & PUSH PLATES WARRANTY

- 15 Year Warranty on Concealed Cisterns (3 Years parts & Labour, further 12 Years Parts only)
- 12 month Warranty on push plates (Parts only)

STAINLESS STEEL SINKS WARRANTY

- 10 Year Warranty on Sinks (Parts & Labour)
- 12 Month Warranty on moveable parts, Waste

DOORWARE WARRANTY

- 5 Year Warranty on Manufacturing

Please Note - some conditions apply

BATHROOM FURNITURE

- 10 Year Warranty on all Cabinetry
- 10 Year Warranty on Door and Drawer functions
- 10 Year Warranty on Resin Polymarble
- 10 Year Warranty on Solid Surface Tops and Basins
- 10 Year Warranty on Ceramic Tops and Basins
- 5 Year Warranty on all Mirrors & Mirrors on Cabinets (Warranty will be voided if Mirror Care & Maintenance is not adhered to)
- 12 Month Warranty on Natural Marble Tops and Basins (Warranty will be voided if Marble Care & Maintenance is not adhered to)
- 12 Month Warranty on Mirror Lighting (Drivers, LED Strip, Clock, De-fogger function)
- 12 Month Warranty on Plug & Wastes

The above warranty policy refers to residential installations only.
For commercial applications, please contact aftersales@parisi.com.au

Important Information

All valid warranty claims will be covered and rectified by the PARISI service plumber or installer. Where the product is not defective but has been installed incorrectly, the PARISI warranty against defects will not be applicable.

Costs associated with issues arising solely due to incorrect installation are the responsibility of the end user. PARISI will invoice the customer a callout fee of $ 90 + GST and $ 45 plus GST per half hour labour charge when a warranty claim is not valid.

Our goods come with guarantees that cannot be excluded under the Australia Consumer Law. You are entitled to a replacement or refund for a major failure and 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.

PARISI

85 Egerton Street
Silverwater, NSW 2128

61 2 9648 1111
aftersales@parisi.com.au

parisi.com.au
November 2019

PHOENIX
TAPWARE, SHOWERS & ACCESSORIES

WARRANTY

SCHEDULE
WARRANTY CARD

Express Warranties - 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 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.
In addition to the above obligations Phoenix Industries Pty Ltd (ABN 48 007 215 876) (Phoenix Tapware and Phoenix Builders Tapware), as the importer or manufacturer of the relevant product, offers the warranties in this Warranty Card subject to the terms and conditions set out in this Warranty Card.
The warranties in this Warranty Card are personal to the person who acquires the product from the relevant retailer for their own consumption or use and not for resale or resupply (the consumer) and claims under this Warranty Card cannot be made by anyone other than the consumer.
Where a product is covered by a parts and labour warranty, the warranty covers both the repair of the defective part or the provision of a spare part to replace the defective part and the installation of that part.
Where a product is covered by a parts only warranty, the warranty covers only the repair of the defective part or the provision of a spare part to replace the defective part and does not include the removal of the defective part or the installation of the repaired or replaced part.

1. Phoenix Warranty Periods: Residential

Subject to the exclusions in section 4, Phoenix Tapware warrants that the below products which are provided for any consumers who use the products manufactured by Phoenix Tapware in any residential home will be free from defects of materials or workmanship for the periods specified below (with each of the below periods commencing on the date of purchase or, for new buildings, the date of handover).
Note: These warranty periods apply only to products purchased after 1st April 2019 and begin from the earlier of:
- the date the product is installed; and
- 6 months after the product is purchased.

RESIDENTIAL WARRANTY		
Category	**Period (Years)**	**Details**
Mixers	Lifetime / 15 / 7 / 1	Lifetime - Replacement European cartridge[1] 15 Years - Replacement standard cartridge[1] 7 Years - Replacement product or parts[2] 1 Year - Labour
Tapware & Outlets	7 / 1	7 Years - Replacement product or parts[3] 1 Year - Labour
NX Showers	Lifetime / 1	Lifetime - Replacement product or parts 1 Year - Labour
Standard Showers	15 / 1	15 Years - Replacement product or parts 1 Year - Labour
Accessories	7	7 Years - Replacement product or parts
Drains	10	10 Years - Replacement product or parts
Wastes & Traps	1	1 Year - Replacement product or parts
Coloured Finish[4]	Lifetime / 7 / 3 / 1	Lifetime - NX Showers 7 Years - Mixers, Tapware, Outlets & Accessories 3 Years - Standard Showers 1 Year - Drains, Wastes & Traps

[1] Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt, or thread tape etc. [2] Filter Housing on Filtered Sink Mixer; 1 year parts only. In order to claim, receipts must be presented to verify filter cartridges have been replaced as specified (every 6 months). [3] Jumper valves and ceramic disc spindles; 1 year parts only. [4] Coloured finishes only, Chrome finish covered under standard replacement product or parts warranty.

2. Phoenix Warranty Periods: Commercial

Subject to the exclusions in section 4, Phoenix Tapware warrants that the below products which are provided for any consumers who use the products manufactured by Phoenix Tapware other than in a residential home (for example hotels, aged care facilities, hospitals, schools, factories, motels) will be free from defects of materials or workmanship for the periods specified below (with each of the below periods commencing on the date of purchase or, for new buildings, the date of handover).
Note: These warranty periods apply only to products purchased after 1st April 2019 and begin from the earlier of:
- the date the product is installed; and
- 6 months after the product is purchased.

COMMERCIAL WARRANTY		
Category	**Period (Years)**	**Details**
Mixers, Tapware & Outlets	15 / 7 / 1	15 Years - Replacement mixer cartridge[1] 7 Years - Replacement product or parts 1 Year - Labour, finish, jumper valves, ceramic disc spindles, hoses, sink mixer hand pieces, filter housing
Showers	7 / 1	7 Years - Replacement product or parts 1 Year - Labour, finish, sliders, mounting brackets, fixings, soap dishes, caps, hoses
Drains	10 / 1	10 Years - Replacement product or parts 1 Year - Finish
Accessories, Wastes & Traps	1	1 Year - Replacement product or parts

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

3. Phoenix Builders Tapware Warranty Periods: Residential & Commercial

Subject to the exclusions in section 4, Phoenix Tapware warrants the below products which are provided for any consumers who use the products manufactured by Phoenix Tapware will be free from defects of materials or workmanship for the periods specified below (with each of the below periods commencing on the date of purchase or, for new buildings, the date of handover).
Note: These warranty periods apply only to products purchased after 1st April 2019 and begin from the earlier of:
- the date the product is installed; and
- 6 months after the product is purchased.

PHOENIX BUILDERS TAPWARE		
Category	**Period (Years)**	**Details**
Mixers, Tapware & Outlets	15 / 7 / 1	15 Years - Replacement mixer cartridge[1] 7 Years - Replacement product or parts 1 Year - Labour, hoses
Showers	7 / 1	7 Years - Replacement product or parts 1 Year - Labour, sliders, mounting brackets, fixings, soap dishes, caps, hoses
Coloured Finish[2]	1	1 Year - All Products

[1] Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt, or thread tape etc. [2] Coloured finishes only, Chrome finish covered under standard replacement product or parts warranty.

4. Warranty Exclusions

Subject always to any overriding obligation pursuant to the Australian Consumer Law, the above warranties shall not apply where:
- the consumer is not able to provide proof of purchase or equivalent documentation which confirms that the relevant product was purchased from a Phoenix Tapware authorized distributor or reseller;
- the relevant product is not installed by a plumber or tradesperson licensed to install the product and in accordance with the manufacturer's installation instructions, in particular:

RBA Product Warranty, Cleaning & Care Guide

RBA Group Product Warranty

Windia Pty Ltd is the holding company of the trade names & trade marks RBA, RBA Group & Chronomite.

RBA Group products are warranted to be free from defects in workmanship & materials for a period of 12 months from purchase.

Exclusions and Limitations

We will not be liable for defects which are a result of damage arising from abuse, misuse or lack of reasonable care by the user, loss or damage caused by factors beyond our control, damage or defects caused due to unusual, non-recommended or negligent use or for the replacement of parts due to normal wear and tear.

Total Liability

Our total liability with respect to this warranty against defects is limited, at our option to, the replacement of the goods or the repair of the goods. We will not be liable for any special, indirect, consequential or economic loss or damage or loss of profits (in contract or tort or arising from any other cause of action) suffered by you or any other person resulting from any act or omission by us.

Making a Claim

Any claim made under this warranty must be made by returning the product to our warehouse at 18/47-51 Lorraine St, Peakhurst, 2210. You should give us prior notice of any return to facilitate the processing of your transaction.

We will not be liable for any costs, loss or damage incurred in connection with transportation or delivery of the product to us.

All claims must be from the original purchaser and a copy of our invoice must accompany claim.

Upon delivery of the product to us we will assess the product and determine if the fault or problem is covered by this warranty. We will advise you by telephone, email or in writing whether the fault is covered by this warranty.

Statutory Guarantees

This warranty against defects is provided in addition to other rights or remedies you may have at law.

The following paragraph applies where the sale is subject to the Australian Consumer Law.

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 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.

RBA Group reserves the right to make changes to this warranty without formal notice.

SYDNEY | MELBOURNE | BRISBANE | PERTH | AUCKLAND
Australia 1300 788 778 www.rba.com.au | **New Zealand** 0800 722 111 www.rbagroup.co.nz

Customer Service Pack Disclaimer

1. Your Customer Service Pack includes information Produced, Managed and controlled by entities and their related entities. These entities and related entities will have their own terms and conditions of use and you should familiarise yourself with these.

2. Use of the information contained within this Customer Service Pack is at your sole discretion and risk.

3. If you intend to rely on the information within this Customer Service Pack, you are unilaterally responsible for obtaining independent advice and verification as to the accuracy, currency and or completeness of the information contained within the Customer Service Pack.

4. The information and data in this Customer Service Pack is subject to change without notice.

5. Harvey Norman Commercial Division, their agents, agencies, officers and or employees:-

- *make no representations, express or implied, as to the accuracy of the information and the data contained within this Customer Service Pack.*
- *make no representations, express or implied, as to the accuracy or usefulness of any translation of the information within this Customer Service Pack.*
- *accept no liability whatsoever, however arising, for any loss resulting from the use of the information in the Customer Service Pack.*
- *make no representations, either expressed or implied, as to the suitability of the information in this Customer Service Pack.*
- *does not sponsor, endorse or necessarily approve of any material by these other entities and related entities;*
- *does not create or make any warranties or representations regarding the quality, accuracy, merchantability or fitness for purpose of any material from these or other entities and their related entities;*
- *does not make any warranties or representations on information from these entities and their related entities, does not or will not infringe the intellectual property rights of any entity or person anywhere in the world; and*
- *does not authorise the infringement of any intellectual property rights contained in material from these other entities and related entities.*

warranty information pack

SUPPLIER WARRANTY + TERMS AND CONDITIONS

Harvey Norman®
COMMERCIAL DIVISION

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31 DACRE STREET, MITCHELL ACT 2911