Harvey Norman®
COMMERCIAL DIVISION

Warranty INFORMATION BOOK



Kashmir

352 Northbourne Avenue . 358 Northbourne Avenue - COREBGRO116A - 2023

PRODUCT WARRANTY AND
SUPPLIER INFORMATION

Dear Valued Client,

Harvey Norman Commercial would like to welcome the new owner or occupier of this new dwelling.

We have proudly supplied many of the leading brand appliances and products in your new home which are shown on the **INCLUSION LIST**.

HERE ARE SOME DETAILS ABOUT YOUR HOME:

- Name of Development: Kashmir
- Address of Development: 352 Northbourne Avenue. 358 Northbourne Avenue
- Building Company: Core Building Group
- Architect: Stewart Architecture
- Plumbing: Cappello Commercial Hydraulics & Civil Pty Ltd
- Scheduled build completion Year: 2023

The next page in this pack is the **INCLUSION LIST** that describes products supplied to this development by Harvey Norman Commercial. The **INCLUSION LIST** notes the warranty period for each product and shows any labour period (plumber, electrician, technician) if applicable.

To contact our Customer Service Team for a warranty repair:

1. Scan our Customer Service QR code

OR

2. Email: NewServiceJobsHNC@au.harveynorman.com

3. Call us on 1300 562 695



NB: If you have purchased a new unit your Warranty generally commences from the date of Settlement of the Conveyance - TBC at time of product warranty claim.

Inclusion LIST

Inclusion List - 352 - 358 Northbourne Ave

CORE BUILDING GROUP PTY LTD (COREBGRO116A-OR2057809)

Brand	Class Group Name	Product Code	Description	Warranty Years	Labour Years
053 PLUMBING					
DURAVIT	BASINS	0315550000	Vero 550mm Countertop Basin w/-O/F 1TH	2	0
PACOJAANSO	BASINS	ISV10SZ77053SV	Isvea Soluzione 530mm Undercounter Basin NTH - White	15	1
PACOJAANSO	BATHACCESS	HIRD8005BN	Toledo Robe Hook - Brushed Nickel	7	0
PACOJAANSO	BATHACCESS	HIRD8005GM	Toledo Robe Hook - Gun Metal	7	0
PACOJAANSO	BATHACCESS	HIRD8005MB	Toledo Robe Hook - Matte Black	7	0
PACOJAANSO	BATHACCESS	HIRD8015BN	Toledo Toilet Roll Holder - Brushed Nickel	7	0
PACOJAANSO	BATHACCESS	HIRD8015GM	Toledo Toilet Roll Holder - Gun Metal	7	0
PACOJAANSO	BATHACCESS	HIRD8015MB	Toledo Toilet Roll Holder - Matte Black	7	0
PACOJAANSO	BATHACCESS	HIRD8020BN	Toledo Hand Towel Rail 300mm - Brushed Nickel	7	0
PACOJAANSO	BATHACCESS	HIRD8020GM	Toledo Hand Towel Rail 300mm - Gun Metal	7	0
PACOJAANSO	BATHACCESS	HIRD8020MB	Toledo Hand Towel Rail 300mm - Matte Black	7	0
PACOJAANSO	BATHACCESS	HIRD8030BN	Toledo Single Towel Rail 600mm - Brushed Nickel	7	0
PACOJAANSO	BATHACCESS	HIRD8030GM	Toledo Single Towel Rail 600mm - Gun Metal	7	0
PACOJAANSO	BATHACCESS	HIRD8030MB	Toledo Single Towel Rail 600mm - Matte Black	7	0
PACOJAANSO	BATHACCESS	HIRD8060BN	Toledo Metal Shower Shelf - Brushed Nickel	7	0
PACOJAANSO	BATHACCESS	HIRD8060GM	Toledo Metal Shower Shelf 430mm - Gun Metal	7	0
PACOJAANSO	BATHACCESS	HIRD8060MB	Toledo Metal Shower Shelf 430mm - M/Black	7	0
PACOJAANSO	CISTERNS	PJG30050071BLK	Breeze Round Dual Buttons & Pushplate - Black	1	0
PACOJAANSO	CISTERNS	PJG30050071BN	Breeze Round Dual Buttons & Pushplate - Brushed Nickel	1	0
PACOJAANSO	CISTERNS	PJG30050071GM	Breeze Round Dual Buttons & Pushplate - Gun Metal	1	0
PACOJAANSO	MIXERS	HI38112BN	Basin Mixer - Brushed Nickel	15/7	1
PACOJAANSO	MIXERS	HI38112GM	Basin Mixer - Gun Metal	15/7	1
PACOJAANSO	MIXERS	HI38112MB	Basin Mixer - Matte Black	15/7	1
PACOJAANSO	PANS	LT1003DRHY2007	Lucerne Rimless W/Faced Pan w/- Standard SC Seat	15/1	1/0
PACOJAANSO	SHOWERS	HIRDN976A283BN	Rondo Twin Shower w/- Microphone H/Shr & Rnd Rose (3S) - Brushed Nickel	7	1
PACOJAANSO	SHOWERS	HIRDN976A283GM	Rondo Twin Shower w/- Microphone H/Shr & Rnd Rose (3S) - Gun Metal	7	1
PACOJAANSO	SHOWERS	HIRDN976A283MB	Rondo Twin Shower w/- Microphone H/Shr & Rnd Rose (3S) - Matte Black	7	1
PACOJAANSO	SINKMIXER	ALSHD4232	Rondo G/Neck Sink Mixer (6S) - Chrome	15/7	1
PACOJAANSO	SINKMIXER	ALSHD4232BN	Rondo Sink Mixer w/- G/Neck Spout (6S) - Brushed Nickel	15/7	1
PACOJAANSO	SINKMIXER	ALSHD4232GM	Rondo G/Neck Sink Mixer - Gun Metal	15/7	1
PACOJAANSO	SINKMIXER	ALSHD4232MB	Rondo G/Neck Sink Mixer (6S) - M/Black	15/7	1
PACOJAANSO	SINKMIXER	BC094GM	Breeze Sink Mixer w/- Pullout Spray (5S) - Gun Metal	15/7	1
STYLUS	SINKMIXER	631601C4A	Verdi Sink Mixer (4S)	5/3	1
PACOJAANSO	SINKS	A01G	Corsica 408mm Sgl Bwl Universal Sink NTH - S/Steel	Life	1
PACOJAANSO	SINKS	CDS810L58	Palermo 580mm Sgl Bowl Universal Sink NTH - S/Steel	Life	1

Inclusion LIST

Inclusion List - 352 - 358 Northbourne Ave

CORE BUILDING GROUP PTY LTD (COREBGRO116A-OR2057809)

Brand	Class Group Name	Product Code	Description	Warranty Years	Labour Years
PACOJAANSO	SINKS	CDS810L58R19GM	Palermo 580mm Sgl Bowl Universal Sink NTH - Gun Metal	Life	1
PACOJAANSO	SINKS	CDS810L58R19PVD	Palermo 580mm Sgl Bowl Universal Sink NTH - Black	Life	1
PACOJAANSO	SINKS	CDS82076R19PVD	Palermo 760mm Dbl Bwl Universal Sink NTH - Black	Life	1
MILLENNIUM	TAP SETS	3WWMCA	Economy 3 Way Mini Tap - C/Disc	15	1
FORME	WASTES	FD11XS90T	Square Waste - Tile Insert 110x110x36mm	5	0
PACOJAANSO	WASTES	HIP&W03NO	Mushroom Basin Plug & Waste 32/40mm NO O/Flow- Chrome	1	0
PACOJAANSO	WASTES	HIP&W03NOBN	Mushroom Basin Pop Up Waste 32/40mm NO O/Flow - Brushed Nickel	1	0
PACOJAANSO	WASTES	HIP&W03NOGM	Mushroom Basin Plug & Waste 32/40mm NO O/Flow- Gun Metal	1	0
PACOJAANSO	WASTES	HIP&W03NOMB	Mushroom Basin Plug & Waste 32/40mm NO O/Flow- Matte Black	1	0
070 WHITEGOODS					
F&P	COOKTOPS	CG603DNGGB4	60cm 3 Burner Gas on Glass Cooktop w/ Wok NG - Black	2	2
F&P	COOKTOPS	CI604DTB4	60cm Induction Cooktop w/ 4 Cooking Zones - Black	2	2
F&P	DISHWASHER	DD60DI9	Double Integrated DishDrawer 14 Place Settings	2	2
F&P	DISHWASHER	DD60STI9	60cm Single Integrated Tall DishDrawer	2	2
F&P	DISHWASHER	DW60U6I1	60cm Fully-Integrated Dishwasher	2	2
F&P	LAUNDRY	WD7560P1	7.5Kg/4kg Washer Dryer Combo	2	2
F&P	OVENS	OB60SC6LEB1	60cm Exclusive Oven w/ 6 Functions - Black S/S	2	2
F&P	RANGEHOODS	HP60ICSX3	60cm Undermount Rangehood S/S	2	2

• IMPORTANT INFORMATION ABOUT THE INCLUSION LIST – Please READ:

• Explanation of Warranty Time Advice: Example A - 20/1 = 20 years product warranty and 1 year labour | Example B - 5/0 years = 5 year product warranty and NO labour component
• All Warranty Advice shown here is subject to change, all warranties quoted in this pack are for domestic use only ,the warranty information included in the Inclusion List is a guide only.
• Please do not rely on the warranty information in this book where Domestic Applicances are used for Commercial application or in a Commercial environment.
• All warranties subject to Original Equipment Manufacturer (OEM) standard warranty terms and conditions, and in accordance with ACCC Consumer Laws and Regulations.
• Whilst every effort is made by HNC to ensure the veracity of the warranty information contained herein is accurate, it is subject to interpretation and human error(s) may inadvertently occur when researching and compiling Inclusion Lists.
• Customers to make itself aware of OEM (Manufacturers/Distributors) warranty information at time of warranty service request lodgement.
• Products supplied by Harvey Norman Commercial, as shown on the INCLUSION LIST, may vary between apartments or homes. Please refer to your builder
• Special finishes generally have 1 Year Warranty replacement. Example: Matt Black - Please refer to inclusion list

Supplier INFORMATION

DURAVIT

In 2017, Duravit celebrated its 200-year anniversary. 200 years in which we made quality, design, and technology our core competences. In the meantime, we accomplished to be manufacturers of designer bathrooms and can address the entire interior of the "bathroom". That is unique in our sector. Find out how all of this did come about and which milestones we set over the time.

Broadly speaking, the history of Duravit AG can be divided into two sections. In the early phase up to 1980 we concentrated on the quality of our ceramics and our region. It wasn't until the 1950s that the prevailing economic conditions permitted sanitaryware to become part of the global flow of goods. The first great innovation was the Duravit wall-mounted toilet in the 1960s. At that time functional aspects predominated in the bathroom. In the 1970s decoration, shapes and colours came into play.

In the 1980s the topic of design as we understand it today became part of the bathroom, and that was also the start of our success story. Then and now we have been a key influence on that process. The first projects with Dieter Sieger set standards – and in hindsight they transformed the entire sector. But our products are more than that. They are timeless classics – and remain so today. 1994 saw the big breakthrough with Philippe Starck. Presentation, approach, and product design were completely new at the time. Modern classics and the DNA of Duravit were born.

These factors remain relevant in 2012, 2015 and 2017. A pared-down design language, plenty of light, colour that emanates from the material. Plus, and this is new: technology, which does not dominate the design, but stays in the background. It is sustainable and enhances comfort. It has a use and a benefit. In a nutshell: Duravit represents a unique design language that we invented along with our partners and that defines us.

www.duravit.com.au



83 Bangholme Road, Dandenong South VIC 3175
AU: (03) 9700 9100

Supplier INFORMATION

Fisher&Paykel

Fisher & Paykel has been designing products since 1934 and has grown into a global company with products sold in more than 50 countries around the world.

Fisher & Paykel design heritage is founded on a pioneering spirit and a culture of curiosity. We've built our legacy with a future focus that still stays true to the fundamentals of sustainable design. We believe technology should always begin with the people who use it. This has seen us challenge conventional appliance design to create products that deliver to genuine human need.
Fisher Paykel ongoing research and development is backed by a culture of open innovation, collaboration, and curiosity – one that seeks to uncover insights and ideas that connect with our customers and respect our planet.

The idea of the Social Kitchen underpins our design philosophy in developing flexible appliances that can be distributed throughout your kitchen and tailored to your individual lifestyle and needs. It is both a concept and a lived experience that connects people with food and design. The Social Kitchen draws on a deep understanding of patterns of use. The kitchen is no longer just a place where food is made. It is where we meet to talk about our day, where homework is done, where we engage and interact as families and friends.
Considered kitchens respect and reflect these patterns of use in their layout and in appliances that provide flexibility. That flexibility allows us to shift between the different requirements we have of our kitchens. By understanding the way kitchens are used we know what our customers are looking for in their perfect kitchen. They are looking for choices, for the freedom to create unencumbered by the restrictions of their appliance.

The best innovators don't just understand technology, they understand people. Since 1934, we've been designing technology that enriches and improves people's lives. By challenging conventional appliance design these world-first technologies have changed the way we live forever. In 2014 we celebrated 80 years of this spirit of curiosity.

Website:
www.fisherpaykel.com



producthelp.fisherpaykel.com/au
1300 650 590 / 02 8311 9623
Fisher & Paykel Appliances Australia
Level 1
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Macquarie Park
NSW 2113
Australia

Supplier INFORMATION

FORME

Forme's vision is to provide your bathroom with product excellence that is unique in design, be it contemporary or traditional. The new Forme Bathroom collection is European – inspired, Australian-designed simple and practical. Forme bathroom collection has been providing the domestic and commercial markets in Australia with premium quality bathroom products for over 10 years.

Their reliable service and proven history in the market has been integral to building their brand today and into their future. They are passionate about beautiful design, form, and function. Their enthusiasm means they constantly look for ways to improve and expand their bathroom collection.

They are perpetually researching global trends and coming up with innovative ideas. This means they can offer you on trend luxury for your bathroom. They thank you for considering their bathroom collection. They look forward to exceeding your expectations.

www.formebathroomcollection.com.au



1300 62 11 51

info@formebathroomcollection.com.au

Customer Service
Forme Bathroom Collection
20 Sunny Bank Road
Lisarow, NSW 2250
Australia

Supplier INFORMATION

Millennium
Advanced Water Solutions

Millennium Tapware is the tapware and bathroom products division of *Peter W. Eldering Pty. Ltd*. Peter W. Eldering Pty Ltd is an *AUSTRALIAN* family owned and operated business which has been supplying the plumbing and hardware industry in Australia for over 75 years. For most of that time we were best known as 'Manufacturers Agents', supplying products across a broad range of the hardware industry. Door Furniture, Cabinet Hardware, plumbing fittings, sanitary ware & associated bathroom products were amongst our very successful agencies. The 'Millennium' brand began in 1997 and since then we have concentrated on sourcing, supplying, and marketing our own range of plumber's fittings, mixers & tapware, bathroom accessories and associated products.
Together with their network of branches and agents they have built an enviable reputation for their quality products at an affordable price, service and after sales support.
At Millennium they provide their customers with the highest standard of satisfaction. All Millennium products are manufactured to comply with the relevant Australian Standard and are registered under the WELS (Water Efficiency Labelling Scheme) where applicable.
With their continuing market research and emphasis on functionality & style they can offer a wide range of products to suit the ever changing residential, medium density, commercial and refurbishment markets. Their vast range of products continues to grow to accommodate the increasing & continuous demand for new styles and technology in kitchen and bathroom products.

millenniumtapware.com.au
Millennium Advanced Water Solutions
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02 9791 9611
info@millenniumtapware.com.au
7 Harley Crescent Condell Park NSW 2200
Sydney Australia





Supplier INFORMATION

paco jaansōn

Since its conception, Paco Jaanson has been synonymous with the latest world trends in bathroom and design. Its products are unique creations that stand the test of time, whilst the designs highlight an exciting new era made to enhance any bathroom space.
Having recognised the new design renaissance in all thing's bathroom, Paco Jaanson strives to improve the functionality of the objects around us, delivering new shapes and functions to traditional bathroom apparel.
We believe,
Bathrooms are very stimulating subject that has stopped simply serving one purpose: now its where you take care of both your body and soul."
Paco Jaanson uses strong visual lines and a creative use of materials to generate unique chic bathroom attire. In fact, Paco Jaanson was instrumental in the design of the revolutionary bath filler, being the first to introduce it to the Australian market.
Their motto is that one perfect fitting can transform the ordinary into a private sanctuary that creates a palace for physical and emotional wellbeing.
Enjoy …

pacojaanson.com.au



02 9413 3533
9/6 Herbert St Leonards,
NSW 2065, Australia

Supplier INFORMATION

stylus

For over 75 years GWA Bathrooms & Kitchens brands, such as Caroma, Fowler, Stylus and Dorf have been a part of life in Australia. A wholly owned subsidiary of GWA International Limited, GWA Bathrooms & Kitchens is a Brisbane-based, Australian managed company with diverse interests in the building products industry and related companies.

With more than twenty years' experience in the innovative design and manufacture of bathroom & kitchen products, Stylus has been selected for prominent national and international building projects around the world.

Stylus products are designed with individual needs in mind and include a variety of style options. They are manufactured to the highest standards using superior quality materials and craftsmanship.

www.stylus.com.au



Email: bkservice@gwagroup.com.au
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NOTES

Warranty Book DISCLAIMER

1. Your Warranty Book 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 Warranty Book, you are unilaterally responsible for obtaining independent advice and verification as to the accuracy, currency and or completeness of the information contained within the Warranty Book.

4. The information and data in this Warranty Book 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 Warranty Book.*
   - *make no representations, express or implied, as to the accuracy or usefulness of any translation of the information within this Warranty Book.*
   - *accept no liability whatsoever, however arising, for any loss resulting from the use of the information in the Warranty Book.*
   - *make no representations, either expressed or implied, as to the suitability of the information in this Warranty Book.*
   - *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.*
   - *Customer shall use the Goods/Products in accordance with any specifications, instructions, directions, guidelines or operations and manuals provided by the manufacturer (inside Goods/Products) or as available on the manufacturer's website. Failure to use the Goods/Products in accordance with manufacturer's recommendations may result in warranties becoming void.*
   - *All products sold are subject to manufacturer's standard warranty terms and conditions which may be subject to change.*

Harvey Norman®
COMMERCIAL DIVISION

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