paco jaansōn

bathroom innovations







Core Developments
Kashmir Apartments
Canberra



TERMS AND CONDITIONS PRODUCT WARRANTY

TERMS AND CONDITIONS

1. PRODUCT CARE & MAINTENACE

All Tapware, Kitchen Sinks, Basins, Cisterns (pans, seats) and all other Bathroom Accessories as installed for Core Developments - Kashmir project *(See Arcorp Enterprises Tabulated Warranty Period)* should only be cleaned with using water, neutral soap and a non-abrasive cloth. In areas with high levels of lime in the water, the surface must be well dried after use, especially for gold, bronze and nickel finishes. Do not use abrasive products nor acid detergents. If lime proportion in water is higher than average, it is advised to use a decalcifying agent or other specific filters, otherwise constant maintenance is fundamental.

2. MANUFACTURERS WARRANTY

Arcorp Enterprises Pty Ltd will repair or provide a replacement free of charge any part or products purchase, which becomes defective during the guarantee period. Repair or replacement of the product will be at the sole discretion of Arcorp Enterprises Pty Ltd. We reserve the right to replace the defective part or product with a similar part or product in current production, provided that such replacement part of product is of similar quality.

3. THE FOLLOWING CONDITIONS WILL APPLY:

1. Documentary proof of purchase must be provided.
2. The guarantee expires on the anniversary of the purchase date.
3. Goods are to be used only for the purpose it is designed for.
4. Installation instructions must be clearly followed.
5. Warranty extends to products purchased in Australia only.
6. The guarantee is limited to the original purchaser and is non-transferable.

4. THE FOLLOWING EXCLUSIONS WILL APPLY:

1. Damage caused by normal wear and tear, accidents, negligence, alteration, use of abrasive cleaners or misuse.
2. Damage during shipment except where transport charges are included in the pricing.
3. Damage to returned goods while under the care of the customer or the customers agent.
4. Labour costs not expressly authorised by Arcorp Enterprises Pty Ltd in writing, including cost of installation, un-installation, consultants cost or technical advisors.
5. Light Bulbs
6. Damage caused by unauthorised repairs or use of non-standard spares.
7. Damage caused by impurities in pipes, including hard water.
8. Possible imperfections, which are part of the characteristics of the materials.
9. Claims for consequential damage and liquidated damages.

ARCORP ENTERPRISES WARRANTY PERIODS

While all Arcorp Enterprises products are manufactured to the highest standard, 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. We are committed to being Australia's leading Quality Supplier, Technical Support & Customer Service Team, with a dedicated and proven service network striving for ultimate customer satisfaction.
For all After Sales & Service enquiries please contact point of purchase with your purchase details.

Product Range	Warranty	Comments
Tapware		
Shower Mixer – Rondo Brushed Nickel (Product Code: ALS-38106BN)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Shower Mixer – Rondo Gunmetal (Product Code: ALS-38106GM)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Shower Mixer – Rondo Matt Black (Product Code: ALS-ROWMCMB)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Basin Mixer – Rondo Brushed Nickel (Product Code: ALS-38112BN)	1year	Special finishes - 1 year replacement against manufacturing faults & flaking
Basin Mixer – Rondo Gunmetal (Product Code: ALS-38112GM)	1year	Special finishes - 1 year replacement against manufacturing faults & flaking
Basin Mixer – Rondo Matt Black (Product Code: ALS-1248MB)	1year	Special finishes - 1 year replacement against manufacturing faults & flaking
Sink Mixer – Rondo Chrome (Product Code: ALS-HD4232)	1/15 years	1 year labour/15 years replacement parts or product against manufacturing faults
Sink Mixer – Rondo Brushed Nickel (Product Code: ALS-HD4232BN)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Sink Mixer – Rondo Gunmetal (Product Code: ALS-HD4232GM)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Sink Mixer – Rondo Matt Black (Product Code: ALS-HD4232MB)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Mixer Cartridge	1/7 years	1 year labour/7 years replacement parts or product against manufacturing faults
Shower sets		
Shower Column – Rondo Brushed Nickel (Product Code: HI-RDN-976A283BN)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Shower Column – Rondo Gunmetal (Product Code: HI-RDN-976A283GM)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Shower Column – Rondo Matt Black (Product Code: HI-RDN-976A283MB)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Sanitaryware & In-Wall Cisterns		
Toilet Pan – Lucerne Rimless (Product Code: LT-1003D-R/HY2007)	1/15 years	1 year labour/15 years replacement parts or product against manufacturing faults
Toilet Seats & Spare Parts	1 year	1 year replacement parts on product against manufacturing faults
In-Wall Cistern – Breeze Mechanical (Product Code: PJ-G3005AB)	1/5 years	1 year labour/5 years replacement parts or product against manufacturing faults
Flush Plate – Breeze Brushed Nickel (Product Code: PJ-G30050071BN)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Flush Plate – Breeze Gunmetal (Product Code: PJ-G30050071GM)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Flush Plate – Breeze Matt Black (Product Code: PJ-G30050071MB)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking

Basin

Soluzione – 530mm Undercounter (Product Code: ISV-10SZ77053SV)	1/15 years	1 year labour/15 years replacement parts or product against manufacturing faults
Components & Spare Parts	1 year	1 year replacement parts or product against manufacturing faults

Accessories

Robe Hook – Toledo Brushed Nickel (Product Code: HI-RD8005BN)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Robe Hook – Toledo Gunmetal (Product Code: HI-RD8005GM)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Robe Hook – Toledo Matt Black (Product Code: HI-RD8005MB)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Towel Rail – Toledo 300mm Brushed Nickel (Product Code: HI-RD8020BN)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Towel Rail – Toledo 300mm Gunmetal (Product Code: HI-RD8020GM)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Towel Rail – Toledo 300mm Matt Black (Product Code: HI-RD8020MB)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Towel Rail – Toledo 600mm Brushed Nickel (Product Code: HI-RD8030BN)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Towel Rail – Toledo 600mm Gunmetal (Product Code: HI-RD8030GM)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Towel Rail – Toledo 600mm Matt Black (Product Code: HI-RD8030MB)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Toilet Roll Holder – Toledo Brushed Nickel (Product Code: HI-RD8015BN)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Toilet Roll Holder – Toledo Gunmetal (Product Code: HI-RD8015GM)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Toilet Roll Holder – Toledo Matt Black (Product Code: HI-RD8015MB)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Metal Shelf – Toledo Brushed Nickel (Product Code: HI-RD8060BN)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Metal Shelf – Toledo Gunmetal (Product Code: HI-RD8060GM)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking
Metal Shelf – Toledo Matt Black (Product Code: HI-RD8060MB)	1 year	Special finishes - 1 year replacement against manufacturing faults & flaking

Sinkware

Corsica Single Bowl Sink 408x458mm (Product Code: A01G)	Lifetime	Lifetime replacement parts or products against manufacturing faults
Palermo Single Bowl Sink 580x440mm (Product Code: CDS810L-58R19)	Lifetime	Lifetime replacement parts or products against manufacturing faults
Palermo Single Bowl Sink 580x440 Gunmetal (Product Code: CDS810L-58R19-PVD)	1 year	Special finishes - 1 year replacement against manufacturing faults

Warranty Conditions

Defects in the goods caused by improper use, improper installation & failure to observe manufacturers installation instructions, surface damage caused by installation, installation by a non-licensed plumber, products not installed to relevant National Standards and State Regulations, improper care of goods, the effects of hard water, outdoor use, unusual physical or environmental conditions, use in an application for which the product was not intended or designed, harsh detergents or abrasive cleaners and products used in a commercial application will not be covered by the warranty. Finishes on wastes and floor grates are also excluded from the warranty.

Other exclusions to the warranty include:

- Jumper Valves
- O-rings and washers
- Aerator Inserts
- Normal wear & tear
- Product used with water additives i.e. Cleaning and deodorising additives in cisterns
- Damage to finishes by adhesives, sealants or abrasive cleaners etc.
- Damage to finishes which arise from installation or post installation use

AS/NZS 3500 states that the maximum water supply pressure at any outlet within a building must not exceed 500kpa. In this situation pressure-limiting valves should be installed. With pressure greater than 500kpa this means that warranty claims may not be honoured where excessive water pressure is evident.

With regards to ceramic cartridges, the warranty is void should the cartridge be faulty as a result of the following in the water supply:

- Copper and plastic tube pieces
- Dirt, sand or grit
- Thread tape

CONTACTS: Residents can email: info@pacojaanson.com.au or 1800 006 260