



CLARK PRODUCT WARRANTY & CARE

Version 11 - August 2020

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PRODUCT WARRANTY CONTACT DETAILS

All Caroma Industries Limited products vary from a minimum 12 month to a lifetime product warranty.

Should any of our products not perform to your satisfaction and/or for product specific warranty periods, please contact Caroma Industries Limited on the phone number below. Our experienced customer service personnel will professionally deal with your enquiry.



C L Δ R K

**CONTACT OUR CALL CENTRE ON
13 14 16**

Business Hours:

**7.30am - 6.30pm (EST) and
7.30am - 7.30pm (ESDS)**

**Local operating hours are 7.30am - 4.30pm
(Local time)**



WARRANTY CONDITIONS

– CAROMA INDUSTRIES

This extended warranty only covers Caroma Industries Limited (“Caroma”) products, including Clark Lifetime™ products (collectively “Products”), and does not extend to products which you have selected outside our Product range.

This extended warranty only applies to defects which have arisen solely from faulty materials or workmanship in the Products and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions, including excessive water pressure, temperature, or neglect of any kind of the Products. Alterations and repairs of the Products other than by an accredited and licensed service agent or technician are not covered. For the avoidance of doubt, attachment of accessories or use of non-genuine replacement parts other than those manufactured or approved by Caroma are not covered by this extended warranty.

This extended warranty for the Products commences from date of purchase or for new buildings on the date of handover for the relevant period set out in the warranty periods table.

In addition to this extended warranty, certain legislation (including the ACL) may give you certain rights which cannot be excluded, restricted or modified, this extended warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

WARRANTY CLAIMS

To make a warranty claim, the following documentation must be emailed, posted or faxed to Caroma (contact details listed below):

- Proof of Purchase (invoice or receipt), OR a certificate for occupancy for new homes
- Warranty Certificate or equivalent documentation must be supplied for warranty claims to be considered
- Your contact details

If the Product has not been installed, the Product can be returned with proof of purchase, to the place of purchase. If the cost of returning any defective parts is unreasonable, please contact Caroma on the telephone number listed below so that, if appropriate, we can arrange a collection.

Caroma Industries Limited contact details are as follows:

GWA Bathrooms & Kitchens
1 Melito Court, Prestons NSW 2170
Phone: 13 14 16
Fax: 1800 818 346
enquiries@gwagroup.com.au

NOTE: The extended warranty only applies to the original owner and is not transferable.

Should any warranty claim be made and attended to by a Caroma authorised Service Agent and that in the opinion of the Service Agent or Caroma, the problem was from faulty installation or use of the Products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which Caroma is responsible. Caroma Industries Limited reserves the right to charge a service fee for each service staff attending the premises where Products have been installed.

As part of Caroma's commitment to continuous improvement, Caroma reserves the right to make changes to its Products at any time.

Caroma requires adequate access to Products, fittings and fixtures to undertake extended warranty repairs. Caroma will not be responsible for any consequential damage or costs where adequate access to Product fittings & fixtures is not accessible.

Caroma reserves the right to provide minor components as 'Parts Only' to the customer.

CONSEQUENTIAL LOSS

To the extent permitted by law, Caroma will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the Products or components.

This Extended Warranty shall be void for the following reasons:

1. A customer's inability to provide POP or equivalent documentation.
2. If:
 - Products are not installed by a licensed plumber and/or electrician.
 - Products are not installed to relevant National Standards and State Regulations.
 - Products are not installed in accordance with the manufacturer's installation instructions.
 - Water pressures and or temperatures that exceed stated limitations as per the product installation instructions.
NOTE: AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations. The 500kPa maximum water supply pressure doesn't apply to fire service outlets.
 - Isolation stop taps are not fitted as stated on manufacturer's installation instructions.
 - Fitting of other devices to the outlet of tapware (e.g. Water filters).
 - Fitting of Caroma non-approved in tap body or end of line water flow regulating devices.
 - Products used with water additives i.e. Cleaning & or deodorising additives in cisterns.
 - Fair wear and tear, such as the working seals in the inlet and outlet valves, including scratching from cleaning etc.
 - Inappropriate or non-approved connection fittings connecting Products to sewer.
 - Non written approved modifications to the Products.
 - Products used for incorrect applications, non-potable water etc.
 - Damage as a result of obstructions due to inadequate flushing of system before use and problems caused by water supply (including silt, corrosion and

excess water pressure).

- Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and/or shower heads etc.
- Service or repairs with non-standard replacement parts previously undertaken without Caroma written approval.
- Non-installation of flow regulator in tapware and showers or regulated check valve or check valves in hand showers or veggie mixers.
- Damage to finishes by adhesives, sealants or abrasive cleaners etc.
- Damage to finishes which arise from installation or post installation use.
- Damage due to abuse as determined by authorised Service Agent or Caroma.
- Failure to observe manufacturers care and cleaning instructions.

The extended warranty work is limited to the pre-approved scope of work that will be set out in a work order. Additional work will require authorisation from Caroma. Except to the extent that a customer can demonstrate that at the time of purchase the product was faulty or defective and at that time the customer was not aware of such fault or defect.

NOTE: It is the installer/consumers responsibility to ensure:

- Product is not damaged prior to installation.
- They are happy with their purchase.
- The product has all of its components.
- Required maintenance is performed.

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 compensation for any other loss or damage. You are also entitled to have the Products repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure.



CLARK WARRANTY PERIODS

While all Caroma Industries Limited (“CLARK”) products are manufactured to the highest standard, in addition to the guarantees provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth) (“ACL”), 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.

GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.

SANITARYWARE		
RANGE	WARRANTY#	COMMENTS
Residential Warranty		
Toilet Suites (Cisterns & Pans)	10/1 years	10 years replacement product or parts 1 year replacement products/parts and labour
Basins	10/1 years	10 years replacement product or parts 1 year replacement products/parts and labour
Seats	1 year	1 year replacement product/parts
Spare Parts	1 year	1 year replacement product/parts
Commercial Warranty		
Toilet Suites (Cisterns & Pans)	1 year	1 year replacement products/parts and labour
Basins	1 year	1 year replacement products/parts and labour
Seats	1 year	1 year replacement product/parts
Spare Parts	1 year	1 year replacement product/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.

UPDATED CLARK WARRANTY - SINKS & TUBS

Effective 1st August 2020, Caroma and Clark will offer a Lifetime warranty, previously 25 years, on all Kitchen sinks and Laundry tubs for both Residential and Commercial markets. **For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.**

STAINLESS STEEL KITCHEN SINKWARE, LAUNDRY TUBS & ACCESSORIES

For product purchased on or after 1st August 2020

RANGE	WARRANTY#	COMMENTS
Sinks	Clark Lifetime+ /1 years	Clark Lifetime+ replacement product or parts 1 year replacement product/parts and labour
Tubs	Clark Lifetime+ /1 years	Clark Lifetime+ replacement product or parts 1 year replacement product/parts and labour
Cabinets	5/1 years	5 years replacement product or parts 1 year replacement product/parts and labour
Commercial Sinks	Clark Lifetime+ /1 years	Clark Lifetime+ replacement product or parts 1 year replacement product/parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

† Note: The extended warranty only applies to the original owner and is not transferable

* 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.



BATHS

RANGE	WARRANTY#	COMMENTS
Baths - Acrylic	10/1 years	10 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

TAPS, OUTLETS, MIXERS, SHOWERS, BATHROOM ACCESSORIES

RANGE	WARRANTY#	COMMENTS
Residential Warranty		
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
Commercial Warranty		
Taps, Outlets, Mixers	1 year	1 year ceramic disc mixer cartridges - parts only [†] 1 year 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 eg. towel rails, tooth brush & 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.

OBSOLETE CLARK WARRANTIES

Taps, Outlets, Mixers, Showers, Bathroom Accessories For product purchased between 1st February 2012 and 7th September 2015

Range	Warranty [#]	Comments
Clark Pete Evans Tapware	15/7/1 years	15 years ceramic disc mixer cartridges - parts only [^] 7 years replacement product or parts [†] 1 year replacement product or parts and labour [†]

Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories

For product purchased between 1st August 2020 and 6 April 2018

Range	Warranty [#]	Comments
Sinks	25/1 years	25 years replacement product or parts 1 year replacement products/parts and labour
Tubs	25/1 years	25 years replacement product or parts 1 year replacement products/parts and labour
Cabinets	5/1 years	5 years replacement product or parts 1 year replacement product/parts and labour
Commercial Sinks	25/1 years	25 years replacement product or parts 1 year replacement product/parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

For product purchased on or before 6 April 2018

Sinks	Clark Lifetime™ /1 years	Clark Lifetime™ replacement product or parts 1 year replacement product/parts and labour
Tubs	Clark Lifetime™ /1 years	Clark Lifetime™ replacement product or parts 1 year replacement product/parts and labour
Cabinets	10/1 years	10 years replacement product or parts 1 year replacement product/parts and labour
Commercial Sinks	25/1 years	25 years replacement product or parts 1 year replacement product/parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

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

[†] Plastic Jumper Valves – 3 months parts only or Copper Jumper Valves – 12 months parts 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.

PRODUCT CARE & MAINTENANCE

The materials used in our products have been carefully chosen to comply with Australian Standards and Water Efficiency Labelling Standards (WELS) requirements.

Treated with care, the products will ensure many years of service. Soap, washing-up liquid, mild detergents, non abrasive hand and face creams, shaving soap and hair cream will not harm the product in any way.

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.

TOILET SUITES & BASINS

VITREOUS CHINA

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

VITREOUS ENAMEL

Routine cleaning with soap, mild detergent or ammonia solutions in warm water, followed by a freshwater rinse is usually adequate for normal soiling. Repeated applications and the occasional use of nylon scouring pad will often remove heavier soiling. Do not use an abrasive cleaner to remove surface grime.

TOILET SEATS

The best method of maintaining the finish while ensuring the cleanliness of toilet seats is simply to wipe them over with a soft cloth such as Selleys "Wonder Cloth" or similar with warm soapy water. This is all that is required.

It is important that no abrasive cleaners are used, as these will remove the surface gloss of the product. At regular intervals the tightness of the hinge bolts might be checked, as continual use may cause loosening over time.

PLASTICS

GENERAL CLEANING

Where your product normally remains dry in use, a soft duster can be used to remove surface dust. Alternatively, wipe over with a clean, soft cloth dampened with a mild household detergent and water solution. Use of a wax-based furniture cream should be avoided as this can result in a build up of deposits that will detract from the appearance. Use of abrasive-based compounds should be avoided as these will scratch the surface.

SCRATCHES

Avoid contact with hard, sharp objects. Should scratches occur on plastic products fine marks can be removed using a cutting compound normally used for car re-treatment, followed by buffing with a car polish and a clean soft cloth.

CHEMICAL ATTACK

Plastic accessories and seats are resistant to most household products, but are not absolutely stain proof. Spills of some products such as after shave lotion, hair lacquer, nail polish and remover, mineral turpentine, white spirit, kerosene, aerosol propellants and insecticides should be removed immediately by washing. To restore toilet seat surface if marked, treat as for scratches. Parts should not be immersed in any household antiseptic solutions.

DISCOLOURATION

Iodine, Mercurochrome solution, boot polish, hair dye, bleaches and the like will discolour the surface if not removed immediately. Provided the discolouration is not severe, restore the surface as described for scratches.

BURNS

Avoid placing hot objects, such as curling tongs, or lighted cigarettes on any plastic surface as these will certainly cause discolouration and marking. However should slight accidental damage occur, it may be possible to remove marks as for scratches.

TAPWARE & ACCESSORIES

- 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 (HC) 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 buildup of deposits, which could detract from the appearance.
- Do not use undue pressure and wipe in one direction only.
- Gold plated products should always be cleaned with care using a soft dry cloth or a soft cloth with warm soapy water.

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.

STAINLESS STEEL SINKWARE / LAUNDRY TUBS

Cleaning instructions for stainless steel sinkware:

- 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.
- Heavier soiling, light staining apply the mildest household abrasive cleaner or paste made from bicarbonate of soda. Wearing gloves use a soft cloth, fine nylon scouring pad or soft bristle brush; rub the surface as softly as possible, using long even strokes in the direction of the polished finish. Avoid using circular motion. Rinse well and wash as per routine cleaning

Due to the nature of stainless steel material, it can be easily scratched with normal day to day use. It is difficult to keep the mirror finish without using it. Stainless steel is more rust resistant rather than scratch resistant.

To remove light scratches use suitable fine flexible sanding pads to clean the sink surface. Place the pad on the stainless steel surface and apply force by hand in a straight line motion moving from side to side. (Ensure the pad motion is in the same direction as the grain).

- 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 (HC) for cleaning. This will lead to pitting and stress corrosion cracking (SCC)

ACRYLIC BATHS

Cleaning your bath:

1. To preserve the polished surface, after using your bath, clean with a soft cloth and warm soapy water to wash away any body oils or soap residue that forms a ring tide mark.
2. As a weekly cleaner we recommend warm, soapy water. Do not use powders, pastes, cream cleaners, thinners, window cleaning sprays or dry cleaning liquid, etc.
3. Stubborn marks or fine scratches may be polished out with Brasso.
4. When coloured essential oils are used, first test that the colour won't stain your bath. If it does, use Brasso to remove it. Always add oils into a bath full of water. Never pour them into an empty bath.

NOTE: Our after sales and service, state offices, branches and distributors will be pleased to provide additional advice if required.

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