



# PRODUCT CARE AND WARRANTY INFORMATION

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# Product Care & Warranty Information

Oliveri Solutions Pty Ltd ABN 12 007 551 886 Registered office 1051 Nudgee Rd Banyo QLD 4014 (**Oliveri**) offers warranties on each of the products set out in Schedule A (**Product(s)**) for the warranty periods specified, the details of which are set out in this document (**Oliveri Warranty**).

This Oliveri Warranty supersedes and replaces any previous version of this document.

## Contact information for Oliveri Warranty is as follows:

**Phone:** 08 8348 6444

(choose the after sales service & warranty option)

**Email:** [warranty@oliveri.com.au](mailto:warranty@oliveri.com.au)

If you are a consumer as defined under 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 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.

The Oliveri Warranty is in addition to all your rights and remedies under the Australian Consumer Law.

This Oliveri Warranty only covers the Products set out in Schedule A and does not extend to items that you have selected outside this range.

Subject to the terms contained in this Oliveri Warranty document, where a genuine manufacturing defect arises in your Product during the course of normal domestic or commercial use within the warranty period set out in Schedule A, Oliveri will, at its election repair the defect or replace the Product.

Commercial Use is defined as all use other than for normal residential domestic purposes. Commercial Use includes use in non-business or non-commercial settings such as in public buildings, educational settings, not-for-profit organisations, sports centres and home offices or in-home business settings).

The Oliveri Warranty only applies to you if you are the original purchaser of the Product. It is not transferable.

Oliveri reserves the right to provide you with minor components (eg.-handles, aerators, buttons, dress rings and washers) as 'parts only'. In the event the Product is rendered obsolete, unavailable or unable to be supplied and a replacement is required, Oliveri reserves the right to supply a Product of equal quality, value and type at their discretion.

Your Oliveri Warranty does not extend to the items set out in Schedule B and these items are sold with the warranty provided by the manufacturer, in addition to any rights and remedies you may have under the Australian Consumer Law. We have provided general information on the warranty for these products as provided to us by the manufacturer. For further details on the warranty for these products, please refer to the warranty document (if any) provided by the manufacturer named in Schedule B or contact the manufacturer.

Your Oliveri Warranty commences from the date of purchase of your Product (or, for new buildings, on the date of handover) for the relevant period set out in Schedule A and is valid for purchases of Products made after 1 March 2022. For any Product which has been purchased prior to this date or for product not listed in Schedule A, please contact Oliveri on 08 8348 6444 for warranty information.

**IMPORTANT NOTE:** Even if you are not covered by the Oliveri Warranty or any manufacturer's warranty, you may have rights and remedies under the Australian Consumer Law.

# What is not covered

Your Oliveri Warranty does not cover scratching or any defect or damage caused or partly caused, by or arising through: fair wear and tear (e.g. working seals in the inlet and outlet valves, scratching from cleaning, etc.); incorrect storage or handling of the Products; failure to correctly install, use or maintain the Product or to follow any instructions or guidelines for installation, use or maintenance of the Product; faulty design of a system in which the Products are used; the use of the Product other than for any application specified on a quote or order form, price book or catalogue issued by Oliveri; the continued use of the Product after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or any accident or act of God.

**This Oliveri Warranty also does not entitle you to a refund, credit or exchange if you:**

- have simply changed your mind, decided you no longer want the Products or just don't like them, or found that Products are the wrong size or colour;
- found you can buy the same or similar Products elsewhere for a cheaper price;
- examined Products before buying them and should have seen any fault at that time; and
- had a defect drawn to your attention before you purchased the Product, for example, when Products are clearly labelled as seconds or faulty.

**Your Oliveri Warranty will be voided if any of the events detailed below arise:**

- You are unable to provide proof of purchase or equivalent documentation from an authorised retailer of a Product;
- **For water filter systems only:** You are unable to provide a copy of a certificate which certifies that the unit was installed in compliance with our printed installation instructions and all applicable laws, regulations and industry standards;
- If:
  - the Product is not installed by a licensed plumber, tradesperson and/or electrician (as appropriate);
  - the Product is not installed in accordance with relevant Australian Standards, NCC and state regulations;
  - the Product is not installed in accordance with the recommended design guidelines or installation instructions;
  - the water pressure exceeds stated limitations as per the Product installation instructions;
  - the hot water system delivery temperature at the outlet exceeds 65 degrees Celsius;
  - Isolation stop taps are not fitted per AS/NZS 3555:2000 requirements for appliances and apparatus;
  - spout-attached or other devices are fitted to the outlet of tapware (e.g. water filters or stop valves);
  - Oliveri non-approved parts are fitted in tap body or end of line water flow regulating devices;
  - repair, service, alteration or replacement works have been undertaken without the prior approval of Oliveri where works are undertaken by a non-approved service agent or technician or where works are undertaken with non-standard or non-genuine replacement parts;
  - inappropriate or non-approved connection fittings are used connecting Product to sewer;
  - unauthorised modifications are made to Product;
  - the Product is not used in accordance with the installation instructions or is used for an incorrect application, non-potable water, etc.;
  - for water filter systems only: the Product is used for non-potable water, with hot water or water with a temperature range below 2°C or above 38°C;
  - the defect is a result of obstructions due to inadequate flushing of system before use and problems caused by water supply (including silt, thread tape, silicone, copper shavings, corrosion and excessive water pressure over 500kpa);
  - the failure to regularly clean or replace dirty or blocked tapware aerator inserts and/or shower heads, etc.;
  - the failure to inspect braided stainless steel flexible hoses for warning signs of failure including bulging, rust, wear, moisture, breaks, kinking, staining, general corrosion or discolouration;
  - the removal or failure to install flow regulator in tapware or showers or regulated check valve or check valves in hand showers or spray mixers;
  - the Product is used with water additives (i.e. cleaning chemicals, disinfectants or additives in toilet cisterns);
  - contamination is found in water lines;

- storage of chlorine or commercial based cleaning products in any cupboard space under the Product;
- damage caused to finishes by adhesives, sealants, abrasive cleaners, scourers, scrubbers or polishes, etc.;
- damage to any surface, finish or protective coating is caused by an abrasive or harsh product (including solvent, disinfectant, dye, bleach, oil, polish, acid, degreaser, alcohol, aerosol, etc.);
- exposure to ferrous metals or oxidants on stainless steel or chrome surfaces occurs (including substantial or prolonged exposure to cast iron, steel wool, bleach, hard water, etc.);
- installation or removal costs incurred after the installation of Products containing obvious or visible faults;
- the serial or model number label of the unit is removed or defaced;
- damage caused to the Product is from installation or post installation use;
- damage caused by misuse or abuse of Product as determined by a Oliveri Authorised Service Agent, accident, misapplication, neglect, freezing, oxidizing agents (including but not limited to chlorine, ozone, chloramines and other related components) or act of God; or
- where a Product is coupled or used with a product other than a Product, the Oliveri Warranty is limited only to the Product.

**It is the responsibility of you and/or the installer to ensure that prior to installation:**

- the Product is not damaged; and
- the Product has all its components.

**Following installation of your Product, it is your responsibility to ensure all required maintenance is performed.**

## Making a claim

### Before you make a warranty claim

Before making a warranty claim, please:

1. minimise the risk of danger or further damage by shutting off the water supply; and
2. contact your Product installer / plumber to ensure the Product has been installed correctly.

**For sinks only:** Before making a warranty claim, please also confirm that the benchtop is level, the cut-out is correct, and the sink has been installed correctly.

**If an Oliveri Warranty service call finds that your Product does not have a genuine manufacturing defect, Oliveri or our nominated Warranty Service Agent reserves the right to charge you a service fee.**

### How to make a warranty claim

To make a warranty claim, please contact Oliveri by phone: 08 8348 6444 or by email: [warranty@oliveri.com.au](mailto:warranty@oliveri.com.au). No specific claim form is required however the following documentation must be supplied as part of your claim:

- proof of purchase;
- handover documentation (for new homes);
- For water filter systems only: A copy of a certificate which certifies that the unit was installed in compliance with our printed installation instructions and all applicable laws, regulations and industry standards;
- your contact details, including the address of the installed Product;
- photo/s of your Product and the defect in question; and
- details of the warranty claim including date of installation, installer details, and a description of the product fault.



If the Product is defective and it has not been installed, the Product can be returned with proof of purchase to the place of purchase. The cost of returning the Product is your responsibility; however, if the cost of returning any defective Product is unreasonable, please contact Oliveri so that, if appropriate, we can arrange a collection. **You must bear your own costs incurred in making a warranty claim.**

**If an Oliveri Warranty service call finds that your Product does not have a genuine manufacturing defect, Oliveri or our Warranty Service Agent reserves the right to charge you a service fee.**

Oliveri requires you to provide our Warranty Service Agent with reasonable and adequate access to Products, fittings and fixtures to undertake warranty repairs during normal weekday working hours. To the fullest extent permitted by law and subject to and without limiting your consumer rights under the Australian Consumer Law, neither Oliveri or our Warranty Service Agent will be responsible for any loss, damage or costs where reasonable and adequate access to Products, fittings and/or fixtures is not provided.

## Limitation of liability under Oliveri Warranty

To the fullest extent permitted by law and subject to and without limiting your consumer rights under the Australian Consumer Law, Oliveri expressly limits its liability under this Oliveri Warranty and under any other statutory guarantee imposed at law to, at its option:

- the replacement or repair of the Product;
- the supply of an equivalent Product; or
- the payment of the cost of the Product or of repairing the Product or of acquiring an equivalent Product.

To the fullest extent permitted by law, Oliveri expressly excludes:

- all liability for damage or injury to any person;
- damage to any Property;
- loss of profit, loss of revenue, loss of use, loss of business, loss of opportunity, loss of goodwill, loss of contracts, loss of production, business interruption or any kind of indirect, special or consequential loss or damage arising in connection with the defective product;
- all conditions, warranties and undertakings in relation to the Products except as set out in this document.



# Product care & maintenance

Your quality Products have been carefully selected to comply with Australian Standards and Water Efficiency Labelling Standards requirements for providing outstanding design, appearance and durability. To ensure that you receive the longest lasting product life possible, we recommend the following general advice to you for the care and maintenance of your Products.

## **Stainless steel kitchen sinks and laundry tubs**

Routine weekly cleaning with water, a mild detergent and a soft cloth or sponge, followed by a fresh water rinse is usually adequate for maintaining a clean sink.

Stainless steel is not scratch proof, it is a natural material that can be scratched quite easily by pots and pans, kitchen knives and utensils if not handled with care. Where light scratches do occur, they can be made less noticeable using a mild household cream cleaner and a nylon scourer by carefully rubbing in straight lines over the scratched surface and in the direction of the material grain. Avoid using a circular motion.

For heavy soiling or stains, a light household cream cleaner or a paste made from bicarbonate of soda can be used working lightly on the stained area in straight lines with the material grain. Avoid using a circular motion. Wash and rinse well as per the instructions for weekly cleaning.

## **Coloured stainless steel kitchen sinks**

All surfaces should be regularly cleaned with a mild liquid detergent or soap and water, followed by a fresh water rinse. Scourers or abrasive cleaners should never be used on coloured stainless steel as this will damage the surface finish. We recommend using a bowl protector or dish basket to help maintain the sink. Bowl protectors and dish baskets should also be regularly removed and cleaned, including the feet, to help minimise scratching.

## **Granite sinks**

Clean the sink regularly with warm water, a liquid detergent and a soft cloth. Do not use abrasive powders or creams and avoid chemically aggressive detergents. Generic stains should be removed immediately with very hot water and a cleaning product. For organic stains which are especially difficult to remove, it is recommended that you fill the sink with a highly diluted organic cleaner such as bleach and let stand overnight. The next morning, rinse with warm water and a soft cloth.

Granite sinks are heat resistant up to 280°C – Avoid placing pots and saucepans directly from a hotplate on to a granite sink. The bottom of a pot or saucepan can reach in excess of 600°C. A granite sink can also be damaged by dropping heavy or pointed objects on to its surfaces.

Granite sinks are scratch resistant, but not scratch proof. Scratches and chips on the surface of the sink can be removed using very fine wet & dry paper (used wet) and then polish.

## **Kitchen and laundry tapware**

All surfaces should be cleaned with mild liquid detergent or soap and water. Do not use cream cleaners or citrus based cleaning products, as they are abrasive. Use of unsuitable cleaning agents may damage the surface.

Colour coated products (eg gold, black, natural brass) should be treated with additional care and should only ever be cleaned using a soft dry cloth – or if necessary, a soft cloth with warm soapy water followed by a towel dry.

Cleaning the tap aerator insert must be performed regularly and especially if you notice a drop in water pressure. It is the owner's responsibility to keep the aerator clean. The frequency will depend on the water quality in your area.

## Kitchen accessories

**Wooden** – Use a dry or damp lint-free cloth to wipe down timber or bamboo surfaces. To remove stains, use a damp cloth working over the soiled area in line with the grain of the surface. Avoid leaving wooden accessories in direct sunlight or sitting in water. Excessive heat, hot water, steam and sharp objects may cause cracking or discolouration.

**Plastic** - Wipe over with a clean, soft cloth dampened with a mild household detergent and water solution. Avoid contact with sharp objects, excessive heat and harsh chemicals as these may cause surface damage.

## Vitreous china and fire clay bathroom basins

Clean with a soft cloth and warm soapy water as necessary - rinse and dry after cleaning. Avoid using abrasive or acid-based cleaning products.

## Coloured stainless steel bathroom basins

All surfaces should be regularly cleaned with a mild liquid detergent or soap and water, followed by a fresh water rinse. Scourers or abrasive cleaners should never be used on coloured stainless steel as this will damage the surface finish.

## Bathroom tapware

All surfaces should be cleaned with mild liquid detergent or soap and water. Do not use cream cleaners or citrus based cleaning products, as they are abrasive. Use of unsuitable cleaning agents may damage the surface.

Colour coated products (eg gold, black, natural brass) should be treated with additional care and should only ever be cleaned using a soft dry cloth – or if necessary, a soft cloth with warm soapy water followed by a towel dry.

Cleaning the tap aerator insert must be performed regularly and especially if you notice a drop in water pressure. It is the owner's responsibility to keep the aerator clean. The frequency will depend on the water quality in your area.

## Showers

Clean with a soft cloth and a mild detergent or warm soapy water as necessary - rinse and dry after cleaning. Avoid using any abrasive or acid-based cleaning products.

## Toilets

**Vitreous china pan and cistern** – Regularly dust and clean using a mild household detergent or warm soapy water and clean with a soft cloth.

**Toilet seats** – Regular cleaning using a mild household detergent or warm soapy water and clean with a soft cloth. Do not use abrasive cleaners as they can damage the surface finish. The firmness of seat hinge bracket bolts should be regularly inspected to maintain correct seat positioning on pan.

## Acrylic baths

To preserve a clean, high gloss surface finish, wash the tub with a soft cloth and warm soapy water and rinse thoroughly after each use to remove any body oils or soap residue that may have formed around the inside of the bath. Do not use any harsh cream cleaners or chemicals sprays – fine scratches may be very carefully polished away. Towel drying the bath will help reduce any residue from emptying and cleaning the bath.

## Bathroom accessories

Clean with a soft cloth and a mild detergent or warm soapy water as necessary - rinse and dry after cleaning. Avoid using any abrasive or acid-based cleaning products.

# Schedule A

## Products & warranty periods

Product sold after 1st March 2022 (exclusions apply)

The warranty period begins on the date of purchase. Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replacement product or part runs from the date of the original purchase.

The **Domestic Use** warranty periods below apply to private residential dwellings. **Commercial Use** is defined as all use other than for normal residential domestic purposes. Commercial Use includes use in non-business or non-commercial settings such as in public buildings, educational settings, not-for-profit organisations, sports centres and home offices or in-home business settings.

**The Oliveri Warranty only applies to you if you are the original purchaser of the Product. It is not transferable.**

PRODUCT	COMPONENT	DOMESTIC USE	COMMERCIAL USE
<b>Kitchen Sinks</b>	Sink	Lifetime Warranty <sup>1</sup> replacement product 1 year replacement product & labour	
	Basket waste & accessories	1 year replacement parts only	
<b>Laundry Tubs</b>	Tub	Lifetime Warranty <sup>1</sup> replacement product 1 year replacement product & labour	
	Basket waste & accessories	1 year replacement parts only	
<b>Kitchen Tapware</b> Vilo, Pepe & Essente 316 Ranges	Cartridge <sup>2</sup>	15 years replacement parts, 1 year labour	7 years replacement parts, 1 year labour
	Body <sup>3</sup>	7 years replacement parts & labour	1 year replacement parts & labour
	Finish (chrome)	7 years replacement parts, 1 year labour	1 year replacement parts & labour
	Finish (non-chrome)	5 years replacement parts, 1 year labour	1 year replacement parts & labour
<b>Kitchen Tapware</b> Essente, Tennyson (Torrens) Venice & London Ranges	Cartridge <sup>2</sup>	10 years replacement parts, 1 year labour	7 years replacement parts, 1 year labour
	Body <sup>3</sup>	7 years replacement parts & labour	1 year replacement parts & labour
	Finish (chrome)	7 years replacement parts, 1 year labour	1 year replacement parts & labour
	Finish (non-chrome)	5 years replacement parts, 1 year labour	1 year replacement parts & labour
<b>Kitchen Tapware</b> Essentials Range	Cartridge <sup>2</sup> , parts & finish	1 year replacement parts & labour	
<b>Kitchen Tapware</b> Hansgrohe Range	Cartridge <sup>2</sup> , head parts, thermo elements & chrome surface finishes	15 years replacement parts only	10 years replacement parts only
	Parts and finishes	10 years replacement parts & labour	5 years replacement parts & labour
<b>Kitchen Accessories</b>	Parts	1 year replacement parts only	
<b>Water Filter Systems</b>	Parts (excluding consumables/cartridges)	6 years replacement parts, 1 year labour	

<sup>1</sup>The Oliveri Lifetime Manufacturer's Warranty only applies to the duration of ownership of the product by the original owner and is not transferable. Excludes scratching & any other general surface finish deterioration from normal use. <sup>2</sup>Replacement tapware cartridges sent directly to the consumer are covered by a 5 year warranty. <sup>3</sup>Main body structure including handle. Excludes seals, tails, aerators, pull-out hoses & spray heads; 1 year replacement parts & labour.



## Schedule A / Product & Warranty Periods (continued)

Product sold after 1st March 2022 (exclusions apply)

PRODUCT	COMPONENT	DOMESTIC USE	COMMERCIAL USE
<b>Basin</b> Vitreous China	Basin	20 years replacement parts, 1 year labour	7 years replacement parts, 1 year labour
<b>Basin</b> Stainless Steel	Basin	Lifetime Warranty <sup>1</sup> replacement bowl only 1 year replacement waste, 1 year labour	
<b>Basin</b> Terzofoco Range	Basin	Lifetime Warranty <sup>1</sup> replacement bowl only, 1 year labour	
<b>Bathroom Tapware</b> Excludes Sensor Taps	Cartridge <sup>2</sup>	15 years replacement parts, 1 year labour	7 years replacement parts, 1 year labour
	Body <sup>3</sup>	15 years replacement parts, 1 year labour	5 years replacement parts, 1 year labour
	Finish (chrome)	15 years replacement parts, 1 year labour	1 year replacement parts & labour
	Finish (PVD)	10 years replacement parts, 1 year labour	1 year replacement parts & labour
	Finish (other)	5 years replacement parts, 1 year labour	1 year replacement parts & labour
	Seals, tails, fittings & aerators	5 years replacement parts, 1 year labour	1 year replacement parts & labour
<b>Bathroom Tapware</b> Sensor Taps	Body, control box, finish	5 years replacement parts, 1 year labour	5 years replacement parts, 1 year labour
	Spout, electronics box, lenses, all other components	5 years replacement parts, 1 year labour	1 year replacement parts & labour
<b>Baths</b> Freestanding	Bath shell	10 years replacement parts, 1 year labour	7 years replacement parts, 1 year labour
<b>Baths</b> Island & Inset	Bath Shell	15 years replacement parts, 1 year labour	7 years replacement parts, 1 year labour
<b>Showers</b>	Main body	15 years replacement parts, 1 year labour	7 years replacement parts, 1 year labour
	Finish (chrome)	7 years replacement parts, 1 year labour	1 year replacement parts & labour
	Finish (non-chrome/coloured)	5 years replacement parts, 1 year labour	1 year replacement parts & labour
	Shower head, shower arm, plastic handpiece, including finish	5 years replacement parts, 1 year labour	1 year replacement parts & labour
	Hose, seals, 'O'rings	2 years replacement parts, 1 year labour	1 year replacement parts & labour
<b>Toilet Suites</b>	Vitreous china cistern & pan	20 years replacement parts, 1 year labour	7 years replacement parts, 1 year labour
	Seat	5 years replacement parts, 1 year labour	1 year replacement parts & labour
	Valves & fittings	2 years replacement parts, 1 year labour	1 year replacement parts & labour
	Seals	1 year replacement parts, 1 year labour	1 year replacement parts & labour
<b>Bathroom Accessories</b>	Parts	7 years replacement parts, 1 year labour	3 years replacement parts, 1 year labour
	Finish (chrome)	7 years replacement parts, 1 year labour	1 year replacement parts & labour
	Finish (non-chrome/coloured)	5 years replacement parts, 1 year labour	1 year replacement parts & labour
<b>Waste Plugs &amp; Traps</b>	Parts, seals & finish	1 year replacement parts & labour	1 year replacement parts & labour

<sup>1</sup>The Oliveri Lifetime Manufacturer's Warranty only applies to the duration of ownership of the product by the original owner and is not transferable. Excludes scratching and any other general surface finish deterioration from normal use. <sup>2</sup>Replacement tapware cartridges sent directly to the consumer are covered by a 5 year warranty. <sup>3</sup>Main body structure including handle.

# Schedule B

## Items covered by separate manufacturer's warranty

This Oliveri Warranty does not extend to the items listed below and these items are sold with the warranty provided by the manufacturer, in addition to any rights and remedies you may have under the Australian Consumer Law. Please refer to the warranty document (if any) provided by the manufacturer named below or contact the manufacturer for details.

### **Geberit Toilet Cisterns**

For warranty information on all Geberit concealed cisterns and how to claim visit:  
<https://www.geberit.com.au/local-media/files/warranty.pdf>

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KITCHEN / BATHROOM / LAUNDRY

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