



unika

LIVING WITH TILE WAREHOUSE

UNIKA TAPWARE

PRODUCT WARRANTY & CARE



tile
warehouse
for design inspiration

Congratulations on your purchase of a quality UNIKA product!

**Tile Warehouse stands by our product so you can
feel confident about your purchase decisions.**

NB: This Warranty covers UNIKA product only, not the installation.

Product Warranty Contact Details

All UNIKA products vary in product warranty time.

Should any of our products not perform to your satisfaction and/or for product specific warranty periods, please contact Tile Warehouse on **0800 289 845** or email customer.service@tilewarehouse.co.nz

Our experienced customer service personnel will professionally deal with your enquiry.

How to make a Warranty Claim

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

- Name/model of product and photographs of the issue (if available);
- Proof of purchase and /or Proof of installation (by a licensed plumber);
- Your contact details: name, address and best contact phone number;
- Handover documentation for new homes;

Tile Warehouse contact details are as follows:

Head Office:
286 Church St
PO Box 12-585
Penrose
Auckland 1642

Phone: 0800 289 845

Email: customer.service@tilewarehouse.co.nz

Warranty Conditions

Should any warranty claim be made that in the opinion of Tile Warehouse, the problem was from faulty installation or from some cause other than a manufacturing defect of the goods, Tile Warehouse reserves the right to charge a service fee for attending the Owner's premises where products have been installed.

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

Tile Warehouse requires adequate access to products, fittings and fixtures to undertake warranty repairs. Tile Warehouse will not be responsible for any consequential damage or costs where adequate access to product fitting & fixtures is not accessible.

Consequential Loss

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

- Tile Warehouse's obligations under warranty are limited to the repair or replacement of any products which are defective through faulty workmanship or materials at Tile Warehouse's option.
- Tile Warehouse will not be liable for any consequential damage or costs where products do not have adequate accessibility.

Warranty Exclusions

1. Failure to provide proof of purchase or equivalent document.
2. If:
 - Products are not installed by a licensed plumber.
 - Products are not installed in accordance with the manufacturer's installation instructions.
 - Products are not installed to relevant National Standards Regulations.
 - Water pressures and or temperatures that exceed stated limitations as per the products installation instructions. **Note:** AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet other than a fire service outlet within a building for new installations.
 - Isolation stop taps are not fitted as stated on manufacturer's installation instructions.
 - Fitting of non-approved products such as aerators or flow regulators, and other devices, e.g. Water filters.

- 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.
- Damage to finishes by adhesives, sealants etc.
- Damage to finishes which arise from installation or post installation use.
- Failure to follow manufacturers care and cleaning instructions.
- The warranty work is limited to the pre-approved scope of work. Additional work will require authorisation from Tile Warehouse.

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.

Warranty Period

Subject to the warranty exclusions, Tile Warehouse warrants that the below products which are provided for any consumers 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).

UNIKA Warranty Periods

| RESIDENTIAL WARRANTY | | |
|----------------------|--------------------------|--|
| Category | Range | Details |
| TAPS | HALI, KARA, SETO, SCOTIA | <ul style="list-style-type: none"> • 15 years cartridge • 7 years product and parts. |
| | VERONA XTRA | <ul style="list-style-type: none"> • 8 years cartridge • 3 years product and parts |
| | MODENA XTRA | <ul style="list-style-type: none"> • 10 years cartridge • 3 years product and parts |
| SHOWER COMBO | KARA & SETO | <ul style="list-style-type: none"> • 7 years product and parts |
| SHOWER SLIDING | KARA & SETO | <ul style="list-style-type: none"> • 7 years product and parts |
| | MODENA XTRA | <ul style="list-style-type: none"> • 3 years product and parts |
| SHOWER ROSE | | <ul style="list-style-type: none"> • 7 years product and parts |
| BATHROOM ACCESSORIES | KARA & SETO | <ul style="list-style-type: none"> • 7 years product and parts |

Product care & maintenance

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.

Tapware & Showers & Accessories

- Under no circumstances should tapware be installed using silicone.
- Never use harsh detergents, citrus based cleaners or abrasive cleaners, on any products as these will scratch the surface.
- Where your tapware/showers/accessories remain 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 build-up of deposits, which could detract from the appearance.
- Do not use undue pressure when wiping.
- Colour-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 borne debris in your area as it is the homeowner'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.

Tile Warehouse Company Service Claim Form

please return completed form to customer.service@tilewarehouse.co.nz

| | | | |
|--------------------------------|--|----------------------|--|
| Service Issue Taken By: | | Claim Date: | |
| Client Name: | | Client Phone: | |
| Site Address: | | | |
| Email: | | | |

DETAILS OF ISSUE & PROOF OF PURCHASE DETAILS

| | | | |
|--|-------|------------------------|-------|
| Item model: | | | |
| Watermark number: (Available on the product) | | Purchase Date: | |
| Copy of invoiced provided? | Y / N | Photo supplied? | Y / N |

NATURE OF ISSUE OF ITEM

| |
|--|
| |
| |
| |
| |

Action (To be completed by Tile Warehouse Only)

| |
|--|
| |
| |



www.tilewarehouse.co.nz