

# Aquatica Warranty

Aquatica NZ Limited offers the following warranty from the date of purchase.

## Residential Use

- Vitreous china pans and cisterns - 10 year warranty
- Seats - 2 year warranty
- Toilet VC - 10 year warranty, seat - 1 year warranty, flushing mechanism - 2 year warranty
- Mirror Cabinets - 12 month warranty
- Baths - 10 year warranty
- Spa baths - 10 years on shell and pipework, 5 years on pump, jets and fittings, 1 year on overflow wastes and headrests
- Vanity tops, cabinets, shower doors, liners and shower trays - 5 year warranty
- Hinges, runners, rollers, strips and seals - 12 month warranty
- Tapware - 5 year warranty
- Decorative finishes including black - 2 years
- Laundry Tub Cabinet - 5 year warranty
- Handshowers, Shower Roses, Pull-out Sprays and spray heads on Sink Mixer Coils - 2 year warranty
- Commercial tapware - 2 year warranty

## Commercial Use

- Tapware - 1 year warranty
- Laundry Tub Cabinet – 2 year warranty
- Handshowers, Shower Roses – 1 year warranty
- Pull-out Sprays and spray heads on Sink Mixer Coils – 1 year warranty

Only high quality workmanship and materials have been used in the manufacture of Aquatica's bathroomware and kitchenware.

If any workmanship or material is proven faulty during the warranty period, Aquatica NZ Limited will, at its own cost or option, repair or replace the faulty product.

The warranty is transferable but the original proof of purchase from an authorised Aquatica distributor is required for all claims.

Aquatica's liability will not extend to damage caused by reasonably foreseeable loss such as inappropriate materials in a wet area ie. floating wooden floors.

Waterlines to tapware incorporating a ceramic cartridge or ceramic disc mechanism should have an inline strainer or filter fitted. Absence of these may void the warranty.

Any suspected defect must be notified to Aquatica as soon as possible after discovery. All repair work must be performed by a plumber who has received authorisation from Aquatica prior to proceeding with the work. Aquatica may immediately authorise repair work to be undertaken, however, this is not necessarily acceptance of liability.

Aquatica guarantees that the tapware will be able to handle temperatures up to a maximum of 80°C.

Water pressure up to 1000 kPa is the maximum limit for the tapware. Above this the warranty will become void.

Serial numbers or tags should not be removed from the products as they are essential in establishing warranty.

## Why you should check the tails on your tap for signs of corrosion every 6 months

About 25 years ago flexible stainless steel tails were introduced on tapware for easy installation. They replaced the old copper tails which required multiple welds to both tap and wall. Flexible tails are typically stainless steel braid covering a rubber hose, and generally these will last for at least the life of the tap.

There is a popular misconception that stainless steel is stainproof when in fact, it is stain resistant. Although stainless steel is much more resistant to corrosion than ordinary carbon or alloy steels, in some circumstances it can corrode. Chemicals ending in "ine", such as chlorine, iodine and bromine will attack stainless steel. This can happen if you store chemicals under the sink. Even if the container has a lid on, it won't be perfectly sealed and will give off vapour, which, when combined with any dampness in the air will corrode stainless steel.

It's also a good idea to check that your hoses are not kinked or unduly twisted during installation.

## Tea Staining on Stainless Steel Bowls

Tea staining is the visible process of corrosion that occurs when certain chemicals attack stainless steel. Stainless steel stains less than steel but is not stainproof. Chemicals which corrode stainless steel are those ending in "ine" like chlorine, iodine and bromine. Laundry tub cabinets are ideal places to store laundry items. However, customers should be aware that the above chemicals can emit vapours which can corrode stainless steel. Moreover, if products which include those chemicals are used as cleaning agents inside the stainless bowl, they need to be thoroughly rinsed away afterwards to avoid corrosion.

## Minerals can Damage Ceramic Cartridges in Tapware

There are areas of New Zealand, frequently those around geothermal zones, where high mineral content in water (such as sulphur) can cause damage to ceramic cartridges in tapware. In those instances we recommend a 1 micron carbon-block cartridge be fitted on the line to the house to protect all your tapware.

## Care and Maintenance

To retain the original look of your tapware, the following guidelines should be observed:

- Do not use acidic or abrasive detergents, spray cleaners, rough sponges or metallic cleaning pads.
- Do not use alcohol based products, disinfectants or solvents.

To remove dirt or calcium, clean with mild detergent and water, then thoroughly rinse with clean water and dry with a clean soft cloth.

The use of spray or abrasive cleaners of any kind will damage the finish and void the warranty.

