





Warranty

While all Caroma Industries Limited (“Caroma”) products are manufactured to the highest standard, in addition to the guarantees provided under the New Zealand Consumer Guarantees Act, 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 upholding our position as New Zealand’s leading Quality Supplier, Technical Support & Customer Service Team, with a dedicated and proven service network striving for ultimate customer satisfaction.

Product				
Basins, Toilet Suites (all Cisterns and Pans)	10 years replacement product, 1 year parts & labour	10 years replacement product, 1 year parts & labour	5 years replacement product, 1 year parts & labour	-
Bidets and Urinals	10 years replacement product, 1 year parts & labour	-	-	-
Seats	1 year replacement product or parts	1 year replacement product or parts	1 year replacement product or parts	-
Baths	10 years shell, 1 year labour	-	5 years shell, 1 year labour	-
Taps, Outlets, Mixers and Showers	Residential: 10 years Tapware Engine™* & Parts. Showers: 10 years replacement product. 1 year – Labour, Finishes, Pull Down/Out hoses, Spray heads, Ceramic Disc Spindles†, Sliders, Soap Dishes Wall Fixings, Metal Flex Hoses	-	5 years ceramic disc cartridges - parts only*, 3 years replacement product or parts†, 1 year replacement product or parts and labour†	Residential Warranty: 20 years Tapware Engine™ & Parts* Showers 20 years replacement product 1 year – Labour, Finishes, PullDown/Out hoses, Spray Heads, Ceramic Disc Spindles†, Sliders, Soap Dishes Wall Fixings, Metal Flex Hoses
Sinks and Tubs	-	-	25 years replacement product or parts 1 year replacement product or parts and labour	-
Commercial Range	Commercial warranty: 10 years Tapware Engine™* & 7 years replacement products or parts†. Showers 7 years replacement product. 1 year – Labour, Finishes, Pull Down/Out hoses, Spray Heads, Ceramic Disc Spindles†, Sliders, Soap Dishes Wall Fixings, Metal Flex Hoses. Accessories & Spare parts 1 year replacement or parts.	-	-	Commercial warranty: 15 years Tapware Engine™ & Parts* Showers 7 years replacement product. 1 year – Labour, Finishes, Pull Down/Out hoses, Spray Heads, Ceramic Disc Spindles†, Sliders, Soap Dishes Wall Fixings, Metal Flex Hoses. Accessories & Spare parts 1 year replacement or parts.
All Accessories and Spare Parts	Residential: Accessories 5 years replacement product and 1 year – Labour, Finishes & Wall Fixings. Spare parts 1 year product or part.	1 year replacement product or parts	1 year replacement product or parts	Residential: Accessories 5 years replacement product and 1 year – Labour, Finishes & Wall Fixings. Spare parts 1 year product or part.

* Tapware Engine™ - Includes cartridge, aerator, ultra flex pex hose. - 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.