



Product warranty
information

Fletcher Building Distribution

raymor.com.au

Available exclusively at Tradelink Plumbing Centres

1800 PLUMBING

NOVEMBER 2014

Product warranty contact details

Tradelink Warranty or the Product manufacturer offers warranties on the Products set out in Schedule A for the warranty periods specified.

Should any of our Products not perform to your satisfaction within the relevant warranty periods, please contact Tradelink Warranty on the below phone number. Our experienced customer service personnel will assist with your enquiry.

For all assistance, call 1300 658 277 during business hours.

Warranty conditions

This extended warranty only covers selected Tradelink Warranty and Fletcher Building Distribution ("FBD") Products including Raymor and Adesso Products and selected imported Products from Kludi (collectively "Products"), and does not extend to Products which you have selected outside our range.

The Warranty Provider (as set out in Schedule A) provides this extended warranty in relation to the Products. This extended warranty only applies under accepted normal use of the Product and extends 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 or temperature, or neglect of any kind of the Products. Where the defects have arisen solely from faulty materials or workmanship in the Products, the Warranty Provider agrees to repair or replace the Product subject to the following warranty conditions.

Alteration 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 the Warranty Provider 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 Schedule A and is valid for purchases made from October 2014. For Product purchased prior to this date, please contact Tradelink Warranty on 1300 658 277 for warranty information.

In addition to this extended warranty, if you are a consumer as defined under the Australian Consumer Law, our Products come with guarantees that cannot be excluded under the Australian Consumer Law. Consumers are entitled to a replacement or refund for major failure and compensation for any other loss or damage. Consumers 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.

Warranty claims

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

Proof of purchase (“POP”)

Handover documentation (for new homes)

Warranty Certificate or equivalent documentation must be supplied for warranty claims to be considered

Your contact details including the address of the installed product

A photo of the product or fault in question

Where Tradelink is not the Warranty Provider, Tradelink Warranty shall forward the claim to the Warranty Provider.

If the Product has not been installed, the Product can be returned with POP, to the place of purchase. The cost of returning the Products are the responsibility of the customer, however, if the cost of returning any defective parts is unreasonable, please contact Tradelink Warranty on the telephone number listed below so that, if appropriate, we can arrange a collection.

Tradelink Warranty’s contact details are as follows:

Tradelink Warranty

1051 Nudgee Rd

Banyo QLD 4014

Ph: 1300 658 277 • Warranty@Tradelink.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 an authorised service agent of the Warranty Provider and that in the opinion of the Service Agent or the Warranty Provider, 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 the Warranty Provider is responsible, Tradelink Warranty reserves the right to charge a service fee for each service staff attending the premises where Products have been installed.

As part of our commitment to continuous improvement, Tradelink Warranty reserves the right to make changes to its Products at any time.

The Warranty Provider requires adequate access to Products, fittings and fixtures to undertake extended warranty repairs during normal weekday working hours. The Warranty Provider will not be responsible for any consequential damage or costs where adequate access to Product fittings and fixtures is not provided.

Tradelink Warranty reserves the right to provide minor components as ‘Parts Only’ to the customer.

Consequential loss

To the extent permitted by law, and subject to your consumer rights, Tradelink Warranty will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other reasonably foreseeable consequential loss of any kind caused by any defect in the Products or components.

Exclusions to Warranty Guarantee

The Extended Warranty shall be void for the following reasons:

1. A customer's inability to provide POP or equivalent documentations from an authorised retailer
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 that exceed stated limitations as per the Product installation instructions.
Note: AS/NSA 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations.
Note: The 500kPa maximum water supply pressure doesn't apply to fire service outlets.
 - Hot Water System delivery temperature at the outlet exceeds 55 degrees Celsius
 - 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 non-approved parts in tap body or end of line water flow regulating devices
 - Claims where repair or replacement works undertaken without prior approval by Tradelink Warranty or where works are undertaken by a non-approved service agent shall be rejected.
 - Product used with water additives i.e. Cleaning and deodorising additives in cisterns
 - Fair wear and tear, such as 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, thread tape, silicone, copper shavings, 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 our written approval
 - Removal or non-installation of flow regulator in tapware or 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 of Product as determined by an authorised Service Agent or Tradelink Warranty
 - 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 Tradelink Warranty
 - Any other failure to comply with instalment, usage, cleaning requirements or procedures, 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.
 - Where Goods are coupled with a product not made by Raymor, Our warranty is limited only to Our Product

Note: It is the installer/customer's 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

Product Care & Maintenance Information

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

Do not use caustic chemicals, aerosol sprays or cream cleansers – use warm, soapy water or detergent only
Use a soft, dampened sponge or cloth – never use an abrasive brush, pad or cloth to clean your Products
Wipe surfaces clean and thoroughly rinse with water immediately after using or applying any cleaner or solution.

Mixers, Tapware, Showerheads and Accessories

Chrome Finish Mixers and Tapware

Your Raymor tapware has been carefully selected and manufactured using premium quality brass that has been hand polished and chrome plated to resist staining, build up and discoloration to ensure that you get many years of enjoyment from your investment. The ideal cleaning technique is to always blot dry any water from metal surfaces rather than using a rubbing or scrubbing motion. We recommend you use a soft cloth or sponge and warm soapy water or detergent as necessary – rinse and dry after cleaning to keep your Raymor products looking bold and beautiful.

Note: Although Chrome is a very durable finish, you should always avoid commercial cream cleanser or liquid cleaning products which may contain abrasives, alcohol, bleach or acid based substances. Allowing water to evaporate on metal may form water deposits depending on the quality of your water supply so it is recommended to wipe dry with a soft cloth after use. Deposits of shampoo, liquid soap, perfume, toothpaste, shaving creams, moisturiser and other body lotions should be rinsed away with water immediately.

Chrome Finish Accessories

All Raymor accessories are designed to complement our range of tapware, toilets, basins, showers and baths and complete your home, As with our chrome tapware, the ideal cleaning technique is to always blot dry any water from metal surfaces rather than using a rubbing or scrubbing motion. We recommend you use a soft cloth or sponge and warm soapy water or detergent as necessary – rinse and dry after cleaning to keep your Raymor products looking bold and beautiful. Deposits of shampoo, liquid soap, perfume, toothpaste, shaving creams, moisturiser and other cosmetics should be rinsed away with water immediately.

Rinsing Spout Aerators

Raymor spouts have water-saving aerators where appropriate. In order to maintain the outstanding performance from your tap or mixer, the aerator should be removed by unscrewing the chrome housing and rinsing with water and a rubbing with a damp cloth. Stubborn deposits can be broken down by soaking the aerator for a few hours in vinegar if it becomes blocked due to water quality.

Cleaning Showerhead Nozzles

Raymor showers have easy clean rubber nozzles that resist lime scale build up and are recommended to be wiped over with a soft, dry cloth after use. If any build up does occur, it can be removed by rubbing the nozzles to dislodge the build-up from your shower head. Your showerhead can be cleaned with warm, soapy water or a PH neutral detergent. Wipe with a soft cloth and then rinse and dry after cleaning.

Stainless Steel Sinks

Raymor Stainless Steel Sinks are constructed from high quality marine grade 316 Stainless Steel and are built to survive a wide range of Australian conditions. While Raymor stainless steel sinks are rigorously tested to ensure the highest durability and finish, stainless steel may develop spots of discolouration when exposed to warm, chloride-rich or salt air. Most stainless steel products will develop light scratching from everyday use which will blend together over time to create a unique finish.

The ideal cleaning technique is to always blot dry any water from metal surfaces rather than using a rubbing or scrubbing motion. We recommend you use only a soft cloth or sponge and warm soapy water or detergent at least once a week and rinse and dry after cleaning to keep your Raymor stainless steel sink looking amazing. Allowing water to evaporate on metal may form water deposits depending on the quality of your water supply so it is recommended to wipe dry with a soft cloth after use. A stainless steel polish can be used to help protect and seal the surface, taking care to clean with, not against, the grain of the metal. Note: Avoid prolonged exposure to acids from coffee, tea, juice, bleach, etc.

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- Do not use caustic chemicals, aerosol sprays or cream cleansers – use warm, soapy water or detergent only
- Use a soft, dampened sponge or cloth – never use an abrasive brush, pad or cloth to clean your Products
- Wipe surfaces clean and thoroughly rinse with water immediately after using or applying any cleaner or solution.

Vitreous China Toilets, Kitchen Sinks, Basins

Raymor's Vitreous China toilet suites, basins and sinks are made using the highest quality vitreous china, finished with a vibrant, lustrous glaze that is nonporous, acid-resistant, scratch resistant and easy cleaning for the ultimate in sanitary satisfaction. The high-gloss finish of the glaze is designed to remain impressive for years to come without discolouring, fading, or staining with the below care and maintenance instructions.

Note: Harsh chemicals or cosmetics must not be used on toilet seats or on any metal parts as they will scratch, discolour and dull the surface. Hot objects on the toilet seat, such as curling tongs and lit cigarettes will cause discolouration and permanent marking. Cleaning chemicals or disinfectants should never be placed inside the cistern as this will corrode the internal parts and warranty will be void.

Vitreous China Toilet Suites

The best method for maintaining the finish while ensuring the cleanliness of the toilet is simply to wipe it over with a soft cloth using warm, soapy water or detergent. Use toilet bowl cleaners on the inside of the bowl only- ensure the toilet seat is left up during cleaning to reduce exposure to caustic vapours which can discolour and damage the finish of your toilet seat and any metal parts. After cleaning, ensure you rinse with water and wipe dry to remove any surface chemicals that may irritate your skin or damage the finish of your toilet.

Vitreous China Kitchen Sinks and Basins

Your Vitreous China Sink and Basin can withstand a lot of use, day in and day out and to keep it looking its best, we recommend that you wipe it over daily with a soft cloth or sponge and warm, soapy water or detergent. To protect the finish of your glaze, you should ensure that any deposits of shampoo, liquid soap, perfume, toothpaste, shaving creams, moisturiser and other cosmetics are rinsed away with water immediately. After cleaning, ensure you rinse with water and wipe dry to remove any surface chemicals that may irritate your skin or damage the finish of your toilet.

Plastic Toilet Seats, Cisterns and Hinges

The recommended method of cleaning a toilet seat and fittings is to simply wipe them down with a damp soft cloth or with soapy water. Use of a mild antibacterial soap or detergent is acceptable to keep your toilet seat sanitary but should be rinsed and wiped down after cleaning. It is recommended to check the tightness of the hinges as they can loosen over a period of time from continual use and may become unsafe – refer to your installation instructions for information on how to check this. Solvents, alcohol, dyes, bleaches or chemicals can permanently damage or discolour your plastic components.

Metal Seat Hinges, Fittings and Wastes

The chrome plated plug and waste in a basin or the stainless steel basket waste in a kitchen sink will come under the above categories for care and maintenance of chrome finishes and stainless steel in the previous pages. Use of a mild antibacterial soap or detergent is acceptable to keep your toilet seat fittings sanitary and your sink and basin drains clean but should be rinsed and wiped down following cleaning. No use of drain cleaners or caustic cleaners should be used where it will contact the metal finishes. In the case of toilet seat fittings, urine can cause stainless steel fittings to discolour or rust so care should be taken to wipe clean if contact occurs.

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Do not use caustic chemicals, aerosol sprays or cream cleansers – use warm, soapy water or detergent only
Use a soft, dampened sponge or cloth – never use an abrasive brush, pad or cloth to clean your Products
Wipe surfaces clean and thoroughly rinse with water immediately after using or applying any cleaner or solution.

Acrylic Spas & Baths, Stone Basins, Countertops & Baths and Vanity Units

Raymor's range of baths, countertops and vanity units represent the ultimate in affordability, style and versatility which make them the perfect addition your bathroom needs to really make a statement. Made from the highest quality materials and designed with a mix of contemporary and tried-and-true influences, there is a place for these items to become a central feature of every Australian home designed to improve your life and your love for your home.

Acrylic Spas & Baths

For normal weekly maintenance, clean with a soft sponge or cloth using a mild soap or liquid detergent. Squeegee or wipe down after each use. Any hard to remove stains can be spot cleaned by using eucalyptus oil, methylated spirits or Brasso and then rinsed off with water immediately after cleaning. Do not use abrasives or chemicals such as scouring compounds, scouring pads, steel wool or harsh chemicals. Cosmetics or hair dyes can discolour the acrylic surface.

To prevent a build-up of soap film and body oils on the spa bath and in the piping, it is good practice to flush the plumbing using a cleaner. Spa baths should be flushed out regularly depending on the amount of usage. If the spa bath is used on a regular basis then every two months (after use) add half a cup of household bleach to the water and allow system to run the solution for 10 minutes. Afterwards, drain completely the spa completely then wipe dry.

Note: Bubble bath, bombs and salts should not be used in spa baths as they may clog or damage the spa system. Bath Oils should not be used in any spa or bath as the oils may damage the acrylic surface and use of such is not covered under warranty.

Polymermarble Countertops

Raymor countertops should only be cleaned with a soft cloth or sponge and warm, soapy water or detergent. Polymermarble counter tops are coated with a gel layer that is naturally tough but there is a risk that it can be damaged if appropriate care is not taken. No acids, abrasives or scourer should be used for any reason. The surface of your countertop can be damaged by very hot or boiling water – accordingly, do not pour boiling water or leave very hot objects on it (including lit cigarettes or curling irons).

Matte Finish Stone Basins, Countertops and Baths

To keep your stone countertop in its bold, natural state, we recommend that you take care to clean up any spills immediately if they occur and wipe down your countertop using a soft cloth and warm, soapy water or a natural stone cleaner for regularly. Reseal using a marble or stone sealant 1-2 times per year (or as needed depending on use). Never use any products that may damage the surface such as caustic or abrasive cleaners. Some cosmetics or dyes may stain the natural finish so it is recommend to reduce direct contact with these materials or to clean them up immediately.

Vanity Cabinets

Raymor vanities are sealed against moisture and humidity in the bathroom environment. Unusual or continuous and prolonged exposure to moisture may damage or discolour the wood structure or finish. Wiping the vanity dry after each use is recommended to maintain the colour and shine of the surfaces and to protect the. Do not use abrasives such as scouring compounds, scouring pads, steel wool or harsh chemicals. Damage due to improper care or cleaning will void the warranty.

The best method of maintaining the finish is simply to wipe over with a clean, soft cloth or with warm, soapy water. Using abrasive cleaners or wax based cleaners may cause a build up of scratches or surface deposit that will detract from the finish. The use of hair dye, bleaches, oils and polishes will damage the surface of the vanity if not cleaned up immediately.

Schedule A - Warranty periods and Providers

While all Tradelink Warranty 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") to Consumers, we or the manufacturer of the Products, offer varying extended warranty periods (please refer to table below) from the date of purchase or handover that Our Products are free from all defects in materials and workmanship, subject to our warranty terms and conditions, for additional peace of mind.

For all After Sales and Service enquiries please contact Tradelink Warranty on 1300 658 277.

taps, outlets, mixers & Showers			
Range	Warranty	Comments	Warranty Provider
Raymor			
O-rings and jumper valves	3 months	Domestic and commercial applications	Tradelink Warranty
Manufactured components (bodies, spouts, handles)	12 months	Domestic applications Includes parts and labour	Tradelink Warranty
	3 months	Commercial applications	
Cartridges, ceramic discs and spindles (SBAs)	5 years	Domestic applications First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty
	6 months	Commercial applications	
Adesso			
O-rings and jumper valves	3 months	Domestic and commercial applications	Tradelink Warranty
Manufactured components (bodies, spouts, handles)	12 months	Domestic applications Includes parts and labour	Tradelink Warranty
	3 months	Commercial applications	
Cartridges, ceramic discs and spindles (SBAs)	5 years	Domestic applications First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty
	6 months	Commercial applications	
Kludi			
Mechanical parts	Lifetime		Kludi GmbH & Co
General finish	5 years	Domestic applications	Kludi GmbH & Co
	12 months	Commercial applications	

Sanitaryware			
Range	Warranty	Comments	Warranty Provider
Raymor			
Basins	5 years	First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty
Plug and waste	12 months	Parts only	Tradelink Warranty
Vitreous china pans, VC and plastic cisterns (excluding internal components)	5 years	First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty
Plastic cisterns (excluding internal components)	12 months	First 12 months includes parts and labour.	Tradelink Warranty
Geberit cistern valves	5 years	First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty
Seats, accessories and spare parts (cistern valves, buttons, seals)	12 months	Parts only	Tradelink Warranty
Adesso			
Basins	5 years	First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty
Plug and waste	12 months	Parts only	Tradelink Warranty
Toilet suites (all cisterns and pans)	5 years	First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty
Geberit cistern valves	5 years	First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty
Seats, accessories and spare parts (cistern valves, buttons, seals)	12 months	Parts only	Tradelink Warranty

Accessories			
Range	Warranty	Comments	Warranty Provider
Raymor			
Bathroom accessories	5 years	First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty
Adesso			
Bathroom accessories	5 years	First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty

Stainless Steel Kitchen Sinkware, Laundry tubs & accessories			
Range	Warranty	Comments	Warranty Provider
Raymor			
Sinks	5 years	First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty
Accessories, wastes and spare parts	12 months	Parts only	Tradelink Warranty
Tubs	5 years	First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty
Cabinets	5 years	First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty

Baths & Spa Baths			
Range	Warranty	Comments	Warranty Provider
Raymor			
Baths & spa baths (acrylic shells)	10 years	Refer to manufacturer's warranty	Decina Bathroomware Pty Ltd
Pump and accessories	5 years	Refer to manufacturer's warranty	Decina Bathroomware Pty Ltd
Air systems	12 months	Refer to manufacturer's warranty	Decina Bathroomware Pty Ltd
Gold fittings	No warranty	Refer to manufacturer's warranty	Decina Bathroomware Pty Ltd
Adesso			
Baths & spa baths (acrylic shells)	5 years	First 12 months includes parts and labour. After 12 months, parts only	Tradelink Warranty

Vanities			
Range	Warranty	Comments	Warranty Provider
Raymor			
Complete vanity – Eco	Limited lifetime	Refer to manufacturer's warranty	Marquis Bathroom Products
Cabinet – Outline, Ease, Stasis, Ocean	12 months	Refer to manufacturer's warranty	Showerama Products Pty Ltd
Vanity tops – Outline, Ease, Stasis, Ocean	10 years	Refer to manufacturer's warranty	Showerama Products Pty Ltd

Shower Systems			
Range	Warranty	Comments	Warranty Provider
Raymor			
Trinidad - screens, walls	12 months	Refer to manufacturer's warranty	Decina Bathroomware Pty Ltd
Trinidad Luna shower bases	10 years	Refer to manufacturer's warranty	Decina Bathroomware Pty Ltd
Aruba/Tobago screens and walls, Aruba 4 Tile shower bases	12 months	Refer to manufacturer's warranty	Marbletrend Pty Ltd
Select, Project and Evo bases	10 years	Refer to manufacturer's warranty	Marbletrend Pty Ltd
Select stainless steel grate	12 months	Refer to manufacturer's warranty	Marbletrend Pty Ltd
Ultra base	15 years	Refer to manufacturer's warranty	Marbletrend Pty Ltd

Water filtration units			
Range	Warranty	Comments	Warranty Provider
Raymor			
Filtration Systems	12 months	Refer to manufacturer's warranty	3M Purification Pty Ltd
Cartridges	No Warranty	Refer to manufacturer's warranty	3M Purification Pty Ltd