

## WARRANTY CONDITIONS

This extended warranty only covers Caroma Industries Limited ("Caroma") products, and does not extend to products which you have selected outside our Product range.

This extended warranty only applies 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. Alterations 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 Caroma 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 the warranty periods table.

In addition to this extended warranty, certain legislation (including the ACL) may give you certain rights which cannot be excluded, restricted or modified, this extended warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

### Warranty Claims

To make a warranty claim, the following documentation must be posted or faxed to Caroma (contact details listed 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.

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

Caroma Industries Limited contact details are as follows:

GWA Bathrooms & Kitchens  
Building C, Level 2, 4 Ray Road, Epping NSW 2121  
Phone: 13 14 16  
Fax: 1800 818 346  
enquiries@caroma.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 a Caroma authorised Service Agent and that in the opinion of the Service Agent or Caroma, 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 Caroma is responsible. Caroma Industries Limited reserves the right to charge a service fee for each service staff attending the premises where Products have been installed.

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

Caroma requires adequate access to Products, fittings and fixtures to undertake extended warranty repairs. Caroma will not be responsible for any consequential damage or costs where adequate access to Product fittings & fixtures is not accessible.

Caroma reserves the right to provide minor components as 'Parts Only' to the customer.

### Consequential loss

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

### This Extended Warranty shall be void for the following reasons:

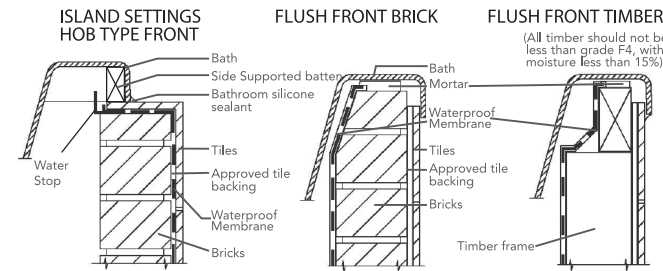
1. A customer's inability to provide POP or equivalent documentation.
2. If:
  - Products are not installed by a licensed plumber and/or electrician.
  - Products are not installed to relevant National Standards and State Regulations.
  - Products are not installed in accordance with the manufacturer's installation instructions.
  - Water pressures and or temperatures that exceed stated limitations as per the product installation instructions.
  - Fair wear and tear, 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, corrosion and excess water pressure).
  - Service or repairs with non-standard replacement parts previously undertaken without Caroma written approval.

### BATH FRONT OR ISLAND INSTALLATION

Bath front or island installations may use the following methods (remember if installation is not an island setting, it must be one if the wall installation methods outlined above).

Installations away from walls must be at least 75mm from the walls, or as specified by building regulations.

**NOTE:** All materials to comply with appropriate Australian & NZ Standards.



Ensure under bath area is ventilated to the requirements of local authorities.

### WATER TESTING

Water test your bath prior to enclosing to ensure it drains correctly as no claims for non-draining baths will be valid after enclosing or tiling has been done.

### DRILLING AND REPAIRS

When drilling for taps, use a fine toothed hole saw at less than 1000rpm.

Scratches or cigarette burns can be improved with 1200 grade wet & dry sandpaper then repolished with Brasso polishing compound. Always polish scratch in a circular movement.



In Australia  
For more information call 1300 CAROMA  
or go to [www.caroma.com.au](http://www.caroma.com.au)

\*For full warranty terms and conditions,  
please visit [www.caroma.com.au](http://www.caroma.com.au)

In New Zealand  
For more information call 09 279 2700  
or go to [www.caroma.co.nz](http://www.caroma.co.nz)

\*For full warranty terms and conditions,  
please visit [www.caroma.co.nz](http://www.caroma.co.nz)

Caroma

## Bath Maintenance & Installation Guide

This manual has to be left with the end user

**WARNING:**  
Before commencing installation, please read these instructions carefully. Installation must comply with all State By-Laws and any requirements imposed by local authorities.



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Congratulations on the purchase of your new Caroma bath. We are sure that you will have many years of relaxation, turning your bathroom into a stylish retreat.

**CAROMA BATHS**

All our products are made from sanitaryware grade acrylic. It resists chipping, will not rust and has excellent heat retention properties. Its high gloss finish has natural slip resistance.

All dimensions are in millimetres and are subject to normal manufacturing variations. Therefore Caroma reserves the right to vary specifications without notice.

**CLEANING YOUR BATH**

- A) To preserve the polish surface, after using your bath, clean with soft cloth and warm soapy water to wash away any body oils or soap residue that forms a ring tide mark.
- B) As a weekly cleaner we recommend warm, soapy water. Do not use powders, pastes, creme cleaners, thinners, window cleaning sprays or dry cleaning liquid, etc.
- C) Stubborn marks or fine scratches may be polished out with Brasso.
- D) When coloured essentials oils are used, first test that the colour won't stain your bath. Always add oils into a bath full of water. Never pour them into an empty bath.

**WARNING**

BEFORE COMMENCING INSTALLATION, PLEASE READ THESE INSTRUCTIONS CAREFULLY. INSTALLATION MUST COMPLY WITH ALL STATE BY-LAWS AND ANY REQUIREMENTS IMPOSED BY THE LOCAL AUTHORITIES

**WARNING**

NO PUTTIES OR SILICONES CONTAINING LINSEED OIL ARE TO BE USED AS SEALANTS ON THE WASTE. WE RECOMMEND SANITARY GRADE SILICONE.

**RECEIVING YOUR BATH**

- A) Unpack and check for damage. After receiving your bath, please unpack and remove all plastic covering, checking carefully for any damages. Repack the bath if it is not being immediately installed. Caroma reserves the right to reject any claim for damage if not notified in a timely manner.
- B) Protect your bath. Before commencing installation, ensure the bath is completely protected, leave protection film in place until the bathroom is complete. Scratches and cracks incurred during installation are not covered by the warranty. Remove protective film from tiling bead and waste before installation, and remove the remaining film on completion.

**BATH BASE SUPPORT**

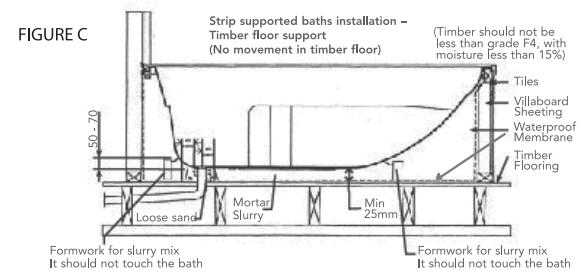
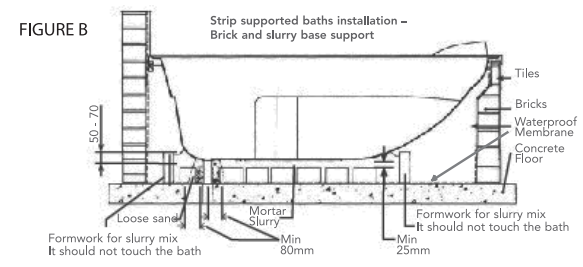
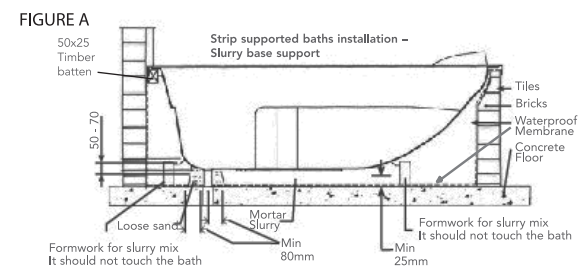
There are 3 types of base support, either stripped or base board, or self supporting full base board. Grade bath subfloor to Authorities requirements.

**Strip or Base Board Supported Bath**

Bath must be installed in a bed of mortar slurry, with 3:1 ratio of sand : cement ensuring a stiff consistency, not sloppy mix. The entire base of the bath should be forced down into the bed of slurry until the sides of the bath are embedded to a depth of approximately 50-70mm.

Figure A – in a bed of mortar slurry  
Figure B – supported with bricks and cement  
Figure C – flat on the floor

**NOTE:** All materials to comply with appropriate Australian & NZ Standards.



**IMPORTANT NOTICE FOR INSTALLATIONS:**

Compliance with AS.3740 Waterproofing of wet areas within residential buildings applies when installing baths.

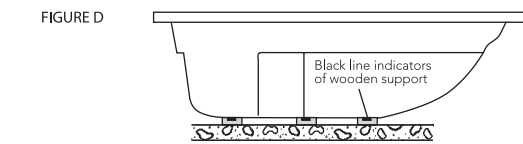
**Self Supporting Full Base Board bath**

The design and rigidity of the baths allows for installation without a mortar bed. The base of the bath can be simply supported with timber supports as detailed.

Self supporting full base board can be identified by the indicator lines on the base of the bath. Position and fix timber supports to the base of the bath and floor with an approved floor and wall panelling adhesive or equivalent adhesive to provide a neat fit support. Ensure the rim of the baths is levelled during this procedure.

Figure D – supported with timber base

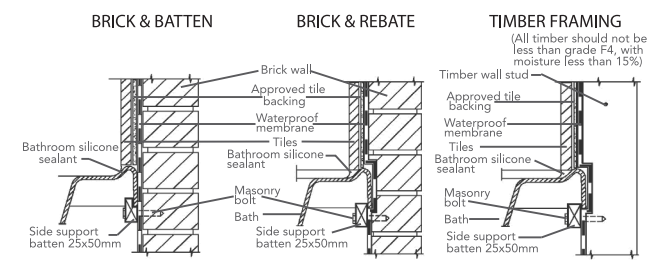
**NOTE:** All materials to comply with appropriate Australian & NZ Standards.



**WALL SECTION INSTALLATION**

Install the bath, including baths with Euro and Economy frames against the wall sections using one of the methods below:

**NOTE:** All materials to comply with appropriate Australian & NZ Standards.



Ensure under bath area is to the requirements of local authorities.

**WARRANTY CONDITIONS CONTINUED**

- 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 as determined by authorised Service Agent or Caroma.
- 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 Caroma.

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.

**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.

*Our Products 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 loss or damage. You 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.*

**GWA BATHROOMS & KITCHENS WARRANTY PERIODS**

While all Caroma Industries Limited (“Caroma”) 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”), 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 Australia’s leading Quality Supplier, Technical Support & Customer Service Team, with a dedicated and proven service network striving for ultimate customer satisfaction.

For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.

BATHS		
Range	Warranty	Comments
<b>CAROMA</b>		
Baths - Acrylic & Steel Shell	10/1 Years	10 years bath shell & 1 year labour