

Aqua Perla

WARRANTY AND PERIODS

VERSION 4 – 2025

## WARRANTY CONDITIONS

This extended warranty only covers Aquaperla Pty Ltd Products and does not extend to products which you have selected outside our product range.

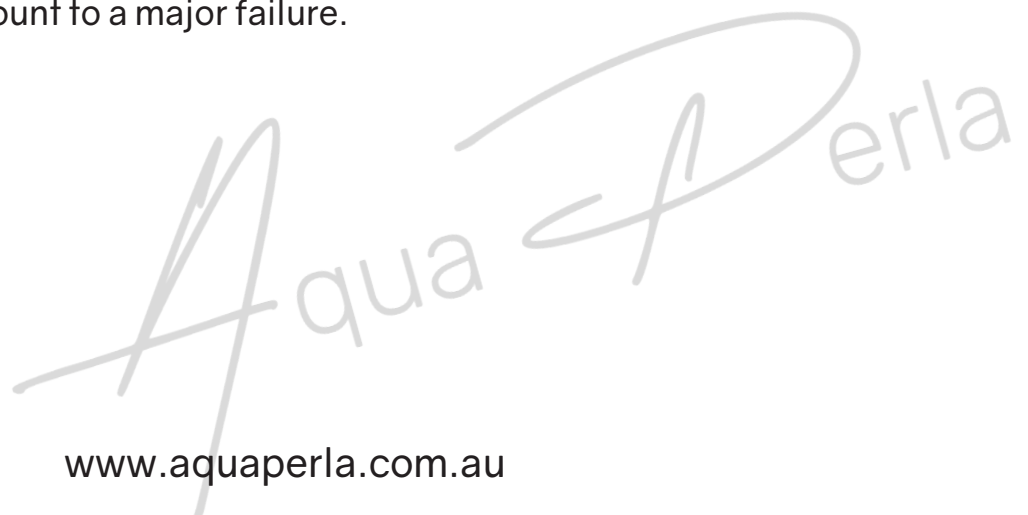
Aquaperla warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

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

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, 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 Aquaperla are not covered by this extended warranty.

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.

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.

A large, light grey watermark of the Aquaperla logo is positioned diagonally across the bottom right of the page. The logo consists of the word 'Aquaperla' in a stylized, cursive font, with a large, flowing 'A' at the beginning.

## CONSEQUENTIAL LOSS

To the extent permitted by law, Aquaperla 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
- Products are not installed to relevant National Standards and State Regulations
- Products are not installed in accordance with the manufacturer's installation instructions
- Water pressure and or temperatures that exceed stated limitations as per the product installation instructions.

NOTE: AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations. The 500kPa maximum water supply pressure doesn't apply to fire service outlets.

- 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 Aquaperla non-approved in tap body or end of line water flow regulating devices
- Inappropriate or non-approved connection fittings connecting Products to sewer
- Non written approved modifications to the products
- Products used for incorrect applications, non-portable 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.
- Service or repairs with non-standard replacement parts previously undertaken without Aquaperla written approval.
- Damage to finishes by adhesives, sealants, or abrasive cleaners etc.
- Damage to finishes which arise from installation or post installation etc.
- Damage due to abuse as determined by authorised Service Agent or Aquaperla.
- 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 Aquaperla. 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 its components.
- Required maintenance is performed.

## WARRANTY POLICY

The following warranty periods apply to goods purchased after 1st 2021.

### TAPS, MIXERS, SHOWERS, BATHROOM ACCESSORIES

#### Residential & Commercial Warranty

Taps, Mixers	<ul style="list-style-type: none"><li>• 15 years structure</li><li>• 15 years mixer cartridge</li><li>• 2 years labour, finishes</li></ul>
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Shower Arm/ Droppers	<ul style="list-style-type: none"><li>• 10 years structure</li><li>• 2 years finishes</li></ul>
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Shower Heads	<ul style="list-style-type: none"><li>• 10 years structure</li><li>• 2 years finishes</li></ul>
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Showers Rails / Hoses / Handheld	<ul style="list-style-type: none"><li>• 10 years structure</li><li>• 1 year labour, finishes ,wall fixings, mounting brackets</li></ul>
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Accessories	<ul style="list-style-type: none"><li>• 2 years finishes, wall fittings, mounting brackets</li></ul>
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Spare Parts	<ul style="list-style-type: none"><li>• 1 year finishes and parts</li></ul>
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#### Caddence Series Warranty

Taps, Mixers	<ul style="list-style-type: none"><li>• 25 years structure</li><li>• 25 years mixer cartridge</li><li>• 2 years labour, finishes</li></ul>
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Shower Rails / Hoses / Handheld	<ul style="list-style-type: none"><li>• 10 years structure</li><li>• 1 year labour, finishes, wall fixings, mounting brackets</li></ul>
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Accessories	<ul style="list-style-type: none"><li>• 2 years finishes, wall fittings, mounting brackets</li></ul>
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## WARRANTY POLICY

The following warranty periods apply to goods purchased after 1st 2021.

### TAPS, MIXERS, SHOWERS, BATHROOM ACCESSORIES

#### Commercial Warranty

##### Taps, Mixers

- 1 year structure
- 1 year ceramic disc, mixer cartridge, aerator
- 6 months finishes, pull out hoses, spray heads

##### Showers

- 1 year structure
- 6 months finishes, wall fixings, mounting brackets, metal flex hoses

##### Accessories

- 1 year replacement products or parts
- 6 months finishes, wall fittings, mounting brackets

### STAINLESS STEEL & GRANITE KITCHEN SINK

#### Residential Warranty

##### Stainless Steel Sink

- 15 years structure
- 2 years parts and labour

##### Accessories & Spare Parts

- 1 year finishes and parts

##### Granite Stone Sinks Carysil

- Lifetime manufactured warranty

##### Granite Stone Sinks Arete Stone

- 15 years manufactured warranty

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## WARRANTY POLICY

The following warranty periods apply to goods purchased after 1st 2021.

### OTHERS

#### Residential Warranty

##### Bidets

- 2 years structure and parts
- 1 year finishes and hose

##### Floor Grates - Lauxes

- Lifetime rust proof warranty

##### Floor Waste

- 2 years structure
- 1 year parts

##### Heated Towel Rail

- 2 years structure and parts
- 1 year finishes

##### Bottle Traps / Pop Up Wastes

- 2 years structure and parts
- 1 year finishes

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[www.aquaperla.com.au](http://www.aquaperla.com.au)

## PRODUCTS CARE AND MAINTENANCE

The materials we use in our products have been carefully chosen to comply with Australian Standards and Water Efficiency Labelling Standards (WELS) requirements.

Treated with care and regularly maintained the product will stand the test of time.

In order to preserve appearance with minimum effort, we offer the following recommendations to assist with the maintenance. These advises are intended to assist you based on our experience and judgment but must not be regarded as amounting to a legal warranty or liability on our part.

### TAPWARE & ACCESSORIES

Never use harsh detergents or abrasive cleaners, as these will scratch the surface.

- Where your tapware/accessories remain dry in use, a soft cloth can be used to removes surface dust. Or 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 was 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 in the cleaning process
- Finishes other than Chrome should be gently cleaned with care using a soft cloth or soft cloth with warm soapy water

### TAPWARE AERATOR CLEANING

The cleaning of the aerator insert is recommended every 6 months. The frequency depends on the water quality and water bourne debris in your area.

### SHOWER OUTLET CLEANING

Should the shower rose outlets become clogged you can gently flick the silicone teats to assist with dislodging particles.

Frequency will depend on the water quality and water debris in your area.

### STAINLESS STEEL SINKWARE

- Regularly use a mild household detergent or warm soapy water and clean with soft cloth followed by freshwater rinse is usually adequate for normal soiling.
- Repeated applications and the occasional use of a nylon scouring pad will often remove heavier soiling.
- Heavier soiling, light staining applies the mildest household abrasive cleaner or paste made from bicarbonate of soda.



# PRODUCTS CARE AND MAINTENANCE

## STAINLESS STEEL SINKWARE

- Wearing gloves use a soft cloth, fine nylon scouring pad or soft bristle brush; rub the surface as softly as possible, using long even strokes in the direction of the polished finish. Avoid using circular motion. Rinse well and wash as per routine cleaning.

NOTE: Stainless steel is more rust resistant rather than scratch resistant due to the nature of stainless-steel material. It can be easily scratched with normal day to day use. It is difficult to keep the mirror finish without using it.

- To remove light scratches, use suitable fine flexible sanding pads to clean the sink surface. Place the pad on the stainless-steel surface and apply force by hand in a straight-line motion moving from side to side. (Ensure the pad motion is in the same direction as the grain).
- Never use harsh chemicals, disinfectants or cleaning products containing chlorides and halides (e.g., Bromide, Iodine, Fluorine).
- Do not use hydrochloric acid for cleaning as this leads to pitting and stress corrosion cracking.
- Do not leave metal items in prolonged contact on wet stainless steel as it may react and create the appearance of surface rust. Use a nylon scouring pad and a mild abrasive cream or paste such as Jif or Gumption to remove any appearance of rust spots.

## MIRRORS

- For best results clean mirrors using 30% methylated spirits to 70% water ratio.
- Do not use Windex or similar chemical cleaning products.
- Avoid water getting on the back and sides which may damage the silver backing. Use a soft cloth to wipe away.
- If installed in a coastal area, wiping around the edge of mirror to avoid salt build up is required on a monthly basis.

## STONE-QUARTZ AND MARBLE

- Ensure you seal your stone with an appropriate sealer before use.
- Use mild household detergent or warm water and a soft cloth to clean you stone.
- Protect the surface from sharp objects that may cause scratches.
- Use a silicone mat to protect the surface from tongs, hair straighteners and hot objects.

## GRANITE SINK CARE & CLEANING INSTRUCTIONS

- Clean with warm water, a soft cloth or non-abrasive woven nylon pad, and a nonabrasive liquid cleaner or detergent, for daily cleaning.
- Wipe the sink using a soft cloth or non-abrasive woven nylon pad and a liquid scouring product. Rub the surface as softly as possible, using long even strokes in the direction of the polished finish. Avoid using circular motion. Repeat as necessary until sink is clean.



# PRODUCTS CARE AND MAINTENANCE

## GRANITE SINK CARE & CLEANING INSTRUCTIONS

- Wipe with a non-abrasive woven nylon pad and white vinegar, Rinse after 20 minutes for hard water, calcium, and lime deposits.
- We recommend after rinsing your Granite sink to wipe it dry with a microfiber cloth.
- Do not use abrasive cleansers, abrasive scrub pads or alkali cleaners such as ammonia.

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