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# Domestic use warranties

## Industry leading warranties

Your Seima products are backed by the following industry-leading parts replacement warranties. The first year includes a parts and labour warranty. For full warranty details, please refer to our website.

### DOMESTIC USE WARRANTIES

#### Bathroom basins

Vitreous china	<b>20 years</b>
Marstone	<b>20 years</b>
Stainless steel	<b>20 years</b>
Natural stone (requires sealing every 2 years)	<b>20 years</b>
Pop-up wastes, overflow rings	<b>2 years</b>

#### Toilet suites

Ceramic pans and cisterns	<b>20 years</b>
In-wall cistern casing	<b>20 years</b>
Cistern internal mechanisms	<b>5 years</b>
Toilet seats and flush buttons	<b>5 years</b>
Perishables: pan seals, seals, hoses, rubbers, seat bolts etc	<b>2 years</b>

#### Baths

Acrylic baths	<b>15 years</b>
Plug/waste, overflow, dress rings/plates etc	<b>2 years</b>

#### Bathroom accessories

**1 year**

#### Kitchen / Laundry / Outdoor sinks

Stainless steel sinks	<b>30 years</b>
Agastone composite sinks	<b>30 years</b>
Tilos laundry units:	
- stainless steel tub	<b>30 years</b>
- steel cabinet (must be installed above floor level using adjustable feet)	<b>5 years</b>
Basket wastes, rubbers, overflow, overflow cover and seals	<b>2 years</b>

#### Tapware

Finish	<b>1 year</b>
Cartridge	<b>10 years</b>

#### Pop-up wastes, basket wastes, bottle traps, other ancillary products

Finish - chrome	<b>5 years</b>
Finish - other	<b>2 years</b>
Seals and perishables	<b>2 years</b>

#### Labour warranty – 12 months

- The labour for the replacement of products and spare parts to which this warranty applies will be supplied by Seima or its authorised agent within one year from the date of purchase.
- The obligations of Seima under warranty are limited to the repair or, at the option of Seima, replacement of any products which are defective through faulty manufacture or materials. To the extent permitted by law, Seima 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 product or components.
- Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- Should any warranty claim be made where, in the opinion of Seima, the problem was caused by faulty installation or a cause other than a manufacturing defect in the goods for which Seima is responsible, Seima reserves the right to charge a service fee.

### IMPORTANT!

Warranties will be voided or limited for the following:

- Domestic use warranty.
- Transport knocks, scuffs, scratches, tampering.
- Improper or unsuitable use or maintenance or cleaning.
- Incorrect repairs or repairs made by unauthorised technicians.
- Normal wear and tear.
- Non-compliance with technical, installation or care instructions.
- Water pressure exceeding 500 kpa (as per AS3000) or damage caused by not flushing water lines and/or foreign material in water lines.
- All relevant products must be installed by a licensed plumber.
- Proof of purchase must be supplied. Limited to the first owner, start date taken from purchase or builder handover date (where handover is no more than 12 months from purchase date).



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# Commercial use warranties

## Industry leading warranties

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### COMMERCIAL USE WARRANTIES

#### Bathroom basins

Vitreous china	<b>20 years</b>
Marstone	<b>20 years</b>
Stainless steel	<b>20 years</b>
Natural stone (requires sealing every 2 years)	<b>20 years</b>
Pop-up wastes, overflow rings	<b>1 year</b>

#### Toilet suites

Ceramic pans and cisterns	<b>20 years</b>
In-wall cistern casing	<b>20 years</b>
Cistern internal mechanisms	<b>5 years</b>
Toilet seats and flush buttons	<b>1 year</b>
Perishables: pan seals, seals, hoses, rubbers, seat bolts etc	<b>1 year</b>

#### Baths

Acrylic baths	<b>15 years</b>
Plug/waste, overflow, dress rings/plates etc	<b>1 year</b>

#### Bathroom accessories

**1 year**

#### Kitchen / Laundry / Outdoor sinks

Stainless steel sinks	<b>30 years</b>
Artstone composite sinks	<b>30 years</b>
Tilos laundry units:	
- stainless steel tub	<b>30 years</b>
- steel cabinet (must be installed above floor level using adjustable feet)	<b>5 years</b>
Basket wastes, rubbers, overflow, overflow cover and seals	<b>1 year</b>

#### Tapware

Finish	<b>1 year</b>
Cartridge	<b>10 years</b>

#### Pop-up wastes, basket wastes, bottle traps, other ancillary products

Finish	<b>1 year</b>
Seals and perishables	<b>1 year</b>

#### Labour warranty – 12 months

- The labour for the replacement of products and spare parts to which this warranty applies will be supplied by Seima or its authorised agent within one year from the date of purchase.
- The obligations of Seima under warranty are limited to the repair or, at the option of Seima, replacement of any products which are defective through faulty manufacture or materials. To the extent permitted by law, Seima 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 product or components.

### IMPORTANT!

Warranties will be voided or limited for the following:

- Transport knocks, scuffs, scratches, tampering.
- Improper or unsuitable use or maintenance or cleaning.
- Incorrect repairs or repairs made by unauthorised technicians.
- Normal wear and tear.
- Non-compliance with technical, installation or care instructions.
- Water pressure exceeding 500 kpa (as per AS3000) or damage caused by not flushing water lines and/or foreign material in water lines.
- All relevant products must be installed by a licensed plumber.
- Proof of purchase must be supplied. Limited to the first owner, start date taken from purchase or builder handover date (where handover is no more than 12 months from purchase date).