



NEW CAROMA WARRANTY PERIODS

Caroma is committed to delivering the highest standards of quality in everything we create. In support of this commitment Caroma has updated its warranty position to an industry leading, overarching 20-year period across all segments.

- Effective immediately across all Caroma product ranges, for both Residential and Commercial markets.
- New warranty periods apply to all Caroma products purchased on or after 17 February 2020.
- Updated warranty cards will be inserted into packaging over the next 6 months.
- Outer packaging will be updated over time to reflect the new warranty position.
- Some specific elements within products have different warranty periods, full details are included in the warranty terms and conditions.

SANITARYWARE		
RANGE	WARRANTY*	COMMENTS
Basins	20/1 years	20 years replacement product 1 year parts and labour
Bidettes	20/1 years	20 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	20/1 years	20 years replacement product* 1 year parts and labour
Seats	5 years	5 year replacement product or parts
Urinals (Front of Wall)	20/1 years	20 years replacement product 1 year parts and labour
Urinal (Rough-in Electronic Kit)	2 years	2 years replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts

* Excludes inlet and outlet valve washers - 1 year parts and labour only
Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

BATHS		
RANGE	WARRANTY*	COMMENTS
Baths (Acrylic & Steel Shell)	20/1 years	20 years replacement product 1 year parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

TAPS, OUTLETS, MIXERS, SHOWERS, BATHROOM ACCESSORIES		
RANGE	WARRANTY*	COMMENTS
Residential & Commercial Warranty		
Taps, Outlets, Mixers	20/10/1 years	20 years replacement products or parts* 10 years Tapware Engine™** 1 year Labour, Finishes**, Pull Down/Out Hoses, Spray Heads, Ceramic Disc Spindles†
Showers, Grab Rails/ Grab Rail Showers	20/1 years	20 years replacement product 1 year - Labour, Finishes**, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex Hoses
Accessories	5/1 years	5 years replacement product 1 year - Labour, Finishes**, Wall Fixings, Mounting Brackets
Spare Parts	5 years	5 years replacement product or parts
PVD Coating‡	5 years	5 years replacement product or parts
Commercial Warranty		
Electronic Tapware	2/1 years	2 years replacement product 1 year - Finishes** & Labour
Accessories & Spare Parts	1 year	1 year replacement product or parts e.g. Towel Rails, Toothbrush & Toilet Roll Holders, Soap Holders etc.
TMV's	5/1 years	5 years replacement product 1 year - Finishes** & Labour

* Tapware Engine™ - Includes ceramic disc mixer cartridge, aerator, ultra flex pex hose.
† Plastic Jumper Valves - 3 months parts only or Copper Jumper Valves - 12 months parts only.
Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by warranty.
** Non-PVD finishes - † PVD (Physical Vapour Deposition) Coating
Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

For more information call 13 14 16 or visit www.caroma.com.au