

Sanitaryware, baths and basins

Arcisan toilets, baths and basins are covered by a quality guarantee as specified below.

GUARANTEE

Arcisan, through its distributor, Streamline Products Pty Ltd, offers the following domestic use warranty:

PRODUCT CATEGORY	WARRANTY PERIOD	DETAILS
Toilets <i>(excluding intelligent toilets - see separate warranty document for details)</i>	10 years	<ul style="list-style-type: none"> - 10 years against manufacturing defects on the chinaware - 10 year on plastic tank of one-piece cistern - 1 year on mechanical parts such as hoses, inlet and outlet valves, seals, soft close mechanisms, and toilet seats - 1 year replacement product or parts and labour
In-wall cisterns	10 years	<ul style="list-style-type: none"> - 10 years against manufacturing defects on plastic tank - 1 year on mechanical parts such as hoses, inlet and outlet valves, seals and cistern mechanisms - 1 year replacement product or parts and labour
Baths - Acrylic	10 years	<ul style="list-style-type: none"> - 10 years acrylic shell/steel frame - 1 year on mechanical parts such as pop-up wastes, hoses and seals
Baths - Solid Surface	10 years	<ul style="list-style-type: none"> - 10 years on solid surface materials - 1 year on mechanical parts such as pop-up wastes, hoses and seals
Basins	10 years	<ul style="list-style-type: none"> - 10 years against manufacturing defects on the chinaware - 10 years against manufacturing defects on stainless steel - 1 year on mechanical parts such as pop-up wastes and seals

CONDITIONS

The warranty is subject to the following conditions:

- Streamline Products Pty Ltd reserves the right to assess, fix, replace or service warranty claims as they see fit.
- The warranty period applies from the date of purchase or hand over for new buildings. If this is not available, then the manufacturing date stamp on the item will be used.
- Proof of purchase through a Streamline Products authorised reseller within Australia must be provided.
- Warranty only applies to items purchased and installed in Australia and is for the original purchaser only.

EXCLUSIONS

The warranty does not apply in the following cases:

- Blocked or damaged aerators and other damage caused by not flushing the system before connection or use.
- Damage caused by improper installation, abuse, accident and misuse. Previous repair or alteration without Streamline Products permission.
- Items used in a commercial setting. These are subject to a separate 1 year parts and labour warranty.
- General wear and tear from normal use of the product, including scratching from cleaning. Do not use harsh cleaning agents containing caustics, abrasives, citrus acids, bleach, vinegar or alcohol ingredients. Do not use abrasive cloths, scouring pads etc on the surface as it will become damaged. Protect against cologne and nail polish removers.
- For toilets and in-wall cisterns, water pressure and temperature is outside of stated maximums.
- Subject to your statutory rights, Streamline Products will not be liable for any damage to other items or any other type of consequential loss caused by a defect in the product.

CLAIMS

Claims should first be directed through your point of purchase.

STATUTORY RIGHTS

Our goods come with guarantees that can not be excluded in the 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 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.