BIANCO-II, TOILET SUITE

Warranty information.

WARRANTY PERIOD

15 years	3 years	1 year	1 year
Replacement of all ceramics	Replacement of inlet and outlet valves	Replacement of all other parts, including seats	In-house labour from the date of purchase, excluding the seat and hinges

ECT Global Pty Ltd (ABN 70 095 343 123) warrants to the original purchaser that, under proper care, use and maintenance, the product is covered for the periods above. This warranty is subject to the conditions and exclusions in these documents and is in addition to other rights and remedies you have under Australian law. Any breach of these conditions voids the warranty. Terms apply from 1 January 2021.

WARRANTY CONDITIONS

01	All toilet suites must be installed by a licensed plumber, with an installation certificate that includes the plumber's identification. A copy of the receipt of purchase must also be supplied to make a claim.
02	Check the toilet suite for faults, including cracks, before installation. The cost of installing a replacement suite that was faulty at delivery is the customer's responsibility. By installing the suite, the purchaser accepts that it is free from any major imperfections.
03	ECT Global is only responsible for defects that arise solely from faulty materials or manufacturing workmanship within the warranty period.
04	The product must be maintained and installed in line with the instructions, information or advice provided by ECT Global and its suppliers, and with generally accepted professional installation practices.
05	The product must not have been modified or altered outside the original factory specifications.
06	This warranty is limited to the original purchaser and is not transferable.
07	ECT Global may change the warranty provisions without prior notice. Coverage is determined by the provisions in effect at the time of the claim.
08	Vitreous china is not a perfect product. Variations of plus or minus 2% in size and shape from the manufacturer's specifications are normal.

ADDRESS
42 Castro Way, Derrimut VIC 3026

PHONE
(03) 8390 6300

EMAIL
sales@zenmo.com.au

WEBSITE
www.zenmo.com.au

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Exclusions and claims.

THIS WARRANTY DOES NOT COVER

01	Any damage caused during shipping, delivery or installation.
02	Any damage caused by misuse, negligence, improper installation or connection, inadequate or improper maintenance, or other abuse.
03	The cost of removing or re-installing any replacement products, or any other damages or costs incurred in removing or re-installing a product.
04	Parts subject to wear and tear, such as seals and rubbers.
05	Parts damaged by flushing cleaners or chemical additives used in the cistern.
06	Seats and hinges, which carry a 1 year replacement warranty only. Button assemblies, flush pipes and other components carry a 1 year replacement warranty and in-house service.
07	Soft close seats that have been forced closed, bursting the mechanism.

CLEANING AND MAINTENANCE

01	Clean the toilet suite with mild detergent and water, using a soft cloth and soapy water.
02	Avoid waxes, solvents, abrasives, acids, bleaches and other chemical based cleaners. Do not use steel wool or scourers.
03	Clean metal hinges only with a mild liquid domestic cleaner, soft soapsuds or steel and chrome cleaner. Rinse with clean water and polish with a clean soft cloth.
04	The warranty is void if damage is caused by unsuitable cleaning products.

HOW TO MAKE A CLAIM

Email the following to **service@zenmo.com.au**:

01	02	03
Certificate of compliance	Receipt showing the date of purchase	Your contact details

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