



## LIMITED WARRANTY

The benefits given by the warranty set out in this document are in addition to any other rights and remedies you may have under a law in relation to the goods to which the warranty relates. As part of Bestlink's commitment to continuous improvement, Bestlink reserves the right to make changes to its products at any time.

### What is covered by this Warranty?

1. Warranty cover the products fail to function properly under normal domestic use (not commercial) due to the manufacturers defect when installed and operated
2. warranty cover starts from the date of original Retail purchase (the warranty period). It lasts until the end of the period set out in the below table

### Claims:

1. This warranty will be void if a customer is unable to provide a receipt.
2. This warranty only applies to the original owner and is not transferable.
3. We only provide replacement parts or complete products if warranty is under "replacement parts or complete products". All installation cost will be at your own cost
4. Goods that have not yet been installed are to be returned to the place of purchase for inspection and appropriate action.
5. Goods that have been installed and a defect is claimed. We may arrange for a service call at the place of installation to inspect or correct any defect. If the defect is caused by any reason other than manufacturing faults, a service fee may be charged and we will not be liable for the defect.  
NOTE: Where the claim is for a 'visible fault' that should have been detected at installation, we will only replace the goods – with removal and re-installation being at your cost.
6. Claims against vitreous china or manmade stone product, product faulty dimensions or glazing imperfections will vary up to +/- 5mm on any surface and be acceptable products due to the unique conditions of the product's manufacturing process

## **WARRANTY FOR DOMESTIC USE**

**INSTALLATION IS ACCEPTANCE OF GOODS.**

**INSTALLATION OF FAULTY OR DAMAGED GOODS WILL VOID WARRANTY.**

Category	Warranty Period	Labour
Ceramic Basins	5 Years Product replacement	Not included
Solid Surface Basin	2 years Product replacement	Not included
Toilets	1 Year replacement parts for internal system (Valves). Does not include warped/faulty/damaged products that have already been installed	1 Year
	1 Year replacement parts or complete products on seat, hinges, flush pipes and button assembly	Not included
	5 Years replacement parts or complete products on ceramic (Pan and Cistern)	Not Included
	Parts subject to wear and tear such as seals and rubbers are not covered by warranty	
In wall Cisterns	2 years replacement parts or complete products	1 Year
All Flush Plates	1 Year replacement parts or complete products	Not included
Chrome Finish Tapware	2 Years replacement parts or complete products 15 Years on cartridge replacement	2 Years
Colour Finish Tapware	1 Year replacement parts or complete products 15 Years on cartridge replacement	1 Year
Chrome Finish Shower Sets/ Bath outlets/Accessories	2 Years replacement parts or complete products	Not included
Colour Finish Shower Sets/Bath Outlets/Accessories	1 Year replacement parts or complete products	Not included
Mirrors	1 Year replacement parts or complete products	Not included
Vanities	2 Years replacement parts or complete products	Not included
Stainless Steel Sinks	25 years on stainless steel against corrosion 1 year on plug and waste	Not included
Colour Finish Sinks	1 Year replacement parts or complete products	Not included
Acrylic Baths Solid Surface Baths	1 Year replacement parts or complete products	Not included
Kitchen Appliances Excluding Microwaves	3 Years replacement parts or complete products	3 Years
Microwaves	1 Year replacement parts or complete products	Not Included
Pop Up wastes	1 Year replacement parts	Not included
Floor drains	1 Year replacement parts	Not included

**What is not covered:**

- **Does not** cover any products used in multi families or outdoor or commercial or industrial applications.
- **Does not** cover any installation or re installation cost involve with service or replace the parts if they are under replacement parts warranty
- **Does not** cover wear and tear due to normal use and aging, scratching from cleaning or failure to follow manufacturers care and cleaning instructions, any defect caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation, or installation by a non-licensed installer.
- **Does not** cover damage to cartridges and spindles from copper tube or metal pieces, sand, soil, or dirt, etc.
- **Does not** cover any damage or blockages caused by foreign objects. E.g.: sands, stone, soil, coins, underwires, nails, buttons, jewellery etc.
- **Does not** cover internal or external damage as a result of excessive use of laundry products or cleaning agents.
- **Does not** cover damage caused by vermin, insects or pets.
- **Does not** cover products which been purchased through auction or be repossessed under any financing agreement.
- **Does not** cover any products which been installed that make technician or plumber can't access to it without damage the unit or adjoin cabinet or seals.

**Instruction on tapware installation**

1. Tapware is manufactured to standard AS/NZ3718 and we recommended for use on main pressure water system not exceeding 500 KPA.
2. Where water pressure exceeds 500KPA, a pressure-reducing device should be installed. This tap should be installed with an isolating valve underneath.
3. Flush through the supply pipes before you connect to hot and cold water.
4. Hot water temperature limit to 60C, cold water temperature limited to 5C.

\*Note: Failure to follow above important instruction steps, will void this warranty

**Care and Cleaning Instructions for Tapware, Showers and Accessories**

- Under no circumstances should you install tapware using acetone silicones.
- Never use the harsh detergents, avoid abrasive cleaners and abrasive cleaning tools, as these will scratch the surface.
- Do not clean with products containing chlorine-bleach, hydrochloric acid, formic acid or acetic acid.
- To clean, use a soft cloth with warm soapy water to maintain.
- Use of wax based furniture cream should be avoided as this can result in a build-up of deposits, which could detract from the appearance.
- Colour Tapware should always be cleaned with care using a soft dry cloth or a soft cloth with warm soapy water.
- Do not use undue pressure and wipe in one direction only.

## **Colour Care and Maintenance Guide for Tapware, Showers and Accessories**

- Dry them with a soft cloth after each use. Microfibre cloths are ideal as they are soft and non abrasive. Never use the harsh detergents, avoid abrasive cleaners and abrasive cleaning tools, as these will scratch the surface.
- Clean with warm water or a mild ph-neutral liquid soap and water and polish with a clean microfibre soft cloth. Do not use abrasive cloths, scouring pads, scrub sponges, steel wool etc as they may damage the surface.
- Residue left from products such as liquid soap, toothpaste, shampoo and shower gel can cause damage to the finish. Always rinse these off the fittings with clean water immediately after use.
- Under no circumstances should harsh cleaning products that contain acidic, caustic or abrasive components such as bleach, alcohol, citrus or vinegar based products be used. Mild Ph-neutral soap and cleaners are recommended but should be rinsed and dried off immediately after cleaning.
- Steam cleaning is not recommended as high temperatures could cause damage.

## **Solid Surface Bath and Basin Care**

Solid Surface products may be available in Matte or Gloss finishes, manufactured with the use of advanced composite material consisting of natural stone and acrylic resin. Natural product such as stone will reveal variations in textures in different environment unveiling unique characteristics with each bath.

### **Every Day Care**

- Solid surface Baths and Basins differ to ceramic finishes, for best results during daily cleaning, use a damp sponge with soapy water.
- To remove difficult or stubborn stains the use of a mild abrasive cleaner such as Jif or Gumption will be more effective.
- Avoid using coloured essential oils directly on the surface at all times. It is advisable to pour the oils onto a washcloth then submerging the cloth into a filled bath. At no time should essential oils be directly poured into an empty bath.
- Avoid using hair dyes and any permanent dyes in and around the solid surface product. These products will cause stains and void your warranty.

### **Installation Instruction Warning Before You Get Started**

- All dimensions are subject to standard manufacturing variations. Bestlink reserves the right to vary specifications without notice.
- **IMPORTANT INFORMATION: INSTALLATION OF FAULTY OR DAMAGED GOODS WILL INSTANTLY VOID WARRANTY. IT IS CONSUMERS RESONSABILITY TO CHECK PRODUCT THOROUGHLY BEFORE INSTALLATION.**

Upon receiving goods, it is important to open and check products thoroughly without delay. Bestlink reserves the right to reject any claim for damage if not notified within 48hrs. Any reported Scratches, cracks and chips incurred during installation will be not covered by the warranty. Bestlink reserve the right to refuse refunds or replacement product failing to prove damage or faults upon receiving goods.

- It is important to water test the bath prior to Enclosing, ensuring the bath is draining correctly as claims for non-draining baths will be declined after enclosing or tiling has been completed.
- Putties and silicones containing linseed oil should always to be avoided as waste sealants. Bestlink recommend sanitaryware grade silicone.

## **Making a Warranty Claim**

Please call 1800 886 010 to any inquiry about products care or claim

**Bestlink International PTY LTD**  
**56 Latitude Blvd, Thomastown VIC 3074**  
**Tel: 1800 88 60 10 Fax: 03 9466 4402**

Please fax through your Warranty Registration Card **with your purchase invoice**, and detailed description of the problem to the service agent if you need to make a service call. The service agent will arrange an earliest date with you for service.

**\*Failure to provide purchase invoice, will void warranty.**

<b>Bestlink International Warranty Registration Card</b>	
Product Model Number	
Product Serial Number	
Receipt Number (please attach proof of purchase)	
Date of Purchase	
Place of Purchase	
Owners Name & Phone number	
Owners Address	