



WARRANTY

Dear Purchaser,

We thank you for your purchase.

Your warranty period of cover will commence from the date of original retail purchase.

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 covers the products that fail to function properly under normal domestic use (not commercial) due to the manufacturers defect when installed correctly by a licenced contractor and operated in the manner intended.
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 this document.

Claims:

1. This warranty will be void if a customer is unable to provide a purchase receipt from a registered reseller.
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, unless inside labour warranty coverage.
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 will be charged to you and we will not be liable for the defect.

NOTE: Where the claim is for a 'visible fault' that should have been detected before installation, we will only replace the goods – with removal and re-installation being at your cost.

6. Claims against Vitreous China or Ceramic products, 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.
7. Installation is acceptance of goods.
8. Installation of faulty or damaged goods will void warranty.

WARRANTY FOR DOMESTIC USE

TAPWARE (inclusive of Kitchen Mixers)		
Category	Warranty Period	Labour
Structure/Cartridge	15 years for product replacement	1 year
Chrome Finish	7 years for replacement parts or complete products	1 year
Coloured Finish	5 years for replacement parts or complete products	1 year
Components/Parts – Hoses, Spray Heads, Etc	2 years for replacement parts	Not Included

SHOWERS		
Category	Warranty Period	Labour
Chrome Finish	5 years for replacement parts or complete products	1 year
Coloured Finish	5 years for replacement parts or complete products	1 year
Components/Parts - Handpiece, Hoses, Sliders, Etc	2 years for replacement parts	Not Included

BASINS		
Category	Warranty Period	Labour
Ceramic Basins	10 years for replacement parts or complete products	1 Year
Solid Surface Basins	5 years for replacement parts or complete products	1 Year
Stainless Steel Basins	3 years for replacement parts or complete products	1 Year

TOILETS* (Including Care Assist Suites)		
Category	Warranty Period	Labour
Ceramic Pan & Cistern	10 years for replacement parts or complete products	1 year
Valves	2 years for product replacement	1 year
Seats, Accessories & Spare Parts	1 year for product replacement	Not Included
In Wall Cisterns (Tank)	7 years for replacement parts or complete products	1 year
In Wall Cistern (Internal Components)	2 years for replacement parts or complete products	1 year
Flush Plates	2 years for replacement parts or complete products	Not Included
*Excludes parts subject to wear and tear such as rubber seals. For Valves, it does not include warped/faulty/damaged products that have already been installed.		

BATHS		
Category	Warranty Period	Labour
Solid Surface Baths	5 years for product replacement	1 year
Freestanding Acrylic Baths	5 years for product replacement	1 year
Inset Acrylic Baths	3 years for product replacement	1 year

HEATED TOWEL RAILS		
Category	Warranty Period	Labour
Structure	10 years for replacement parts or complete products	1 year
Electrical	3 years for replacement parts or complete products	Not Included
All Finishes	5 years for replacement parts or complete products	1 year

MIRRORS		
Category	Warranty Period	Labour
Structure	3 years for replacement parts or complete products	Not included
Components/Parts	1 year for replacement parts or complete products	Not Included

KITCHEN SINKS & LAUNDRY		
Category	Warranty Period	Labour
Stainless Steel Sinks	25 years on stainless steel against corrosion	1 Year
Quartz Sinks	10 years for replacement parts or complete products	1 Year
Laundry Trough	25 years on stainless steel against corrosion	1 Year
Laundry Cabinets	3 years for product replacement	1 Year

CARE ASSIST		
Category	Warranty Period	Labour
Shower Seat	5 years for replacement parts or complete products	Not Included
Grab Rails – Stainless Steel Finish	5 years for replacement parts or complete products	Not Included
Grab Rails – Coloured Finish	3 years for replacement parts or complete products	Not Included
Toilet Back Rest	5 years for replacement parts or complete products	Not Included

ACCESSORIES & OTHER		
Category	Warranty Period	Labour
All Waste and Trap Outlets	2 years for product replacement	Not included
Floor Wastes and Drains	2 years for replacement part	Not included
Chrome Accessories	7 years for replacement parts or complete products	Not Included
Coloured Accessories	5 years for replacement parts or complete products	Not Included

KITCHEN APPLIANCES		
Category	Warranty Period	Labour
Rangehood	3 years for replacement parts or complete product	3 years
Cooktop	3 years for replacement parts or complete product	3 years
Oven	3 years for replacement parts or complete product	3 years
Upright Cooker	3 years for replacement parts or complete product	3 years
Dishwasher	3 years for replacement parts or complete product	3 years
Microwave	1 year for replacement parts or complete product	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 due to 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, including ex-showroom display products.
- **Does not** cover any products which been installed in a way that does not allow a tradesman to access the product without damaging the unit or adjoining 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 Finishes 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.

Inset Acrylic Bath Installation Instruction:

Allow a minimum of 50mm for the mortar bed. Mix the mortar to a dryish consistency to minimise shrinkage and droop. Include a bonding Agent such as BONDCRETE in the mix.

It is a requirement of the water authorities that all non-self-supporting baths be supported the full length of the bath base on a mortar mix.

When installing an Island bath, the full perimeter also must be supported by a 'frame' of timber or masonry.

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 be avoided as waste sealants. Bestlink recommend sanitaryware grade silicone.

Bestlink International Pty Ltd reserves the right to alter, or amend this warranty offer in writing at any time.

Making a Warranty Claim

Please call 1800 886 010 for 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
Email: info@bestlink.com.au

Please email 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.**

Bestlink International Warranty Registration Card	
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	