

MAINTENANCE & CARE

OPUS
IMPORTS

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DETAILS

Full Name:	
Address:	
Builders Name:	
Builders Phone Number:	
Handover Date:	

LIST OF PRODUCT(S) INSTALLED

[illegible]

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INDUCTION

OPUS IMPORTS PTY LTD (A.B.N 44 396 834 866) ("we" or "us") warrants that this product (also referred to as "our goods") will be free from all defects in materials for 12 months from the date of purchase. Our liability under this warranty is limited at our option to the repair or replacement of the defective product or part, the cost of repair of the defective product or part or the supply of an equivalent product or part, in each case if we are satisfied the loss or damage was due to a defect in the materials or workmanship of the product or part. All products must be installed in accordance with the manufacturer's instructions, the PCA, AS/NZS3500 including any other applicable regulatory requirements.

We stand behind our products and offer warranties on all our items so that you have peace of mind that what you have purchased for your home is of the highest quality and fits the purpose for which it was designed.

TERMS OF WARRANTY

OPUS IMPORTS warrants to the original purchaser of the product that under proper care, domestic/residential use and maintenance the products supplied by OPUS IMPORTS, will be free from defects in workmanship and materials subject to the terms and conditions which follow. OPUS IMPORTS warranty only applies to the original owner and is not transferable. Whilst our products are manufactured to the highest standard, our warranty is in addition to other rights and remedies that you have under Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth))

WARRANTY CONDITIONS AND EXCLUSIONS

OPUS IMPORTS and the manufacturer are constantly seeking ways to improve design specifications, aesthetics and production techniques of our products. As a result, alterations to the specifications and dimensions of our products occur continually. OPUS IMPORTS reserves the right to modify warranty provisions without prior notification. Warranty coverage will be determined by the warranty provisions at the time of the claim.

Should any warranty claim be made and attended by an OPUS IMPORTS authorised Service Agent and that in the opinion of the Service Agent or OPUS IMPORTS, the problem was from faulty installation or the use of Products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods which OPUS IMPORTS is responsible. OPUS IMPORTS has the right to charge a service for each service staff attending the premises where products have been installed.

OPUS IMPORTS requires adequate access to Products, Fittings and Fixtures to undertake warranty repairs. OPUS IMPORTS will not be responsible for any consequential damage or costs where adequate access to Product Fittings and Fixtures is not accessible.

We will not be responsible for the cost of removing and re-installation of any replacement product or any other damages or costs that may be incurred in connection with the removal and re-installation of any product. OPUS IMPORTS will not be responsible for any costs associated with warranty work undertaken without our knowledge and prior approval.

OPUS IMPORTS CARE

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OPUS IMPORTS products should be cleaned with a soft damp cloth using only mild liquid detergent or soap and water. Do not use cleaning agents containing a corrosive acid, scouring agent or solvent chemicals. Do not use cream cleaners, as they are abrasive. Epoxy coated surfaces should only be cleaned with a cloth and clear water or mild detergent. Use of unsuitable cleaning agents may damage the surface. Any damage caused in this way will not be covered by warranty. If re-greasing always use a silicon based potable water approved lubricant such as Hydroséal 'O' Ring Lubricant or Molykote 111 silicone based grease.

STAINLESS STEEL SINK

It is the installer/consumers responsibility:

Installation of any sink is the responsibility of the customer or the customer's installer. We highly recommend installation (in particular flush mount installations) to be done by qualified and experienced plumbers, stonemasons or cabinet makers. All plumbing connections to the sink must be undertaken by a qualified plumber or cabinet maker;

ALWAYS check the sink for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical product measurements for cut-outs – the manufacturer's template is supplied as a guide only and may differ over time;

ALWAYS check to ensure the product has all of its components;

By installing the sink, the owner accepts that the product is free of blemishes or imperfections including scratches, dents, spotting, discolouration and rust;

Stainless Steel Sink Warranty will be void if:

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a qualified and experienced stonemason or cabinet maker and if a licenced plumber or cabinet maker does not connect the plumbing fittings;
3. The product is not installed according to relevant National Standards and State Regulations
4. The product's serial number has been removed, defaced, changed or tampered with in any way;
5. The product has been modified or altered outside the original factory specifications;
6. There has been any damage to the product that may have been caused during shipping, delivery or installation;
7. There has been any damage to the product (including but not limited to corrosion) due to misuse, negligence, improper maintenance or other abuse or misuse;
8. There has been damage to the stainless steel by physical or chemical products. This includes, but not limited to, metallic scouring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining, discolouration or corrosion of the surface.

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KITCHEN & BATHROOM TAPWARE AND SHOWERS

It is the installer/consumers responsibility:

Installation of any Kitchen or Bathroom Tapware and Shower Product is the responsibility of the customer or the customer's installer;

ALWAYS check the Product for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS check to ensure the product has all of its components prior to installation;

By installing the Tapware or Shower, the owner accepts that the product is free of blemishes or imperfections including scratches, dents, spotting, discolouration and rust;

The Kitchen & Bathroom Tapware and Shower Warranty will be void if:

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a licensed plumber;
3. The product is not installed according to relevant National Standards and State Regulations
4. Water pressures and or temperatures that exceed limitations as per the product installation instructions. NOTE: AS/NXZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations;
5. Damage as a result of obstructions due to inadequate flushing of all water supply lines before use and problems caused by water supply (including excess water pressure, silt or corrosion);
6. Isolation stop taps are not fitted as stated on manufacturer's installation instructions;
7. Non-installation of flow regulators in Tapware and Showers or regulated check valves in hand showers or pull-out mixers;
8. The product's serial number has been removed, defaced, changed or tampered with in any way;
9. The product has been modified or altered outside the original factory specifications;
10. Fitting of other devices to the outlet of Tapware (e.g. Water Filters);
11. Failure to regularly clean or replace dirty or blocked outlet aerator inserts in Tapware or Shower Heads;
12. Fair Wear and Tear, scratching, chipping or discolouration is not covered by OPUS IMPORTS's warranty. Maintenance hints and installation instructions to protect the Tapware and Shower products must be followed;
13. There has been any damage to the product that may have been caused during shipping, delivery or installation;
14. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;
15. There has been damage to the product by physical or chemical products. This includes, but not limited to, metallic scouring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.

STONE TOP CARE & MAINTENANCE

Clean regularly with common household cleaning products to help retain the natural beauty of the stone. We suggest using clean hot water and methylated spirits (10 parts water to 1 part methylated spirits) wiping the surface dry with a soft cloth afterwards to remove any streaks.

DO NOT use abrasive cleaners or cleaners containing grit.
Preventing Damage

- DO** clean surfaces with mild detergent or stone soap.
- DO** thoroughly rinse and dry the surface after washing.
- DO** blot up spills immediately.
- DO** protect countertop surfaces with coaster, trivets or placemats.

- DO NOT** use abrasive cleaners or cleaners containing grit.
- DO NOT** expose stone counter to strong chemicals such as oven cleaners, paint removers, oil, vinegar, fruit juices or any other acidic liquid.
- DO NOT** use the counter top as a cutting board as it can cause permanent deep scratching.
- DO NOT** use oil-based cleaners e.g. Turpentine, Kerosene etc.
- DO NOT** place excessively hot items on counter tops.
- DO NOT** drop heavy or sharp objects on the counter as chips and crack cannot be easily repaired.

Removing Difficult Spills or Stains

Blot the spill with a paper towel immediately. Don't wipe the area, it will spread the spill. Flush the area with water and neutral cleaner or stone safe cleaner and rinse several times. Dry the area thoroughly with a soft cloth. Repeat as necessary.

Stone Protection

Natural stone benchtops have been specially sealed prior to installation to protect your benchtops. It is recommended to continue this procedure every 6-12 months to maintain the beauty of your natural bench top.

Note: Sealing does not make the stone stain proof; rather it makes the stone more stain resistant. Sealing does not prevent acid etching.

MAKING A CLAIM

To make a claim under this warranty you must notify us in writing within 7 days of any alleged defect in the product coming to your attention and provide us with proof of your purchase of the product together with a completed Product Service Request form, which is available on request from our office (see contact details below).

All notifications and accompanying forms must be sent to us marked for the attention of OPUS IMPORTS PTY LTD, Unit 2/ 89 Christable Way, LANDSDALE WA 6065. We can also be contacted by telephone (080 6305 0422) or by email (admin@opusimports.com).

Your costs in making a claim under this warranty, including all freight, collection and delivery costs, are to be borne and paid by you. We also reserve the right at our cost to inspect any alleged defect in the product wherever it is located or installed or on our premises.

EXCEPTIONS

This warranty does not apply in respect of any damage or loss due to or arising from:

- a) Failure by you or any other person to follow any instructions for use (including instructions and directions relating to the handling, storage, installation, fitting, connection, adjustment or repair of the product) published or provided by us;
- b) Failure by you or any other person responsible for the fitting, installation or;
- c) Any act or circumstance beyond our control including faulty installation or connection, accident, abnormal use, acts of God, damage to buildings, other structures and infrastructure and loss or damage during transit or transportation of the product.

OTHER CONDITIONS

Except as provided or referred to in this document, we accept no other or further liability for any damages or loss (including indirect, consequential or economic loss) and whether arising in contract, tort or otherwise. Any benefits available to you under this warranty are in addition to any non-excludable rights or remedies you may have under applicable legislation, including as a "consumer" under the Australian Consumer Law. To that extent you need to be aware that: Our goods come with guarantees that cannot be excluded under 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 also 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.



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