

LOVE YOUR NEW HOME

*Standard Features
Warranty Book*



MAKING BUILDING *easy*
www.generation.co.nz

Love your GENERATION HOME



Welcome to our Standard Features Warranty Book

This book has been put together to explain what product warranties will be provided by our suppliers to you for the products that have been installed in your new home.

The warranties in this book are for the products that are on our standard feature list only.

Should you chose alternative products we will supply you with the warranties to match as a separate item.

Please take the time to complete all the warranty forms left in your home, and post them away to the various companies. Keep all product and appliance documentation in a safe place that you can easily access should you require them at any time in the future.

We will also provide to you a New Home Owner's Handbook at handover.

This book will give you a better understanding of the various materials used in the construction of your home.

It offers basic guidelines regarding the care and maintenance of these components. By understanding the need for regular care and maintenance, you will be able to preserve its value for longer, and meet any warranty requirements. In general, it is up to you to take care of your home, but you may require a tradesperson to help you meet those obligations outlined under your warranty.

Properly maintained, your Generation Home will serve you well for many years to come.

If in the future you decide to move from your Generation Home, please leave these documents for the next home owner.



Standard Features

SITE WORKS AND FLOOR

- Plans and Council building consent fee
- Certified building inspection fees including final Code of Compliance
- 10 year residential build guarantee
- Construction and liability insurance fees
- Site preparation
- Ribraft concrete floor

CONSTRUCTION

- All framing H1.2 timber
- Roof – Metrotile Satin coloursteel metal roof tiles
- Standard hip roof design
- Fascia/spouting – Coloursteel
- Bricks – 70 series clay from our standard collection

- Standard 2.4m ceiling height unless shown on plan
- Automatic garage door – sectional ribline colour steel
- Windows – aluminium joinery, double glazing (garage single glazed)
- Obscure glass – Cathedral (WC, bathroom & ensuite) & front entry door sidelight (if applicable)
- Window reveals – pre-primed 18mm pine
- Entry door PT4SA powdercoated panel with colour matched hardware
- Sewer connected to existing connection
- Storm water connected to soakage trench
- Insulation – Pink Batts exterior walls (R2.2) & ceiling (R3.2)
- No insulation to garage
- Soffits – Eclipsa – pre-finished

Features are subject to change, providing the goods used are of equal or better quality as those listed here. Some features may vary between regions. September 2019

INTERIOR

- Walls – 10mm gib board stopped to level 4 paint finish
- Ceilings – 13mm gib board stopped to level 4 paint finish
- Bathrooms – Aqua-line gib board
- Interior doors – pine jambs with MDF flush doors
- Architraves – windows and doors 40mm single bevel edge
- Skirting – 60mm single bevel edge
- Scotia – 50mm gib cove to all rooms
- Slimlines – bull nose to external corners
- Cupboards/wardrobes – scotia pre-primed MDF 40mm
- Paint – all finished 3 coats
- Shelving to wardrobes, linen & store cupboards
- Hardware – interior door lever handles & holdfast door stops
- Vertical blinds – to living, dining and bedrooms

KITCHEN

- Custom built kitchen, design as per plan
- Cabinets – white textured, low pressure laminate
- Doors – Melteca
- Bench tops – Formica
- Sink – stainless steel one and a quarter bowl sink insert
- Sink mixer
- Venetian blinds (if applicable)

APPLIANCES

- Oven – F & P 4-function single stainless steel OB60SVMX4
- Hob – F&P electric stainless steel, CE604CBX1
- Rangehood – TRH9-1 SS canopy vented to exterior
- Waste disposal
- Dishwasher – F&P DW60CHX1 stainless steel

PLUMBING

- All polyethylene hot & cold water pipe work
- Two exterior hose taps
- Hot water cylinder – mains pressure 180 litre electric
- Super tub to laundry in garage

BATHROOM/ENSUITE

- Shower 900 x 900mm moulded lining – acrylic
- Shower door – toughened glass in aluminium frame
- Echo slide shower set
- Bath – 1675 x 760mm
- Shower mixer and bath spout
- Vanity – Cashmere, white, 2 drawer, 2 door, china top
- Single lever basin mixer
- Toilets – close coupled suite, s-trap
- Basin in second WC, hot & cold tap/mixer
- Mirror – 900mm high complete with trim
- Toilet roll holders and towel stirrups
- Inline extractor fan
- Heated towel s/steel ladder to ensuite & bathroom

ELECTRICAL

- Light outlets (as per electrical plan)
- Two way light circuits (as per electrical plan)
- Power points (as per electrical plan)
- Television outlets x 3 (as per electrical plan)
- UHF Television aerial (Freeview only)
- Telephone outlets x 3 (as per electrical plan)
- Security (wiring only)
- Smoke alarms (battery with mute)
- Air conditioning

TILING AND FLOORING

- Wall tiles – bath surround, sink up-stand & behind hob
- Floor tiles – full length windows and doors
- Floor tiles – entry, kitchen, bathroom, ensuite & WC
- Carpet – Norman Ellison
- Garage floor – unpainted

LANDSCAPING

- Drive – concrete – up to 50m²
- Terraces & paths – concrete – up to 30m²
- Clothesline – Paraline Mono or Extendaline
- Letterbox – timber with numbers
- Fence – 40m timber paling
- Lawns – 200m² prepared and sown
- Garden kerbing – concrete – up to 20 lm (if applicable)
- Gardens – planted and barked up to 30m²

CONSTRUCTION



Date: _____ Warranty No: _____ Distributor: Cooke Roofing Ltd

SATIN ACRYLIC COATED TILE WARRANTY FOR NEW ZEALAND USE ONLY

(Manufactured from Zinalume only)

To the Purchaser Named Hereunder: _____

Address: _____

Tile warranty by Ross Roof Group Limited (hereinafter called the Company).

(a) Weather Security Warranty

The Company warrants that each Zinalume roofing tile comprised in the roof fitted to the purchaser's property described below; will carry a 50 year pro-rata weatherproof warranty. This warranty is a full 25-year weatherproof warranty plus a diminishing pro-rata weatherproof warranty for the subsequent 25 years. Should any tile not remain n weatherproof over this period the Company may at its option repair or replace the tile. The Company's obligation under this section of warranty shall be limited to the cost of the remedial work during the first 25 years following the date of this warranty, and thereafter shall be limited to sharing the costs with the purchaser based on the schedule on the reverse of this warranty.

(b) Surface Coating Warranty

If during a period of 15 years from the date of this warranty, the surface coatings of the tile deteriorates to the extent that in the Company's reasonable opinion the appearance of the roof is substantial affected, then the Company will at its option either repair the roof or apply the Company's surface coating to the roof. The Company's obligation under this surface warranty shall be limited to the cost of the remedial work during the first five years following the date of this warranty, and thereafter shall be limited to the sharing of costs with the purchaser based on the schedule on the reverse side of this warranty.

(c) Installation Warranty by the Installation Contractor

The installation contractor warrants that defects in the purchaser's roof arising within five years of the date of this warranty and caused by faulty workmanship in the fitting of the roof shall, within a reasonable time, be made good by the installation contractor and without cost to the purchaser.

(d) Terms and Conditions of the Tile and Installation Warranties:

- (i) The warranties shall only apply if the purchaser has made full payments for the supply and fitting of the roof and thereafter will extend to subsequent owners of the property.
- (ii) The warranties shall only apply where the defect is a direct result of a manufacturing defect or faulty workmanship in fitting of the roof. (For example, damage caused by walking on the roof by the owner or any other persons such as plumbers, TV repairs, electricians, painters etc. following the correct fitting of the roof, or any defects in the structure on which the roof is fitted, is not covered by the warranty.)
- (iii) The Company by virtue of these warranties shall not be liable for any consequential, indirect or special damage or loss of any kind whatsoever beyond the period that the Company is liable to the consumer under the Consumer Guarantees Act 1993.
- (iv) As colour variations may exist in tiles manufactured at different times the Company and installation contractor reserve the right to repair or replace tiles in a colour similar to the original.
- (v) The warranties shall not apply if any work, except temporary emergency work, is done other than under the supervision of or subject to the inspection and approval of the Company.
- (vi) The Company gives no warranty if during installation of the roof skill saws, abrasive discs or hacksaws are used to cut tiles except as directed in fixing instructions issued by the manufacturer of the tiles.
- (vii) The surface coating warranty shall not apply where the growth of organic matter such as moss or lichen occurs on the roof. Organic matter, if left unchecked, may damage the surface of any roofing or cladding product.
- (viii) Any remedial work carried out under this warranty shall not extend the term of warranty.
- (ix) This warranty does not in any way limit the rights of the consumer or limit the obligations of the Company under the Consumer Guarantees Act 1993

(e) Special Note:

If rainwater is to be collected from this roof and intended for drinking, the system must be disconnected for three good rainfalls or thoroughly hosed down before reconnecting.

How to care for your roof:

1. You should not walk on your roof unless absolutely necessary. If you do need to walk on your roof, to avoid denting or causing other damage to your roof, you should, firstly wear soft-soled shoes and secondly place your feet on the lowest point of the tile at the front edge.
2. Metrotile roofs must be washed down regularly with fresh water especially those areas sheltered by the eaves overhang of a higher roof. In areas near the sea, where salt deposits are noticeable on windows and similar surfaces, or near areas of industrial pollution, washing down should be carried out every 2-3 months. In other areas, washing down every 6 months should suffice.
3. All organic growth such as moss, mould, algae, lichen or other organic growth can damage the surface coating of your Metrotile roof and must be removed with chemical cleaners as recommended by Metrotile in order for your warranty to be valid – refer to section (d) (vii). Metrotile recommends to chemically clean the roof within a 3 year time period of your roof being installed and thereafter once every 2-3 years to maintain a good appearance and prevent the growth of moss, mould, algae, lichen or other organic growth. Metrotile recommends the use of MossBoss to chemically clean your roof.

Clause (a) Weather Security Pro Rata Warranty Schedule				
Year	Company		Purchaser (Owner)	
	Contribution	%	Contribution	%
1 to 26	"	100%	"	0%
27	"	96%	"	4%
28	"	92%	"	8%
29	"	88%	"	12%
30	"	84%	"	16%
31	"	80%	"	20%
32	"	76%	"	24%
33	"	72%	"	28%
34	"	68%	"	32%
35	"	64%	"	36%
36	"	60%	"	40%
37	"	56%	"	44%
38	"	52%	"	48%
39	"	48%	"	52%
40	"	44%	"	56%
41	"	40%	"	60%
42	"	36%	"	64%
43	"	32%	"	68%
44	"	28%	"	72%
45	"	24%	"	76%
46	"	20%	"	80%
47	"	16%	"	84%
48	"	12%	"	88%
49	"	8%	"	92%
50	"	4%	"	96%
51 - thereafter	"	0%	"	100%

Clause (b) Satin Surface Coating Pro Rata Warranty Schedule				
Year	Company		Purchaser (Owner)	
	Contribution	%	Contribution	%
1 to 5	"	100%	"	0%
6	"	90.9%	"	9.1%
7	"	81.8%	"	18.2%
8	"	72.7%	"	27.3%
9	"	63.6%	"	36.4%
10	"	54.6%	"	45.5%
11	"	45.5%	"	54.6%
12	"	36.4%	"	63.6%
13	"	27.3%	"	72.7%
14	"	18.2%	"	81.8%
15	"	9.1%	"	90.9%
16 - thereafter	"	0%	"	100%

MONIER CONCRETE ROOF TILES PRODUCT WARRANTY

1. **Product Warranty: Monier Concrete Roof Tiles** sold in New Zealand by (or on behalf of) CSR Building Products Limited trading as Monier Roofing ("Monier Roofing").
2. **Monier Roofing warrants that:** Subject to the conditions and exclusions set out in this warranty document, and for the term of this warranty, Monier concrete tiles complied with the performance criteria required under NZS4206:1992 / AS2049:2002 in respect to;
 - (i) water absorption;
 - (ii) permeability;
 - (iii) transverse strength;
 - (iv) freeze/thaw, and
 - (v) will remain unaffected by salt for the warranty period. ("Monier Warranty").
3. **Who is providing the warranty:** CSR Building Products (NZ) Limited trading as Monier Roofing, contactable on 0800 666 437
4. **This warranty is provided for the benefit of:** the builder/installer and also the end-user (such as the homeowner). This warranty applies to roofs that have been ordinarily acquired for personal, domestic or household use or consumption and the amount paid or payable did not exceed \$40,000.
5. **Address:** Where an address is provided this warranty is limited only to the supply of the Monier Concrete Roof Tiles for use at that address.
 Monier Roofing is not responsible for ensuring that the Monier Concrete Roof Tiles are appropriate for the intended application.
6. **Monier's 50 year performance warranty came into effect** in New Zealand after 1 September 1997 and will not be retrospectively applied to roof tiles installed prior to this date without supporting evidence of a valid warranty being supplied.
7. **Products and applications to which this warranty applies:** Monier Concrete Roof Tiles installed and handled by a qualified Monier installer and maintained in accordance with the Monier Roofing literature including installation and maintenance guides current as at the time of purchase and installation ("Literature").
8. **Term of warranty:** Monier Concrete Roof Tiles - 50 years from the date of purchase.

 For the avoidance of doubt, if Monier Concrete Roof Tiles have been repaired or replaced with Monier Concrete Roof Tiles in accordance with the Monier Warranty (at the sole option of Monier Roofing as outlined in the Nature of Recompense section below), the repaired or replaced tiles are warranted for the remainder of the original 50 year warranty term. These rights are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.
9. **Conditions:** This Monier Warranty will only apply where:
 - (a) The purchaser must register their details at monier.co.nz/Warranties/ within 12 months from the date of purchase and must retain evidence of the date of purchase in order to make a claim against this warranty;
 - (b) Monier Roofing is notified within 12 weeks after the alleged defect is discovered (or after the alleged defect ought to have been discovered);
 - (c) In no circumstances can a claim be made after the expiry of Monier's Warranty period;
 - (d) Monier Roofing is provided a reasonable opportunity to inspect the alleged defective Monier Concrete Roof Tiles in situ and prior to their removal, repair or replacement;
 - (e) The Monier Concrete Roof Tiles were installed in compliance with Monier Roofing's Literature current as at the time of purchase and in accordance with the New Zealand Building Code and any other relevant New Zealand laws, regulations and industry codes.
10. **Exclusions:** For the avoidance of any doubt, this Monier Warranty does not apply and Monier Roofing is not liable for matters including but not limited to:
 - (a) Minor surface marks and blemishes. These are not considered a product defect as they are inherent in the manufacturing process and may occur when transported from plant to site;
 - (b) Weathering and colour change of the Monier Concrete Roof Tiles as a result of exposure to the elements and air pollutants. Weathering of the tiles will occur and the surface will change to a matt finish. This will not affect the overall performance of the Monier Concrete Roof Tiles and is not considered a defect;
 - (c) Any tiles which are removed from their first place of installation and re-installed;
 - (d) Efflorescence of the roof tiles. Efflorescence is a natural process seen on areas including footpaths, pavers and brick walls, when alkaline deposits gravitate to surfaces exposed to moisture. The surface of each of Monier Roofing's Concrete Tiles is treated to minimise efflorescence and such occurrences should completely disappear after additional exposure to the elements;
 - (e) Damage or deterioration to the Monier Concrete Roof Tiles arising from external causes outside Monier Roofing's control including but not limited to, building structure movement, defects in the building design, pollution, exposure to conditions that would normally be deleterious to conventional concrete products (e.g. acidic environments), mechanical damage, hydrostatic pressure, electrical or electrolytic damage, incorrect cleaning including cleaning with unsuitable chemicals or pressure, application of incorrect coatings, falling objects, animals or insects, neglect, fire, explosion, radiation, collision, or other accident, acts of God, wars, riots, civil commotion, vandalism, or malicious damage, industrial action, adverse weather conditions (such as, for example, hail storms, sand storms) and the like;

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MONIER CONCRETE ROOF TILES PRODUCT WARRANTY

- (f) Damage or deterioration to any part of the Monier Concrete Roof Tiles caused by work carried out on the Monier Concrete Roof Tiles after installation including, but not limited to, people (other than Monier Roofing qualified installers) walking over or working on the roof;
- (g) Any faults to the extent that they are caused or contributed to by any third party design or engineering of the building or structure to which the Monier Concrete Roof Tiles are attached (including but not limited to the design of the frame to which the Monier Concrete Roof Tiles are affixed);
- (h) Any faults to the extent that they are caused or contributed to by the materials and accessories supplied by third parties. Examples of such third party products include but are not limited to sarking, clips and nails, flexible pointing, anti-ponding board, fire wall batts and battens; and
- (i) Other than as expressly set out in this Monier Warranty, and other than the warranties that cannot be excluded under the Consumers Guarantees Act 1993 (NZ) and any other relevant New Zealand law, Monier Roofing excludes all warranties and guarantees and has no liability with regard to the Monier Concrete Roof Tiles including all implied warranties and guarantees.
- 11. Nature of recompense:** Subject to the rights and remedies of a consumer under a law which cannot be limited, the liability of Monier Roofing under this Monier Warranty or otherwise in relation to the Monier Concrete Tile Roofing will be limited, at the sole option of Monier Roofing, to the:
- Supply of Monier Concrete Roof Tiles or equivalent goods to replace the Monier Concrete Roof Tiles; or
 - Repair of the Monier Concrete Roof Tiles; or
 - Payment for the supply of a replacement for the Monier Concrete Roof Tiles; or
 - Payment for the repair of the Monier Concrete Roof Tiles.
- Please note:** Where Monier Roofing elects to repair or replace Monier Concrete Roof Tiles, the tiles will vary in colour from those repaired or replaced. Some colour variation will occur from batch to batch due to the manufacturing technique and raw materials used. Monier Roofing will endeavour to supply tiles similar to, or as near as possible to, any samples provided.
- Other than liability which cannot be excluded by law, except as set out above, Monier Roofing otherwise excludes all liability for loss and damage (including without limitation all indirect and consequential loss).
- In all cases, Monier Roofing's liability is limited to the value of the Monier Concrete Roof Tiles.
- 12. Related warranties:** This Monier Warranty covers only the Monier Concrete Roof Tiles manufactured by Monier Roofing. All other materials used to install the roof may be covered by other manufacturers' warranties. Examples of such products include: sarking; clips and nails; flexible pointing; anti-ponding board; fire wall batts; and battens.
- 13. Claim process:** Please contact The Manager (contact details above) for consideration of your claim in the first instance.
- All expense of claiming under the Monier Warranty will be borne by the person making the claim. Monier Roofing may require documents and other information supporting the claim including but not limited to proof of purchase to be provided.
- 14. Information to the homeowner:** The following is intended to provide the homeowner with information on how they can protect the Monier Concrete Roof Tiles. Monier Roofing does not warrant that in taking these steps that the Monier Concrete Roof Tiles will not suffer damage.
- To maximise the benefits of your new roof and extend its life, the following precautions are advised:
- Ensure that only skilled trades people trained on how to walk on roofs safely are employed to repair or install services on your roof.
 - Use a long stick or rope to retrieve items lodged on the roof; and
 - If it is absolutely necessary to traverse your roof, walk on the lower third of individual tiles.

YOUR WARRANTY DETAILS

WARRANTY NUMBER

Date of
Warranty Registration

Name

Address

Suburb

Region

Postcode

Phone

Mobile

Email

Installation Date

Name of Builder /
Roofing Specialist

Job Reference Number

Invoice /
Contract Number

Tile Profile

Tile Colour

Type of Home

Sarking Required Yes No

MONIER TERRACOTTA ROOF TILES PRODUCT WARRANTY

1. **Product Warranty: Monier Terracotta Roof Tiles** sold in New Zealand by (or on behalf of) CSR Building Products Limited trading as Monier Roofing ("Monier Roofing").
2. **Monier Roofing warrants that:** Subject to the conditions and exclusions set out in this warranty document, and for the term of this warranty, the Monier Terracotta Roof Tiles will comply with New Zealand Standard 4206: 1992 / Australian Standard 2049:2002 in respect of:
 - (a) Permitted Distortion;
 - (b) Batten Lugs and Squareness;
 - (c) Transverse Breaking Load;
 - (d) Water Absorption;
 - (e) Permeability;
 - (f) Freeze / Thaw;
 - (g) Resistance to salt attack; and
 - (h) Determination of dynamic weather resistance. ("Monier Warranty").
3. **Who is providing the warranty:** CSR Building Products (NZ) Limited trading as Monier Roofing. This warranty is authorised by:

The Manager
Monier Roofing
7 The Furlong
PO Box 188
Takanini
Auckland 2245
Phone: 0800 666 437
4. **Who the warranty is provided to:** This warranty is provided for the benefit of the builder/installer and also the end-user (such as the homeowner).
5. **Address:** Where an address is provided this warranty is limited only to the supply of the Monier Terracotta Roof Tiles for use at that address.

Monier Roofing is not responsible for ensuring that the Monier Terracotta Roof Tiles are appropriate for the intended application.
6. **Products and applications to which this warranty applies:** Monier Terracotta Roof Tiles purchased, handled and installed by a qualified Monier installer and maintained in accordance with the Monier Roofing literature including installation and maintenance guides current as at the time of purchase and installation ("Literature").
7. **Term of warranty:** Monier Terracotta Roof Tiles - 50 years from the date of purchase.

For the avoidance of doubt, if Monier Terracotta Roof Tiles have been repaired or replaced with Monier Terracotta Roof Tiles in accordance with the Monier Warranty (at the sole option of Monier Roofing as outlined in the Nature of Recompense section below), the repaired or replaced tiles are warranted for the remainder of the original 50 year warranty term. These rights are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.
8. **Conditions:** This Monier Warranty will only apply where:
 - (a) The purchaser must register their details at monier.co.nz/Warranties/ within 12 months from the date of purchase and must retain evidence of the date of purchase in order to make a claim against this warranty;
 - (b) Monier Roofing is notified within 12 weeks after the alleged defect is discovered (or after the alleged defect ought to have been discovered);
 - (c) In no circumstances can a claim be made after the expiry of Monier's Warranty period;
 - (d) The Monier Terracotta Roof Tiles are handled, installed and maintained in accordance with Monier Roofing's literature current as at the time of purchase;
 - (e) Monier Terracotta Roof Tiles were installed in compliance with Monier Roofing's literature current as at the time of purchase and in accordance with the New Zealand Building Code and any other relevant New Zealand laws, regulations and industry codes.
9. **Exclusions:** For the avoidance of any doubt, this Monier Warranty does not apply and Monier Roofing is not liable for matters including but not limited to:
 - (a) Natural colour variation. Monier Terracotta Roof Tiles are fired at extremely high temperatures ensuring a no fade product, and accordingly, there will be natural colour variation between tiles, and this is not covered by this warranty;
 - (b) Minor surface marks and blemishes. These are not considered a product defect as they are inherent in the manufacturing process and may occur when transported from plant to site;
 - (c) Any tiles which are removed from their first place of installation and re-installed;
 - (d) Damage or deterioration to the Monier Terracotta Roof Tiles arising from external causes outside Monier Roofing's control including but not limited to, building structure movement, defects in the building design, pollution, exposure to conditions that would normally be deleterious to conventional terracotta products, mechanical damage, hydrostatic pressure, electrical or electrolytic damage, incorrect cleaning including cleaning with unsuitable chemicals or pressure, application of incorrect coatings, falling objects, animals or insects, neglect, fire, explosion, radiation, collision, or other accident, acts of God, wars, riots, civil commotion, vandalism, or malicious damage, industrial action, adverse weather conditions (such as, for example, hail storms, sand storms) and the like;
 - (e) Any faults to the extent they are caused or contributed to by any materials and accessories supplied by third parties;
 - (f) Damage or deterioration to any part of the Monier Terracotta Roof Tiles caused by work carried out on the Monier Terracotta Roof Tiles after installation including, but not limited to, people (other than Monier Roofing qualified installers) walking over or working on the roof; and

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MONIER TERRACOTTA ROOF TILES PRODUCT WARRANTY

(g) Any faults to the extent that they are caused or contributed to by any third party design or engineering of the building or structure to which the Monier Terracotta Roof Tiles are attached (including but not limited to the design of the frame to which the Monier Terracotta Roof Tiles are affixed.

Other than as expressly set out in this Monier Warranty, and other than the warranties that cannot be excluded under the Consumers Guarantees Act 1993 (NZ) and any other relevant New Zealand law, Monier Roofing excludes all warranties and guarantees and has no liability with regard to the Monier Terracotta Roof Tiles including all implied warranties and guarantees.

10. Nature of recompense: Subject to the rights and remedies of a consumer under a law which cannot be limited, the liability of Monier Roofing under this Monier Warranty or otherwise in relation to the Monier Terracotta Roof Tiles will be limited, at the sole option of Monier Roofing, to the:

- (a) Supply of Monier Terracotta Roof Tiles or equivalent goods to replace the defective Monier Terracotta Roof Tiles; or
- (b) Repair of the defective Monier Terracotta Roof Tiles; or
- (c) Payment for the supply of a replacement for the defective Monier Terracotta Roof Tiles; or
- (d) Payment for the repair of the defective Monier Terracotta Roof Tiles.

Please note: Where Monier Roofing elects to repair or replace Monier Terracotta Roof Tiles, there will be a natural colour variation between the tiles.

Other than liability which cannot be excluded by law, except as set out above, Monier Roofing otherwise excludes all liability for loss and damage (including without limitation all indirect and consequential loss).

In all cases, Monier Roofing's liability is limited to the value of the Monier Terracotta Roof Tiles.

11. Related warranties: This Monier Warranty covers only the Monier Terracotta Roof Tiles manufactured by Monier Roofing. All other materials used to install the roof may be covered by other manufacturers' warranties. Examples of such products include: sarking; clips and nails; flexible pointing; anti-ponding board; fire wall batts; and battens.

12. Claim process: Please contact The Manager (contact details above) for consideration of your claim in the first instance.

All expense of claiming under the Monier Warranty will be borne by the person making the claim. Monier Roofing may require documents and other information supporting the claim including but not limited to proof of purchase to be provided.

13. Information to the homeowner: The following is intended to provide the homeowner with information on how they can protect the Monier Terracotta Roof Tiles. Monier Roofing in no way guarantees that by taking these steps the homeowner will not suffer damage of the kind excluded under this Monier Warranty.

To maximise the benefits of your new roof and extend its life, the following precautions are advised:

- (a) Ensure that only skilled roofing trades people repair or walk on your roof;
- (b) Place antennas and air conditioning units in a position to minimise walking on roofs;
- (c) Use a long stick or rope to retrieve items lodged on the roof; and
- (d) If it is absolutely necessary to traverse your roof, walk on the lower third of individual tiles.

Further information:

- (e) Monier Terracotta Roof Tiles are a natural product, and accordingly there will be natural colour variation between the tiles. To minimise the aesthetic effect of these variations, Monier recommends that terracotta tiles are blended across packs during installation of the roof tiles;
- (f) Terracotta roof tiles, once fired are inert bodies; no lead, cadmium or other heavy metals are used in the ceramic glazes making it safe for water collection.

ROOF MAINTENANCE

While roof tiles are known for their durability and minimal maintenance requirements, there are some things to consider when caring for your roof. Regular maintenance of your roof will go a long way to preventing any problems.

The colour of concrete roof tiles

With exposure to UV, pollution and other environmental factors, your concrete roof tiles will change in appearance. Over time these factors will cause the colour coat of concrete roof tile to lose its sheen and mellow in appearance. While this process will occur over several years, colour loss of your concrete roof tiles should be expected. As the colour of terracotta roof tiles are baked into the surface through the firing process their colour will not fade.

Efflorescence

Occasionally, the natural salts within a concrete roof tile can migrate to the surface as a whitish, grey discolouration known as efflorescence. This is a temporary cosmetic phenomenon and does not affect the functional properties of the roof tile. Common to many concrete products, efflorescence should disappear naturally over time.

Lichen and moss

Lichen spores are normally present in the air and can settle and grow on most roofing materials. Moss grows only where there is sufficient build-up of dirt particles to support the growth of the plant. If there is a need to remove moss or lichen growth, Monier recommends the use of qualified professionals to carry out any necessary spraying to ensure the right materials are used and to avoid damage to your roof. Water tank downpipes need to be disconnected prior to roof cleaning and re-connected after 3-5 downpours of rain.

Gutters, downpipes and valleys

A common source of roof leaks is uncleared gutters, downpipes and valleys. All gutters, downpipes and valleys should be regularly inspected, cleaned and maintained. As a minimum, an annual check is recommended, but if your house is in a heavily treed area greater frequency of checks will be required. You may also wish to consider installing a leaf screen gutter protection product.

Leaking roof

If your roof has a leak, it is always best to employ a qualified roofing professional to undertake the work of assessing and repairing your roof. Before accessing or walking on roofs, please read the 'Accessing and walking on roofs' section below.

Replacing roof tiles

If your roof has damaged roof tiles it is always best to employ a qualified roofing professional to undertake the work of assessing and repairing your roof. Before accessing or walking on roofs, please read the 'Accessing and walking on roofs' section below.

Respraying

It is a common misconception that respraying will improve the structural performance of your roof. This is simply not the case. Respraying your roof is purely aesthetic and will not repair or seal your roof. From a cost and roofing performance perspective, it may be better to consider re-roofing with a new tile roof rather than respraying. It may be more competitive than you think.

Accessing and walking on roofs

Monier recommends that a qualified roofing professional undertake the work of assessing and repairing your roof as walking and working on roofs can be dangerous. If it is absolutely necessary to walk on your roof, in addition to a fall prevention plan, the following fall prevention precautions should be taken: Wear shoes with soft flexible soles, ensure the weather conditions are favourable, ensure you have an observer on site at all times, use a safety harness where possible, take care when accessing the roof, if using a ladder ensure that it is tied off and on stable ground, avoid walking up the valleys, ensure you only walk on lower centre of the tile and distribute your weight as evenly as possible and finally thoroughly check all tiles touched before leaving the roof to ensure that they have not been disturbed.

Important note: For further Prevention of Falls from Height information it is recommended you contact Worksafe NZ or visit www.business.govt.nz/worksafe

0800 666 437
monier.co.nz

For any roof maintenance related questions please contact
Monier or your local Monier Roofing Reseller

CSR



Product Warranty

Midland and Boral Clay Bricks

Manufactured in accordance with the requirements of AS/NZS4455 and are regularly tested for compliance in accordance with AS/NZS4456, Midland Brick NZ supply clay brick product that is fit for purpose, and meets the requirements of the NZBC for durability.

Provided our brick veneers are installed in accordance with accepted good trade practice by a competent trade's person who is a Licenced Building Practitioner, and in accordance with the requirements of the NZBC, NZS4210 and E2/AS1 Masonry, and Design Note TB1, Midland Brick NZ guarantee the durability requirements as specified in E2, will be met and exceeded.

For any brick veneer design that is outside the scope of The NZ Building Code, E2/AS1, a specific design must be obtained by a suitably qualified person or structural engineer acceptable to the BCA (Building Consent Authority) issuing the building consent.

Maintenance

Kiln fired clay brickwork has a long history as one of the most durable and versatile building materials, and subsequently, requires virtually no maintenance. However, as with any materials, brickwork can be subject to natural weathering such as rain, sun, wind, and wind borne sea spray. Midland Brick NZ recommends that the brickwork should be given a light hose down with low pressure water at least once a year. This could prevent the build-up of any airborne pollutants that could harm the brickwork.

In order to maintain a functioning brick veneer cavity, it is important to ensure that all weep holes and vent holes are kept clean and free of debris and spiders.

For specific instructions for cleaning brickwork, visit the Midland Brick website and refer to the 'Fundamental Brick Veneer' technical brochure. This can be downloaded by visiting www.midlandbrick.co.nz.

Midland Brick NZ
Ph: 0800 MIDLAND (643 5263), Email: info@midlandbrick.co.nz
www.midlandbrick.co.nz

Warranty Terms and Conditions

NZ Brick Distributors GP Limited ("the Company")

The Company warrants that its bricks are manufactured and tested to Australian and New Zealand Standards for Masonry Units and Segmental Pavers – Methods of Test, AS/NZS 4456 and are fit for all of the purposes for which goods of this kind are commonly supplied ("intended purpose"); they will comply with the relevant Building Code for a period of 25 years from date of original purchase, and they will remain colourfast and durable for the lifetime of the bricks.

This warranty extends only to:

- defects occurring in materials and/or workmanship where the bricks are used for their intended purpose; and
- bricks where the grade selected is appropriate for the intended purpose; and
- Bricks laid in compliance with all relevant Building Codes, Regulations and New Zealand Standards.

For this warranty to be valid the design and construction of the project must:

- Conform to standards NZS 3604 (Timber Framed Buildings) and NZS 4210 (Masonry Construction).
- For steel framed structures the NASH (National Association of Steel Housing) Standard – Residential and Low-rise Steel Framing Part 1: Design Criteria is called up as a verification method under B1 Structure.

Reasonable evidence of the date of your original purchase must be provided to qualify for these warranties. The original sales receipt is your best proof of purchase.

These warranties do not cover:

- to the extent permissible by law, consequential damage (whether structural or otherwise) or failure due to accidental damage, impact, misuse or negligence of any third party;
- inappropriate choice of product grade;
- slight variations in product colour – variations in colour and shade are inherent in fired clay products;
- bricks that are damaged by cleaning;
- installation or use of bricks other than in accordance with relevant Building Codes, Regulations and New Zealand Standards;
- Bricks that are re-used;
- damage arising out of any 'force majeure' event including but not limited to earthquake, flood, act of God or war; or
- damage arising out of extreme conditions including ingress of higher than normal levels of salts, sandstorms, repeated sub-zero temperatures, severe marine environments.

All costs of disposal, re-installation, cartage, freight, kilometre expenses and insurance associated with these warranties are to be paid by the claimant.

The following statement applies if the supply of the bricks is a consumer supply as defined in the New Zealand Consumer Guarantees Act 1993 ("the Act"). In this statement, 'Our' means 'the Company', and 'goods' means 'Bricks':

Our goods come with guarantees that cannot be excluded under New Zealand Consumer Law. If this supply is to a consumer then the basis of our liability is limited to the implied guarantees under the Act and the remedies available to you as a consumer are limited to those available under the Act.

The liability of the Company is limited, to the extent permissible by law including the Act, and at the option of the Company, to either:

- replacing the bricks or the supply of equivalent products; or
- the payment of the cost of acquiring equivalent products.

To the extent permitted by law, all other warranties whether implied or otherwise, not set out in these warranty terms and conditions are excluded and the Company is not liable in contract, tort (including, without limitation, negligence or breach of statutory duty) or otherwise to compensate you for:

- any increased costs or expenses;
- any loss of profit, revenue, business, contracts or anticipated savings;
- any loss or expense resulting from a claim by a third party; or
- any special, indirect or consequential loss or damage of any nature whatsoever caused by the Company's failure in complying with its obligations.

The benefits given to you in this warranty are in addition to other rights and remedies under law in relation to the Bricks to which this warranty applies.

This warranty is not applicable outside New Zealand.

To make a claim under this warranty, to discuss your warranty, for technical support or to obtain locations for your nearest stockist, please call 0800 274 257 or visit www.nzbrickdistributors.co.nz

PREMIER BRICK MAINTENANCE INFORMATION

MAINTENANCE SCHEDULE

Brick veneer is a cladding, correctly installed brick veneer cladding requires little in the way of maintenance over a long period of time. However, if one follows the simple procedures, the performance of the veneer as a cladding and its appearance will ensure it meets all requirements.

CLEANING

The exterior of the brick veneer must be washed down at least once a year using a soapy water and soft scrubbing brush. It may be given a light water-blast to remove stubborn dirt particles.

Spray for spiders if necessary, check for and remove all spider webs at least twice a year.

WEEP HOLES

Check all weep and vent holes around the top and bottom of the veneer annually to ensure they are not blocked up with dirt, grass, insects and other debris – clean where required.

MORTAR JOINTS

Check mortar joints annually for erosion and deterioration, if there is some obvious deterioration or loose mortar, consult a bricklayer and have the mortar joints in question repointed.

BLACK ALGAE

Check for black algae annually especially on the south or damp sides of the house. If you notice any build up, simply spray on Premier Brick cleaner and leave. No scrubbing required. Be sure to follow label instructions.

All individuals involved in the design, building and laying of PREMIER concrete masonry brick veneers need to read this document prior to commencing a project and take ownership of their involvement. Should a situation develop that contravenes Design Note PG-B1 or PG-B2, stop and resolve the issue prior to proceeding.

Signed as read: _____

Date: _____

Print name: _____

This document has been written and prepared, in conjunction with Premier Group,
by John Oliver, Building Consultant, Brick Consulting; specialist in
brick veneer construction and author of
John Oliver's BRICK BOOK

www.brickconsultant.co.nz
John Oliver
Specialist in Veneer Construction
9 September 2017



PREMIER BRICK – LIFETIME WARRANTY

Premier Group warrant that the Premier Brick will not break up and that the surface will not wear away unusually fast within 50 years from date of purchase. Any liability for product failure that may arise will be limited to repair or replacement of the defective product and will only apply for the benefit of the original purchase. Premier Group will not be liable for any consequential loss or damage, or transport charges.

THE WARRANTY IS CONDITIONAL ON:

1. Construction, installation and maintenance being carried out as specified in the Premier Brick Manual.
2. Warranty certificate being returned to the manufacturer within 21 days of purchase together with proof of purchase.

THIS WARRANTY DOES NOT COVER THE FOLLOWING:

1. Sealers, grouts or mortar.
2. Normal wear and tear, damage by impact or acts of God.
3. Situations where the Bricks have been subject to exposure to chemicals, water blasters or other corrosion causing products with the exception of Premier Acid Wash or water blasting where Premier Group acid washing or water blasting documented methods have been correctly followed. (see Premier Brick Maintenance info for guidelines).
4. Unsuitable use of the product: e.g. used as pavers.
5. Batching and natural colour variations.
6. Efflorescence: All cement based products are subject to this natural phenomenon. It can appear to "whiten" or fade the product. It will gradually diminish over time or you can choose to acid wash and seal with Premier products.

7. **Colour:** Premier products are manufactured from natural materials for natural results. Colour variation is normal and is part of the natural beauty of the product.
8. All natural variations as explained in the following statements.

It is important to understand that Premier products are created from natural materials to achieve a natural look. This means that every Premier product captures nature's variety and beauty and any variations you see will not affect the performance of the product but rather will enhance a natural, weathered stone appearance. Natural variations as explained in the order confirmation and our brochures include: colour variations, chipping, texture variations, hairline fissures, and other variations typical of stone based materials. Any variations from the samples you have seen ensure your brick project is unique and special to your home.

IMPORTANT NOTICE: PRODUCT LAID IS DEEMED TO BE ACCEPTED

Quality: If for some reason you are not completely satisfied with the quality of the bricks, please contact Premier Group immediately. We will not accept any claims for labour costs to remove or relay bricks that have already been laid. Our warranty is limited to free replacement of product, deemed to be unsatisfactory by Premier Group before laying takes place. Terms and conditions apply.

Thank you for your custom!
Premier Group New Zealand

WARRANTY FORM:

Name: _____

Phone Number: _____

Address: _____

Email Address: _____

Type of Brick Texture: _____

Purchased from: _____

Size: _____

Location: _____

Colour: _____

For what purpose was the product purchased: (tick one)

House Wall Veneer Pillars Outdoor Walls Retaining Walls

ATTACH PROOF OF PURCHASE

How clear did you find the instructions? Easy to follow Adequate Need to improve

PLEASE POST WITHIN 21 DAYS TO:

Premier Group New Zealand
PO Box 12172
HAMILTON, 3248

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Product Warranty

Linea®
WEATHERBOARD

March 2015

Warranty: James Hardie New Zealand ("James Hardie") warrants for a period of 25 years from the date of purchase that the Linea® Weatherboard (the "Product"), will be free from defects due to defective factory workmanship or materials and, subject to compliance with the conditions below, will be resistant to cracking, rotting, fire and damage from termite attacks to the extent set out in James Hardie's relevant published literature current at the time of installation. James Hardie warrants for a period of 15 years from the date of purchase that the Axent™ Trim and accessories supplied by James Hardie will be free from defects due to defective factory workmanship or materials.

Nothing in this document shall exclude or modify any legal rights a customer may have under the Consumer Guarantees Act or otherwise which cannot be excluded or modified at law.

CONDITIONS OF WARRANTY:

The warranty is strictly subject to the following conditions:

- a) James Hardie will not be liable for breach of warranty unless the claimant provides proof of purchase and makes a written claim either within 30 days after the defect would have become reasonably apparent or, if the defect was reasonably apparent prior to installation, then the claim must be made prior to installation.
- b) This warranty is not transferable.
- c) The Product must be installed and maintained strictly in accordance with the relevant James Hardie literature current at the time of installation and must be installed in conjunction with the components or products specified in the literature. Further, all other products, including coating and jointing systems, applied to or used in conjunction with the Product must be applied or installed and maintained strictly in accordance with the relevant manufacturer's instructions and good trade practice.
- d) The project must be designed and constructed in strict compliance with all relevant provisions of the current New Zealand Building Code ("NZBC"), regulations and standards.
- e) The claimant's sole remedy for breach of warranty is (at James Hardie's option) that James Hardie will either supply replacement product, rectify the affected product or pay for the cost of the replacement or rectification of the affected product.
- f) James Hardie will not be liable for any losses or damages (whether direct or indirect) including property damage or personal injury, consequential loss, economic loss or loss of profits, arising in contract or negligence or howsoever arising. Without limiting the foregoing James Hardie will not be liable for any claims, damages or defects arising from or in any way attributable to poor workmanship, poor design or detailing, settlement or structural movement and/or movement of materials to which the Product is attached, incorrect design of the structure, acts of God including but not limited to earthquakes, cyclones, floods or other severe weather conditions or unusual climatic conditions, efflorescence or performance of paint/coatings applied to the Product, normal wear and tear, growth of mould, mildew, fungi, bacteria, or any organism on any Product surface or Product (whether on the exposed or unexposed surfaces).
- g) All warranties, conditions, liabilities and obligations other than those specified in this warranty are excluded to the fullest extent allowed by law.
- h) If meeting a claim under this warranty involves re-coating of Products, there may be slight colour differences between the original and replacement Products due to the effects of weathering and variations in materials over time.

Disclaimer: The recommendations in James Hardie's literature are based on good building practice, but are not an exhaustive statement of all relevant information and are subject to conditions (c), (d), (f) and (g) above. James Hardie has tested the performance of Linea® Weatherboard when installed in accordance with the Linea® Weatherboard technical specification, in accordance with the standards and verification methods required by the NZBC and those test results demonstrate the product complies with the performance criteria established by the NZBC. However, as the successful performance of the relevant system depends on numerous factors outside the control of James Hardie (e.g. quality of workmanship and design) James Hardie shall not be liable for the recommendations made in its literature and the performance of the relevant system, including its suitability for any purpose or ability to satisfy the relevant provisions of the NZBC, regulations and standards, as it is the responsibility of the building designer to ensure that the details and recommendations provided in the relevant James Hardie installation manual are suitable for the intended project and that specific design is conducted where appropriate.

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Ask James Hardie™
Call 0800 808 868
www.jameshardie.co.nz



MAINTENANCE SCHEDULE

The extent and nature of maintenance will depend on the geographical location and exposure of the building. It is the responsibility of the specifier to determine any site specific maintenance requirements to comply with the New Zealand Building Code.

As a guide, it is recommended that basic normal maintenance tasks shall include but not be limited to:

- Washing down exterior surfaces every 6-12 months*
- Re-applying exterior protective finishes**
- Maintaining the exterior envelope and connections including joints, penetrations, flashings and sealants that may provide a means of moisture entry beyond the exterior cladding to comply with the requirements of the New Zealand Building Code clause E2.
- Cleaning out gutters, blocked pipes and overflows as required.
- Pruning back vegetation which is close to or touching the building as well as ensuring the New Zealand Building Code ground clearance requirements are maintained especially where gardens are concerned.
- The clearance between the bottom edge of the Linea Weatherboard and the finished/unfinished ground must always be maintained.
- Stainless steel soakers used in extreme coastal conditions or in sea spray zones may show some signs of 'tea staining'. It is an aesthetic issue and to minimise staining soaker must be washed/polished frequently.

**Do not use a water blaster to wash down the cladding.*

**In extreme coastal conditions or sea spray zones, wash every 3-4 months*

***Refer to the paint manufacturer for washing down and recoating requirements related to paint performance.*

Date: _____

Project: _____

Address: _____

Customer Name: _____

“RED DOG” DOOR WARRANTY

FOR THE OWNER: PLEASE READ THIS **BEFORE** INSTALLATION.

All “**RED DOG**” cedar doors manufactured by **Autocrat Joinery** are warranted to be of good workmanship and materials free from defects which would render them unserviceable within **5 years** of purchase.

Autocrat Joinery, subject to its terms and conditions of sale, agrees to replace or repair any door found to be defective in the meaning of the warranty. No liability will be accepted for work such as hanging, painting, re-glazing or other consequential loss.

Natural variations of colour and textures and minor shrinkage and swelling of components, particularly panels, are a normal characteristic of timber which varies with seasonal humidity and are not considered defects. We endeavour to ensure that the timber has been prepared to make it suitable. It is obvious that we cannot know all of the circumstances surrounding every situation in which our products are stored and installed. Seasonal and geographic variations in atmosphere moisture may cause some shrinkage and expansion and therefore **Autocrat Joinery** will not consider any defects which fall within the following:

1. A warp shall not be considered a defect unless it exceeds 6mm in the door itself. Note that this is not in relationship of the door to the frame or jamb. The term ‘warp’ shall include cupping or twisting. (When warp is determined, apply a straight edge to the concave face of the door. With twist place face to face against a true plane).
2. Natural variations in colour, grain or texture of timber are not considered defects.
3. Minor variations in dimension are normal and are not regarded as defects. The manufacturer will not accept responsibility or liability for any damage resulting from failure to adhere to the following conditions:
 - a) Exterior doors are designed for use in weather protected situations only, and should not be subjected to direct sunlight and/or rain.
 - b) Immediately after the door has been installed, the door leaf must be taken out and thoroughly finished with a full exterior grade paint, varnish or **oil based** stain system on both faces and **ALL FOUR EDGES**, including any checkouts. Do not use a water based (acrylic) primer. The door leaf must not be left in its final position without this being done.
 - c) Doors that are exposed to some sunlight should be finished in light reflective colours. Avoid dark tones to minimise the risk of excessive uptake from direct or reflective sunlight.
 - d) Because the application of finishes is beyond the control of Autocrat, no liability will be accepted for the quality of the finished result.
 - e) The structural strength must not be impaired in the application and fitting of hardware. It is not recommended to fit at the style and rail joints.
 - f) Cutting and altering of the door size is not recommended.

In the rare event that you should need to lodge a claim, any claim made under this warranty must be made to the distributor. Where defects are reasonably apparent, claims should be lodged within seven days of purchase and before doors are hung or treated in any way.

If you choose to ignore these requirements the door warranty is void.





So now you have a new door, you may be wondering

How do I protect my timber door?

Does a timber door have to be finished?

YES — all timber joinery has to be finished to seal and protect it. By finishing we mean either an opaque or transparent finish applied to all 6 sides to protect it from the elements. Without a finish all timber will swell, crack, shrink, bow and discolour. No warranty applies to unfinished joinery. To preserve your warranty as well as your joinery, a full coat of sealer must be applied to dry timber joinery within 48 hours of delivery. Generally joinery will require at least 4 coats of finish, 2 coats of primer/sealer or undercoat and 2 coats of top coats to give lustre and long lasting protection. All joinery should be checked regularly but the life of the finish will depend on its exposure. Joinery fully exposed to weather and sunlight or joinery in coastal conditions will need more frequent maintenance.

Why is sealing the top and bottom so important?

All 6 faces of the joinery are important and in some joinery units these are hard to reach places to finish. The top and bottom however, are crucial faces of the door — the stiles (vertical edges) of the door were once part of a tree trunk and were designed to 'suck up' water. Water left sitting on the sill or on the top of the door is absorbed through the exposed end grain if not properly finished and this absorption leads to bowing, twisting and eventual rotting of the timbers.

What products are recommended?

Oil based systems such as Sikkens or Cabots for clear finishes.

Oil based pigment paint systems for a paint finish.

If my joinery comes preprimed, what painting system will be compatible?

Any **oil based** undercoat and top coat system, it is not enough to rely on the enamel primer being enough protection for the timber.

What products are not recommended?

Polyurethane coatings, Estapols and lacquers — These finishes are too inflexible and restrain natural timber movement, they therefore crack quickly and because they retain and concentrate heat, can cause severe warping or splitting in the joinery. They also break down in ultra violet light.

Acrylic coatings — Acrylic finishes suffocate timber, coatings stick and restrict movement. They are generally complicated to re-apply over time requiring etching and other surface keying to permit subsequent coats to bond.

Varnishes and natural oil finishes — Marine varnishes do not have a long life and most modern varieties have similar disadvantages to lacquers. Natural oil finishes are good for the timber but tend to be absorbed over a fairly short time so that regular recoating is required.

Water repellent preservatives — contain repellent waxes, resins and usually fungicide to provide a temporary water barrier which breaks down progressively due to atmospheric oxidation. Can cause compatibility and bonding problems with subsequent finishes.

Some coating manufacturers recommended Acrylic (water based) enamels, why should I avoid them?

No exterior joinery should be painted with acrylic (water based) paints because they have the effect of wrapping the timber in plastic so that the wood can't breathe. Just as food wrapped in a plastic bag will rot over time, non-porous acrylic paints hasten the demise of timber.

Importantly when the seal is broken in acrylic coating water can be drawn into the moisture hungry timber and become trapped in the plastic encasing causing rot and fungal growth to occur in the waterlogged woodgrain. Coatings need to be micro porous, allowing the timber to breathe and move, they should also contain organic oils to nourish the wood the way it was treated within its tree.



GARAGE DOOR WARRANTY/PRODUCER STATEMENT

Customer Name : _____

Date : _____

Dear Valued Customer

Thank you for choosing us as your preferred garage door supplier. Each job is recorded in our database until the warranty period expires. The warranty period begins from the date of installation.

Date of Installation : _____

Our reference no : _____

Site Address : _____

Warranty Cover

All structural components have a 2 year manufacturing warranty.
The Automatic Opener has a 2 year warranty.
Please note the hand held remotes have no warranty.

We recommend that you wash your garage door every 3 months to remove any corrosive contamination. Lubricate the chain, axles, all hinges and rollers with WD40 or silicone spray, occasionally to avoid friction.

If you have any queries or experience any problems please don't hesitate to contact us.

347 Great South Road, Takanini, Auckland
Phone 09-298-1408 Fax 09-298-1409
www.doors2000.co.nz



FAIRVIEW SYSTEMS WARRANTY INFORMATION

HARDWARE/COMPONENTRY WARRANTY

2 years or as per manufacturers/suppliers warranty covering various hardware supplied for joinery

GLASS WARRANTY

10 year on residential

DURABILITY REQUIREMENT FOR ALUMINIUM SYSTEM

15 year durability requirement meaning system should not fail in situ for this period of time (excludes manufacturing /hardware). This is the requirement under the building code

INSTALLATION WARRANTY:

If offered by fabricator, covered under durability

POWDERCOAT WARRANTY:

15 year residential warranty

Commercial building not included (refer warranty card for classification of builds).

Commercial warranty's offered from powdercoat supplier at quoted price

15 year warranty on Interpon SP1 colour range

10 year warranty on Dupont SP1 colour range

All other colours at suppliers determination

ANODISING WARRANTY:

Determined on application and location. In line with individual anodiser supplier warranties up to 7 years

MANUFACTURING WARRANTY BY FABRICATOR:

5 year fabricator manufacturing warranty

As per below:



FIVE YEAR WARRANTY TERMS & CONDITIONS

The following terms and conditions apply to all work carried out by the Supplier for the Customer.

PRODUCT

- The products have been manufactured in compliance with New Zealand standards NZS3504, NZS 4211, and NZS4332. These standards ensure compliance to Part I of the New Zealand Building Code.
- The Supplier guarantees that the products are fit for their intended purpose

CLAIMS

- The supplier must be advised of all claims within 7 days of the materials or workmanship fault first becoming apparent.
- Should a claim be made, the Supplier will determine the most appropriate course of action to be taken to remedy the claim and reserves the right to nominate who shall carry out any remedial work.

CONSEQUENTIAL LOSS

- In no case shall the Supplier be liable for any consequential loss or consequential damage.
- Neither shall any claim be made with respect to anything for which the Supplier's liability is limited or excluded in its Standard Conditions of Sale.

MATERIALS SUPPLIED BY THE SUPPLIER

- This guarantee is only applicable to the materials and workmanship supplied by the Supplier. All hardware and componentry, which are not manufactured by the Supplier and are accepted for use by the Buyer, are covered by guarantee to the extent of such guarantee being obtainable from the supplier of such materials, hardware and componentry.

MAINTENANCE & INSTALLATION

- This guarantee shall apply only if installation and maintenance of joinery has been carried out in accordance with the Window Association of New Zealand recommended installation procedures and the Fairview Windows & Doors recommended maintenance of powder coated and anodised products, or additional specific instructions from your Supplier.

POWDER COATINGS

- This guarantee shall only apply to powder coating sourced via Aluminium Systems NZ Ltd and covered by warranties provided by powder coat suppliers for service life, film integrity and colour integrity. The Customer must also have followed the Fairview Windows & Doors recommended practice for the maintenance of powder coated finishes.

PAYMENT

- This guarantee shall become void and shall not apply to work for which the Supplier has not received payment in full.

CONSUMER GUARANTEES ACT

- This guarantee does not limit the parties obligation in terms of the Consumer Guarantees Act or the Building Act or any statutes which replace or amend those Acts.

CARE AND HANDLING

OF THE DESIGNER COLLECTION



Door Information: The standard Superior Doors door is constructed with a 30mm rail and 3mm door skin. After pressing and manufacturing the finished door is 36mm in nominal thickness. The standard door height is 1980mm and any other heights will be termed as a special product.

Storage : Doors must be stored on a flat dry surface that is elevated from the ground. Doors must have a cover sheet on top while in storage to prevent direct sunlight from affecting the timber.

Painting : Superior Doors recommends that doors are not painted in dark colours as this increases the heat absorption aspect of the door and can amplify the suns affect on the timber. A higher quality finish can be achieved through careful preparation of the door. Prior to application of sealer/primer coat all surfaces to be painted should be lightly sanded with a 320 grit paper.

Installing : Once on site doors should be sealed and/or primed as soon as possible on both faces and all four edges. Exposed areas of the door increases the opportunity for moisture to enter the wooden components of the door. Although primed doors have both faces primed it is recommended that all four edges are also primed upon arrival to site.

It is recommended that standard doors are hung with 3 hinges. It is also recommended that solid chipboard and overhead doors are hung with 4 hinges. Flush panel and grooved doors have a label on one edge of the door that refers the builder to the lock block. 4 & 6 Panel doors have a lock block either side.

Glazing : Building standards state that glass in interior doors must be 5mm toughened glass for this area of glass. Glass can easily be inserted after painting and finishing of the door with the super slot design.

Hardware : Doors are not supplied with nor are they drilled for hardware.

Alterations : Any cutting down of the doors that removes more than 3mm (standard doors only) from any surface will render the warranty void. We do not recommend altering the size of the door from the manufactured dimensions.

FIVE YEAR WARRANTY

All doors manufactured by Superior Doors Ltd, are warranted to be of good quality, workmanship and material, free from defects which would render them unserviceable or unfit within 5 years of purchase. Superior Doors, subject to its terms and conditions of sale, agrees to repair or replace at its option any door found to be defective in the meaning of the warranty.

No liability will be accepted for work such as hanging, painting, reglazing or other consequential loss. Natural variations of colours and textures and minor shrinking and swelling of components are a normal characteristic of wood and composites, which vary with seasonal humidity and are not considered defects. We try to ensure that the timber and other materials have been prepared to make them suitable.

It is impossible to know all the circumstances surrounding every situation in which our products are stored and installed. Seasonal and geographic variations in atmospheric moisture may cause some shrinkage and expansion and therefore Superior Doors will not consider any of the following defects:

(a) A warp shall not be considered as a defect unless it exceeds 5mm in the door. It refers to distortion within the door itself and not to its relationship to the jamb or frame in which it is hung.

(b) Natural variations in colour or texture of the wood and other materials are not considered defects.

(c) Minor variations in dimensions are not regarded as defects.

The manufacturer will not accept responsibility or liability for any damage resulting from failure to adhere to the following conditions:

- Interior doors should not be subjected to direct sunlight or in environments with excessively high humidity, wet areas or where a fire or smoke rated door is required.

• Porch doors should be in a sheltered position and not be subjected to the unprotected exposure of direct sunlight and/or rain and other prevailing weather conditions and wet areas.

• It is important that all interior and porch doors be painted in light colours to reduce the risk of heat distortion, which may cause warping.

• Doors should only be stored or hung in dry buildings and not in damp, moist areas. They should not come in direct contact with freshly plastered or concreted surfaces.

• As soon as possible after doors arrive on site, the entire door, including the top and bottom edges must receive two coats of paint or sealer to prevent absorption of moisture.

• The utility or structural strength must not be impaired in the fitting of the door, the application of hardware, or cutting and altering of the door for any special detailing. This includes doors for use in cavity sliders.

• Cutting and altering the door size is not recommended. A maximum of 3mm may be trimmed from any door.

• All hollow doors must be hinged with at least three hinges. All solid core and overhead doors must be hinged with at least four hinges.

• Normal "show-through" of frame components in doors shall not be considered a defect.

• Semi-gloss or satin finish paints are recommended for all doors to reduce "show-through".

In the rare event that you should need to lodge a claim we require that all doors be inspected upon arrival for visible defects and all claims should be lodged within seven days of receipt of doors and before doors are hung or treated in any way.

Warranty

5 YEAR MILES NELSON WARRANTY

Products covered: All General Hardware Products including Bannister Brackets, Bathroom Fittings, Cabinet Hardware & Handles, Cabin Hooks, Door Fittings, Door Stops, Hinges, Hooks, Kickplates, Push Plates, Grab Rails, Letterbox Letters & Numbers, Neck Bolts, Security Fittings (excluding the Patio Bolts, Mini Bolts, Restrictor Stays and Security Window Stays) and Socket Bolts.

These products are warranted to be free from mechanical and workmanship defects for 5 years from the original date of purchase.

If a mechanical defect occurs simply return the product together with proof of purchase to point of purchase for replacement.

Over time the surface may deteriorate if exposed to adverse atmospheric conditions caused by sea, air and weather. Finish deterioration caused by exposure to adverse atmospheric conditions or occurring from the use of paints, solvents, acid cleaners or scratching from keys is not considered a defect in the finish and is not covered by the warranty conditions.

Likewise the warranty does not cover damage caused by incorrect installation, accident, neglect or other factors over which Miles Nelson have no control and as such Miles Nelson shall not be held liable for any losses or expenses such as loss of use, damage to property or consequential damages or expenses.

Warranty

10 YEAR MILES NELSON WARRANTY

Products covered: Door Handles & Pulls, Restrictor Stays, Security Window Stays, Patio Bolts and Mini Bolts.

These products are warranted to be free from workmanship defects for 10 years from the original date of purchase.

If a defect is detected simply return the product together with proof of purchase to the supplier for replacement.

Products are designed for interior residential applications, unless otherwise stated.

Over time the surface may deteriorate if exposed to adverse atmospheric conditions caused by sea, air and weather. Finish deterioration caused by exposure to adverse atmospheric conditions or occurring from the use of ammoniated detergents, metal polishes, solvents, corrosive environments or other abrasive agents or scratching from keys is not considered a defect in the finish and as such is not covered by the warranty.

Likewise, the warranty does not cover damage caused by incorrect installation, accident, neglect or other factors over which Miles Nelson have no control and as such Miles Nelson shall not be held liable for any losses or expenses such as loss of use, damage to property or consequential damages or expenses.

Products are designed for residential use only unless otherwise stated. If products are used for commercial purposes the consumer guarantees act does not apply.

Warranty



Products covered: S Range and Milano door handles.

These products are warranted to be free from mechanical and workmanship defects for 10 years from the original date of purchase. If a mechanical defect occurs simply return the product together with proof of purchase to point of purchase for replacement.

This warranty does not cover the finish, defects or damage arising from improper installation, incorrect product application, improper maintenance, storage, shipping, handling or normal wear and tear or products used in commercial applications as “Commercial” is defined as any application other than those found on private residences.

Warranty

25 YEAR MILES NELSON WARRANTY

Products covered: MNC 5000 Series Mortice Locks / Night Latches / Vestibule and Dead Locks.

Miles Nelson guarantees its products against defects in workmanship and materials. Should the product develop fault within its normal working life, Miles Nelson will repair or replace product of the same or equivalent product free of charge. Miles Nelson assumes no liability under this guarantee for the following.

1. Incorrect installation or failure to follow instructions.
2. Failure through improper maintenance or fair wear and tear.
3. Loss or damage costs incurred either indirect or consequential.
4. Cost of removal, replacement, and/or travelling time.
5. Any modification to the product from its original supplied operation design.
6. Plated finishes deterioration under some climatic conditions or chemical environment are exempt from this guarantee.

Miles Nelson reserves the right to determine whether or not any fault is caused by defects in workmanship or that any product is defective.

Product specification and design improvement may change as a result of our continued commitment to quality, materials and development program.



Regent Series

Locks & Latches

25 year mechanical warranty 7 year finish warranty

Allegion ("Company" or "Seller") warrants its products to be free from defects in material and workmanship for the stated periods above from the date of purchase. The Company will, at its option, repair or replace any products which in the opinion of the Company are found to be defective, provided said products are returned to Allegion, freight prepaid. The Company reserves the right to inspect the installation of defective products before any removal and return of any such products.

This warranty excludes deterioration of decorative finishes, unless those finishes are specifically listed in the product warranty.

Additional exclusions or conditions applicable to the warranty are as follows:

- (a) The warranty shall not cover any defect or damage which may be caused or partly caused by or arise through:
 - i) Failure on the part of the Buyer to properly install or maintain any Goods; or
 - ii) Failure on the part of the Buyer to follow any instructions or guidelines provided by the Seller; or
 - iii) Any use of any Goods otherwise than for any application specified on a quote or order form accepted by Seller; or
 - iv) The continued use of any Goods after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or
 - v) Fair wear and tear, or any accident or act of God.
 - vi) The warranty shall cease and the Seller shall thereafter in no circumstances be liable under the terms of the warranty if the Goods are repaired, altered or overhauled without the Seller's consent.
 - vii) In respect of all claims the Seller shall not be liable to compensate the Buyer for any delay in either replacing or repairing the Goods or in properly assessing the Buyer's claim.
- (b) For Goods not manufactured by the Seller the warranty shall be the current warranty provided by the manufacturer of Goods, if any, and to the extent that such warranty can be transferred by Seller to Buyer.
- (c) No other warranties, express or implied, are made with respect to the products or services including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose.

This warranty does not exclude, restrict or modify any statutory rights.

Allegion shall in no event be liable for any incidental or consequential damages for breach of any warranty.

Contact **NEW ZEALAND**

Allegion New Zealand Limited
437 Rosebank Road, Avondale, 1746
PO Box 19-347, Avondale, 1026
Phone +64-9-829 0550
Fax +64-9-829 0552



Lifetime product warranty Pink® Batts® insulation

We believe our Pink® Batts® insulation products will provide you with quality performance for the life of your home.

Tasman Insulation has been manufacturing Pink® Batts® products for New Zealanders for 50 years, and every day we work hard to ensure the quality of these products.

LIFETIME WARRANTY

We warrant that Pink® Batts® insulation products:

- are provided free from defects due to defective workmanship or materials, and
- will meet the specifications in Pink® Batts® insulation BRANZ Appraisal* for the lifetime of the building in which the Pink® Batts® product is installed.

Our warranty is subject to the terms and conditions set out overleaf, and applies only if the Pink® Batts® product is installed, used, and maintained in accordance with NZS4246 and our technical instructions in a residential home or building which is constructed to meet the New Zealand Building Code.

Nothing in this warranty document excludes or modifies any legal rights you may have under the Consumer Guarantees Act or otherwise which cannot be excluded or modified by law.

PINK® BATTS® INSULATION PRODUCTS

This warranty applies to the BRANZ appraised ceiling and wall products in Tasman’s Pink® Batts® insulation range specified here: www.pinkbatts.co.nz. We may update or change this list from time to time.

USING, INSTALLING AND MAINTAINING PINK® BATTS® INSULATION

These resources set out the specifications and standards for use, installation, and maintenance of Pink® Batts® insulation.

Pink® Batts® installation instructions:

Our technical instructions for installing Pink® Batts® products can be found here: www.pinkbatts.co.nz

New Zealand Standard 4246:2006 [Incorporating Amendment No 1]:

Sets out the appropriate methods of installing insulation products in common residential construction types in New Zealand.

BRANZ Appraisal No. 238 [2008]

Contains the technical specifications for Pink® Batts® insulation and the installation and conditions required in your home to ensure your Pink® Batts® product performs in accordance with the specifications for thermal insulation materials NZS4859.1:2002. This appraisal can be found at www.pinkbatts.co.nz

Homeowner’s record

IMPORTANT: This information, including proof of purchase, is required for any warranty claim. We recommend you attach your proof of purchase to this homeowner’s record and keep it in a safe place. If your Pink® Batts® product was installed by a builder, contractor, or installer, you must ensure that he or she has provided you with proof of purchase and details of the Pink® Batts® product installed.

Name: _____

Address of building: _____

Pink® Batts® product: _____

Date product installed in building: _____

Installer: _____

Product Warranty

Eclipsa™
EAVES LINING

February 2015

James Hardie New Zealand ("James Hardie") warrants for a period of 15 years on the base board and 10 years on the coating from the date of purchase that the Eclipsa™ Eaves Lining (the "Product"), will be free from defects due to defective factory workmanship or materials and, subject to compliance with the conditions below, will be resistant to cracking, rotting, fire and damage from termite attacks to the extent set out in James Hardie's relevant published literature current at the time of installation. James Hardie warrants for a period of 15 years from the date of purchase that the accessories supplied by James Hardie will be free from defects due to defective factory workmanship or materials.

Nothing in this document shall exclude or modify any legal rights a customer may have under the Consumer Guarantees Act or otherwise which cannot be excluded or modified at law.

CONDITIONS OF WARRANTY:

The warranty is strictly subject to the following conditions:

- a) James Hardie will not be liable for breach of warranty unless the claimant provides proof of purchase and makes a written claim either within 30 days after the defect would have become reasonably apparent or, if the defect was reasonably apparent prior to installation, then the claim must be made prior to installation;
- b) this warranty is not transferable;
- c) the Product must be installed and maintained strictly in accordance with the relevant James Hardie literature current at the time of installation and must be installed in conjunction with the components or products specified in the literature. Further, all other products, including coating and jointing systems, applied to or used in conjunction with the Product must be applied or installed and maintained strictly in accordance with the relevant manufacturer's instructions and good trade practice;
- d) the project must be designed and constructed in strict compliance with all relevant provisions of the current New Zealand Building Code ("NZBC"), regulations and standards;
- e) the claimant's sole remedy for breach of warranty is (at James Hardie's option) that James Hardie will either supply replacement product, rectify the affected product or pay for the cost of the replacement or rectification of the affected product;
- f) James Hardie will not be liable for any losses or damages (whether direct or indirect) including property damage or personal injury, consequential loss, economic loss or loss of profits, arising in contract or negligence or howsoever arising. Without limiting the foregoing James Hardie will not be liable for any claims, damages or defects arising from or in any way attributable to poor workmanship, poor design or detailing, settlement or structural movement and/or movement of materials to which the Product is attached, incorrect design of the structure, acts of God including but not limited to earthquakes, cyclones, floods or other severe weather conditions or unusual climatic conditions, efflorescence or performance of paint/coatings applied to the Product, normal wear and tear, growth of mould, mildew, fungi, bacteria, or any organism on any Product surface (other than the James Hardie coatings) or Product (whether on the exposed or unexposed surfaces);
- g) all warranties, conditions, liabilities and obligations other than those specified in this warranty are excluded to the fullest extent allowed by law;
- h) if meeting a claim under this warranty involves re-coating of Products, there may be slight colour differences between the original and replacement Products due to the effects of weathering and variations in materials over time.

Disclaimer: The recommendations in James Hardie's literature are based on good building practice, but are not an exhaustive statement of all relevant information and are subject to conditions (c), (d), (f) and (g) above. James Hardie has tested the performance of the Eclipsa™ Eaves Lining when installed in accordance with the Eaves and Soffit Linings Installation Manual, in accordance with the standards and verification methods required by the NZBC and those test results demonstrate the product complies with the performance criteria established by the NZBC. However, as the successful performance of the relevant system depends on numerous factors outside the control of James Hardie (e.g. quality of workmanship and design) James Hardie shall not be liable for the recommendations made in its literature and the performance of the relevant system, including its suitability for any purpose or ability to satisfy the relevant provisions of the NZBC, regulations and standards, as it is the responsibility of the building designer to ensure that the details and recommendations provided in the relevant James Hardie installation manual are suitable for the intended project and that specific design is conducted where appropriate.

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Ask James Hardie™
Call 0800 808 868
www.jameshardie.co.nz



INTERIOR



GIB® Product and System Warranty

WE ARE 100% BEHIND OUR PRODUCTS AND SYSTEMS

If any of our products or systems* fail to perform as claimed or an issue associated with any GIB® product or system does occur, Winstone Wallboards will work with the relevant parties to help resolve the issue.

YOU'RE PROTECTED WITH GIB® PLASTERBOARD SYSTEMS



BRANZ Appraised
Appraisal Nos. 289 (2012),
294 (2011), 394 (2006), 427 (2007)

For over 85 years, building professionals have relied on GIB® plasterboard systems. Locally made for local conditions, they meet or exceed the New Zealand building code, are BRANZ appraised and are backed by full technical information and support to give complete confidence in using GIB® Plasterboard Systems*.

Winstone Wallboards is committed through its heavy investment in quality management and technical support to ensure that GIB® products and systems perform as claimed. Comprehensive statements of 'fitness for purpose', functional performance and code compliance (including durability) are contained in GIB® literature and in the relevant BRANZ Appraisal.

SYSTEM AND PRODUCT COMPONENTS

A system is a group of related product components that interact to perform a task. Ensure the full GIB® building system, including the appropriate GIB® branded products, are specified and installed. This will ensure performance is not compromised and that any failure that is attributable to GIB® products and/or systems will be supported. Winstone Wallboards is unable to support system performance where substitute products are used as these have not been tested by us as part of our systems and we cannot be responsible for the ongoing quality and performance of these products.

**When installed and maintained strictly in accordance with the relevant Winstone Wallboards literature current at the time of installation and under normal conditions of dry internal use.*

PRODUCT AND SYSTEM WARRANTY



The Winstone Wallboards warranty covers GIB® products and/or systems for a minimum of 10 years from the date of purchase. Individual GIB® products are always covered by the GIB® product warranty even if

these are not used as part of a full GIB® system. Winstone Wallboards warrants that GIB® products will be free from defects caused by factory workmanship or materials and, subject to compliance with the conditions attached, that the product or system will perform to the extent set out in relevant Winstone Wallboards published literature current at the time of installation. Nothing in this document shall exclude or modify any legal rights a customer may have under the Consumer Guarantees Act or otherwise which cannot be excluded or modified at law. This Product and System Warranty is transferable to subsequent owners of the building.

NZ BUILDING CODE CLAUSE B2 - DURABILITY

The Building Code sets the required durability standard for specific elements of building work. Clause B2 Durability aims to ensure that building elements and buildings are durable enough so all other objectives of the Building Code are satisfied throughout the life of the building, without the need for reconstruction or major renovation.

GIB® SYSTEMS DURABILITY

The following systems have, unless stated otherwise in the technical literature, a serviceability life in excess of that stated and satisfy the requirements of NZBC Clause B2 Durability.

15 YEARS

- GIB Aqualine® Wet Area Systems

50 YEARS

- GIB® Fire Rated Systems
- GIB EzyBrace® Systems
- GIB X-Block® Systems
- GIB Noise Control® Systems

David Thomas
General Manager



CONDITIONS OF WARRANTY:

This warranty is subject to the following conditions:

(a) Receipt of your written claim as soon as practicable but in any event within 30 days after the defect would have become reasonably apparent or, if the defect was reasonably apparent prior to installation, then the claim must be made prior to installation. We may also request written proof of purchase as a condition to considering your claim;

(b) The project must be designed and constructed in strict compliance with all relevant provisions of the current New Zealand Building Code, and in compliance with other regulations and standards that apply to the project;

(c) This warranty only applies to the initial application of the product and/or system where used and maintained in accordance with the relevant Winstone Wallboards product and/or system literature (including GIB® Site Guide instructions, GIB® Systems details and GIB® Plasterboard Lining Systems Care and Maintenance document), other manufacturers' instructions (where applicable if the GIB® products and/or systems are attached to, or dependent on, other manufacturers' products) and good trade practices current at the time of installation, under normal conditions of dry internal use, and does not apply to reuse of any product after initial installation;

(d) If a claim under this warranty is covered, we will work with you to find a solution, which might involve product replacement and assistance with replacement work. Any recoating of GIB® products may result in slight colour differences between the original and replacement GIB® products. Depending on the situation, notwithstanding the foregoing, Winstone Wallboards will, at its option, (1) supply replacement product, (2) rectify the affected product or (3) pay for the cost of the replacement of the affected product. Winstone Wallboards will not be liable for any losses or damages arising as a result of the breach of warranty or the defective product or systems, other than as set out in this paragraph (d);

(e) This warranty does not apply to, and Winstone Wallboards will not be liable for, any claims, damages or defects arising from or in any way attributable to events outside of Winstone Wallboards' control including, but not limited to, poor workmanship and poor design or detailing, settlement or structural movement and/or movement of materials to which the product is attached or dependent on, performance of paint/coatings applied to the product, normal wear and tear, organisms or growths on or within the product, or any acts of God;

(f) To the extent permitted by law, all warranties, conditions, liabilities and obligations other than those specified in this warranty are excluded.

Before using this publication check whether it is the current publication by calling the GIB® Helpline weekdays on 0800 100 442 or visit www.gib.co.nz.

Note: To obtain copies of Winstone Wallboards Ltd literature or BRANZ Appraisals, please contact the GIB® Technical Help Line 0800 100 442 or download from www.gib.co.nz. Related BRANZ Appraisals can also be downloaded from www.branz.co.nz/appraisals.

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Auckland, New Zealand

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Fax: +64 9 633 0101

Website: www.gib.co.nz
Email: info@gib.co.nz

GIB® Helpline: 0800 100 442
Fax: 0800 229 222



DESIGNER HOMEWARE MIRROR WARRANTY INFORMATION

Designer Homeware (NZ) Ltd & Metropolitan Glass and Glazing Limited and its subsidiaries (Metro Performance Glass), warrant that all Mirror Glass (mirrors) supplied by Metro Performance Glass:

1. Are fit for all purposes for which they are commonly supplied, and
2. Are free from defects to the extent referred to in AS/NZS 4667, and
3. Are safe and durable to the standard referred to in NZS 4223.

Metro Performance Glass warrant that **for a period of two (2) years** from the date of delivery, that the mirror will not contain silvering defects resulting in discoloration, black spots or clouding of the silver film which materially obstructs the mirror image of the vision area, subject to the terms and conditions of this warranty.

In the event that the mirror develops the above silvering defects, Metro Performance Glass will replace the defective mirror and the warranty period will extend to the replaced glass for a **further period of two (2) years from delivery.**

Metro Performance Glass advises that for determining acceptable quality Metro Performance Glass will not be liable as a result of:

1. Any act of default or omission of, or any representation made by, any person other than Metro Performance Glass or the employees or agents of Metro Performance Glass
2. Any cause independent of human control, occurring after the goods have left the control of Metro Performance Glass

This warranty shall not apply where any one or more of the following circumstances exist:

1. If the mirror surface coating or backing is broken or fractured.
2. If the mirror is subjected to standing water or other liquids.
3. The mirror is subject to abnormal stresses from the load application of heat, excessive vibration, building or foundation movement or the failure to provide adequate expansion or contraction provisions in the framing members.



4. The mirror coatings or backings are attacked by incompatible sealants, adhesives, glazing lubricants, cleaning fluids, moisture runoff, paint or insulation solvents or chemical fumes.
5. The mirror is installed in swimming pool enclosures, bath enclosures or refrigeration products, used externally, without written approval of the installation method.

Metro Performance Glass reserve the right to inspect in the field any mirrors which are alleged to be defective and which are subject to a claim under this warrant or under the Consumer Guarantees Act 1993.

This warranty does not limit or affect any rights a domestic purchaser may have under the Consumer Guarantees Act 1993 (CGA).

Please note that, where product/glass is supplied for the purpose of business, the guarantees contained in the CGA do not apply. Further, if the Customer on-sells the goods it will contract out of the CGA (and any other consumer law) to the extent permissible by law effectively and in writing wherever the goods are on-sold for the purposes of the Customer's customer's business. For buyers who re-supply the products/glass in trade, Cl 8. of the Metro Performance Glass Standard Terms and Conditions of Trade of will apply in full.

CARE INSTRUCTIONS

To keep your glass looking new, the glass needs to be cleaned each week using a damp microfibre cloth and a mild detergent to remove any soap scum and grime from the glass. Be careful not to use any rough, gritty, highly acidic, alkaline or abrasive cleaners such as Jif, Ajax or cerium oxide as they may damage the protective coating.

For areas with hard water or well/bore water, due to a higher concentrate of mineral deposits such as lime and calcium, a build up may occur on the protective coating and may not be easily removed with a mild detergent. A solution of white vinegar and water (1 part vinegar to 5 parts water) should be sprayed onto the glass and allowed to soak for several minutes. This will dissolve any mineral deposits that have built up on the glass surface. A damp microfibre cloth should then be used to wipe over the glass.

Light Reflectance Values

Using Light Reflectance Values to choose your surface coating

Light Reflectance Values (LRV's)

Light affects different surfaces in different ways. Depending on its colour and texture, a surface will either absorb or reflect light – darker colours absorb more light, causing them to heat up more; whereas paler colours reflect light, and so stay cooler.

The Light Reflectance Value (LRV) of a specific colour refers to the percentage of light that will be reflected from the surface. Pure white has a LRV of 100% – meaning it will reflect all light that hits it – while black has a LRV of close to 0% – meaning it will reflect none. For example, if a colour has a LRV of 80%, it means 80% of the light is reflected off the surface while the remaining 20% is absorbed into the surface.

A glossy, shiny surface will also reflect more light than a dull or matt surface – think of a mirror compared to a woollen blanket. High gloss finishes stay cooler and give an appearance of lightness, while duller surfaces get warmer and give a dimmer appearance.

Exterior

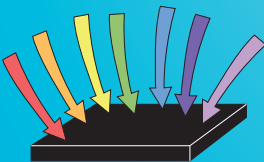
When selecting a colour for exterior application, remember that a light colour will have a longer life than a dark colour. Because it's absorbing heat energy, over time a dark colour exposed to the sun will be under more heat stress, which can eventually result in thermal expansion which damages the surface and joints. A coating with a LRV of greater than 40% is often required by manufacturers to help ensure that the structure and coating lasts longer. Take care when using very low light reflectance colours on unstable substrates as they can cause warping of the surface and popping of joints. It's best to use a lighter colour as the base, and save darker, low-light reflectance colour for accents. Avoid re-coating light colours with darker colours too; the heat stress absorbed by the top coat could warp the undercoat, causing damage to the building surface.

Interior

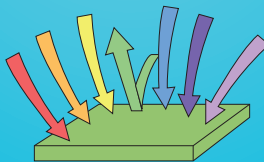
Inside, there's more room to be inventive. If you'd like to make a room seem bigger, a high gloss and high LRV colour will create a sense of light and airiness. In contrast, matt surfaces and darker colours will make a space seem smaller, warmer and cosier. Careful consideration of gloss level and colour can transform any room into a dream living space.

Durability

The more intense a colour, the more likely it is to fade. Dark colours also pose more maintenance problems. Dark colours generate more heat than lighter shades. See diagram below.



LRV 5 Black



LRV 51 Green



LRV 92 White



For further information, contact:
Dulux Customer Services on 0800 800 424

Care & Maintenance Procedures

Congratulations on the purchase of your new home. We would like to offer a few tips on caring for the paintwork on your home so that we can extend the life of your paintwork and in turn assist in maintaining the value of your investment.

Cleaning Exterior Paintwork

Whether your home is timber, cement render, brick, masonry or some form of building panel, all exterior surfaces require an annual clean.

- > Start with a low pressure water wash to remove dirt, dust and other contaminants. The pressure should be adjusted so as to remove most surface contaminants, but without causing damage to the coating.
- > Persistent dirt remaining after water washing should be removed with a soft bristle brush or broom and warm water, combined with a cleaning agent designed for exterior paint maintenance cleaning. Apply to the entire painted area. Long-handled applicators, ladders, scaffolding, a cherry picker or a swing stage may be required. Caustic-based preparations should not be used, as they will often remove not only the grime but may damage paint and etch glass as well. Thoroughly rinse off immediately with a clean water low pressure wash, and allow to dry.

A good job will undoubtedly keep your building looking clean, extend the life of your paintwork and add dollars to its value.



Cleaning Interior Paintwork

Most water-based paints appear to dry out quickly after application, but in fact it takes 7-14 days under normal climatic conditions to cure and develop full washability.

If your paint is marked or disfigured within a few days of it being finished, you should resist the temptation to wash it straight away. Instead, give it at least a week to cure then wash it down according to the instructions below.

Gloss/semi gloss paintwork

In the service rooms of your home, such as the bathroom, laundry or kitchen, all surfaces are prone to a build up of film comprised of cooking fats, soap, household dust and so on. In a relatively short period, this film will dull the most successful paintwork. But careful and periodic cleaning can greatly extend the life of your painted surfaces. Simply follow these easy directions:

- > Do not use abrasives or caustic based cleaning compounds as these will scratch or eat into the paint surface you are doing your best to maintain.
- > Use warm water with a little detergent added (Selleys Sugar Soap is a great product).
- > Apply to the area with a soft cloth and be sure to wash down the whole surface as well. Where necessary, use a soft bristle brush and a little more elbow grease than you might safely use on flat paintwork.
- > If you have Dulux Wash & Wear on your wall you can use a damp cloth and cleaner such as Ajax Spray n' Wipe® for more stubborn stains.
- > Wash the whole area down with clean water and allow to dry.

Low sheen/flat paintwork

For a start, walls and ceilings can be made to look like new if you follow these few simple directions for the removal of dirt, scuff marks etc.

- > For a start, walls and ceilings can be made to look like new if you follow these few simple directions for the removal of dirt, scuff marks etc.
- > Do not use rough abrasives, stiff scrubbing or harsh caustic preparations. These will gloss or polish the surface, resulting in obvious highlights that can only be rectified by repainting.
- > Instead, use warm water to which a small amount of mild detergent has been added.
- > Apply the solution to the affected area with a soft cloth.
- > Clean off the stain in a gentle, circular motion. Then remove all residues with a clean, soft cloth rinsed with fresh, clean water.
- > Having thoroughly cleaned the affected area, you should then proceed to wash down the whole wall or ceiling to eliminate any chance of patchiness.
- > Finally, rinse off the washed area with clean water and allow to dry.

Be extremely careful when cleaning low sheen or flat paint finishes. Excessive rubbing or scrubbing can cause 'burnishing', where the surface appears to be wet or shiny.

Enjoy the Resene Promise of Quality Guarantee



In a world of ever changing values, there are still some things upon which you can rely. One of these is that Resene will continue to strive to produce the best paints that it possibly can, benchmarked against the highest international standards.

Our products are guaranteed to provide film integrity and adhesion for the expected life of the paint system¹.

This is the Resene Promise of Quality Guarantee.

We will deliver top quality paint, advice and colour, developed specifically to meet our customers' needs.

This promise is backed by our commitment to leading edge paint technology, strong and exciting colours, and reducing the impact of paint on the natural environment.

Should Resene fail to deliver on our promise in any way, we will unhesitatingly acknowledge our responsibilities.

A handwritten signature in black ink, appearing to read 'N. Nightingale'.

Nick Nightingale
Managing Director, Resene Paints Ltd



¹ See the 'Resene expected paint system life' chart (over) for the expected life of the paint system. Should the paint fail to provide the film integrity and adhesion detailed, Resene will provide replacement paint to rectify the affected area upon presentation of the original proof of purchase for the Resene paints used on the project. This Promise of Quality Guarantee is transferable to a new owner should the property be sold within the expected life of the paint system provided the new owner holds the original proof of purchase for the Resene paints used.

Resene

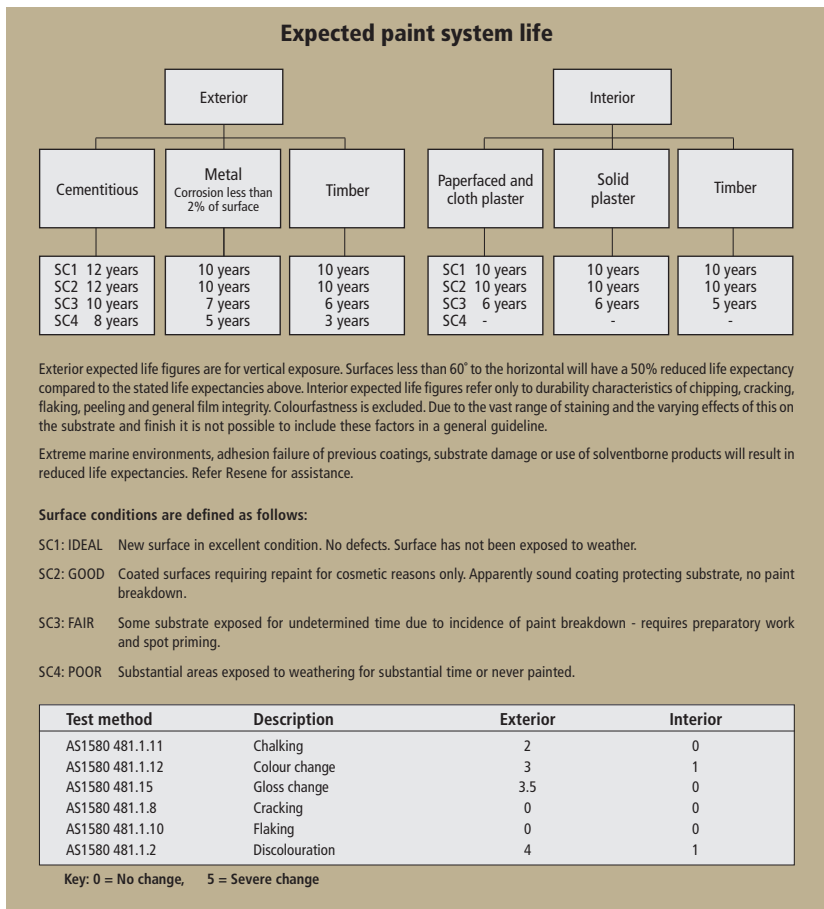
the paint the professionals use

Resene expected paint system life

The expected paint system life chart below indicates the expected life of a well maintained pigmented waterborne paint system applied to a properly prepared surface to the specifications of Resene before recoating is required. Well maintained means regular washing of exterior surfaces and repairing any obvious damage. See the Resene Caring for your paint finish brochure for recommended cleaning instructions.

For example:

Painting an EXTERIOR building. The concrete WALLS are to be painted and the surface condition is described as 'IDEAL' (SC1), giving the indication that 12 years could be expected provided regular washing and repairs are carried out during this time. After this the surface will require painting. The box at the bottom of this page gauges the expected surface condition at the end of the stated lifetime. The system for example should have received very little change (0) in surface cracking but it would be expected to have suffered colour change (3).



If in doubt about any aspect of your specification or project please contact Resene.



Resene
the paint the professionals use

Caring for your Resene paint finish

Thank you for choosing to use a Resene paint. You have made the first step towards having an attractive, durable paint finish that will give you many years of satisfaction.

Follow the care and cleaning recommendations in this brochure to help you keep your Resene paint finish looking its best for longer. Avoid cleaning the paint finish until at least four weeks after application to ensure it has had sufficient time to fully develop its properties. Keep any cleaning to a minimum to avoid damaging the paint film. If you have sensitive skin, wear gloves when using cleaning solutions to avoid irritation.

If you require any product application advice or have any further questions, please contact your local Resene ColorShop or Reseller or in Australia: call 1800 738 383 or visit www.resene.com.au; in New Zealand: call 0800 RESENE (737 363) or visit www.resene.co.nz.



Cleaning your home's interior paintwork

1. If using Resene Interior Paintwork Cleaner 'concentrate', dilute before use. For light soiling dilute 1:60 with water; for medium soiling dilute 1:50 (approximately one teaspoonful to one cup) with water; for heavy soiling dilute 1:40 with water. If using Resene Interior Paintwork Cleaner 'ready to use' no further dilution is required.
2. Dip a soft lint free cloth, such as a Jif Ballerina, into the Resene Interior Paintwork Cleaner solution. Do not saturate the cloth as this could lead to runs and streaking. If using a spray pack, apply Resene Interior Paintwork Cleaner direct to the surface you wish to clean.
3. Using light strokes, thoroughly wipe the area to be cleaned turning the cloth frequently to maintain a clean edge. Wipe away any excess solution. Wring the cleaning cloth out into an empty bucket before dipping it into the detergent solution again. This will minimise the appearance of streaks.
4. In order to achieve an even finish, dry the surface with one final wipe using a soft dry lint-free cloth in the direction of the paint flow.



If trying to remove a localised mark, start from a radius wide of the mark and work towards it. This will minimise any 'tide mark' that might develop.

Be aware that walls, like windows, can accumulate a faint layer of dust or grime. A seemingly minor job of cleaning a small spot can lead to a major cleaning job! If unwillingly caught in this predicament, a feather duster can sometimes minimise the boundary between the cleaned and uncleaned areas.

Always test the cleaning method in an inconspicuous area to ensure the cleaning process you plan to use does not damage the finish of the paint. Wait until the test area has dried before using the same technique on more conspicuous areas. Walls may appear discoloured as they absorb the water, but should dry back to their original colour.

Do not vigorously scrub the surface nor use an abrasive or strong cleaning agent as you may burnish the paint surface and mar the paint finish. Do not wash walls for four weeks after painting, as waterborne paints require this period of time to fully cure.

Cleaning your home's exterior paintwork

Like washing your car, cleaning your house will help it maintain its good looks for much longer. Airborne contaminants, including salt deposits, which settle on your paint film, can attack the surface and cause premature breakdown. Annual washing of your home will help maintain the fresh appearance of your paintwork.



Moss and lichen can penetrate the surface of the paint film, damaging its integrity and reducing the useful life of the film, while mould growth can destroy the chemical entity of the resin system that holds the paint system together. The presence of moss, mould and lichen will hold moisture on the surface longer, promoting further growth of these organisms and increasing the risk of damage to the coating. Removal using the appropriate washing procedure will increase the life of the coating and maintain the aesthetic properties of the paint finish.

For an instant fresh appearance, regularly wash down your home with Resene Paint Prep and Housewash diluted as recommended with water. Apply the diluted solution with a soft broom. Wash off with copious amounts of freshwater.

For a slower-acting, longer-term clean, use Resene Deep Clean. Designed for general maintenance of exterior weathered surfaces, Resene Deep Clean is a slow release cleaning agent. Simply apply Resene Deep Clean diluted as recommended with water to weathered exterior areas, such as discoloured cementitious surfaces or lightly moss infested walls, and leave. The combination of Resene Deep Clean and natural weather conditions will slowly break down surface contamination leaving a Resene Deep Clean cleaner surface.

Most detergents can have a negative effect on fish life so avoid letting the washings run off into the stormwater system.

Attend to areas of flaking paint, stained paint (treat the source of the stain, then touch-up the paint finish as required), moss and mould, and rotten areas of timber.

Moss and mould will grow through the paint surface and if left untreated will ruin the fresh appearance of the paintwork. If major moss and mould infestations appear, treat them with Resene Moss & Mould Killer diluted as directed with water. Wash off with copious amounts of freshwater.

Bleach is a very effective moss and mould killer, however residues can decolourise subsequently applied paint finishes, particularly when used over a porous surface. If you are repainting, ensure all bleach treated surfaces are allowed to weather and/or are thoroughly rinsed prior to repainting.

If you are planning to wash down a freshly painted house or building, wait at least four weeks from the completion of the painting job to give the paint time to fully cure. If debris is being carried onto the building during painting, cease work and restart when the air is clear. Debris carried onto a wet building may be trapped into the paint film and will be impossible to remove later without removing the paint finish itself.

Resene paints are developed and manufactured to exacting quality standards to ensure every can of paint is full of Resene quality. During the first few months after your paint has been applied, any of the following may occur, all of which are quite natural and do not imply inferior quality or accelerated wear:

Surfactant leaching

Waterborne interior products in particular are vulnerable to surfactant leaching, where some areas of the paint surface appear to be covered in white streaks, giving a watermark effect. Surfactant leaching only affects the appearance of the paint finish, not its durability. It cannot be accurately predicted or prevented, but tends to occur when moisture settles on a film, such as in a steamy room like a bathroom, when there is moisture in the air on a cold and wet day or in humid conditions. Colours with higher levels of tinter are most prone to surfactant leaching.

Surfactant leaching is caused by water sitting on freshly applied waterborne paints. Water softens the fresh paint and draws out water soluble surfactants. As water dries off these are deposited on the surface. These deposits are easily removed early on by simply cleaning the surface following the interior paintwork instructions. The problem may occur once or twice again before all leachable material is completely removed. If left, the deposits may etch the surface and leave a permanent mark. This should diminish over a few months and is only of cosmetic concern.

Surfactant leaching is usually associated with marginal painting conditions. Tinted paints are more prone to surfactant leaching than are white paints because of the ingredients that are present in tinters. To prevent surfactant leaching, it is best to avoid application in the late afternoon if cool, damp conditions are expected in the evening or overnight. Ensure adequate ventilation is maintained during the drying period. If surfactant leaching does occur, clean the surface as soon as possible to avoid permanent marking using these cleaning recommendations.



Pigment transfer

Bright interior colours, such as reds in particular, can be vulnerable to pigment transfer, where a tiny amount of the pigment can be removed when wiped with a cloth. Pigment transfer does not affect the appearance of the paint finish, nor its durability, however it can cause marking on other items that come into contact with the paint finish, such as sofas and curtains. Simply wipe the surface area evenly to remove the loose pigment. Alternatively, a glaze coat such as Resene Multishield+ can be applied.



Blocking

Thermoplastic paints (most waterborne paints fall into this category), particularly those with a high gloss, will soften under heat. Even a surface that may appear fully cured will soften and may stick to itself or other thermoplastic materials placed upon it, such as vinyl covered folders. The plasticiser in vinyl is prone to migration into touching surfaces. Where possible, avoid storing vinyl covered objects on or against painted surfaces.



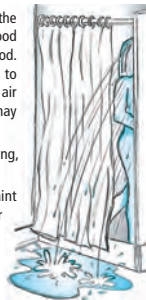
Excess moisture

An enemy to your paint finish is excess moisture. Well constructed modern homes with aluminium doors and windows are almost 100% airtight. Unfortunately this has disadvantages in that any moisture generated in the house from showers and even occupants breathing will not be able to escape unless special ventilation is provided. Rooms on southern aspects can get quite damp and often mould results. Moisture can be reduced through the installation of dehumidifiers or specially ventilated aluminium windows.

Large amounts of moisture are generated during the interior decorating process. It is critical that good ventilation is maintained throughout the drying period. The best way to achieve this is to open windows to encourage airflow and use heaters to warm the air temperature. If ventilation is poor, the paint finish may not fully cure.

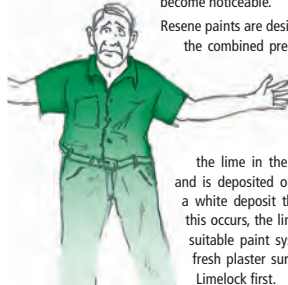
Excess moisture can lead to surfactant leaching, blistering and mould problems.

While dampening a porous surface can ease paint application in exterior situations, paint will never cure over a permanently wet surface and blistering may result, particularly on horizontal surfaces where water is liable to pond.



Fading

In common with all exterior surface coatings, the colour of your paint finish may be affected by U.V. light. Resene uses the finest pigments commercially available, but even these are liable to change after constant exposure to sunlight. Any changes will be gradual, but after a few years the difference between shaded and exposed areas may become noticeable.



Resene paints are designed to resist fading, however the combined presence of strong U.V. light and lime in the surface can lead to premature fading. Sometimes lime staining is mistaken for fading.

Lime staining occurs when the lime in the surface has leached through and is deposited on top of the paint surface as a white deposit that looks similar to fading. If this occurs, the lime must be blocked off with a suitable paint system. Resene recommends all fresh plaster surfaces are coated with Resene Limelock first.

Resene Sun Defier U.V. protective glaze may be used as a finish coat over freshly painted bright organic hues and shades to protect these more vulnerable pigments against fading.

Chalking

'Chalking' refers to the formation of a white, chalky powder on the surface of the paint film, which often occurs as the paint weathers and the binder is slowly degraded by sunshine and moisture, releasing the binder's hold on the pigment. Over time nearly all paints will show some chalking when they are subject to outdoor exposure. Old paint is likely to be chalky.

Paints are essentially a combination of pigments – colour particles held together by the paint resin as the paint dries a thin layer of clear resin is left on the surface and the colour pigments are locked in below this layer. After years of sun and moisture degradation this thin resin layer simply wears or erodes away – exposing the pigments below and as they are no longer bound into the paint film by the resin they are easily wiped off and this is what is referred to as chalking. This slow erosion is much more preferable than cracking or flaking and, provided the surface is sound and cleaned, once the chalk is removed it is ideal for painting over. Chalking is generally worse when enamel paints or lower sheen waterborne paints have been used.

Taking a shortcut, such as skipping a primer or topcoat of paint because the paint seems to have already covered or to save time or money, can cause premature chalking. Over a porous surface the paint resin may be absorbed into the surface, which will reduce the amount of protection on

top of the surface. It's always best to apply the full system recommended as cutting corners does not save time or money - it ultimately costs because you will need to redecorate earlier.

Chalking is more common with flat paints and white or very light-coloured paints that contain high levels of titanium dioxide and extenders. A low degree of chalking is often beneficial to whites and off-whites, since it tends to rid the surface of a certain amount of dirt and mould.

Excessive chalking is detrimental because chalk can run-down onto the underlying structure (e.g. brickwork) and deface the appearance of the surface, it can lighten the colour of the paint and/or it can erode the paint film resulting in a loss of protection to the substrate.

Chalk needs to be removed before repainting and can be considered to be in the same category as dust and dirt. Use Resene Paint Prep and Housewash to clean off the chalk. If the surface has only lightly chalked it can be cleaned and then left. If the surface is badly chalked, it may be time to consider a clean and repaint.

Keep clean with Resene



Resene Deep Clean

Resene Deep Clean is the simple, safe method of keeping all your outdoor areas free from moss, mould, algae and lichen. Simply spray or brush on and leave Resene Deep Clean and nature to do the work. Slow acting Resene Deep Clean gets right down to the roots of the problem, destroying the growth and combining with U.V. light and rain to weather off the remains to leave a Resene Deep Clean surface. Ideal for use on paths, patios, decks and other exterior cementitious, timber and painted surfaces.

Resene Interior Paintwork Cleaner

Resene Interior Paintwork Cleaner is a labour saving non-dulling neutral cleaner designed for use on all interior painted surfaces. Quick and easy to use, it dries film-free eliminating the need for rinsing. Available in concentrate or ready to use variants.



Resene Moss & Mould Killer



Resene Moss & Mould Killer is a hypochlorite based wash designed to kill and bleach most common moulds and fungus within 48 hours. Recommended prior to repainting cementitious surfaces where mould growth is normally present. Moss and mould must be treated before painting to avoid discolouration and damage of the new paint system.

Resene Paint Prep and Housewash

Resene Paint Prep and Housewash is a quick and easy way to wash your home or building to give an immediately fresher appearance. Ideal as part of the surface preparation prior to painting or annually to keep your home or building looking good for longer. Suitable for interior and exterior work.



Resene Roof and Metal Wash

Resene Roof and Metal Wash is a specially formulated cleaning and degreasing agent for all new and previously painted galvanised iron and as a general cleaner and pre-treatment for all repaints. Recommended for all roof painting and repainting projects.

Resene Timber and Deck Wash

Resene Timber and Deck Wash is a quick and easy way to clean timber surfaces, such as weatherboards and decks, prior to painting.



Resene Heavy Duty Paint Prep and Oil Remover

Resene Heavy Duty Paint Prep and Oil Remover is a biodegradable, phosphate free powerful cleaner for removal of dirt and grease prior to painting.

Application of insect sprays and other treatments after painting

Many sprayed insect treatments and products contain chemicals, which can soften and stain paint films. The use of insecticides and other pest control sprays should be avoided for the first six months after painting. When insecticide applicators spray too much product runs can be created, which may stain the paintwork. Care should be taken to avoid overspray and in critical areas a test patch should be done first.

Resene recommends the Resene SpaceCote range is selected for interior work where insecticides will be used.

See the [Resene PaintWise brochure](#) or www.resene.com/paintwise for information on recycling unwanted paint and packaging.



Resene

the paint the professionals use

1800 738 383 800 RESENE (737 363)
advice@resene.com.au advice@resene.co.nz

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11/2016

Panasonic

New Zealand Warranty (Air Conditioning)

1. This warranty is valid only in New Zealand.
2. The air conditioning product is warranted for labour and parts for 5 years from the date of purchase.
3. This warranty is for normal use only and excludes any defect or injury caused by or resulting from misuse, abuse, neglect, accidental damage, improper voltage, improper installation, vermin infestation or any alteration which affects the reliability or performance of the unit, not attributable to faulty manufacture, parts and labour.
4. Warranty Exclusions
 - (a) Acts of God, misuse, negligence, natural disaster. (i.e. Hail, Lightning, Flood, Fire etc)
 - (b) Rust or damage caused by exposure to abnormally corrosive conditions. (i.e. Salt and Sulphur)
 - (c) Where serviced by an unauthorised centre without permission from Panasonic New Zealand Ltd.
 - (d) Where a unit is installed incorrectly, or by unqualified persons.
 - (e) Failure is due to improper or faulty installation.
 - (f) Failure due to improper maintenance by customer. (Refer to maintenance section of Operating Instructions)
 - (g) No fault found service calls where the perceived problem is explained within the Operating Instructions or the troubleshooting section of the Operating Instructions.
 - (h) Costs associated with delivery, handling, freightage or damage to the product in transit.
 - (i) Equipment installed in a mobile application. (e.g. Caravan)
 - (j) Consumable items. (e.g. Batteries and Filters)
 - (k) Any product imported other than by Panasonic New Zealand Limited.
 - (l) Any inflated labour costs or equipment costs associated with gaining access to equipment due to difficult situations and or restricted or unsafe locations. (e.g. Crane Hire)
 - (m) Operation outside of the operating conditions specified by Panasonic New Zealand Ltd or in an environment where the expected performance does not meet the primary design function of the equipment. (e.g. Glass Houses, Wine Cellars)
5. Service may be refused if the unit is not installed with compliance to the relevant New Zealand Standards, including, but not limited to AS/NZS3000, AS/NZS3008 and AS/NZS1668.
6. If warranty service is required you should:
 - (a) Contact the Panasonic Authorised Air Conditioning Dealer from where you purchased the product.
 - (b) Contact your nearest Panasonic Authorised Air Conditioning Service Agent.
 - (c) Provide a copy of your purchase receipt as proof of purchase date.
 - (d) Provide this warranty card with full details below.
 - (e) Note that home service is available within the normal operating hours and area of your Panasonic Authorised Air Conditioning Dealer/Service Agent and that service outside the normal operating area of the Panasonic Authorised Air Conditioning Dealer/Service Agent will incur a travelling fee from that Dealer/Service Agent. (Maximum of 50 km radius)

Unless otherwise specified to the consumer the benefits conferred by this express warranty are additional to any consumer protection provisions contained in New Zealand Government legislation and all other obligations and liabilities on the part of the manufacturer or supplier and nothing contained herein shall restrict or modify such rights, remedies, obligations or liabilities.

**THIS WARRANTY CARD SHOULD BE RETAINED BY THE CUSTOMER AT ALL TIMES.
PLEASE RETAIN YOUR INVOICE/RECEIPT TO VALIDATE THIS WARRANTY.**

If you require any assistance regarding warranty conditions, or any other enquiries, please contact:

PANASONIC NEW ZEALAND LTD, CUSTOMER CARE CENTRE
350 Te Irirangi Drive, East Tamaki, Auckland, Private Bag 14911, Panmure, Auckland
Phone: (09) 272 0100, Fax: (09) 272 0137, E-mail: customersupport@nz.panasonic.com

NOTE: Please record the following details for future reference should Installation or Service requirements arise.

Indoor Model No.:	Outdoor Model No.:	
Indoor Serial No./No's:	Outdoor Serial No.:	
Purchase Date:		
Supplier:	Phone No.:	
Supplier's Address:		
Installer:	Phone No.:	Licence No.:
Installer's Address:		
Owner's Name:		
Address:		

KITCHEN



144 Taurikura Drive, The Lakes, Tauriko, Tauranga
PO Box 9378, Greerton, Tauranga
07 578 6361
07 577 0763
info@heirloomkitchens.co.nz
www.heirloomkitchens.co.nz

HK KITCHENS
THE BUILDERS CHOICE

THE KITCHEN YOU'VE ALWAYS WANTED IS RIGHT HERE

The HK 10 Year Warranty

All HK Kitchens are produced in our state of the art Tauranga manufacturing facility, so you can be rest assured that your HK kitchen will be built to our exacting standards; this is why HK Kitchens are proud to offer a **10 YEAR WARRANTY** on all workmanship and installation.

For a period of 10 years after your HK Kitchen is installed, we shall repair at our cost, any faults in the workmanship associated with the construction of the Kitchen, or its installation.

The HK warranty does not cover usual wear and tear to the kitchen, or damage or defects which arise due to the acts or omissions of the user, including intentional or negligent misuse or carelessness, alterations or repairs (other than those carried out by our expert installers), use of harsh cleaners or solvents, or damage caused by acts of god, fire, water damage, or the failure or operation of kitchen appliances, or other factors beyond our reasonable control. To the extent permissible by law, HK Kitchens shall not be liable for any consequential damage or loss as a result of our services to you, or the construction or installation of your HK Kitchen.

While HK Kitchens endeavour to make spare and replacement products and accessories available for all HK Kitchens, there is no guarantee that the same models or designs will always be available to us.

Where the Consumer Guarantees Act 1993 applies, the HK warranty shall be in addition to the rights and remedies available to you pursuant to that statute.

HK Kitchen care information is available upon request. Should you have any queries with respect to the care of your HK Kitchen, please contact us on (07) 578 6361, we would be happy to assist.

The materials and products used in HK Kitchens are subject to the warranties and guarantees given by each of the product manufacturer's. The warranties and guarantees provided in respect of HK Kitchen components can be obtained by contacting us on (07) 578 6361. All benchtops used by HK Kitchens come with a manufacturer's warranty of at least 5 years and all hinges and draw-runners are covered by a manufacture's lifetime warranty.

Visit our designer showroom at 144 Taurikura Drive, The Lakes, Tauranga, or on-line at www.heirloomkitchens.co.nz, or contact us on **P:** (07) 578 6361 **F:** (07) 577 0763 or by **E:** info@heirloomkitchens.co.nz.

*****P
lease complete and return this portion of the warranty card. If you **DO NOT** want to receive marketing or other promotional material from us please indicate this by ticking this box:

Name:

Address:

.....

Email Address:

Phone Number:

House Builder (where applicable):

The information provided to HK Kitchens, as set out above, is collected for the purposes of monitoring the sales and location of HK Kitchens, as well as such on-going customer service and marketing initiatives as HK Kitchens may undertake from time to time. HK Kitchens take such security safeguards as are reasonable against loss, unauthorised access and misuse of your personal information. HK Kitchens will not disclose any personal information to any person, body, or any agency who is not entitled to obtain it. You are entitled to obtain from us confirmation as to whether or not HK Kitchens hold your personal information and you may request access to this information. You may also request to have corrections or changes made to this information and that your details do not appear on our database. You have the right to choose not to receive emails or other correspondence that are not related to your order. Please let us know if at any time you would not like to receive further communications from us.

ROBINHOOD

Warranty Certificate (New Zealand)

Terms and Conditions

The following conditions apply in respect of the warranty given in this certificate:

1. Monaco Corporation Limited ("Monaco") warrants the following Robinhood products against manufacturing defects and faulty materials, under normal use and subject to the exclusions in this certificate, for a period of:

Rangehood, Ovens, Cooktops, Dishwashers – 24 months from date of original purchase for domestic use.

Uniduct – 12 months from date of original purchase for domestic use.

Ironing centre – 12 months from date of original purchase for domestic use.

Taps, including Pull-out and Mixer taps – 5 years on parts only from date of original purchase domestic for use, 24 months parts and labour from date of original purchase for domestic use

Sinks sets– 5 years on stainless steel sink including draining bench from date of original purchase for domestic use, 6 months on all stainless steel accessories, including wire rack, colander and tray from date of original purchase for domestic use.

Laundry Tub - 5 years on stainless bowl, 24 months on Tap, Cabinet and other components from the date of original purchase for domestic use.

"Original purchase", when used in this certificate, means purchase by the customer directly from Monaco or one of its approved suppliers.

2. This warranty is limited to the repair or replacement, at our option, within the warranty period of any component part which we at our discretion determine to contain faulty materials or a manufacturing defect in breach of this warranty. This warranty is subject to terms and conditions set out in this certificate.
3. The warranty only applies within New Zealand.
4. The customer must produce the original invoice or other purchase documentation as proof of the original purchase date.

Warranty exclusions

1. The warranty does not apply where, in Monaco's opinion:
 - The defect is caused by misuse, wear and tear, dirt, fire or accidental damage.
 - The product has been repaired or serviced by an unauthorised person.
 - The product was not installed in accordance with our instructions.
 - The product was purchased overseas or was not designed for use in New Zealand.
 - The product was not used, cleaned or cared for in accordance with our instructions.
 - The product was used outdoors.
2. In addition, this warranty does not extend to damage or defects which in our opinion, directly or indirectly arise from or are due to:
 - Exposing the product to acidic or corrosive materials or chemicals such as dyes, solvents, denture cleaner or acetone;
 - Using inappropriate household cleaning products such as abrasive cream or powder cleansers, furniture polish, bleach, mentholated spirits, drain cleaners, sugar soap, metal pads and strongly alkaline or acidic cleaners;
 - Heat damage, including from washing the product at high temperatures;
 - Impact or mishandling the product, including the impact caused by objects scraped along, thrown or dropped on the product surface or excessive weight being placed on the product;
 - Structural or support changes in or affecting the building or the application where the product has been installed;
 - Failure to clean or maintain the product as recommended; or
 - any other causes specified in the product information as being excluded from this warranty.
3. Variations with the colour or gloss within the product or any ageing or fading of colour, shine or gloss level over time are not covered by this warranty. The warranty does not cover visual imperfections or blemishes in the surface and edges of the product that were not brought to your supplier's attention at the time you inspected the product.
4. Costs incurred on installation or removal of a product, or any reinstallation of a product, or any associated costs, are not covered by this warranty.
5. Monaco will not be liable for consequential or indirect loss or damage whatsoever and however arising out of or in connection with the supply, performance or removal of the product, including (but not limited to) loss of profit, loss of revenue, loss of contract, loss of goodwill or increased cost of workings, even if due to the negligence of Monaco or any of its approved suppliers, employees or agents.
6. Charcoal filters and light bulbs are not covered by this warranty
7. This warranty and the statements contained in this certificate or other documents given to you do not exclude, restrict or modify the application of any term implied into this warranty by statute, provided that (to the extent any statutory provision permits Monaco to limit its liability for a breach of an implied condition or warranty) Monaco's liability for such breach is limited to the payment of the cost of replacing the product, repairing the product or acquiring an equivalent product.
8. Subject to clause 5, our obligations under this warranty are limited to those set out in this certificate, and this warranty is expressly instead of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and notwithstanding any course of dealing between the parties or custom and usage in trade to the contrary.

Terms and conditions are subject to change.

Congratulations on purchasing your new Generation Home

**Your kitchen appliances have been engineered to meet the stringent
New Zealand compliance regulations and have been
installed by qualified trades people.**

Although you have purchased quality products which carry a 24 month
Manufacturers Warranty, from time to time, appliances break down and may
need to be repaired. Below are contact details to help with requesting
a service technician.



**Rangi Williams
0800 222 699**

Rangi.williams@nz.harveynorman.com

*If you have purchased Fisher & Paykel Appliances
and you have a general enquiry that isn't warranty related
you can contact their customer service team direct
24/7 on 0800 372273*

Please retain this as Proof of Purchase.

Your Harvey Norman Commercial invoice number is

73/_____ and will be provided to the service agent on your behalf.

Please contact your Generation Homes Team for further details on:

Ph: () _____ Email:



FISHER & PAYKEL



Welcome to your Generation Homes new home. Your Fisher & Paykel appliances have a 2-year manufacturers' warranty, which will commence from date of settlement. This warranty covers parts and labour for servicing within New Zealand.

Warranty registration is encouraged and can be processed by visiting our website <https://www.fisherpaykel.com/nz/support/product-registration/>.

Fisher & Paykel undertake to repair, or at our option replace, without cost to the owner, either for materials or labour, any part of the product (the serial number of which appears on the product) which is found to be defective within TWO YEARS of the date of property settlement.

Warranty exclusions will be found at the back of the Use and Care Manual for any specific product.

Service under warranty must be provided by Fisher & Paykel. Any service requirements will be provided during normal business hours.

If you require a service on any of your Fisher & Paykel appliances, please book a service on-line <https://www.fisherpaykel.com/nz/support/book-a-service.html>.

For tips on the use and care of your Fisher & Paykel appliances, please refer to your relevant appliance 'User Guide'.

If you have any queries on your Fisher & Paykel appliances, please call **0800 372 273**. Our New Zealand based Customer Care Centre is manned 24 hours, 7 days a week to provide service assistance with Cooking, Dishwashing, Refrigeration and Laundry appliances.

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T +64 9 273 0600 F +64 9 273 0609
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BATHROOM



YOU'RE COVERED

When the time arrives to install your water heater, Rheem is New Zealand's most popular choice. Families looking for practicality and top-quality performance in Gas, Electricity, Solar or Heat Pump water heating can rely on Rheem to provide a system to suit their lifestyle.

Revolutionary Rheem developments ensure concerns for economy and environment are merged in cost effective, high performance systems for every home. For greater confidence, Rheem systems are backed by a national network of after sales professionals.

The Rheem Warranty and the Rheem After Sales Network ensures you of expert technical advice and fast service.

Water heater warranties are for single family premises in New Zealand only.

For full warranty details please contact Rheem.

www.rheem.co.nz

Rheem Heat Pump

7 years cylinder,
2 years parts and labour.

Rheem Solar

7 years cylinder and collectors,
1 year parts and labour.

Rheem Optima

10 years cylinder,
3 years parts and labour

Rheem Mains Pressure Electric Gas

5 years cylinder,
3 years cylinder labour,
1 year parts and labour.

Rheem Mains Pressure Electric Stainless Steel

10 years cylinder,
3 years cylinder labour,
1 year parts and labour.

Rheem Mains Pressure Electric (VE)

7 years cylinder,
3 years cylinder labour,
1 year parts and labour.

Rheem Low Pressure

5 years cylinder,
1 year parts and labour.

Rheem Stellar

10 years cylinder,
1 year parts and labour.

Rheem Continuous Flow

10 years on heat exchanger,
3 years parts and labour.

Rheem On Tap, Lazer* & Zip

5 years tank, 1 year parts and labour. *Rheem Lazer Office comes with a 7 year tank warranty.

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Confidence



STEADY, HOT & STRONG

INSTALL A RHEEM™

www.rheem.co.nz



ALLPROOF INDUSTRIES NZ LTD
P.O. Box 340-265, Birkenhead
Auckland
New Zealand
Tel 64 9 4818020
Fax 64 9 4818021

STANDARD GUARANTEE ALLPROOF CAST METAL DRAINAGE PRODUCTS

Allproof Industries NZ Ltd guarantees all drainage products manufactured by Allproof Industries NZ Ltd for ten years.

This guarantee ensures all cast metal drainage products to perform intended use for this ten year period.

Allproof Industries NZ Ltd will undertake to replace any defective materials where it is found to be defective through faulty manufacture. This Guarantee is limited to materials supplied by Allproof Industries N.Z. Ltd and we expressly exclude damage from any other cause whatever, including incorrect installation by any trades.

No liability is accepted for consequential damage to any other property of any description arising from any cause.

ALLPROOF INDUSTRIES N.Z. LTD

QUALITY DESIGNED CONSTRUCTION PRODUCTS



Aquatika NZ Ltd
9 Saunders Place
Avondale, Auckland
P O Box 19146, Avondale
Auckland, New Zealand
Tel: +64-9-828 2068
Fax: +64-9-828 2069
Email: info@aquatika.co.nz
www.aquatika.co.nz

Aquatika NZ Warranty – Laundry Tubs

Aquatika NZ Limited offers, from the date of purchase, a 5 year warranty on the laundry cabinet and single lever mixer and a lifetime warranty on stainless steel sinks. The pull-out spray parts of our sink mixers have a 2 year warranty.

Aquatika NZ Limited warrants that only high quality workmanship and materials have been employed in the manufacture of its tapware, accessories and stainless steel products. If any faulty workmanship or materials are proven during the warranty period, Aquatika NZ Limited will at its own cost repair or at its option replace the faulty product. The guarantee is transferrable but original proof of purchase from an authorized Aquatika distributor is required. Any suspected defect must be notified to Aquatika as soon as possible after discovery and any repair work must be performed by a plumber who has received authorisation from Aquatika prior to proceeding with the work. To minimize customer inconvenience, Aquatika may immediately authorise repair work to be undertaken. However, this is not necessarily acceptance of liability.

The use of spray or abrasive cleaners of any kind will void the warranty. (Tapware should only be cleaned with a mild detergent and soft damp cloth).

Failure to use an in-line strainer or filter on lines to tapware incorporating a ceramic cartridge or ceramic disc mechanism may void the warranty. Water pressure exceeding 1000 kPa will also void the warranty.

Warranties & Maintenance



100% NZ Owned & Operated

PRODUCT WARRANTY

We stand behind our products and offer warranties on all our bathroomware 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.

WARRANTY PERIODS

Baths	- 5 Years	Spa (electronics and pump)	- 2 Years
Showers	- 5 Years	Shower drip seals	- 1 Year
Vanities	- 5 Years	Mirrors	- 2 Years

EXCLUSIONS

- The product must be installed according to the instructions supplied.
- The supply water temperature at the tap must not exceed 55° C
- Commercial applications - 12 month warranty on all products

PRODUCT MAINTENANCE

As the bathroom can be a high use zone in the house, it is important to understand how to maintain products.

Below are common products in the bathroom, and our suggestions on how to clean and care for them.

BATH / SPA CARE

- Spa systems should be flushed on a regular basis, we recommend using Vibrance Spa Flush
- Clean all bath surfaces with a soft cloth and non abrasive cleaner such as Vibrance Surface Cleaner

SHOWER CARE

- Wipe down the shower or use a plastic squeegee to remove excess water from the glass after use
- Use a trusted glass cleaner on shower glass. If your glass has been treated with Diamond Fusion, please go to <http://diamondfusion.co.nz/athena-tutorials/> for cleaning instructions
- Use Vibrance Surface Cleaner to clean the tray and wall liner
- Waste lid and cup should be removed and cleaned regularly
- Drips seals can be removed for cleaning and can simply be replaced when they no longer look their best

VANITY / MIRROR CARE

- *White Gloss and Athena Exochique Cabinet Finishes*; only use a damp cloth to clean
- *Woodgrain/Standard and Laminate Cabinet Finishes*; for best results use Vibrance Surface Cleaner or a gentle
- streak free glass cleaner using a soft cloth
- *Glass and Mirrors*; for best results we recommend the use of a trusted glass cleaner
- *Stone Bench Tops*; only use a damp cloth to clean
- Wipe any spilled liquids from the vanity as soon as possible
- *Acrylic*, Composite* and Vitreous China vanity tops*; for best results use Vibrance Surface Cleaner

**Light scratches can be removed from an Acrylic or Composite vanity top by using 'Brasso' or 1200 grit 'wet & dry' sandpaper, followed by polishing with a fine car cutting compound. Deep scratches, we recommend an experienced Acrylic Repairer is contacted*

VIBRANCE BATHROOM CLEANERS

To maintain your bathroomware, we recommend the use of the Vibrance Surface Cleaner and the Vibrance Spa Flush where appropriate. The Vibrance Surface Cleaner and Vibrance Spa Flush have been specifically developed for surfaces commonly used in the bathroom.

Vibrance cleaners will not cause damage to the Clearlite or Athena ranges of products and will clean bathroomware to maintain a like-new finish.

(Before using on other bathroomware it should be tested on an inconspicuous area)

We are here to help, if you would like further information on your Clearlite or Athena product or cleaning instructions please contact our After Sales team;

P; 09 444 3780 | **E**: aftersales@clearlite.co.nz



AVA Warranty

Crest Shower Systems warrants that when installed as per the supplied instructions, the AVA shower base system will be free from manufacturing defects for a period of 25 years from the date of sale. This means that apart from the typical surface splash, no water will be allowed to leak into the building structure for a minimum period of 25 years.

25 YEAR WARRANTY	10 YEAR WARRANTY
AVA waterproof shower base	Glass screens Hardware EasyClean waste Aluminium channel

All products supplied by Crest Shower Systems exceed the requirements of the New Zealand Building Code and all glass is manufactured to meet AS/NZS2208 1996 GradeA Safety Glass and is permanently marked as such in accordance with the code.

Crest Shower Systems will supply replacement parts or product at its discretion, free of charge where product is covered by this warranty and proof of defect has been received within 100 days of first appearance. To ensure warranty remains valid the supplied care and maintenance instructions must be adhered to and Crest Warranty form supplied with the product must be completed and returned at time of purchase (hard copy or online). Warranty is non-transferable.

Crest will be liable for the replacement of products or components including their installation, or for an equivalent product including its installation, should the supplied product or component be declared defective by an authorised Crest Shower Systems representative. Beyond this Crest will not be liable for any damages including incidental or consequential damages related to the use of this product.

Warranty does not apply to the following situations:

- Shower has been improperly installed
- Shower has been misused or damaged
- Shower damaged or defective prior to installation
- Supplied instructions were not adhered to during installation. Note: Discretion must have been used at all times by installer as each situation may vary

INSTALLATION WARRANTY

Your approved Crest shower installer should provide you with a written 5 yr minimum installation workmanship warranty.

Crest Shower Systems Warranty - AVA v4456782



LIMITED WARRANTY

Kohler New Zealand Ltd. (Kohler) warrants that Englefield plumbing fixtures and fittings are warranted free of manufacturing defects for the following set periods from the date of purchase on the terms set out below (Warranty):

Shower Enclosures

Acrylic Walls	5 YEARS
Door & Tray	5 YEARS
Shower seals	1 YEAR

Bathroom Furniture

Cabinets & Tops	1 YEAR
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Toilets

Tanks & Pans	5 YEARS
Seals & Washes	2 YEARS
Toilet seats	2 YEARS
Bumpers & hinges	2 YEARS
Flush and fill Valves	2 YEARS

Use of Cleaners: No cleaners should be used in any Englefield toilet cisterns and that any such use will void any Englefield warranty.

Basins

Ceramic	5 YEARS
---------	---------

Baths & Spas

Acrylic Shell	5 YEARS
Electronic Pumps	1 YEAR
Fittings & Components	1 YEAR
Spa & Bath Fittings	1 YEAR

Use of Cleaners: No chemicals such as bleach, hair dye, solvents, alcohol, citrus based chemicals, bath oils, bath salts and abrasive cleaners should be used on any Englefield bathing or showering product and that any such use will void any Englefield warranty.

Temperature: Hot water must be limited to a maximum of 55 deg C and that any increase in temperature will void any Englefield Warranty.

Tapware

Tapware	7 YEARS
Showerheads	7 YEARS
Shower hoses	2 YEARS

In-Line Filters: Kohler specifies that in line water filters should be used with Englefield Tapware and that any damage to ceramic cartridges without the use of in line filters will void any Englefield warranty.

Commercial Use of Englefield Products

Where the Englefield product is purchased for the purposes of a business, then the warranty period is **12 months from the date of installation** of the product.

If the Englefield product is purchased for the purposes of a business, then all of the guarantees and remedies in the Consumer Guarantees Act 1993 are excluded and the Warranty periods and all other terms of the Warranty (as provided above) prevail.

Apart from the provisions of the Consumer Guarantees Act 1993 (which will apply in addition to the Warranty), the Warranty is in lieu of all other warranties, express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. Kohler New Zealand Ltd also disclaims any liability for special, incidental or consequential damages.

Terms & Conditions

1. Kohler will at its election, pursuant to its obligations under the Warranty:

- Repair or replace the defective Englefield product or part;
- Pay the cost of repairing the defective product or part
- Refund the purchase price to the purchaser
- Make appropriate adjustment

2. The Warranty applies only within New Zealand and only to the original purchaser;

3. The following will not be covered by the Warranty:

- a) Damage due to accident, improper installation or handling, improper care and cleaning, faulty repairs, alteration, abuse or misuse (whether undertaken by a contractor, service company, or the consumer);
- b) Installed, maintained or used other than in accordance with the instructions furnished by Kohler;

4. Standard products may contain unavoidable manufacturing imperfections of a minor character and if a manufacturing defect is found, Kohler will, at its election, refund the purchaser with the purchase price of the product or repair, provide a replacement part or product, or make an appropriate adjustment.

5. The purchaser shall be responsible for and shall meet all charges in respect of making the defective product accessible for repair or replacement and any labour, transportation, travelling or communication expenses incurred;

Information required when making a claim

Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, colour, the date the product was purchased and from whom the product was purchased. Also include your original invoice.

Contact Details

If you believe that you have a Warranty claim, contact Kohler either through your plumbing supplies retailer, by writing to Customer Service Department, Kohler New Zealand Ltd, PO Box 100-146 NSMC, Auckland or email to info@englefield.co.nz.

For all other information, or to obtain the name and address of the service and repair facility nearest you please phone 0800 100 382.

GWA BATHROOMS & KITCHENS WARRANTY PERIODS

While all Caroma Industries (NZ) Limited ("Caroma") products are manufactured to the highest standard, in addition to the guarantees provided under New Zealand Consumer Law, we offer varying extended warranty periods (please refer to below table) from the date of purchase or handover that our Products are free from all defects in materials and workmanship, subject to the terms and conditions that follow, for additional peace of mind.

We are committed to upholding our position as New Zealand's leading Quality Supplier, Technical Support & Customer Service Team, with a dedicated and proven service network striving for ultimate customer satisfaction.

For all After Sales & Service enquires please contact GWA Bathrooms & Kitchens on (09) 279 2700.

Sanitaryware		
Range	Warranty	Comments
Fowler		
Basins	10/1 years	10 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Accessories & Spare parts	1 year	1 year replacement product or parts
Caroma		
Basins	10/1 years	10 years replacement product 1 year parts and labour
Bidettes	10/1 years	10 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Urinals	10/1 years	10 years replacement product or parts
Accessories & Spare parts	1 year	1 year replacement product or parts
Stylus		
Basins	5/1 years	5 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	5/1 years	5 years replacement product 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts

Baths		
Range	Warranty	Comments
Caroma		
Baths - Acrylic & Steel Shell	10/1 years	10 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Stylus		
Baths - Acrylic Shell	5/1 years	5 years bath shell 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

GWA BATHROOMS & KITCHENS WARRANTY PERIODS

Taps, Outlets, Mixers, Showers, Bathroom Accessories		
Range	Warranty	Comments
Dorf		
Taps, Outlets, Mixers, Showers	15/7/1 years	15 years ceramic disc cartridges - parts only 7 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holder etc
Caroma		
Taps, Outlets, Mixers, Showers	10/7/1 years	10 years ceramic disc cartridges - parts only 7 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holder etc
Stylus		
Taps, Outlets, Mixers, Showers	5/3/1 years	5 years ceramic disc cartridges - parts only 3 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holder etc

GWA Bathrooms & Kitchens

AFTER SALES & SERVICE REQUEST FORM

IMPORTANT

To make a warranty claim, the following documentation must be emailed to Caroma.

- Proof of Purchase (POP)
- Handover documentation for new home
- Warranty Certificate or equivalent documentation must be supplied for warranty claims to be considered

EMAIL SERVICE REQUEST TO: bknzservice@gwagroup.co.nz

Source of Complaint: Installing Plumber Builder Homeowner

DISTRIBUTOR DETAILS

Store: _____ Branch: _____
Phone: _____ Fax: _____
Email address: _____ Date: _____

END USER DETAILS (NOT THE PLUMBER OR BUILDER)

Name: _____
Street Address: _____
City/Suburb: _____
Phone Home: _____ Work: _____
Contact Times: _____ Mobile) _____

SUSPECT FAULT DESCRIPTION:

PRODUCT INFORMATION

Product Code: _____ Description: _____ QTY _____

PROOF OF PURCHASE INFORMATION

Proof of purchase _____ Installing Plumber: _____ Plumbers Ph No: _____

NB: GWA Bathrooms & Kitchens will not be liable for costs where a product fault does not exist or if the fault is due to installation, misuse, or falls outside our Warranty period. In these cases, GWA Bathrooms & Kitchens reserves the right to charge a service fee, per callout/site visit. **MUST BE SIGNED BY THE CUSTOMER (END USER)**

Please initial that you accept these conditions

GWA AFTER SALES & SERVICE OFFICE USE ONLY

GWA Bathrooms & Kitchens
33 Business Parade North, Highbrook, Auckland 2013
PO Box 58 689, Botany, Manukau 2163
Phone: +64 9 279 2700 Fax: +64 9 279 2709 or 0800 423 825
www.gwagroup.co.nz



KOHLER®

LIMITED WARRANTY

Kohler New Zealand Ltd. (Kohler) warrants that Kohler plumbing fixtures and fittings are warranted free of manufacturing defects for the following set periods from the date of purchase on the terms set out below (Warranty):

Shower Enclosures

Acrylic Walls	5 YEARS
Door & Tray	5 YEARS
Shower seals	1 YEAR

Bathroom Furniture

Cabinets & Tops	1 YEAR
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Toilets

Tanks & Pans	5 YEARS
Seals & Washers	2 YEARS
Toilet seats	2 YEARS
Bumpers & hinges	2 YEARS
Flush and fill Valves	2 YEARS

Use of Cleaners: No cleaners should be used in any Kohler toilet cisterns and that any such use will void any Kohler warranty.

Basins

Ceramic	5 YEARS
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Baths & Spas

Acrylic Shell	5 YEARS
Electronic Pumps	1 YEAR
Fittings & Components	1 YEAR
Spa & Bath Fittings	1 YEAR

Use of Cleaners: No chemicals such as bleach, hair dye, solvents, alcohol, citrus based chemicals, bath oils, bath salts and abrasive cleaners should be used on any Kohler bathing or showering product and that any such use will void any Kohler warranty.

Temperature: Hot water must be limited to a maximum of 55 deg C and that any increase in temperature will void any Kohler Warranty.

Tapware

Tapware	7 YEARS
Showerheads	7 YEARS
Shower hoses	2 YEARS

In-Line Filters: Kohler specifies that in line water filters should be used with Kohler Tapware and that any damage to ceramic cartridges without the use of in line filters will void any Kohler warranty.

Bathroom Accessories

All bathroom accessories 2 YEARS

Commercial Use of Kohler Products

Where the Kohler product is purchased for the purposes of a business, then the warranty period is **12 months from the date of installation** of the product.

If the Kohler product is purchased for the purposes of a business, then all of the guarantees and remedies in the Consumer Guarantees Act 1993 are excluded and the Warranty periods and all other terms of the Warranty (as provided above) prevail.

Apart from the provisions of the Consumer Guarantees Act 1993 (which will apply in addition to the Warranty), the Warranty is in lieu of all other warranties, express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. Kohler New Zealand Ltd also disclaims any liability for special, incidental or consequential damages.

Terms & Conditions

1. Kohler will at its election, pursuant to its obligations under the Warranty:

- Repair or replace the defective Kohler product or part;
- Pay the cost of repairing the defective product or part
- Refund the purchase price to the purchaser
- Make appropriate adjustment

2. The Warranty applies only within New Zealand and only to the original purchaser;

3. The following will not be covered by the Warranty:

- a) Damage due to accident, improper installation or handling, improper care and cleaning, faulty repairs, alteration, abuse or misuse (whether undertaken by a contractor, service company, or the consumer);
- b) Installed, maintained or used other than in accordance with the instructions furnished by Kohler;

4. Standard products may contain unavoidable manufacturing imperfections of a minor character and if a manufacturing defect is found, Kohler will, as its election, refund the purchaser with the purchase price of the product or repair, provide a replacement part or product, or make an appropriate adjustment.

5. The purchaser shall be responsible for and shall meet all charges in respect of making the defective product accessible for repair or replacement and any labour, transportation, travelling or communication expenses incurred;

Information required when making a claim

Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, colour, the date the product was purchased and from whom the product was purchased. Also include your original invoice.

Contact Details

If you believe that you have a Warranty claim, contact Kohler by writing to Kohler Customer Services, c/- Crane Distribution Services, PO Box 4641, Christchurch 8140 or call 0800 564 537 (0800 KOHLER).

Methven Warranty Information

Brand	Type of product	Domestic/ Residential or Commercial	Length of warranty	Limits or exclusions
Methven	Tapware & Showers	Domestic/ Residential	20 years	Please refer to PDF named Methven warranty terms and conditions or copy this link into your browser http://www.methven.com/legal
	Spare Parts		10 years	
	Tapware & Showers	Commercial	5 years	
	Spare Parts		1 year	
Echo	Tapware & Showers	Domestic/ Residential	5 years	
	All Spare Parts			
	Tapware & Showers	Commercial	1 year	
	All Spare Parts		1 year	
Flexispray	Tapware & Showers	Domestic/ Residential	5 years	
	All Spare Parts		1 year	
	Tapware & Showers	Commercial	1 year	
	Spare Parts		1 year	

Brand	Type of product	Domestic/ Residential or Commercial	Length of warranty	Limits or exclusions
Nefa	Tapware & Showers	Domestic/ Residential	5 years	
	Spare Parts		5 years	
	Tapware & Showers	Commercial	5 years	
	Spare Parts		5 years	
Starkie	Starkie Components	Domestic/ Residential	5 years	
			5 years	
		Commercial	5 years	
			5 years	
Steriline	Tapware	Domestic/ Residential	20 years	
	Spare Parts		10 years	
	Tapware	Commercial	5 years	
	Spare Parts		1 year	



PAFFONI NZ LTD
996 Great South Rd
P.O. Box 12863
Penrose
Ph: (09) 589 4116
Fax: (09) 589 4108

PAFFONI WARRANTY

All Paffoni ceramic cartridge tapware is comprehensively warranted to the original purchaser for 5 years provided the following conditions are complied with:

1. Proof of purchase has been produced.
2. Paffoni Tapware **MUST** be installed by a REGISTERED PLUMBER.
3. Working pressure not to exceed 6 BAR (87psi) and maximum temperature 65°C
4. A filter is used on the water main to protect the entire systems or after any pipe material subject to excessive internal corrosion, e.g. Galvanized pipe
5. Deterioration of the tap has not been caused by incorrect usage or installation.
6. Taps have not been cleaned with abrasive substances & MICROFIBRE cloths.
7. That any work subject to a warranty claim has been approved by Paffoni NZ LTD with an order number. **Any work carried out without an authorized order number will NOT be paid for.**
8. Water supply pipes **MUST** be flushed prior to installation of mixers.
9. Paffoni mixer cartridges are not warrantable for extreme pressure testing purposes

Components within the tap such as: plastic, O'rings, rubber and extractable hoses have a 1 year warranty.

All Paffoni slide showers have a 1 year warranty.

All Paffoni Thermostatic mixers have a 2 year warranty.

All Paffoni Tapware used in Commercial installations have a 1 year warranty.

Use of MICROFIBRE cloths will scratch chrome and cause deterioration.




Paffoni products are NOT warranted to defects caused by calcium build up, caused by poor/hard water quality.

LIABILITY IS RESTRICTED TO THE REPLACEMENT OR REPAIR OF THE TAP AND ANY CONSEQUENT DAMAGE IS THE RESPONSIBILITY OF THE OWNER. ALL QUERIES TO MERCHANT OF PAFFONI NZ LTD.

Warranty call-outs will be charged directly to client if the above has not been adhered to.





Brand	Model	Warranty Period	Designation
	E5190, E5300	3 years from D.O.I or 30 days from product delivery	Domestic/Commercial
		AN, XP, TDE	Radiator 10 years from D.O.P Parts and Labour 2 years from D.O.P
	Insinkerator	E20-30, E20+	Domestic
		45-3B, 45+	2 years from D.O.P
		55-3B, 55+	3 years from D.O.P
		65-3B, 55+	4 years from D.O.P
		75-3	5 years from D.O.P
		Evolution 100	5 years from D.O.P
		Evolution 200	10 years from D.O.P
		LC50	1 year
		Food Service Disposers	1 year from D.O.I
		990	1 year from D.O.I
	GN1100, HC1100, H3300, HC3300	2 years from D.O.I	Domestic
	Filters	None	Domestic
	Compactor	1 year from D.O.I	Domestic
	K250, K300, K400, K600	1 year from D.O.P	Domestic
	Schweigen	All Canopies	Domestic
		isoDrive motors	10 years from D.O.P

RAYMOR & ADESSO

DOMESTIC LIMITED WARRANTY

Raymor & Adesso warrants that all fixtures and fittings are warranted free of manufacturing defects for the following set periods from the date of purchase on the terms set out below.

Warranty does not include faults caused by:

- Unsuitable or improper use
- Incorrect installation
- Installation or part installation by anyone other than a LICENSED PLUMBER
- Normal wear and tear
- Inadequate or complete lack of maintenance

CLEANING

Toilet seats should only be cleaned with a mild domestic liquid cleaner. No abrasive or corrosive cleaning agents containing acids or scouring agents should be used.

Tapware and slide showers remove dirt or calcium stains with soap and water, rinse with clean water and dry with a clean soft cloth. Do not use alcohol based products, disinfectants or solvents.

Laundry tubs must only be cleaned with mild detergent on a soft cloth.

Use of any abrasive or corrosive cleaning agents, alcohol based products, disinfectants or solvents may void the warranty

All warranty claims require proof purchase.

Installation instructions must be followed in full or warranty maybe declined.

RAYMOR & ADESSO

DOMESTIC LIMITED WARRANTY

TOILET SUITES

Vitreous China (VC) 5 Years
Toilet Seats 1 Year
All other parts 1 Year

BASINS

Vitreous China (VC) 5 Years

FURNITURE

Cabinets & tops 5 Years
Drawer runners and soft close hinges 5 Years
Mirror doors 1 Year

TAPWARE & SLIDE SHOWERS

Armada 1 Year
Tessa 1 year
Torrino bath Filler 1 Year

Avon 5 Years
Brighton 5 Years
Cambridge 5 Years

Edge 30 Years Drip Free Guarantee
Urban 30 Years Drip Free Guarantee
Mila 10 Years

Slide Showers 2 Years

ACCESSORIES

All accessories 5 Years

POP UP WASTE, BOTTLE TRAPS & SINK STRAINERS

1 Year

TOWEL WARMERS

R-Series towel warmers 5 Years
S-Series towel warmers 5 Years
Eco Series towel warmers 3 years

BATHS

5 Years

LAUNDRY TUBS

Cabinets 5 Years
Laundry Tap 5 Years
Laundry Bowl 25 years

REPLACEMENT TOILET SEATS

Heavy Duty Soft Closed Seat 1 Year
Quick Release Toilet Seat 1 Year
Rapid Fix Toilet Seat 1 Year

Commercial warranty is by negotiation



RHEEM NEW ZEALAND LTD. — WARRANTY PERIODS

Applicable from Date of Installation — Updated May 2013

Model	Parts	Labour on Parts	Cylinder Labour	Cylinder Replacement	Heat Exchanger	Scaled System
Electric Water Heaters						
Low Pressure Electric — Copper	1 year	1 year	1 year	5 years		
Low Pressure Electric — Vitreous enamel	1 year	1 year	1 year	7 years		
Mains Pressure Electric (excluding Optima, Solar Ready & Stainless Steel)	1 year	1 year	3 years	7 years		
Mains Pressure Electric - Stainless Steel	1 year	1 year	3 years	10 years		
Mains Pressure Electric - Optima & Solar Ready	3 years	3 years	3 years	10 years		
Gas Water Heaters						
Mains Pressure Gas (excludes Continuous Flow and Raypak)	1 year	1 year	3 year	5 years		
Rheem Stellar	1 year	1 year	5 years	10 years		
Rheem Continuous flow - installed in a 'single family' domestic dwelling	3 years	3 years			10 years (excludes labour from years 4-10)	
Rheem Continuous flow - below 75 degree models installed in any other than a 'single family' domestic dwelling	1 year	1 year			5 years (excludes labour from years 2-5)	
Continuous Flow - above 75 degree models installed in any other than a 'single family' domestic dwelling	1 year	1 year			1 year	
Solar and Heat Pump Water Heating						
Premier Solar Irdine (on a single family domestic dwelling)	1 year	1 year	3 years	7 years (includes collectors)		
Heat Pump - 275	1 year	1 year	3 years	5 years		2 years
Heat Pump - single family domestic dwelling	2 years	2 years	2 years	7 years		2 years including labour
Heat Pump - all other applications	1 year	1 year	1 year	3 years		1 year
Boiling and Chilled Water Units						
Lazer (including Classic Timer, Eco and Commercial models)	1 year	1 year	1 year	5 years		
Lazer (Office models only)	1 year	1 year	1 year	7 years		
On-Tap Series Underbench Boiling Water Unit	1 year	1 year	1 year	5 years		
On-Tap Series Chiller Unit	1 year	1 year	1 year	5 years		
Zip	1 year	1 year	1 year	5 years		
Gas Condensing Boilers						
Rheem Sturm Condensing Boiler	1 year	1 year	3 years	5 years	5 years	
Rheem Calorifier						
Rheem Pool & Spa Heaters	3 years	1 year			3 years	
Residential	6 Months	6 Months			6 Months	
Commercial (less than 500 MJ)	3 years	1 year			3 years	
Premium Pool & Spa	1 year	1 year			1 year	
Commercial	1 year	1 year			1 year	
Spartan (in domestic situation)	3 months	3 months			3 months	
Spartan (in commercial situation)	3 months	3 months			3 months	
Commercial Products						
Heavy Duty Commercial (including Gas, Electric & Storage Tanks)	1 year	1 year	3 years	5 years commercial 10 years domestic		
Raypak Water Heaters	1 year	1 year			5 years (excludes labour from years 2 - 5)	
Space / Room Heaters						
Rheem Kalahari	3 years	3 years			10 years pro rata on combust ion chamber	
Rheem Glowflus	3 years	3 years			10 years on combustion chamber	

LIMITED WARRANTY

Rinnai Continuous Flow Water Heaters

This warranty is applicable to all Rinnai continuous flow water heaters manufactured from 2010 onwards (serial number 09.12-xxxxxx). All terms of the warranty are effective from the date of installation.

Warranty Summary

Rinnai Continuous Flow Water Heater	Application	Heat Exchanger		All Other Parts	
		Parts	Labour	Parts	Labour
White domestic models	Domestic WITHOUT Rinnai controllers	10 years pro rata	3 years	3 years	3 years
	Domestic WITH a Rinnai controller	12 years pro rata	3 years	5 years	3 years
	Commercial	1,500 hours or 1 year*	1,500 hours or 1 year*	1,500 hours or 1 year*	1,500 hours or 1 year*
Silver commercial models	Domestic WITHOUT Rinnai controllers	12 years pro rata	3 years	5 years	3 years
	Commercial	5,000 hours or 3 years pro rata*	1,500 hours or 1 year*	1,500 hours or 1 year*	1,500 hours or 1 year*

* Whichever comes first

Domestic vs commercial applications

A domestic application is defined as an installation where a continuous flow unit is set to 55 °C¹ or lower, delivering hot water to a single residential dwelling (not used for commercial purposes²).

All other installations are defined as commercial applications.

For constant use applications such as, underfloor heating, circulating ring mains, spa pools (but not limited to), the water heater must be sized and installed according to written guidelines from Rinnai.

¹ A solar installation using a Rinnai continuous flow unit in a single residential dwelling is considered a domestic application.

² Examples of a commercial application in a domestic dwelling, hair salon, catering kitchen, motel, communal care facility etc.

LIMITED WARRANTY

Rinnai Continuous Flow Water Heaters

General Warranty Terms

Rinnai reserves the right to make modifications and change specifications and its parts without notice.

For the purposes of the Consumer Guarantees Act 1993, Rinnai only guarantees the availability of repair facilities and spare parts for the express warranty periods recorded in the 'Warranty Summary'.

If the Rinnai Continuous Flow Water Heater is being acquired for personal, domestic or household use, this warranty does not limit any consumer rights or guarantees that may apply under the Consumer Guarantees Act 1993. If the product is being acquired for the purposes of a business, the provisions of the Consumer Guarantees Act 1993 do not apply and no other warranties (either express or implied by law) apart from those stated in this warranty apply.

LIMITED WARRANTY

Rinnai Continuous Flow Water Heaters

Warranty Terms and Conditions

1. All terms of this warranty are effective from the date of installation. The attending service person reserves the right to verify this date by requesting a copy of the certificate of compliance prior to the commencement of any warranty work. Certificate of compliance must be issued by the installer by law in New Zealand.
2. All Rinnai appliances must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturer's installation instructions, local regulations, and municipal building codes by persons authorised by local regulations to do so.
3. All appliances must be operated and maintained in accordance with manufacturer's operating instructions.
4. The warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as, isolating valves, electrical switches, pipe work, electrical cables, fuses, and where applicable flue systems supplied by others, but not limited to these.
5. Where the appliance has not been sited in accordance with the installation instructions or installed such that normal service access is difficult, a service charge will apply. If at the discretion of the attending service person the installation is deemed illegal or access is dangerous, service will be refused. Any work required to gain reasonable access to the appliance will be chargeable by the attending service person (for example, removal of cupboards, doors, walls, or the use of special equipment to move components, but not limited to these).
6. Where a failed component is replaced under warranty, the balance of the original appliance warranty will remain effective. The replacement part or appliance does not carry a new warranty.
7. Rinnai reserve the right to transfer functional components from defective appliances if they are suitable.
8. Rinnai reserve the right to have the installed product returned to the factory for inspection.
9. Where the water heater is installed outside the metropolitan area or further than 40 km from a Rinnai authorised service centre, travel costs shall be the owner's responsibility.

LIMITED WARRANTY

Rinnai Continuous Flow Water Heaters

Warranty Exclusions

The following exclusions may cause the warranty to become void and will result in a service charge and costs of parts (if required).

1. Accidental damage and acts of God.
2. Failure due to abuse or misuse, improper maintenance or improper storage.
3. Failure due to incorrect or unauthorised installations.
4. Failure or damage caused by alterations, service or repair work carried out by persons other than Rinnai service persons or service centres.
5. Where the water heater has failed directly or indirectly as a result of poor water quality outside the limits specified.
6. Where it is found that there is no fault with the appliance and the issue is related to the installation or is due to the failure of electric or gas supplies.
7. Subject to any statutory provisions to the contrary, Rinnai does not accept:
 - a. liability for consequential damage or any incidental expenses resulting from any breach of the warranty,
 - b. claims for damage to building or any other consequential loss either directly or indirectly due to leaks from the appliance or any other faults.

LIMITED WARRANTY

Rinnai Continuous Flow Water Heaters

Water Quality

Water quality outside the limits (as set down below) will void this warranty. Water quality tests must be carried out at the customer's own cost but Rinnai will reimburse any reasonable test costs where water quality is within the limits tabled.

Water Quality and Impurity Limits

Rinnai Continuous Flow Water Heaters - Standard Models									
TDS (Total Dissolved Solids)	Total Hardness CaCO ₃	Alkalinity (as CaCO ₃)	Dissolved (free) CO ₂	pH	Chlorides	Magnesium	Sodium	Iron	Langelier Index
Up to 600 mg/L or ppm	Up to 200 mg/L or ppm	Up to 200 mg/L or ppm	Up to 25 mg/L or ppm	6.5-8.5	Up to 300 mg/L or ppm	Up to 10 mg/L or ppm	Up to 150 mg/L or ppm	Up to 1 mg/L or ppm	Between -1.0-0.8
Rinnai Continuous Flow Water Heaters - Aggressive Water Models									
Up to 600 mg/L or ppm	Up to 200 mg/L or ppm	Up to 200 mg/L or ppm	Up to 25 mg/L or ppm	6.2-8.5	Up to 300 mg/L or ppm	Up to 10 mg/L or ppm	Up to 150 mg/L or ppm	Up to 1 mg/L or ppm	Between -2.5-0.8

Most metropolitan water supplies fall within these limits. If you are unsure about water quality, please contact Rinnai and we will provide you with the details of an authorised agency able to test your water for compliance to Rinnai standards. If sludge or foreign matter is present in the water supply, a suitable filter should be incorporated in the water supply.

Some examples of water quality issues where water may need to be treated:

- Hard water (areas including Whanganui)
- Aggressive water (areas including Christchurch)
- Both hard and aggressive water (some bore water)

LIMITED WARRANTY

Rinnai brings you peace of mind
with a 2 year minimum warranty.

TERMS AND CONDITIONS

1. During the 24 month period from date of purchase and subject to clauses 2 and 3 below, Rinnai New Zealand Limited ("Rinnai") will, at its own discretion, either replace or repair any defective product at no charge to the customer.
 2. This warranty covers manufacturing defects only. This warranty will not apply if (for example) the product has been improperly installed or is otherwise installed contrary to manufacturer's recommendations, has been damaged during or after installation, has not been operated in accordance with operating instructions, or has been subjected to damage or abuse beyond that expected from conditions of normal use.
 3. Warranty claims may be invalid if not accompanied by details of the installing or supervising gas fitter's registration number and the gas fitting certification number.
 4. This warranty commences from the date of purchase. Proof of purchase is required at the time of any warranty claim.
 5. Servicing of the product is to be carried out by a Rinnai authorised service centre.
- All Rinnai appliances meet or exceed the safety standards required by New Zealand gas and electrical regulations. The company is constantly improving its products and as such specifications are subject to change or variation without notice.

Please keep these instructions in a safe place for future reference.

RECORD AND ATTACH YOUR PROOF OF PURCHASE BELOW:

Your Retailer: _____

Name: _____

Address: _____

Telephone: (_____) _____

Date of Purchase: _____ / _____ / _____

Rinnai

BEST QUALITY GUARANTEED



Without exception Robertson products are guaranteed to meet or exceed the standard requirements for the New Zealand building code.

In addition to specific guarantees provided, all products imported and/or sold by Robertson are, to the extent applicable, guaranteed in accordance with the Durability Clauses of the New Zealand Building regulations and Consumer Guarantees Act.

Our guarantees apply only to products imported and sold by Robertson. These guarantees do not cover products sold by Robertson under any other agency, company or brand name. As part of our ongoing commitment to continuous improvement, Robertson NZ Ltd reserves the right to make changes to its products at any time.

All guarantees are subject to the following terms and conditions and to the Robertson NZ Ltd Terms of Trade available on request (a copy of which can also be found at ROBERTSON.CO.NZ).

The guarantee is against manufacturing defects only.

All products must be checked to see they are in good order and condition prior to installation.

This guarantee does not cover products that have been damaged by misuse, accident or neglect.

This guarantee may not cover the cost of removal or installation.

This guarantee is applicable to toilets, basins, tapware, shower outlets, baths, bathroom accessories, installed in domestic residential situations and/or light commercial situations such as kitchen bathrooms and laundries in motel, hotels and retirement villages.

This guarantee does not include commercial situations such as public washrooms and/or kitchens and laundries in public buildings, schools, sports centres, gymsnasiums and hospitals.

Bathroom vanities installed in light commercial and/or commercial situations are not covered under guarantee.

This guarantee does not cover normal wear and tear.

The use of some cleaning products will void the guarantee.

This warranty is personal to the first end user and is not transferable unless stated.

Each and every warranty claim must be accompanied by the original proof of purchase.

Products must have been installed in accordance with the manufacturer's instructions and in accordance with local City or Council Standards requirements.

Products must have been cleaned as per manufacturer's recommendations.

Products must have been maintained in good order and condition and serviced in accordance with manufacturers' recommendations.

Robertson reserves the right to determine any issue or uncertainty in connection with the warranty.

Robertson reserves the right to repair and/or replace the defective product and/or component at its discretion or nearest equivalent if a product needs to be replaced.

All Warranty covered repair work is to be performed by a Robertson representative and/or authorised service agent or plumber who has received an authorisation number to attend the job.

This guarantee does not purport to exclude or limit your rights under the Consumer Guarantees Act which will not apply to consumers acquiring goods other than "in trade". If you acquired the products "in trade" you agree that the Consumer Guarantees Act does not apply.

Specific Guarantee Details

Unless otherwise stated guarantees for products imported and sold by Robertson are as follows.

1 year guarantee

- Toilet seats
- Toilet cistern parts
- Concealed cistern parts
- Tapware O rings
- Shower hoses
- Shower hand pieces
- Spa electronics and pumps
- Lights
- Wastes
- Traps
- Working parts and fittings for toilet cisterns
- Working parts and fittings for tapware

2 year guarantee

- Mirrors
- Mirror cabinets
- Matt Black & Brushed Nickel on showers and tapware

3 year guarantee

- Antique gold finishes

5 year guarantee

- Toilets
- Basins
- Consoles
- Acrylic baths
- Porcelain on steel baths
- Bathroom accessories
- Vanities
- Tapware
- Shower rails
- Shower heads
- Aquaflex stainless steel braided hoses
- 304 stainless steel

10 year guarantee

- Concealed cisterns tanks
- Elementi shower enclosures
- Parisi furniture and toilets

12 year guarantee

- Pex and angle valves
- Pex mini ball valve
- Pex wastes
- Pex traps
- Pex lever bib taps
- Vado Tapware
- Vado accessories

25 Year guarantee

- Victoria & Albert baths

Extended Guarantees

Ideal standard

Limited Life Time Drip Free Guarantee on all Ceramic Cartridges used in Ideal Standard Single lever mixers.

This is a genuine product guarantee and is therefore transferable to a new owner but is subject to providing the original proof of purchase.





79 Newton Street Mount Maunganui 3116
Phone 07 574 0310 Fax 07 574 4377
www.showerman.co.nz

Warranty details and maintenance guide

Every Showerman product is thoroughly inspected before leaving the factory, and is guaranteed against defective workmanship and faulty materials for a period of five years from date of purchase.

Should any problem develop during this period Showerman or their agent will inspect the product and if defective materials or workmanship is the cause Showerman will repair (or at their option replace) the product without charge.

This guarantee does not apply where the product has been subject to misuse, neglect, accident, unauthorised repair, use of incorrect cleaners or the installation itself when carried out by anyone other than Showerman or a Showerman authorised agent.

Cleaning

To ensure that your glass stays in excellent condition we recommend that you scrape the excess water off the glass after each shower. A small blade scraper is ideal for this purpose.

Carefully read all instructions on cleaning products before applying to your shower. Many bathroom cleaners can contain chemicals that could adversely affect the finish of your shower so should be avoided or used with caution at your risk.

Cleaning solutions that contain the following should be avoided:

- Abrasives, alcohol, solvent's, bleach, citrus, harsh chemicals and disinfectants, ammonia or peroxides and particularly acid or alkaline products.

Recommended cleaning procedures

Acrylic surfaces (shower tray and wall): To clean acrylic surfaces use diluted detergent and water. It is recommended that the surface is wiped dry after each use to prevent the build-up of soap and scum. Avoid the use of abrasive soaps or sponges.

If you have an acrylic shower please ensure that you use only cleaners that are approved specifically for use on acrylic showers.

Glass: Glass is porous, and this means shower grime and certain minerals and deposits in the water can adhere to your shower door and panels, and can result in permanent staining of the glass. To keep your glass looking new it's recommended that you squeegee or dry towel your glass after each use.

There are a range of professional and DIY protective glass coatings available which can provide medium to long term protection for your glass, and also minimise cleaning.

Special Installation Guarantee

Showerman Guarantees all installations carried out by Showerman or their authorised agents. It is a condition of guarantee that any water leaks are advised immediately. Showerman accepts no responsibility for consequential damage occurring directly or indirectly from water damage.

TILING AND FLOORING





10 year warranty

Not all tiles are created equal! At The Tile Depot you can trust us, we have been doing this since 1995 and we are now the only New Zealand tile importer to hold Consumer Trusted accreditation. We are proud to supply the tiles to Generation Homes.

We only import quality first grade tiles from quality manufacturers. We guarantee that our tiles will meet or exceed the performance standards outlined in International Grading Standards ISO 13006. All our suppliers implement extensive quality control measures in order to meet high quality assurance standards.

These standards permit minor imperfections and tolerances in the tile manufacturing process. Tilers will generally identify these and use them for off cuts or in discreet locations. However, should you identify latent defects in the product caused by improper manufacturing we will replace any defective product in the affected area, provided we are informed of the issue within 6 months of your hand over date.

Tile Warranty

We provide a 10 year warranty on the performance of the tiles through fair wear and tear. Users are expected to take reasonable care of tiles by installing suitable gliders on furniture, using mats at entries, and avoiding abrasive or corrosive cleaners. This warranty does not extend to defects or excessive wearing caused by abuse, severe wear or impact from other conditions.

Workmanship

All Generation Homes installation is coordinated by The Tile Depot and our locally contracted tradesmen. Poor workmanship is generally identified immediately but should you move in to your new home and be unhappy please inform us within six months of hand over to allow us to remedy the issue.

Waterproofing

All Generation Homes tiles are installed with a Sika approved installation system. This gives everyone peace of mind we know what materials are being used under every tile. Sika have written a Generation Homes Specific warranty for a period of 10 years. This Warranty does

not cover the effects of movement in any horizontal or vertical joint or joints, beyond the capability of the Product (as defined in the Product Data Sheets) or any visual effects of such movement.

Tile imperfections, grout widths, lippage, scratches, quality of workmanship and what is deemed acceptable will be determined using the Ministry of Business and Innovation 'Guide to tolerances' handbook. All imperfections must be visible from a distance greater than 2m, from a standing height and with non-critical lighting.

Contact

In the event of a problem, to discuss your Tile Depot tiles or for further warranty terms and conditions please contact us at:

The Tile Depot National Distribution Centre

Ph 0800 845 333

83 Harris Rd, East Tamaki

info@tiledepot.co.nz

PO Box 258, 372 Botany



Cleaning and Maintenance

Luxury Vinyl Planking

Post-Installation Cleaning

- It is essential that wet adhesive be removed from the surface of the flooring immediately - using a damp cloth.

Initial Clean

- To allow the adhesive to set, do not wash the floor for 72 hours after installation.
- When the adhesive has set, wash your Robert Malcolm floor with a neutral pH floor cleaner (available from your local flooring retailer). Follow the manufacturer's recommendations.

Maintenance

- Vacuum or sweep your Robert Malcolm floor daily to remove any dirt or grit. This will prevent it scratching the floor or becoming ground in.
- Wipe up any spills immediately.
- Wash your Robert Malcolm floor regularly using a neutral pH floor cleaner, diluted as per the instructions on the bottle. Use a clean mop and for stubborn dirt and/or grime use a soft nylon scrubbing brush to work the dirt out. Make sure any excess water and/or dirt is removed with a clean cloth.
- For larger areas automatic cleaning appliances (i.e. scrubbing machine) can be used with your pH neutral cleaner and a red 3mm scrubbing pad. Ensure any excess water on your floor is wiped away with a cloth.
- **Steam Mops (of any kind) should not be used on this flooring – Using them will void the manufacturer's warranty.**

Scratch Prevention

- Use Non staining felt pads on all chair and table legs.
- Use dirt stop mats at all external doors. Ensure these are kept clean in order to stay effective.
- Do not drag heavy appliances or furniture across your floor.
- Pet claws can scratch you floor, make sure your pets claws are trimmed regularly.

Sun Protection

- Like all products in your home your vinyl plank will fade over time if exposed to strong direct sun and high temperatures. To limit fade the use of blinds or curtains is strongly recommended for areas that receive high sun. Window treatments are good but have been found to be less effective than blinds as they do not tend to block out heat in the floor.
- Mats should be regularly moved to allow for even fade and avoid lines in your floor.

Special Instructions

- Avoid using aerosol sprays or silicon based products, as they may result in the floor becoming slippery.
- Rubber can permanently stain any vinyl floorcovering. Avoid using rubber- backed mats, furniture feet or wheels made of rubber on your floor, this can cause staining of your floor.

international
flooring solutions

p 03 366 9839 e office@robertmalcolm.co.nz
59 Halwyn Drive, PO Box 914, Christchurch 8140, New Zealand
robertmalcolm.co.nz



robert malcolm

Warranty

Moduleo Impress

October 2019

Warranty

- 10 Year Limited Wear Warranty – Commercial Use / 20 Year Limited Wear Warranty – Residential Use
- This warranty protects the Original Purchaser against 'wear out' for a period of 10 years Commercially from the date of original installation and 20 years Residentially, provided the flooring has been installed, utilised and maintained in accordance with Robert Malcolm Ltd recommendations.
- 'Wear Out' is defined as a complete loss of colour pattern due to wear from normal traffic.
- If 'wear out' occurs within these time frames, and a submitted claim is accepted, replacement product will be provided.
- Warranties are extended to the original purchaser only and are not transferable.

Warranty Exclusions

- Product not installed in accordance with Robert Malcolm Installation recommendations.
- Product not installed in accordance with NZ Building Standard AS1884:2013.
- Irregularities caused by subfloor conditions.
- Fade or discolouration caused by direct sunlight, and/or temperatures.
- Change in gloss level due to use.
- Misuse or abuse of flooring.
- Scuffs, scratches, indentations, cuts, gouges, stains, burns and similar conditions.
- Flooring not maintained in accordance with Robert Malcolm Cleaning and Maintenance guide.
- Product installed outdoors.
- Pet Damage such as chewing, digging or clawing.
- Damage caused by appliances, plumbing leaks or steam mops.
- Damage due to heavy chairs or furniture. It is recommended that you use felt pads under chairs and furniture to reduce the possibility of surface scratching and marking.
- Discolouration caused by rubber pads, soles, tyres, rollers, rubber backed floor mats.
- Stains caused by strong solvent, dyes, medicines, strong food colourings

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Warranty

Moduleo Select

October 2019

Warranty

- 7 Year Limited Wear Warranty – Commercial Use / 15 Year Limited Wear Warranty – Residential Use
- This warranty protects the Original Purchaser against 'wear out' for a period of 7 years Commercially from the date of original installation and 15 years Residentially, provided the flooring has been installed, utilised and maintained in accordance with Robert Malcolm Ltd recommendations.
- 'Wear Out' is defined as a complete loss of colour pattern due to wear from normal traffic.
- If 'wear out' occurs within these time frames, and a submitted claim is accepted, replacement product will be provided.
- Warranties are extended to the original purchaser only and are not transferable.

Warranty Exclusions

- Product not installed in accordance with Robert Malcolm Installation recommendations.
- Product not installed in accordance with NZ Building Standard AS1884:2013.
- Irregularities caused by subfloor conditions.
- Fade or discolouration caused by direct sunlight, and/or temperatures.
- Change in gloss level due to use.
- Misuse or abuse of flooring.
- Scuffs, scratches, indentations, cuts, gouges, stains, burns and similar conditions.
- Flooring not maintained in accordance with Robert Malcolm Cleaning and Maintenance guide.
- Product installed outdoors.
- Pet Damage such as chewing, digging or clawing.
- Damage caused by appliances, plumbing leaks or steam mops.
- Damage due to heavy chairs or furniture. It is recommended that you use felt pads under chairs and furniture to reduce the possibility of surface scratching and marking.
- Discolouration caused by rubber pads, soles, tyres, rollers, rubber backed floor mats.
- Stains caused by strong solvent, dyes, medicines, strong food colourings.

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robert malcolm





NORMAN ELLISON
CARPETS

At Norman Ellison, we know carpet. We've been making it since 1975 and you can be assured that by choosing a Norman Ellison carpet, you are not compromising on quality, style or value.

Our Norman Ellison Warranty, Performance and Care Guide outlines what you can expect from a Norman Ellison Carpet and what you need to know to keep it looking its best and to protect your coverage under our Norman Ellison warranties. For information on the performance rating for a specific carpet, please refer to the sample label on that carpet. The Performance Guide below gives you an indication of what each of these rating areas cover.

YOUR WARRANTIES AT LAW

We happily acknowledge and respect the terms of the New Zealand Consumer Guarantees Act 1993 and Australian Consumer Law 2012. Our carpets come with guarantees provided by the Consumer Guarantees Act and Australian Consumer Law 2012 that cannot be excluded. Under Australian Consumer Law you are entitled to a replacement or refund for a major failure and for compensation for any other 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.




A summary of your rights and remedies under the New Zealand Consumer Guarantees Act can be found at the Ministry of Consumer Affairs' website at www.consumeraffairs.govt.nz. Further detail on Australian Consumer Law 2012 can be found at www.consumerlaw.gov.au.

Your rights under the New Zealand Consumer Guarantees Act or Australian Consumer Law 2012 commence from the date of purchase and may run for the life of your carpet.

YOUR NORMAN ELLISON WARRANTIES

Norman Ellison also provides a number of express warranties (which are set out below) in relation to its carpets. These warranties do not limit or affect your entitlements under New Zealand or Australian consumer laws, including the Consumer Guarantees Act and Australian Consumer Law 2012. You may have additional rights under these laws than are provided for in the warranties below.

Under your Norman Ellison warranties, should a problem arise and we accept that you have a valid warranty claim under the warranties set out in this booklet, at our discretion, we will either:

-  Repair the carpet
-  Replace the carpet in the affected area
-  Provide a refund for the carpet in the affected area. The refund will be based on a new carpet of the same or comparable type manufactured by Norman Ellison Carpets.

In the event of a problem

If you have a concern about your Norman Ellison carpet and would like to make a claim under your Norman Ellison warranties (e.g. rather than under the Consumer Guarantees Act or Australian Consumer Law 2012), you should contact the retailer who sold and installed your carpet. They will make an inspection and if unable to remedy the issue, they will lodge a formal request to our Consumer Services team to take this further.

A member of the Consumer Services team will be in touch to discuss the issue and arrange an inspection if required.

New Zealand

Phone 0800 222 473
7 Grayson Ave, Papatoetoe
P O Box 97 040, Manukau
Auckland 2241

Australia

Phone 1800 251 172
165-169 Lower Gibbes St
Chatswood, NSW 2067
P O Box 845, Willoughby, NSW 2068

Norman Ellison strives to comply with all of its obligations at law. Should you wish to make a claim under the Consumer Guarantees Act or Australian Consumer Law 2012 in relation to your carpet, you are free to contact either Norman Ellison or the retailer who sold and installed your carpet.

Performance Guide and Care Guide



The Performance Guide and Care Guide featured in this document contain important information about your carpet. We recommend reading this information carefully and following the guidelines provided. Failure to properly follow these guides may affect your coverage under the Norman Ellison warranties and in some cases could result in all or part of these warranties being voided at Norman Ellison's sole discretion.

NORMAN ELLISON WARRANTIES

Warranties are extended to the original purchaser of the carpet and are not transferable. The warranty is solely for the use of carpet in a private residence.

1 Lifetime warranty against carpet manufacturing defects

Norman Ellison warrants its carpets against all manufacturing defects during the expected lifetime of the carpet, as long as:

-  The carpet was bought and installed through a Norman Ellison authorised retailer; and
-  The carpet is for residential use in a private household only.

Please read the "Important Carpet Characteristics" section of this booklet carefully, as the characteristics described in this section do not constitute manufacturing defects.

2 Lifetime insect resist warranty on synthetic carpets

Norman Ellison warrants that your synthetic carpet, used for residential purposes in a private household, will not require any chemical treatment or application to guard against infestation from insects that can damage your carpet.

3 Five year insect resist warranty on wool carpets

All Norman Ellison wool carpets are treated to deter insect and moth infestation. Should a problem be reported to Norman Ellison within five years of purchase, we will repair, replace or treat the affected area, providing the carpet has been properly maintained, as set out in our care guide, and used for residential purposes in a private household.

It is important to note that the insect deterrent chemical is embedded in the carpet fibre and needs to be ingested by the insect to have an effect and stop further spreading – this will mean some fibre loss can occur. This treatment does not stop insects from entering your home. To protect your carpet and help retain your coverage under this Norman Ellison warranty, you should follow the Care Guide provided in this booklet. In particular, thorough and regular vacuuming around the skirting boards and under infrequently moved furniture will help prevent infestation. Failure to properly maintain these areas may affect this Norman Ellison warranty, which, as a result, could be reduced or voided at Norman Ellison's sole discretion.

IMPORTANT CARPET CHARACTERISTICS

Carpet is a textile that exhibits particular characteristics you need to be aware of before buying. These characteristics are an inherent feature of the carpet itself, and are not manufacturing defects.

Permanent shading on cut pile carpets. Cut pile carpets, particularly plush pile carpets, will develop lighter or darker patches over time. Known as 'shading', 'puddling' or 'watermarking', it is caused by the permanent bending of the carpet pile fibres which then reflect the light differently. The extent to which shading occurs cannot be accurately predicted or prevented. It does not affect the wear or durability of the carpet and is not recognised by Norman Ellison Carpets as a manufacturing flaw or defect.

Supplied product colour and/or texture may vary from dye-lot to dye-lot and from the supplied sample.

Fading. For floor areas that are exposed to strong sunlight, UV window film along with the use of curtains, blinds, shades and awnings will assist in fade reduction.

Pattern matching. While our carpets have been manufactured to exacting standards to minimise pattern distortions, the extensible nature of textile products means that some distortion is likely. Even with special care during installation, some irregularities may be visible, especially when viewing across multiple-width installations.

Repetitive or excessive wear, for example from chairs with castor wheels, will cause wear and damage, unless adequate protection is provided (such as a plastic mat).

CARING FOR YOUR CARPET

No carpet is completely stain-proof. However, if you follow our simple maintenance recommendations and stain removal guidelines, then you can help ensure your carpet keeps its good looks for longer.

Routine maintenance

A regular maintenance programme helps to remove soil before it can build up and potentially damage carpet fibre and dull its appearance. Vacuuming should be carried out at least once a week and more often in high traffic areas such as hallways and entranceways.

Professional cleaning should be carried out when your carpet still looks dirty after vacuuming – and every two years at a minimum. You should consult a professional cleaner for the best method of cleaning. Do-it-yourself carpet shampoo machines are not recommended as the associated detergent products can often leave a sticky residue – which attracts soil to the fibre and makes it become dirty more quickly.

Place walk-off mats at all entrances and use carpet protectors under heavy furniture and furniture with castor wheels. Chairs with roller wheels should have protector mats underneath.

If you have wool carpet, then you must vacuum regularly using your vacuum nozzle along skirtings, underneath doorways and behind curtains and furniture, in order to prevent insect damage.

Dealing with spills and stains

Fast action is the best means of preventing stains on your carpet and most stains can be managed with a quick three-step action.

Step 1 Blot up liquid stains immediately using a clean, dry towel or paper towels. Apply extra pressure by standing on the towel to soak up particularly large wet patches if you need to. Scrape up any solids with a knife or spoon.

Step 2 Gently squeeze a small amount of warm water onto the stain and blot up again, using a clean dry towel or paper towels. Make sure you work from the outside of the stain inwards so you don't spread it further. NEVER rub or scrub the stain as this will damage the pile of your carpet.

Step 3 Repeat the process of gently applying water and blotting until the stain has disappeared. Please be very careful not to overwet the carpet as this can damage the backing. If it is a persistent stain, then try a mix of 1 teaspoon of clear liquid detergent mixed with 1 teaspoon of white vinegar, diluted in one litre of cold water.

When the carpet is completely dry, vacuum to restore the pile texture.

For specific stain treatments for both wool and synthetic carpets, please refer to the appropriate stain guides on the following page.

STAIN REMOVAL FOR WOOL AND WOOL BLEND CARPETS

When spills occur, it is important that they are cleaned up immediately! Here is a guide to help make your job easier.

- Step 1** Scoop up solids with a knife or spoon.

- Step 2** Blot up liquids by applying pressure with white paper towel; do not rub.

- Step 3** Determine method of stain removal from the chart.

- Step 4** Before treating stain, test treatments on an inconspicuous part of the carpet for possible colour change.

- Step 5** With blotting or dabbing motion, work inwards from the edge of the stain to prevent it spreading.

- Step 6** Do not rub carpet pile during the stain removal or rinsing stages.

- Step 7** When attempting to remove stains, ensure that the carpet is dry before proceeding to the next step in order of treatment.

- Step 8** Rinse by applying clear, tepid tap water using a clean cloth or sponge.

- Step 9** Once the stain has been removed, blot up moisture by applying pressure with white paper towel.

- Step 10** Do not walk on carpet until dry.



Woolcare stain treatment list

Treatment (cleaning agent)

- 1 Solution of one teaspoon of approved wool detergent (e.g. Softly) with one teaspoon of white vinegar and one litre of warm water.
- 2 Dry-cleaning fluid, lighter fuel or mineral turpentine. Caution: Ensure that no flame or lighted cigarette is near, and use in a well-ventilated area.
- 3 Mineral turpentine. Effectiveness is increased if mixed with an equal quantity of dry-cleaning fluid. Caution: Ensure that no flame or lighted cigarette is near, and use in a well-ventilated area.
- 4 Methylated spirits. Caution: Ensure that no flame or lighted cigarette is near, and use in a well-ventilated area.
- 5 Hydrogen peroxide (20 vol.). Dilute 1 part to 10 parts cold water. Caution: Do not use on dark or patterned fabric.
- 6 Dye stripper. Dilute 1 part to 50 parts cold water. Caution: Do not use on dark or patterned fabric.
- 7 Chewing gum remover (freezing agent).
- 8 Nail polish remover.
- 9 Clean tepid water.
- 10 Cold water.
- 11 Weak solution of white vinegar or lemon juice with cold water.
- 12 Absorbent powder (e.g. salt or talc). Sprinkle on spillage; leave overnight and vacuum next day.

See next page for table of stains and order of treatment.



WOOL CARE STAIN TREATMENT FOR CARPETS

Type of stain

Type of stain

Order of treatment	1st	2nd	3rd	Order of treatment	1st	2nd	3rd
Beer	1			Ink - ballpoint	4	1	
Beetroot	1			Ink - fountain pen	9	1	6
Bleach	1			Lipstick	2	1	
Blood	10	6		Metal polish	2	1	
Burn or scorch mark	5			Mildew	1	5	
Butter	2	1		Milk	9	2	1
Candlewax	3			Mustard	1		
Chewing gum	7			Nail polish	8	2	
Chocolate	1	2		Oil	2	1	
Cocoa	2	10	1	Paint - emulsion	2	10	1
Coffee (black or white)	2	10	1	Paint - oil base	3	2	1
Cooking oils	2	1		Rust	2	1	11
Crayon / Colour Marker	2	1		Salad dressing	2	1	
Cream	2	1		Shoe polish	2	1	
Egg	1			Soft drinks	9	1	5
Excrement	1			Tar	3	2	1
Fruit juice	9	1		Tea (black or white)	2	10	1
Furniture polish	2	1		Urine	1		
Grass	4			Vomit	1		
Gravy / Sauce	9	1		Wine - red	12	9	6
Grease	2	1		Wine - white	1		
Ice cream	1						

Notes: When attempting to remove any stains always ensure that the carpet is dry before proceeding to the next step in the order of treatment.

The solvents normally used in dry cleaning are perchlorethylene, white spirit or fluorocarbons.

Whilst this advice is offered in good faith, no responsibility is accepted for claims arising from the treatments proposed. If stains fail to respond to treatments listed, call a professional carpet cleaner immediately.

STAIN REMOVAL FOR SYNTHETIC CARPETS

When spills occur, it is important that they are cleaned up immediately! Here is a guide to help make your job easier.

- Step 1** Scoop up solids with a knife or spoon.

- Step 2** Blot up liquids by applying pressure with white paper towel; do not rub.

- Step 3** Determine method of stain removal from the chart.

- Step 4** Before treating stain, test treatments on an inconspicuous part of the carpet for possible colour change.

- Step 5** With blotting or dabbing motion, work inwards from the edge of the stain to prevent it spreading.

- Step 6** Do not rub carpet pile during the stain removal or rinsing stages.

- Step 7** When attempting to remove stains, ensure that the carpet is dry before proceeding to the next step in order of treatment.

- Step 8** Rinse by applying clear, tepid tap water using a clean cloth or sponge.

- Step 9** Once the stain has been removed, blot up moisture by applying pressure with white paper towel.

- Step 10** Do not walk on carpet until dry.



TREATMENT	CLEANING AGENT	METHOD
1	Detergent	Commercially available general carpet cleaning or spot removal detergent. Apply detergent sparingly to the stained area then blot to remove residue and rinse thoroughly with clear water. Blot dry with white paper towel; do not rub.
2	Ammonia Solution: Mix together a 50% Water + 50% Bleach (Janola) Solution	Apply only enough solution to dampen the stain Blot the stained area to remove the substance. Rinse thoroughly with clear water. Blot dry with white paper towel; do not rub. Repeat as long as the stain continues to transfer.
3	Vinegar Solution: Mix 1 part white vinegar to 1 part water	Apply the solution to the entire area that has been cleaned. Rinse thoroughly with clear water. Blot dry with white paper towel; do not rub.
4	Alcohol	Apply only enough clear alcohol to dampen the stain. Blot dry with white paper towel; do not rub. Repeat as long as the stain continues to transfer.



SYNTHETIC FIBRE CARE STAIN TREATMENT FOR CARPETS

Type of stain

Type of stain

Order of treatment	1st	2nd	3rd	Order of treatment	1st	2nd	3rd
Asphalt	4	1	3	Mayonnaise	4	1	3
Beer	1	2		Medicines	1	2	
Berries	1	2		Milk	1	2	
Bleach	1	2		Motor Oil	4	1	3
Blood	1	2		Mouthwash	1	2	
Butter	4	1	3	Mustard	1	3	
Candle wax	4	1	3	Nail Polish	4	1	3
Chalk	1	2		Oil	4	1	3
Chocolate	4	1	3	Ointment	4	1	3
Coffee	1	3		Paint - oil based	4	1	3
Crayon	4	1	3	Paint - water based	1	2	
Excrement	1	2		Petroleum jelly	4	1	3
Felt Tip Marker	4	1	3	Plant food	1	2	
Fruit Drinks	1	2		Rust	1	2	
Furniture Polish	4	1	3	Salad dressing	4	1	3
Glue	1	2		Shoe polish	4	1	3
Gravy	1	2		Soft drinks	1	2	
Grease	4	1	3	Soup	4	1	3
Hair Dye	1	2		Soy sauce	4	1	3
Ice Cream	1	2		Tea	1	3	
Ink - permanent	4	1	3	Tomato Sauce	1	2	
Ink - washable	1	2		Toothpaste	1	2	
Insecticides	4	1	3	Urine	1	3	
Iodine	4	1	3	Vomit	1	3	
Lipstick	4	1	3	Water colours	1	3	
Liquor	4	1	3	Wine	1	2	
Mascara	4	1	3				

Notes: When attempting to remove any stains always ensure that the carpet is dry before proceeding to the next step in the order of treatment.

Whilst this advice is offered in good faith, no responsibility is accepted for claims arising from the treatments proposed.

If stains fail to respond to treatments listed, call a professional carpet cleaner immediately.

Belgotex®

Care and Maintenance Guide

B.

A World of Choice

CARPET CHARACTERISTICS

Tracking

Tracking is the imprint left by footprints on your carpet. This is common on all cut pile surfaces and usually disappears after a thorough vacuum, however it will reappear after the carpet is walked on again. This is seen more often in high traffic areas such as doorways and hallways. These areas should be given more attention during vacuuming.

Pile Reversal Shading

All cut pile carpets develop light or dark patches over time. This is known as shading or watermarking. It is caused by the carpet fibres bending and reflecting the light differently. Shading can not be predicted or prevented but is more related to the carpet use rather than construction. When caused by foot marking and vacuuming, pile shading is temporary and can be reversed by vacuuming or brushing the carpet in the normal direction of pile lay. Shading does not affect the wear or lifespan of the carpet and is not considered a flaw or defect.

Shift Lines

Parallel lines that appear on the surface of loop pile carpets. More apparent with large designs or patterns. This can also be affected by colour and light sources.

Seam Peaking

Seam peaking is normal when joined carpet is stretched into place. Lighting conditions can accentuate a carpet seam and create the impression that the pile on the side closer to the light source is a lighter shade than the pile on the other side of the join. Carpet seams are never invisible but they should be straight, aligned and as flat as possible.

Appearance Retention

All carpets change appearance over time. Carpet pile will flatten to some extent due to normal use. Regular vacuuming and periodic professional cleaning will reduce the degree of flattening.

Matting is a wear-induced characteristic that is seen as the merging together of carpet tufts to the stage where they may become less defined. Matting occurs in all carpets to some extent and is not considered a manufacturing defect unless it occurs rapidly or to an unacceptable degree.

Pattern Matching

Manufacturing processes introduce stresses and pressures on the carpet structure in both the length and width directions. As a result, a repeating pattern may not exactly match along the length of the carpet or across its width, particularly from one production run to another.

Underlay

Like carpet, underlay is available in various grades and qualities. An underlay should be firm but comfortable. As a guide, standing on the underlay you should not be able to feel the floor with the heel of your shoe. If replacing carpet, do not be tempted to use the existing underlay. It will have the same wear patterns as your old carpet and these will quickly appear in a new carpet and will void your Belgotex carpet warranty.



STAIN RESISTANT CARPETS

Solution Dyed Nylon

LIBERTY | EMPIRE | ROCKEFELLER AVENUE | BOULEVARD | CRESCENT DONEGAL | GALWAY | WEXFORD



Solution Dyed Nylon is considered one of the most durable types of carpet material, reigning supreme when tested against wear and tear. One of the inherent features of modern nylon carpets is their ability to be specifically manufactured to a range of climatic conditions, including New Zealand's harsh UV environment.

The heat-treated twists in Solution Dyed Nylon carpet make them incredibly resilient, bouncing back to its original state better than any other fibre. This with the combination of the fibres stain and fade resistance properties makes Solution Dyed Nylon an exceptionally hard-wearing carpet that will provide performance and long-lasting good looks.

Solution Dyed Polyester

BASES LOADED | CLASSIC CHOICE



Solution Dyed Polyester is a plush and soft carpet providing increased comfort underfoot. Constructed with a high twist rate makes Solution Dyed Polyester durable whilst maintaining a luxurious look and feel to your interior. Easy to clean and maintain, with stain and fade resistant properties. This combination makes Solution Dyed Polyester a quality and affordable solution for your home. Solution Dyed Polyester is made from recycled PET making it an eco-friendly choice.

STAIN RESISTANT CARPETS

Cleaning Guide

STEP ONE – SOIL CONTAINMENT

Soiling occurs when dirt is tracked into the house from outside, and is embedded into your carpet. The use of walk-off mats, both inside and outside, will minimise the soiling in your carpet.

- Outside mats – use soil-removal mats that have a coarse texture, are designed to brush soil from shoes.
- Inside mats – use mats to prevent moisture dirt and soil from reaching the carpet.

Mats must be vacuumed and cleaned frequently so that they do not then become a source of soiling.

STEP TWO – FREQUENT VACUUMING

Regular vacuuming with a good quality vacuum cleaner is essential to preserving the life of your carpet to prevent premature replacement. Dirt and soil can grind at the carpet fibres and cause permanent damage, causing your carpet to flatten and wear before it's time.

After your carpet is installed, vacuum carefully and frequently in the first week to remove surface dust and yarn remaining. For ongoing vacuuming, we recommend vacuuming at least twice a week, especially in high traffic areas. Pay specific attention to narrow traffic ways which will always show the first signs of wear.

Make sure that your vacuum cleaner is in good working order; remember to change dust bags and clean filters regularly. Vacuum cleaners should have high suction and NO beater brush, as this could affect the look and performance of your carpet.

Consideration should also be given to the use of vacuum cleaners with High Efficiency Particulate Air (HEPA) Filters. These filters are capable of filtering particles down to 0.2 micron, which includes bacteria and spores but not viruses. They prevent the recirculation of dangerous and unwanted particles and thus have a positive impact on Indoor Air Quality (IAQ) unlike vacuum cleaners with standard filters.

STEP THREE – SPOT AND STAIN REMOVAL

Spots and stains are inevitable, but they don't have to be permanent. The key to dealing with spots and stains is to deal with them immediately. Most everyday spills simply require a light clean with water, and preferably the use of a wet/dry vacuum. E.g. Bissell Spot Clean. For stronger stains, please refer to our stain chart for advice.

Staining vs Soiling

The majority of 'stains' that appear on your carpet are actually related to soiling. Many sugar based products that are cleaned off your carpet can leave a sugar residue after removal if not rinsed thoroughly. Or, when spills are cleaned with a detergent solution and the area is not rinsed thoroughly, a similar residue can remain. This sticky residue can readily attract soil from ordinary foot traffic and the results of this appear to be a stain. It is important to rinse your carpet thoroughly after cleaning, and make sure to blot dry as much as possible.

Do contain the stain as much as possible. Scoop up solids immediately, and then blot/dab as much of the spill as possible from the carpet with a clean white cloth. Work from the outside of the stain or spill towards the centre to avoid it spreading. **DON'T** ever scrub or rub the carpet! This will damage the pile and may worsen the stain. Also don't over wet the carpet with water or any other liquid.

STAIN RESISTANT CARPETS

STAIN	METHOD	STAIN	METHOD
Blood	1, 2, 7	Nail Polish	4, 7
Chewing Gum	3, 2, 7	Paint (latex)	1, 2, 7
Coffee / Tea	2, 6, 2, 7	Urine (fresh)	1, 2, 7
Marker Pen / Ink	5, 2, 6, 7	Wine	2, 6, 2, 7

METHODS

1. Rinse with cold water.
2. Mix 1 teaspoon of mild laundry powder with 1 litre of warm water. Apply carefully to the area and then blot to remove residue.
3. Chill with either ice cubes in a bag or with an aerosol freezing agent. Once frozen, remove gum by picking or scraping it off.
4. Clear pure acetone (available from a pharmacy). Apply sparingly to the area and blot to remove residue.
5. Mix 1 tablespoon of clear household bleach (ammonia free) with 1 cup of water. Apply the solution to the area and blot to remove residue.
6. Mix 1 part white vinegar with 1 part water. Apply the solution to the area and blot to remove residue.
7. Rinse thoroughly with warm (not hot) water. Ensure there is no sticky residue remaining.

STEP FOUR – PERIODIC PROFESSIONAL CLEANING






Steps 1-3 are great for day to day care, but giving your floor a deep clean periodically will extend the life of your carpet so that you can enjoy it for longer. When your carpet appears dirty even after vacuuming, it's time for a professional clean. We recommend hot water extraction every year. This is the most effective and frequently used method of deep cleaning in the industry, and will give the best restorative deep cleaning results.

It is important to use a reputable steam cleaning company who operate in accordance with the Australian and New Zealand carpet cleaning and maintenance standard AS/NZS 3733:1995. Shampooing, do it yourself steam cleaning, or dry cleaning are not recommended.

ENVIRONMENTAL CREDENTIALS

We are proud of our factories for our sustainability practices in all aspects of plant and manufacturing operations. We constantly push the limits for operational efficiency, seeking out ecologically sustainable manufacturing methods and developing eco-friendly products.

While maintaining the technical performance and design of our products, our products are manufactured with the health and environmental concerns of our users at the forefront of our mind. We provide the world's most state of the art and environmentally friendly flooring solutions to New Zealanders.

ENVIRONMENTAL CREDENTIALS	RANGES
	<p>Global GreenTag's LCRate scores products against six main Sustainability Assessment Criteria and a further twenty plus Life Cycle and Social Criteria.</p> <p>Bravo Delta Hilton Softology 301 Tango Westminster</p>
	<p>Green Star NZ is an Environmental rating system for buildings developed and operated by the New Zealand Green Building Council (www.nzgbc.org.nz). It is a powerful tool that allows building clients to catalyse their desire for environmental initiatives into a simple phrase such as "we shall aim for a 5 star building". This in turn means the design team will explore a number of possible environmental options spread across 8 major impact categories.</p> <p>Bravo Delta Donegal Hilton Softology 301 Tango Westminster</p>
	<p>Homestar™ is a comprehensive, independent national rating tool, run by the not-for-profit Green Building Council, that measures the health, warmth and efficiency of New Zealand houses. A home is rated on a scale from 6 to 10.</p> <p>Bravo Delta Donegal Hilton Softology 301 Tango Westminster</p>
	<p>IWBI delivers the cutting-edge WELL Building Standard™, the leading global rating system and the first to be focused exclusively on the ways that buildings, and everything in them, can improve our comfort, drive better choices, and generally enhance, not compromise, our health and wellness.</p> <p>Bravo Delta Donegal Hilton Softology 301 Tango Westminster</p>
	<p>GUT enhances environmental and user-friendliness through the entire life-cycle of carpet, from production to installation, from usage to recycling.</p> <p>Donegal Galway Wexford</p>



WELCOME TO OUR 10 YEAR LIVING WARRANTY

We believe that you deserve peace of mind and honesty when it comes to warranties. Belgotex warranties and products have been developed to meet your needs and give you confidence in your purchase. Plus with over 30 years proven experience in New Zealand, you can rely on us to stand by our word. Carpet is a substantial investment in the comfort and visual appeal of your home, so it's important you understand exactly what your warranty covers. If you have any queries regarding our product warranties, make sure you contact us at info@belgotex.co.nz.

All warranties apply to the original purchaser only and installation site(s) and are not transferable. The warranty period begins from the date of purchase.

PURCHASER'S RESPONSIBILITIES:

- Keep proof of your carpet purchase from your flooring contractor/retailer together with proof of the installation date.
- Ensure the carpet is installed by a Floor NZ registered flooring installation contractor. Please also ensure the installer consults with Gilt Edge Industries to ensure the carpet is installed to the recommended guidelines and with the recommended products, e.g. adhesive.
- Carpet must be installed on new underlay as per relevant New Zealand flooring installation standards (AS/NZS 2455.1:2007).
- Carpet must be purchased from a Belgotex approved dealer.

MANUFACTURING DEFECTS

Belgotex warrants this carpet against manufacturing defects for up to 5 years provided:

- The carpet was purchased from a Belgotex approved retailer and installed by a Floor NZ registered flooring installation contractor who has consulted with Gilt Edge Industries to ensure the carpet is installed to the recommended guidelines and with the recommended products, e.g. adhesive.
- The carpet is first grade quality.
- The carpet has been properly maintained in accordance with our Cleaning & Maintenance Guidelines at all times. These guidelines are available on our website.

Should a manufacturing defect be found, Belgotex will cover the cost of repairing or replacing the carpet in the affected room or area. If your original carpet is unavailable the replacement carpet will be of comparable quality and to the nearest available colour from a current range, or alternatively Belgotex will compensate you for the actual replacement cost of the carpet in the affected room or area. Manufacturing defects are defined as any mechanical flaw that occurs during the production of the carpet.

SHADING

The occurrence of permanent pile reversal, also known as shading, is generally unexplained but it is believed to be the carpet pile changing its original direction and thereby changing the way light is reflected or absorbed (similar to velvet fabrics). Permanent pile reversal is not a manufacturing fault and in no way reflects on the performance of the carpet. We encourage you discuss this characteristic feature with your retailer when purchasing a cut pile carpet.

WEAR

Belgotex warrants that from the date of the original purchase, when installed and maintained as recommended by Belgotex, the carpet will retain at least 90% of its pile fibre for up to 10 years in residential applications or 5 years in commercial applications. Vacuum cleaners should have 'high suction' and no beater brush. Matting generally occurs as a result of pile flattening together with the entanglement of fibres tuft to tuft. It occurs in all tufted carpets to some degree, but is more likely to occur in high traffic areas (e.g. in front of seating areas, doorways etc). This may result in the loss of sharpness or the carpet pattern.

STAIN RESISTANT

Belgotex warrants that the surface pile of the carpet will resist most household food and beverage spills for 10 years. The following are excluded from this warranty:

- Extremely hot liquids
- Substances which destroy or change the colour of carpets, e.g. bleach
- Drain cleaner
- Nail polish and other make up
- Shoe polish
- Excrement (vomit, urine & faeces)
- Wax
- Paint
- Chewing gum
- Tar
- Oil based substances
- General soiling

Please note: Any staining that becomes permanent due to the failure to immediately tend to the removal of a spill as per Belgotex Cleaning & Maintenance Guidelines will be excluded from any warranty.



Flooring Design Centres

25 Leslie Hills Drive, Riccarton, Christchurch
6-10 Akepiro Street, Mt Eden, Auckland

0800 377 753 | belgotex.co.nz | info@belgotex.co.nz

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FADE RESISTANCE

Belgotex warrants that from the date of the original purchase, the colour of this carpet will not display a significant change in colour as a result of UV light from the sun for 10 years.

COLOURFAST

Belgotex warrants that from the date of the original purchase, the carpet will not display or show evidence of a significant change in colour due to atmospheric contaminants (ozone or oxides of nitrogen) for 10 years.

Please Note: In order to make a claim under this warranty, the owner must notify the installation contractor/retailer and furnish non-returnable samples of the carpet for testing in accordance with AATCC Test Methods. If the carpet is found to have a rating of 3 or less under the Grey Scale for Evaluating Change in Colour, and such a rating is determined to be the result of exposure to ozone, when tested in accordance with Test Method 129-1980, or exposure to oxides of nitrogen, when tested in accordance with Test Method 164-1992, Belgotex will replace the original carpet in the affected room or area.

WARRANTY REPLACEMENT VALUE (BASED ON REPLACEMENT)

Like any asset, the value of your carpet also depreciates over time and with wear. The more people living in a dwelling can increase this wear. This warranty is pro-rated over a certain number of years, and terminates after the relevant warranted number of years from the date of original purchase, as below:

1-5 People Living In Dwelling:

1-4 years	100% (full replacement)
5th year	70%
6th year	50%
7th year	40%
8th year	30%
9th year	15%
10th year	5%

6+ People Living In Dwelling:

1-4 years	100% (full replacement)
5th year	60%
6th year	40%
7th year	30%
8th year	15%
9 - 10 years	5%

EXCLUSIONS:

- Damage from tears, cuts, burns, flooding, pets, or from any natural disaster.
 - Damage from athletic equipment, e.g. roller skates, ski boots, golf shoes, rugby boots, etc.
 - Burns caused by dragging heavy objects over flooring.
 - Damage from general roller traffic.
 - Damage due to the application of improper cleaning or topical agents and methods after the carpet has been installed or from poor carpet maintenance.
 - Damage due to lack of protection under roller castor chairs.
 - Any defects due to incorrect installation.
 - Damage due to the failure of the underlay or from laying carpet over another carpet.
 - Damage caused by improper installation of underfloor heating.
 - Damage or problems caused by excessive wetting or the persistence of excessive moisture.
 - Any non-residential, commercial applications or tenanted premises in which the carpet has been installed.
 - Damage caused by vacuum cleaners with beater brush. We recommend vacuum cleaners with high suction.
- Please note: Any carpet that has not been properly maintained in accordance with the Belgotex Cleaning & Maintenance Guidelines will be excluded from any warranty.

WHAT TO DO IF YOU HAVE A PROBLEM WITH YOUR CARPET:

If you are not satisfied with the performance of your carpet from Belgotex, you must notify the retailer who sold and installed your carpet. A representative from Belgotex may also need to make an inspection of the carpet and if necessary take a sample and submit for testing. If viewing or testing confirms that the cause of the defective performance of the carpet is covered under the terms and conditions of the relevant warranty, then Belgotex will replace the warranted carpet in the affected room or area at its expense, including installation costs up to the percentage warranty replacement value as set out above. The replacement carpet will be of comparable quality and to the nearest available colour from a current range, or alternatively Belgotex may at its sole discretion offer to compensate you for a percentage of the actual replacement cost of the carpet in the affected room or area. Replacement will include the cost of installation, materials and freight, but will not include other costs to rectify, e.g. alternative accommodation, removing equipment and furniture, furnishings, partitions and the like or loss of profits.

Your consumer rights remain in effect in addition to these warranties.

B.

Flooring Design Centres

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Belgotex®

Care and Maintenance Guide

B.

A World of Choice

CARPET CHARACTERISTICS

Tracking

Tracking is the imprint left by footprints on your carpet. This is common on all cut pile surfaces and usually disappears after a thorough vacuum, however it will reappear after the carpet is walked on again. This is seen more often in high traffic areas such as doorways and hallways. These areas should be given more attention during vacuuming.

Pile Reversal Shading

All cut pile carpets develop light or dark patches over time. This is known as shading or watermarking. It is caused by the carpet fibres bending and reflecting the light differently. Shading can not be predicted or prevented but is more related to the carpet use rather than construction. When caused by foot marking and vacuuming, pile shading is temporary and can be reversed by vacuuming or brushing the carpet in the normal direction of pile lay. Shading does not affect the wear or lifespan of the carpet and is not considered a flaw or defect.

Shift Lines

Parallel lines that appear on the surface of loop pile carpets. More apparent with large designs or patterns. This can also be affected by colour and light sources.

Seam Peaking

Seam peaking is normal when joined carpet is stretched into place. Lighting conditions can accentuate a carpet seam and create the impression that the pile on the side closer to the light source is a lighter shade than the pile on the other side of the join. Carpet seams are never invisible but they should be straight, aligned and as flat as possible.

Appearance Retention

All carpets change appearance over time. Carpet pile will flatten to some extent due to normal use. Regular vacuuming and periodic professional cleaning will reduce the degree of flattening.

Matting is a wear-induced characteristic that is seen as the merging together of carpet tufts to the stage where they may become less defined. Matting occurs in all carpets to some extent and is not considered a manufacturing defect unless it occurs rapidly or to an unacceptable degree.

Pattern Matching

Manufacturing processes introduce stresses and pressures on the carpet structure in both the length and width directions. As a result, a repeating pattern may not exactly match along the length of the carpet or across its width, particularly from one production run to another.

Underlay

Like carpet, underlay is available in various grades and qualities. An underlay should be firm but comfortable. As a guide, standing on the underlay you should not be able to feel the floor with the heel of your shoe. If replacing carpet, do not be tempted to use the existing underlay. It will have the same wear patterns as your old carpet and these will quickly appear in a new carpet and will void your Belgotex carpet warranty.



STAIN PROOF CARPETS

Premium Stain Proof SDN | Stain Proof SDN | Premium Soft Stain Proof SDN

HILTON | WESTMINSTER

BRAVO | DELTA | TANGO

SOFTOLOGY S301



Our Stain Proof carpets are manufactured in our Belgotex factory in South Africa.

Belgotex is proud to receive South Africa's first Custom Industrial 6 Green Star rating. This 6 Star certification recognises "World Leadership" at our Pietermaritzburg-based factory for our sustainability practices in all aspects of plant and carpet manufacturing operations.



We have also earned the Global GreenTag eco-label certification. This internationally recognised "Level A" Global GreenTag certification – called GreenRate™ – maximises our products eligibility to achieve 100% of the available credit points across all the Green Building Council (GBCSA) rating tools. The stringent assessment process has equipped us to develop holistically and entrench sustainability across our value chain.



STAIN PROOF CARPETS

Cleaning Guide

- The faster you act, the better the results.
- First, remove as much of the foreign material as possible: carefully scrape off thick or sticky material with a spoon, vacuum up crusty pieces if it is dry, or blot with a white paper towel if the stain is wet.
- Identify the stain and refer to the stain chart before you begin.
- Never scrub the stain.

STEP ONE – SOIL CONTAINMENT

- Place walk-off mats both inside and outside at all entrances to minimise the soiling in your carpet.
- Use carpet protectors under heavy furniture and furniture with castors.

STEP TWO – FREQUENT VACUUMING

- Thorough vacuuming removes dirt particles that dull the carpets appearance and cause fibre damage.
- Make sure your vacuum cleaner is in good working order; remember to change dust bags and clean filters regularly.
- Heavy traffic areas like stairs and corridors should be vacuumed daily.
- Vacuum cleaners should have 'high suction' and no beater brush.

STEP THREE – SPOT AND STAIN REMOVAL

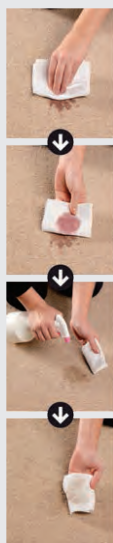
- Always blot from the outside in to minimise the stain area.
- Never use any of the solutions in concentrations stronger than recommended and always follow manufacturer's instructions.
- Use acetone and dry-cleaning fluid in ventilated conditions only.
- Pet "accidents" and certain other stains may reappear, as a result of "wicking". If, after repeating the stain removal procedure, the stain continues to reappear, contact a professional carpet cleaner for assistance. Note: Please remove urine stains as soon as possible. This warranty does not cover stains that have not been dealt with immediately, and have permeated the backing of the product.
- If a stain cannot be identified or is not listed in this guide, first use Procedure 1. If the stain shows no sign of being removed, try Procedure 2.
- Some harsh stains may require the procedure to be repeated several times.

STEP FOUR – PERIODIC PROFESSIONAL CLEANING

- When a carpet appears dirty even after vacuuming, it's time for a professional clean.
- Consult a professional cleaner for the best method of cleaning.
- An annual professional hot water extraction is required to retain your warranty.

STAIN PROOF CARPETS

STAIN	METHOD	STAIN	METHOD
Beetroot Juice	1 or 2	Milk	1
Betadine	1	Mud	1
Blood	1	Mustard	1
Butter	1	Nail Polish	1 or 2
Chocolate	1	Machine Oil	1
Coffee/tea	1	Peanut Butter	1
Concentrated Juice	1	Pen Ink	1
Cooking Oil	1	Paint	1 or 2
Cola/Fizzy Drinks	1	Rust	1
Curry Paste	1	Salad Dressing	1
Egg	1	Shoe Polish	1 or 2
Food Colouring	1	Spaghetti Sauce	1
Grape Juice	1	Tomato Sauce	1
Gravy	1	Urine	1
Grease	1	Vomit	1
Jam	1 or 2	Vinegar	1
Lipstick	1 or 2	Wax Crayons	1 or 2
Marker Pen	1	Wine – Red	1
Mascara	1	Wine – White	1



METHODS

1. BLEACH AND WATER

Mix a fresh solution of 50% clear household bleach and 50% warm water in a spray bottle. Blot or scrape up the stain as much as possible. Spray the solution directly on the carpet.

Do not over wet.

Blot the carpet surface, working from the outside of the stain to the centre. Repeat until the stain disappears. Spray with clean water and blot until all bleach is removed. Absorb remaining moisture with folded white paper towels weighted down with a heavy object that will not stain. When completely dry, vacuum to restore pile texture.

2. PURE ACETONE *(available at pharmacies)*

Blot or scrape up the stain as much as possible. Apply a small amount of pure acetone to a white cloth and work in gently.






Do not over wet.

Blot carpet surface, working from the outside of the stain to the centre. Repeat until the stain disappears. Absorb remaining moisture with folded white paper towels weighted down with a heavy object that will not stain. When completely dry, vacuum to restore pile texture.

ENVIRONMENTAL CREDENTIALS

We are proud of our factories for our sustainability practices in all aspects of plant and manufacturing operations. We constantly push the limits for operational efficiency, seeking out ecologically sustainable manufacturing methods and developing eco-friendly products.

While maintaining the technical performance and design of our products, our products are manufactured with the health and environmental concerns of our users at the forefront of our mind. We provide the world's most state of the art and environmentally friendly flooring solutions to New Zealanders.

ENVIRONMENTAL CREDENTIALS	RANGES
	<p>Global GreenTag's LCRate scores products against six main Sustainability Assessment Criteria and a further twenty plus Life Cycle and Social Criteria.</p> <p>Bravo Delta Hilton Softology 301 Tango Westminster</p>
	<p>Green Star NZ is an Environmental rating system for buildings developed and operated by the New Zealand Green Building Council (www.nzgbc.org.nz). It is a powerful tool that allows building clients to catalyse their desire for environmental initiatives into a simple phrase such as "we shall aim for a 5 star building". This in turn means the design team will explore a number of possible environmental options spread across 8 major impact categories.</p> <p>Bravo Delta Donegal Hilton Softology 301 Tango Westminster</p>
	<p>Homestar™ is a comprehensive, independent national rating tool, run by the not-for-profit Green Building Council, that measures the health, warmth and efficiency of New Zealand houses. A home is rated on a scale from 6 to 10.</p> <p>Bravo Delta Donegal Hilton Softology 301 Tango Westminster</p>
	<p>IWBI delivers the cutting-edge WELL Building Standard™, the leading global rating system and the first to be focused exclusively on the ways that buildings, and everything in them, can improve our comfort, drive better choices, and generally enhance, not compromise, our health and wellness.</p> <p>Bravo Delta Donegal Hilton Softology 301 Tango Westminster</p>
	<p>GUT enhances environmental and user-friendliness through the entire life-cycle of carpet, from production to installation, from usage to recycling.</p> <p>Donegal Galway Wexford</p>



WELCOME TO OUR 15 YEAR LIVING WARRANTY

We believe that you deserve peace of mind and honesty when it comes to warranties. Belgotex warranties and products have been developed to meet your needs and give you confidence in your purchase. Plus with over 30 years proven experience in New Zealand, you can rely on us to stand by our word. Carpet is a substantial investment in the comfort and visual appeal of your home, so it's important you understand exactly what your warranty covers. If you have any queries regarding our product warranties, make sure you contact us at info@belgotex.co.nz.

All warranties apply to the original purchaser only and installation site(s) and are not transferable. The warranty period begins from the date of purchase.

PURCHASER'S RESPONSIBILITIES:

- Keep proof of your carpet purchase from your flooring contractor/retailer together with proof of the installation date.
- Ensure the carpet is installed by a Floor NZ registered flooring installation contractor. Please also ensure the installer consults with Gilt Edge Industries to ensure the carpet is installed to the recommended guidelines and with the recommended products, e.g. adhesive.
- Carpet must be installed on new underlay as per relevant New Zealand flooring installation standards (AS/NZS 2455.1:2007).
- Carpet must be purchased from a Belgotex approved dealer.

MANUFACTURING DEFECTS

Belgotex warrants this carpet against manufacturing defects for up to 5 years provided:

- The carpet was purchased from a Belgotex approved retailer and installed by a Floor NZ registered flooring installation contractor who has consulted with Gilt Edge Industries to ensure the carpet is installed to the recommended guidelines and with the recommended products, e.g. adhesive.
- The carpet is first grade quality.
- The carpet has been properly maintained in accordance with our Cleaning & Maintenance Guidelines at all times. These guidelines are available on our website.

Should a manufacturing defect be found, Belgotex will cover the cost of repairing or replacing the carpet in the affected room or area. If your original carpet is unavailable the replacement carpet will be of comparable quality and to the nearest available colour from a current range, or alternatively Belgotex will compensate you for the actual replacement cost of the carpet in the affected room or area. Manufacturing defects are defined as any mechanical flaw that occurs during the production of the carpet.

SHADING

The occurrence of permanent pile reversal, also known as shading, is generally unexplained but it is believed to be the carpet pile changing its original direction and thereby changing the way light is reflected or absorbed (similar to velvet fabrics). Permanent pile reversal is not a manufacturing fault and in no way reflects on the performance of the carpet. We encourage you discuss this characteristic feature with your retailer when purchasing a cut pile carpet.

WEAR

Belgotex warrants that from the date of the original purchase, when installed and maintained as recommended by Belgotex, the carpet will retain at least 90% of its pile fibre for up to 15 years in residential applications or 7 years in commercial applications. Vacuum cleaners should have 'high suction' and no beater brush.

Matting generally occurs as a result of pile flattening together with the entanglement of fibres tuft to tuft. It occurs in all tufted carpets to some degree, but is more likely to occur in high traffic areas (e.g. in front of seating areas, doorways etc). This may result in the loss of sharpness or the carpet pattern.

STAIN PROOF

Belgotex warrants that the surface pile of the carpet will be protected from household food and beverage spills for up to 20 years. Please note: Any staining that becomes permanent due to the failure to immediately tend to the removal of a spill as per Belgotex Cleaning & Maintenance Guidelines will be excluded from any warranty.

FADE PROOF

Belgotex warrants that from the date of the original purchase, the colour of this carpet will not fade as a result of UV light from the sun, nor will the yarn degrade, for up to 20 years.

COLOURFAST

Belgotex warrants that from the date of the original purchase, the carpet will not display or show evidence of a significant change in colour due to atmospheric contaminants (ozone or oxides of nitrogen) for up to 20 years.

Please Note: In order to make a claim under this warranty, the owner must notify the installation contractor/retailer and furnish non-returnable samples of the carpet for testing in accordance with AATCC Test Methods. If the carpet is found to have a rating of 3 or less under the Grey Scale for Evaluating Change in Colour, and such a rating is determined to be the result of exposure to ozone, when tested in accordance with Test Method 129-1980, or exposure to oxides of nitrogen, when tested in accordance with Test Method 164-1992, Belgotex will replace the original carpet in the affected room or area.



Flooring Design Centres

25 Leslie Hills Drive, Riccarton, Christchurch
6-10 Akepiro Street, Mt Eden, Auckland

0800 377 753 | belgotex.co.nz | info@belgotex.co.nz

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WARRANTY REPLACEMENT VALUE (BASED ON REPLACEMENT)

Like any asset, the value of your carpet also depreciates over time and with wear. This warranty is pro-rated over a certain number of years, and will terminate after the relevant warranted number of years from the date of original purchase, as below:

1-4 Years	100% (full replacement)
5-9 Years	60%
10-12 Years	20%
13-15 Years	5%

EXCLUSIONS:

- Damage from tears, cuts, burns, flooding, pets, or from any natural disaster.
- Damage from athletic equipment, e.g. roller skates, ski boots, golf shoes, rugby boots, etc.
- Burns caused by dragging heavy objects over flooring.
- Damage from general roller traffic.
- Damage due to the application of improper cleaning or topical agents and methods after the carpet has been installed or from poor carpet maintenance.
- Damage due to lack of protection under roller castor chairs.
- Any defects due to incorrect installation.
- Damage due to the failure of the underlay or from laying carpet over another carpet.
- Damage caused by improper installation of underfloor heating.
- Damage or problems caused by excessive wetting or the persistence of excessive moisture.
- Any non-residential, commercial applications or tenanted premises in which the carpet has been installed.
- Damage caused by vacuum cleaners with beater brush. We recommend vacuum cleaners with high suction.

Please note: Any carpet that has not been properly maintained in accordance with the Belgotex Cleaning & Maintenance Guidelines will be excluded from any warranty.

WHAT TO DO IF YOU HAVE A PROBLEM WITH YOUR CARPET:

If you are not satisfied with the performance of your carpet from Belgotex, you must notify the retailer who sold and installed your carpet.

A representative from Belgotex may also need to make an inspection of the carpet and if necessary take a sample and submit for testing. If viewing or testing confirms that the cause of the defective performance of the carpet is covered under the terms and conditions of the relevant warranty, then Belgotex will replace the warranted carpet in the affected room or area at its expense, including installation costs up to the percentage warranty replacement value as set out above. The replacement carpet will be of comparable quality and to the nearest available colour from a current range, or alternatively Belgotex may at its sole discretion offer to compensate you for a percentage of the actual replacement cost of the carpet in the affected room or area. Replacement will include the cost of installation, materials and freight, but will not include other costs to rectify, e.g. alternative accommodation, removing equipment and furniture, furnishings, partitions and the like or loss of profits. Your consumer rights remain in effect in addition to these warranties.



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Thank you for reading our Standard Features Warranty Book

Generation Homes is a company you can trust to build a modern, dry, warm and healthy home that will stand the test of time.

No matter what age or stage in life you are, we will build a place for you to belong. And we'll make it easy with our stress-free 14 step build process... a guaranteed move-in date and our fixed-price, on-budget guarantee."

We build homes to a 100 percent fixed price, on time guaranteed – that's our promise to you.

From the roof down, our nationwide suppliers will ensure you have access to the latest products and warranties available in the market to ensure your home is a true reflection of your family's lifestyle and personality.

We have a huge range of building finishes and variations, but all warranties in this book are for the products that are on our standard feature list only.

Should you choose alternative products we will supply you with the warranties to match as a separate item. This is part of our commitment to providing customers with a fully completed product with no hidden extras.

Alongside our standard product warranties, we also offer customers a 10-year residential build guarantee and 12-month defects warranty on all building works.

We hope our Warranty Book was informative and easy to read. It's our goal to ensure your home building experience is positive and stress-free every step of the way.

Please remember to leave these documents for the next home owner should you decide to move from your Generation Home in the future.

Our promise to you is a quality home at a fixed price, on time – guaranteed.

For more information, please call us on 0508 639 496, or visit www.generation.co.nz to find a Generation Homes office near you.



MAKING BUILDING *easy*
www.generation.co.nz