

HEIRLOOM PRODUCT WARRANTIES

Heirloom has taken great care and pride in designing and manufacturing our products since 1982. Our products have been produced by choosing the finest materials and crafted by comparable workmanship.

Heirloom products are covered by the warranties below, to be free of faulty materials and manufacturing defects, from the date of purchase by the original purchaser.

Design-lead on-trend designs enable our products to stand the test of time and give the consumer year on year peace of mind.

Bathroom Accessories

5 YEARS	7 YEARS	10 YEARS
Carlton	Aura*	Heiko/Heiko Brushed
Centro	Aura Contour*	Podium
Centro Nero	Aura X*	Studio 1
Kubix	Heiko*	Tempo
Studio 1 Noir	Teka*	Urbia+
Veloso		Brayden Baskets
Euro Homeware		Towel Frames
Universal Coordinates		Stratum
* All finishes		
12 MONTHS	25 YEARS	
Soap Dispenser Pumps	Genesis	
Clothes Lines		

Bathroomware (Toilets, Basins etc)

12 MONTHS	10 YEARS
Valve / Cistern Parts	Toilets & Basins (workmanship)
Seat & Seat Hinges	
Flush Buttons	
Plastic pan adaptor	
Overflows, Wastes, Bottle Traps	



Towel Warmers

2 YEARS	7 YEARS	10 YEARS*	10 YEARS*
ESP Controller	Tempo	Ladders	Poles
Eco Warm		- Callisto	Aura
Timekeeper Plus		- Carlton	Aura X
Timekeeper		- Forme	Genesis
		- Genesis	Heiko
		- Loft	Studio 1
		- Studio 1	Teka
		Strata	
		Cubist	
12 MONTHS			
12 Volt Transformer			
* All finishes			

Sentinel Ambulant & Assisted Living

5 YEARS	10 YEARS
Shower Seats	Grab Rails (Stainless)
Grab Rails (White)	Decor Grab Rails
Stability Rails	
Utility Grab Rails	
Grab Rail Accessories	

Tapware & Showers

1 YEAR	10 YEARS
Washers, O Rings & Seals	Tap Body (workmanship)
Accessory Products	Ceramic Cartridge
Shower Hose (flexihose)	
Shower Handpiece	
Exterior/outside installation not covered by warranty.	

Parts

1 YEAR
Miscellaneous Parts



### Warranties Explanatory Notes

- Heirloom reserves the right, to alter design, materials, and specifications without prior notice as part of our ongoing commitment to product improvement.
- All dimensions are subject to manufacturing tolerances and should be checked before installation.
- Product quality and condition must be checked prior to installation.
- Warranties unless otherwise stated are for all products installed in domestic residential situations and/or light commercial situations such as kitchens, bathrooms and laundries in motels, hotels and retirement villages, but are subject to correct installation, use and care. Commercial situations such as public washrooms and or kitchens and laundries in public buildings, sports facilities, gymnasiums and hospitals etc. are not included in this warranty. Note: soft close seat action is not warranted in commercial situations
- Heirloom Warranties commence from date of purchase and must be supported by proof of purchase. They do not start at the date of installation.
- Products must have always been maintained in good order and serviced in accordance with Heirloom's maintenance instructions.
- Warranties cover defective materials and workmanship. Warranties do not cover claims caused or contributed to by, incorrect installation, operation, misuse, damage accident or product neglect, environmental excessive water pressure conditions, water pressure or temperature, or consequential loss.
- This warranty does not cover normal wear and tear.
- Products must be installed on the appropriate substrate to ensure the product will remain firmly in place. Wall mounted products must not be fixed to hollow plasterboard and instead must be fixed to wooden studs / battens, or similar.
- Products must have been cleaned following the manufacturers guide. The use of incorrect cleaning products (particularly ammoniated or abrasive) will void the warranty. Refer to our Care and Maintenance instructions which form part of this warranty document, or visit Heirloom's website [www.heirloom.co.nz](http://www.heirloom.co.nz) to download a Guide.
- A product affected by accepted warranty claims will be repaired or replaced at Heirloom's option.
- This warranty is for the original or first end-user and is not transferable, unless expressly agreed to in writing by Heirloom for a specific situation.
- Any warranty claim must be applied for online, where possible, using Heirloom's Service Request form and accompanied by any photo or video which clearly shows the damage or defect that the claim is being made for.
- Products must have been installed in accordance with the instructions enclosed with the product and also comply with the local City or Council Standards or regulations.
- Towel warmers and other electrical products must be installed by a registered electrician. Toilets and basins must be installed by a registered plumber.
- Heirloom reserves the right to determine any issue or uncertainty in connection with the warranty.
- All warranty-covered repair work must be carried out by an Heirloom representative or authorised service agent, electrician or plumber who has received an Heirloom job or order number. Product testing, alterations or repair other than by a pre-approved Heirloom service agent are not covered.



#### Warranties Explanatory Notes (continued)

- Heirloom's responsibilities and obligations are for the repair or replacement of the product using their own appointed service agent. Heirloom will not accept any costs for work done by any unauthorised service agent, plumber or electrician to determine the fault of the product.
- Heirloom International Limited is not responsible for labour or installation charges removal of existing product or any other expenses associated with a defective product. Heirloom's sole responsibility is replacement or repair of a defective product per this warranty coverage.
- Approved callouts will only be compensated by Heirloom, if they are accompanied by an appropriate Heirloom Authorisation or Job number.
- This warranty does not try to circumvent your rights under the Consumer Guarantees Act. If your goods have been acquired by "trade" however, you agree that the Consumer Guarantees Act does not apply.
- When Heirloom exchanges/replaces a product under warranty, the original warranty period remains as per the original product.

#### Warranty does not include

- Improper or unsuitable use.
- Incorrect installation ie. not in accordance with the installation instructions provided.
- Installation or part installation by the purchaser or any person other than a Licenced Plumber or Electrician (Towel Warmers).
- Normal wear and tear, misuse accident or neglect.
- Inadequate or total lack of maintenance, cleaning and servicing.
- Chemical, electrochemical, or electrical influences
- Harsh detergents or abrasive cleaners used on finishes.
- Exposure to adverse or harsh environmental factors. eg. salt, sulphur, moisture etc.

#### Exclusions

To the fullest extent by law, Heirloom excludes all liability for damage or injury to any person damage to any property, and any indirect consequential or other loss or damage.



## Additional Information. Toilet Installation

### Heirloom toilets

#### THE USE OF 80mm UPVC WASTE PIPE IS NOT RECOMMENDED

- For proper product performance it is our recommendation that when installing plumbing systems for the removal of waste from the toilet and/or waste trap bend, the installing plumber must use all means required under the AS/NZ3500 standards (where applicable). This is to ensure that both the toilet and Plumbing system can adequately function without risk of leaks, blockages or sufficient fall. It is recommended to use one set of standards when installing our products to ensure the product functions in accordance with the standards used and good plumbing practice.
- Heirloom recommends the use of 100mm uPVC waste pipework where possible to reduce the risk of blockages, and/or the risk of localised back-pressure when flushing the toilet. For example an 80mm waste pipe may cause back-pressure when flushing.
- Our toilet pans should be installed with 100mm uPVC certified waste pipework.

### Heirloom Toilets

#### THE USE OF OFFSET PAN CONNECTORS

- The use of any offset pan connector on "S" toilet pan installations is not an acceptable solution to achieve a set out, as these connectors will compromise the waste discharge and can void the product warranty.

### Heirloom Toilets

#### SEALANTS

- Please be aware that the use of a silicone sealant in the installation of any of our toilet suites, apart from sealing the pan to the floor or in the case of a wall-hung pan to the wall, may void the warranty of your toilet suite.

For further information contact Heirloom International Ltd  
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