

Product warranty contact details

Crane Distribution Logistics or the product manufacturer offers warranties on the Products set out in Schedule A for the warranty periods specified.

Should any of our Products not perform to your satisfaction within the relevant warranty periods, please contact Crane Distribution Logistics on the phone number below. Our experienced customer service personnel will assist with your enquiry.

For all assistance, call 1300 658 277 during business hours.

Warranty conditions

This extended warranty only covers Crane Distribution Logistics (“**CDL**”) products including Raymor and Adesso products and selected imported products from Kludi and Guglielmi (collectively “**Products**”), and does not extend to products which you have selected outside our range.

The Warranty Provider (as set out in Schedule A) provides this extended warranty in relation to the Products. This extended warranty only applies to defects which have arisen solely from faulty materials or workmanship in the Products and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions including excessive water pressure or temperature, or neglect of any kind of the Products. Where the defects have arisen solely from faulty materials or workmanship in the Products, the Warranty Provider agrees to repair or replace the Product subject to the following warranty conditions.

Alteration and repairs of the Products other than by an accredited and licensed service agent or technician are not covered. For the avoidance of doubt, attachment of accessories or use of non-genuine replacement parts other than those manufactured or approved by the Warranty Provider are not covered by this extended warranty.

This extended warranty for the Products commences from date of purchase or for new buildings on the date of handover for the relevant period set out in Schedule A.

In addition to this extended warranty, if you are a consumer as defined under the Australian Consumer Law, our Products come with guarantees that cannot be excluded under the Australian Consumer Law. Consumers are entitled to a replacement or refund for major failure and compensation for any other loss or damage. Consumers are also entitled to have the Products repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty claims

To make a warranty claim, the following documentation must be posted, faxed or emailed to CDL (contact details below):

- Proof of purchase (“POP”)
- Handover documentation (for new homes)
- Warranty Certificate or equivalent documentation must be supplied for warranty claims to be considered
- Your contact details

Where CDL is not the Warranty Provider, CDL shall forward the claim to the Warranty Provider.

If the Product has not been installed, the Product can be returned with POP, to the place of purchase. The cost of returning the Products are the responsibility of the customer, however, if the cost of returning any defective parts is unreasonable, please contact CDL on the telephone number listed below so that, if appropriate, we can arrange a collection.

Crane Distribution Logistics contact details are as follows:

Crane Distribution Logistics
Units B & C, 50 Williamson Rd
Ingleburn NSW 2265
Ph: 1300 658 277 • Fax: 02 9618 1189 • info@raymor.com.au

Note: The extended warranty only applies to the original owner and is not transferable.

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

As part of CDL's commitment to continuous improvement, CDL reserves the right to make changes to its Products at any time.

The Warranty Provider requires adequate access to Products, fittings and fixtures to undertake extended warranty repairs. The Warranty Provider will not be responsible for any consequential damage or costs where adequate access to Product fittings and fixtures is not provided.

CDL reserves the right to provide minor components as 'Parts Only' to the customer.

Consequential loss

To the extent permitted by law, and subject to your consumer rights, CDL will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the Products or components.

The Extended Warranty shall be void for the following reasons:

1. A customer's inability to provide POP or equivalent documentations
2. If:
 - Products are not installed by a licensed plumber and/or electrician
 - Products are not installed to relevant National Standards and State Regulations
 - Products are not installed in accordance with the manufacturer's installation instructions
 - Water pressures and or temperatures that exceed stated limitations as per the product installation instructions.

Note: AS/NSA 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations.

Note: The 500kPa maximum water supply pressure doesn't apply to fire service outlets.
 - Isolation stop taps are not fitted as stated on manufacturer's installation instructions
 - Fitting of other devices to the outlet of tapware (e.g. Water Filters)
 - Fitting of CDL non-approved parts in tap body or end of line water flow regulating devices
 - Product used with water additives i.e. Cleaning and deodorising additives in cisterns
 - Fair wear and tear, such as working seals in the inlet and outlet valves, including scratching from cleaning etc
 - Inappropriate or non-approved connection fittings connecting Products to sewer
 - Non-written approved modifications to the Products
 - Products used for incorrect applications, non potable water etc
 - Damage as a result of obstructions due to inadequate flushing of system before use and problems caused by water supply (including silt, corrosion and excess water pressure)
 - Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and/or shower heads etc

- Service or repairs with non-standard replacement parts previously undertaken without CDL's written approval
- Non-installation of flow regulator in tapware or showers or regulated check valve or check valves in hand showers or veggie mixers
- Damage to finishes by adhesives, sealants or abrasive cleaners etc
- Damage to finishes which arise from installation or post installation use
- Damage due to abuse as determined by an authorised Service Agent or CDL
- Failure to observe manufacturers care and cleaning instructions
- The extended warranty work is limited to the pre-approved scope of work that will be set out in a work order. Additional work will require authorisation from CDL
- Any other failure to comply with instalment, usage, cleaning requirements or procedures,

except to the extent that a customer can demonstrate that at the time of purchase the Product was faulty or defective and at that time the customer was not aware of such fault or defect.

Note: It is the installer/customer's responsibility to ensure:

- Product is not damaged prior to installation
- They are happy with their purchase
- The Product has all of its components
- Required maintenance is performed

Schedule A - Warranty periods and Providers

While all Crane Distribution Logistics (“CDL”) products are manufactured to the highest standard, in addition to the guarantees provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)) (“ACL”) to Consumers, we or the manufacturer of the products, offer varying extended warranty periods (please refer to table below) from the date of purchase or handover that our Products are free from all defects in materials and workmanship, subject to our warranty terms and conditions, for additional peace of mind.

For all After Sales and Service enquiries please contact CDL on 1300 658 277.

Taps, Outlets, Mixers & Showers			
Range	Warranty	Comments	Warranty Provider
Raymor			
O-rings and jumper valves	3 months	Domestic and commercial applications	CDL
Manufactured components	12 months 3 months	12 months domestic applications 3 months commercial applications	CDL
Ceramic disc	5 years 6 months	5 years domestic applications 6 months commercial applications	CDL
Adesso			
O-rings and jumper valves	3 months	Domestic and commercial applications	CDL
Manufactured components	12 months 3 months	12 months domestic applications 3 months commercial applications	CDL
Ceramic disc	5 years 6 months	5 years domestic applications 6 months commercial applications	CDL
Kludi			
Mechanical parts	Lifetime		Kludi GmbH & Co
General finish	5 years 12 months	5 years domestic applications 12 months commercial applications	Kludi GmbH & Co
Guglielmi			
Cartridge and headwork	5 years		Guglielmi rubinetterie srl
Manufacturing, surface and gasket defects	2 years		Guglielmi rubinetterie srl

Sanitaryware			
Range	Warranty	Comments	Warranty Provider
Raymor			
Basins	5 years		CDL
Plug and waste	12 months		CDL
Vitrious china pans, VC and plastic cisterns (excluding internal components)	5 years		CDL
Seats, accessories and spare parts (cistern valves, buttons, seals)	12 months		CDL
Adesso			
Basins	5 years		CDL
Plug and waste	12 months		CDL
Toilet suites (all cisterns and pans)	5 years		CDL
Seats, accessories and spare parts (cistern valves, buttons, seals)	12 months		CDL

Accessories			
Range	Warranty	Comments	Warranty Provider
Raymor			
Bathroom accessories	5 years		CDL
Adesso			
Bathroom accessories	5 years		CDL

Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories			
Range	Warranty	Comments	Warranty Provider
Raymor			
Sinks	5 years		CDL
Accessories, wastes and spare parts	12 months		CDL
Tubs	5 years		CDL
Cabinets	5 years		CDL

Baths & Spa Baths			
Range	Warranty	Comments	Warranty Provider
Raymor			
Baths & spa baths (acrylic shells)	10 years	Refer to manufacturer's warranty	Decina Bathroomware Pty Ltd
Pump and accessories	5 years	Refer to manufacturer's warranty	Decina Bathroomware Pty Ltd
Air systems	12 months	Refer to manufacturer's warranty	Decina Bathroomware Pty Ltd
Gold fittings	No warranty	Refer to manufacturer's warranty	Decina Bathroomware Pty Ltd
Adesso			
Baths & spa baths (acrylic shells)	5 years		CDL

Vanities			
Range	Warranty	Comments	Warranty Provider
Raymor			
Vanity top – Simplicity	12 months	Refer to manufacturer's warranty	Marbletrend Pty Ltd
Vanity top – Outline	10 years	Refer to manufacturer's warranty	Showerama Products Pty Ltd
Cabinet – Simplicity	12 months	Refer to manufacturer's warranty	Marbletrend Pty Ltd
Cabinet – Outline	12 months	Refer to manufacturer's warranty	Showerama Products Pty Ltd

Shower Systems			
Range	Warranty	Comments	Warranty Provider
Raymor			
Screens, walls, Acrylic shower bases	12 months	Refer to manufacturer's warranty	Marbletrend Pty Ltd
Select, Project and Evo bases	10 years	Refer to manufacturer's warranty	Marbletrend Pty Ltd
Select stainless steel grate	12 months	Refer to manufacturer's warranty	Marbletrend Pty Ltd

Water Filtration Units			
Range	Warranty	Comments	Warranty Provider
Raymor			
Filtration Systems	12 months	Refer to manufacturer's warranty	3M Purification Pty Ltd
Cartridges	No Warranty	Refer to manufacturer's warranty	3M Purification Pty Ltd