

**Labour warranty -  
12 months**

- The labour for the replacement of products and spare parts to which this warranty applies will be supplied by Cob & Pen or its authorised agent within one year from the date of purchase.

- The obligations of Cob & Pen under warranty are limited to the repair or, at the option of Cob & Pen, replacement of any products which are defective through faulty manufacture or materials. To the extent permitted by law, Cob & Pen 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 product or components.

- Cob & Pen goods come with guarantees 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 reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

- Should any warranty claim be made where, in the opinion of Cob & Pen, the problem was caused by faulty installation or a cause other than a manufacturing defect in the goods for which Cob & Pen is responsible, Cob & Pen reserves the right to charge a service call out fee.

# WARRANTY TERMS & CONDITIONS

PURCHASES 1.4.2021 ONWARDS

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## DETAILS

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### **Your warranty will be voided or limited for the following :**

- Domestic use warranty only.
- Improper or unsuitable use or maintenance or cleaning.
- Transport knocks, scuffs, scratches, tampering.
- Incorrect repairs or repairs made by unauthorised technicians.
- Normal wear and tear.
- Non-compliance with technical, installation or care instructions.
- Water pressure exceeding 500 kpa (as per AS3000) or damage caused by not flushing water lines and/or foreign material in water lines.
- All relevant products must be installed by a licensed plumber or qualified tradesperson
- Proof of purchase must be supplied. Limited to the first owner, start date taken from purchase or builder handover date (where handover is no more than 12 months from purchase date).
- Installation is acceptance of goods being of perfect condition

## COMMERCIAL WARRANTY

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### **HOSPITALS, HOTELS, SCHOOLS, FACTORIES, OFFICES, AGED CARE ETC**

- The same warranty terms & conditions apply as listed in this document
- The warranty period is 1 year, for all items, from date of purchase.
- This includes replacement product or parts, plus 1 year Labour where applicable

# WARRANTY TERMS & CONDITIONS

PURCHASES 1.4.2021 ONWARDS

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## WARRANTY CONDITIONS: CLAUSE 1

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Cob & Pen will not accept claims against this warranty where the following conditions are found to exist:

- 1.1 Plumbing installations have not been carried out by a licensed plumber.
- 1.2 Installations that are not in compliance with the Australian Plumbing Code (AS3500) and ABCB (PCA) Guidelines.
- 1.3 The goods have been installed by a licensed plumber but not correctly installed.
- 1.4 The goods have been installed correctly by a licensed plumber, but subsequent repairs, modifications and/or adjustments to the goods after installation have not been carried out by a licensed plumber.
- 1.5 Claims against faulty cistern valves and seals will be rejected where after-market sanitizing additives have been introduced into the cistern tank rather than the toilet bowl.
- 1.6 Claims for visual defects to product surfaces may be rejected where harsh cleaning or scouring products have been used (rather than mild household detergent and soft, non-abrasive cloths).
- 1.7 Claims against vitreous china product faulty dimensions or glazing imperfections that are permitted under AS1976 – Vitreous China used in Sanitary Applications. It is permitted that vitreous china products will vary up to  $\pm 10\text{mm}$  on any surface and be acceptable due to the unique conditions of the product's manufacturing process. Claims where proof of purchase is not provided.

## WARRANTY LIMITATIONS : CLAUSE 2

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To the extent permitted under Australian Consumer Law, Cob & Pen's responsibility is limited in the following circumstances:

- 2.1 Cob & Pen is not responsible for any lack of operation or performance of goods (or loss or damage) where the goods have been subject to misuse, negligence, accident Cob & Pen is not responsible where goods are used or adapted for a purpose for which they were not designed.
- 2.2 Cob & Pen is not responsible for any lack of operation or performance of goods (or loss or damage) where the goods are combined or integrated with other goods not supplied by Cob & Pen.
- 2.3 It is the responsibility of the purchaser and/or installer, before installation, to ensure the goods are correct and free from obvious visible faults or defects.
- 2.4 Breakage of any Glass or ceramic part is not covered by warranty. Parts not reported broken upon receipt of goods, will not be replaced.
- 2.5 Standards or regulations governing sewerage, plumbing, water supply and gas applicable to the location of the particular plumbing installation are not observed. This includes (without limitation) the Australian Standards (AS/NZ 3500.1 Plumbing and Drainage Part 1: Water services) which specify that the main water supply pressure to any new home, extension or renovation must be limited to 500kPa. The recommended continuous operating pressure for tapware is between 150-500kPa.
- 2.6 Cob & Pen is not responsible for labour and rectification costs incurred in the above circumstances.

## WATER DAMAGE

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Some claims may include a claim for rectification of water damage to surrounding areas as a result of leaking from a product. Such claims will require a site-call by a Cob & Pen representative who will evaluate the claim. A further inspection by an insurance representative may also be required before a claim can be determined.

# DOMESTIC USE WARRANTY

PURCHASES 1.4.2021 ONWARDS



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12 MONTHS LABOUR UNLESS LISTED DIFFERENTLY BELOW

## VANITY UNITS

### Cabinet

Metis/Thebe/Trojan/Orbit  
Polystone

2 Years Replacement Parts or Product

5 Years Replacement Parts or Product

### Top

Vitreous China  
Polystone  
Dress Rings  
Stone

10 Years Replacement Parts or Product

5 Years Replacement Parts or Product

1 Years Replacement Parts or Product

2 Years Replacement Parts or Product

### Hardware

Door Handles, Hinges, Drawer Runners, Shelves

2 Years Replacement Parts or Product

### Exclusions

- Does not include :

- door & drawer adjustment.
- instances where a water leak or burst hose has caused damage to cabinetry.
- paint chips during or after installation
- cracked top due to heavy object dropping onto it
- cracks caused by improper waste installation
- staining from cleaning, beauty products such as fake tan or nail polish remover, chlorine based or powder cleaners
- general ware & tear
- scratches once installed
- paint chips
- swollen timber from moisture

## MIRROR & STORAGE CABINETS

**Cabinet & Mirror Doors**    Scene / Stora / Bubble / Cathedral

2 Years Replacement Parts or Product

**Hardware**

Scene / Stora / Bubble / Cathedral

2 Years Replacement Parts or Product

**Moon Mirror & AC Monaco Mirrors**

1 Years Replacement Parts or Product Only  
No Labor

**Vista Mirrors & Vista LED Mirrors**

2 Years Replacement Parts or Product Only  
No Labor. Supplied with 3 Pin Plug

## BASINS CERAMIC

**Ceramic Material (Gloss White)**

10 Years Replacement Parts or Product

**Colour Finish (Other Than Gloss White)**

2 Years Replacement Parts or Product

**Overflow Dress Rings**

1 Years Replacement Parts or Product

### Exclusions

- damaged during installation
- cracked top due to object dropping onto top

# DOMESTIC USE WARRANTY

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## TOILETS

### Ceramic Parts

15 Years Replacement Parts or Product

### Internal Parts & Button

3 Years Replacement Parts or Product

### Seat & Seals

- Seat, Hinges, Buffers, Soft Close Function, Rubber Seals

1 Years Replacement Parts or Product

### R&T Cisterns

15 Years Replacement Parts or Product

### R&T Cistern Internal Parts

3 Years Replacement Parts or Product

### R&T Buttons

5 Years Replacement Parts or Product

### All in One PVC Cistern (No Labor)

5 Years Cistern Replacement Parts or Product

1 Year Seat / Soft Close

### R&T Inwall Cisterns & Buttons

15 years Tank  
3 Years Internal Cistern Parts

## CARE SUITES - COMMERCIAL

1 Years Replacement Parts or Product

### Exclusions

#### - Does not include :

- Wobbly toilet seat
- Loose hinge fixings
- Yellowing colour of seat from use of chemicals
- Crack in glaze
- Use of silicon inside cistern

- 12 Months Labour does not include wobbly toilet seats or replacement seat reinstall

- Excludes damaged to R&T cistern or parts, screw holes drilled in cistern, scratch's to buttons

## SINKS & TROUGHS

### Stainless Steel Sink / Laundry Bowls

25 Years Replacement Parts or Product

### Laundry Cabinet Component

Metal

5 Years Replacement Parts or Product

PVC

5 Years Replacement Parts or Product

### BD ROK Granite Sinks

25 Years Replacement Parts or Product

### All Basket Waste & Plugs & Roller Mats

1 Years Replacement Parts or Product

### Spritz Cleaners Sink

1 Years Replacement Parts or Product

### Exclusions Stainless Steel & Granite

#### - Does not include :

- rust on sink caused by metal fragments rusting onto the surface of the sink
- rust from chlorine based / acidic cleaners
- labour on plug & wastes or cabinet doors
- scratches from general ware & tear
- perishable rubber seals

### Additional Exclusions Granite

#### - Does not include :

- scratches or chips,
- damage by misuse or chemicals eg drain cleaning chemicals, bleach, hand sanitizer
- Damage by metal scouring pads.

# DOMESTIC USE WARRANTY

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12 MONTHS LABOUR UNLESS LISTED DIFFERENTLY BELOW

## AC TAPWARE

### HUSS, DANE Mixer Range

8 Year Ceramic Disc Cartridge Parts Only  
3 Year Replacement Parts  
2 Year Replacement Parts for Finishes  
1 Year on Hoses, Spray Heads  
1 Year Labour

### AC DOJO 3 Piece Tapware

7 Year Replacement Parts  
1 Year Parts Jumper Valve  
1 Year Labour

### AC Handshowers, Shower Arms, Heads & Bath Spouts

7 year parts replacement only  
1 year for sliders & hoses

### AC Accessories Range & Heated Rails

7 year parts replacement only

## Exclusions

- Does not include :
  - service call for showers or accessories

## IKON TAPWARE

### IKON Mixer Range

15 year Ceramic Disc Cartridge Parts Only  
7 Years Replacement Parts,  
2 Year Replacement Parts for Finishes  
1 Year For Mixer Pull Hoses, Spray Heads  
2 Year Labour

### IKON Showers

7 Years Replacement Parts

## Exclusions

- Does not include :
  - any service call for showers or accessories

## SHOWER BASES

### SMC Bases

5 Years Replacement Parts or Product

# DOMESTIC USE WARRANTY

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## NE TAPWARE

### Classic, Elgin, Nelson Mixer Range

15 year Replacement Cartridge Only  
10 Years Replacement Parts All Finishes  
1 Year Labour

### INTRA 3 Piece

7 Years Replacement Parts  
7 Years Replacement Parts for Finishes  
1 Year on Jumper Valve Washer  
1 Year Labour

### ELGIN Showers

10 Year Replacement Products  
10 Years Replacement Parts for Finishes  
(5 Year on Shower Hoses)  
1 Year Labour

### VIPER Mixer

15 year Replacement Ceramic Disc Cartridge  
5 Years Replacement Parts for Finishes  
5 Years Replacement Parts  
Premium 5 Year Labour

### Exclusions

- Does not include :
- service call for showers or accessories
  - bottles traps
  - plug & wastes

## BD TAPWARE & SHOWERS

### BD Shower Heads & Arms

15 Year Replacement Warranty for Chrome  
7 Years Replacement Warranty for Colours

### BD Tia MK2 Matte Black Accessories

7 Years Replacement Warranty for Colours

### BD Hamel & Stafford Chrome

15 Year Replacement cartridge  
15 Years Replacement Parts for Chrome  
Premium 2 Year Labour

### BD Hamel & Stafford Colour

15 Year Replacement cartridge  
7 Years Replacement Parts for Colours  
Premium 2 Year Labour

### BD TRADEZ Mixer

5 Year Replacement cartridge  
5 Years Replacement Parts  
1 Year Labour

### BD Rail Showers & Combo Showers REDWOOD, SPRUCE, EVEREST, MONTE, CENTRO

15 Years Replacement Parts & Hose  
Premium 2 Year Labour

### Exclusions

- Does not include :
- service call for accessories
  - bottles traps
  - plug & wastes

# DOMESTIC USE WARRANTY

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## ARTLINE & SPECTRA TAPWARE & SPOUTS

Mixers	20 Year Replacement Cartridge 20 Year Replacement Products or Parts 5 Years Finishes 5 Year Labour
Radford & Murphy Accessories	10 Years Replacement Parts 5 Years Finishes
Vespa, Mimas, Artline & Spectra Spouts	10 Years Replacement Parts 5 Years Finishes

### Exclusions

- Does not include :
- service call for showers or accessories
  - bottles traps
  - plug & wastes
  - spouts

## BATHS

Acrylic Freestanding & Inset - Structural	10 Years Replacement Parts or Product
Acrylic Freestanding & Inset - Finish	5 Years Replacement Parts or Product

### Exclusions

- Does not include :
- scratches & chips once installed
  - inset baths not properly installed / supported on motor bed
  - staining from cleaning, products such as chlorine based cleaners or powder cleaners
  - general ware & tear

## GRAB RAILS & BACKREST & SHOWER

Structural Integrity	10 Years Replacement Parts or Product
Hose, Handpiece or Slider (Item 1654637)	5 Years Replacement Parts or Product
Finish	1 Years Replacement Parts or Product

### Exclusions

- Does not include :
- the fixings used by the installer

## HEATED TOWEL RAILS

Ladder & Vertical Models	20 Years Replacement Parts or Product
Finish & Colours	7 Years Replacement Parts or Product

## PARTS

Bottle Traps	1 Year Replacement Parts, 1 Year on Finish
Bath Pop Up Wastes	10 Years Replacement Parts, 1 Year on Finish
Basin Pop Up Wastes	2 Years Replacement Parts, 1 Year on Finish
Smart Tile	2 Years Replacement Parts, 1 Year on Finish