



## sink & tap warranty

Specifications				
Category	Warranty Period	Labour Warranty	Replacement Cartridge/Spindle	Replacement Products & Parts
Mixer Range	15 Years	2 Years	15 Years	10 Years
Tapware Range	15 Years	2 Years	15 Years	10 Years
Shower Rails	15 Years	None	15 Years	15 Years
Shower Head & Arms	Lifetime	None	None	Lifetime
Accessory Range	10 Years	None	None	10 Years
Sink & Laundry Tubs	15 Years	None	None	15 Years
Bottle Trap	15 Years	None	None	15 Years
Pop-up Waste	10 Years	None	None	15 Years
Floor Waste	10 Years	None	None	15 Years
Shower Screen	5 Years	None	None	5 Years (exclude glass)

**NOTE:** The warranty of Non-Chrome finish products is 2 years from the date of purchase by the original purchaser.

Nikpol warranty set out in the Warranty Statement is subject to the following conditions and shall not apply if:

1. The product was not new at the date of purchase or proof of purchase details (such as invoice, receipts or transaction record) are not provided.
2. There is a failure to follow the product's installation instructions, evidence cannot be provided that the product was installed by a licensed plumber, or the product is used other than in accordance with Nikpol's specification.
3. Repair works have not received authorisation from Nikpol to proceed with work.
4. According to Australian Standards or regulations, the Australian Standard (AS/NZS 3500.1 Plumbing and Drainage Part 1: Water Services) specifies that water pressure must be limited to 500kPa on any new home, extension or renovation. The recommended continuous operating pressure for tapware is between 150–500kPa (maximum static pressure must not exceed 500kPa).
5. Harsh detergent or abrasive cleaners are used on any finishes of the product.
6. The product is not installed in accordance with the relevant Australian Standard and plumbing codes.
7. The product has been tampered with or repaired in any way.
8. The product has been damaged by misuse, accident or neglect.
9. The product has discolouration, corrosion or rusting from other environmental factors.
10. Cartridge must be placed in off position before water pressure test.

The warranty period commences from the date of purchase and only applies to the original owner. Nikpol will not be held liable for any claims for labour, additional products or parts associated with an alleged faulty product, including the installation and/or removal of any defective product.

Proof of purchase (or equivalent documentation), the defective product, and a written explanation of the defect must be supplied for warranty claims to be considered.

\* This warranty includes Nikpol Australis range but excludes all Oliveri products.

Please forward all warranty or inquiries to Nikpol to:

**Melbourne:** sales@nikpol.com.au

**Brisbane/NSW:** salesqld@nikpol.com.au



## granite sink product care

### **Requirements for maintenance:**

Nikpol Granite sinks are combined with high grade acrylic, producing a hardened quality composite that provides a silky smooth finish. Quartz Granite Sink is extremely durable, heat resistant, scratch resistant and impact resistant.

It is recommended that all Nikpol Granite sinks are to be maintained with a soft cloth. We suggest after every use to wash with mild soap or mild detergent and rinse thoroughly with fresh tap water. Gently wipe dry with a clean soft cloth.

For heavier cleaning, use a paste of bicarbonate soda or a soft bristle brush. Rub in the direction of the polished surface as softly as possible.

### **Please DO NOT use any of the following to clean hardware surfaces:**

- Metal scouring pads and steel wool pads
- Solvents
- Bleach
- Drain cleaning product/harsh liquids & agents

These products can scratch, crack and discolour your hardware surfaces.

Please note: Treat your sink with care to avoid chipping or denting to ensure product is not misused or abused.



## nikpol sink product care

### **Requirements for maintenance:**

Nikpol Stainless steel sinks are made of 304 series alloy stainless, which is the most common form of stainless used around the world. It contains between 16 and 24% chromium and up to 35% nickel. Our polished finish creates an enduring and easy to clean luster that is resistant to water stains and calcium deposits. (This includes our coloured stainless steel sinks).

It is recommended that all Nikpol Stainless steel sinks are to be maintained with a soft cloth. We suggest after every use to wash with mild soap or mild detergent and rinse thoroughly with fresh tap water. Gently wipe dry with a clean soft cloth.

For heavier cleaning, use a paste of bicarbonate soda or a soft bristle brush. Rub in the direction of the polished surface as softly as possible.

### **Please DO NOT use any of the following to clean hardware surfaces:**

- Metal scouring pads and steel wool pads
- Solvents
- Bleach
- Drain cleaning product/harsh liquids & agents

These products can scratch, crack and discolour your hardware surfaces.

### **Please note:**

Scratches are inevitable in any sink material, including stainless steel sinks. It is recommended to purchase a custom sink grid to protect against scratches. In regards to stainless steel, most minor scratches can be softened with a soft scour pad. For severe scratches, secure a pumice rubbing compound from a hardware store.

For rust, if something external has caused rust on the surface, a soft scrub with a minimal amount of bleach will be effective.



## tapware / accessories product care

### **Requirements for maintenance:**

It is recommended that all Nikpol tapware or any accessory is to be maintained with a soft cloth. We suggest after every use to wash with mild soap or mild detergent and rinse thoroughly with warm water. Gently wipe dry with a clean soft cloth.

No undue pressure is required. For our coloured finished tapware, we recommend extra care to be taken. Use of wax-based furniture cream should be avoided as these can result in build-up of deposit, which could detract from the appearance.

Aerator in the tapware must be cleaned. Recommended time frame is 4 to 6 months for cleaning. To ensure a subtle water flow please make sure a stable water pressure is 500 KPA.

### **Please DO NOT use any of the following to clean hardware surfaces:**

- Metal scouring pads and steel wool pads
- Solvents
- Bleach
- Drain cleaning product/harsh liquids & agents



## service call request form

**Service/warranty requests will only be accepted on Nikpol request form.**

**Please note:**

A service fee of \$150.00 + GST will be charged to your customer, and is payable at the time of service where:

- The product is found to be incorrectly installed
- Not installed to instruction
- Damaged at installation stage
- Not being a fault in manufacturing
- Products not covered by supplier Watermark Licences (WMK26333, WMK26248)

Distributor name:

Contact name:

Contact number:

Products description (model):

Products issue:

Customer name:

Customer address:

Contact number:

Date of purchase:

**Submission:**

Please email completed form with pictures or videos to:

**Melbourne:** [sales@nikpol.com.au](mailto:sales@nikpol.com.au)

**Brisbane/NSW:** [salesqld@nikpol.com.au](mailto:salesqld@nikpol.com.au)