

# GUARANTEES

UPDATED 1.7.2024

(UNLESS OTHERWISE STATED)



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This warranty document is only relevant for goods purchased and installed within New Zealand. Goods purchased in New Zealand and taken off shore are at the owners risk. Any goods purchased via an off shore Robertson Appointed Agent is covered by that Agent.

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ELEMENTI

ZUCCHETTI. KOS

→FLAMINIA.

apaiser

alice

victoria ⊕ albert®

the.artceram

SAMUEL HEATH  
since 1820

HIDRA  
CERAMICA

NOBILIT

COTTO

PARISI



GALASSIA  
Italy

OLI

# WITHOUT EXCEPTION ROBERTSON PRODUCTS ARE GUARANTEED TO MEET OR EXCEED THE STANDARD REQUIREMENTS FOR THE NEW ZEALAND BUILDING CODE.

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## RESIDENTIAL

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 terms and conditions and available on request or can be viewed at:

<https://www.robertson.co.nz/warranties>

The warranty period starts from the purchase date, not the installation date.

The guarantee is against manufacturing defects only.

As this guarantee may not cover the cost of removal or installation, all products must be checked to see they are in good order and condition and fit for the intended purpose prior to installation.

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

This guarantee is applicable to all products installed in domestic residential situations and or light commercial situations such as kitchens, bathrooms and laundries in motels, 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, gymnasiums and hospitals.

Bathroom vanities installed in 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. Refer to manufactures recommended cleaning instructions or download cleaning guide from Robertson website.

This warranty is personal to the first end user and is not transferable unless explicitly stated in writing by Robertson to a specific entity.

Each and every warranty claim must be applied for online using the Service Request form and be accompanied by the original proof of purchase and a photo or video showing the defect

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

Products must have been cleaned as per manufacturer's recommendations. A copy of our Product Care Guide can be downloaded from our website.

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.

Robertson will not incur costs for any unauthorised work done by a plumber to ascertain whether the product is in fact defective, Robertson's responsibilities and obligations are for the repair or replacement of the product via their own network of Service Agents, only callouts initiated by Robertson will be paid and only invoices accompanied by a JOB number will be compensated.

This guarantee does not purport to exclude or limit your rights under the Consumer Guarantees Act which applies 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.

When we exchange a product under warranty with a new replacement product then the original warranty period remains as per the original product.

Please contact us for information on product suitable for commercial spaces and our commercial warranty statement.

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## COMMERCIAL

If any Robertson product is purchased for commercial use or for the purposes of a business, then all of the guarantees and remedies in the Consumer Guarantees Act 1993 are excluded.

For the purposes of this warranty 'Commercial Use' means anything other than Domestic Use, including use in commercial applications in commercial or non-residential premises, public buildings such as schools and sports centres, and in other commercial establishments such as hospitals and restaurants.

The Commercial Use warranty covers this product against manufacturing faults in the construction, material, and assembly of both the finished products and any spare parts. Products and spare parts which are found upon inspection by an authorised Robertson representative to be defective in construction, material or assembly will be repaired or exchanged free of charge.

Replaced items become Robertson's property. The labour for the replacement of products and spare parts to which this warranty applies will be supplied by authorized representative using a licensed plumber.

### COMMERCIAL WARRANTY CONDITIONS

This warranty will apply only under all the following conditions:

- The item has been installed by a licensed plumber
  - Failure is due to a fault in the manufacture of the product
  - Proof of purchase is provided
  - The installation of the product is in accordance with the instructions provided
- This warranty does not cover products purchased as an ex-display without being fully checked and tested for sale by the manufacturer.

This warranty does not include faults caused by:



- Unsuitable or improper use
- Incorrect installation or installation not in accordance with the instructions provided
- Installation or part installation by the purchaser or any person other than a LICENSED PLUMBER
- Normal wear and tear
- Inadequate or complete lack of maintenance
- Chemical, electrochemical, or electrical influences
- Harsh detergents or abrasive cleaners used on product finishes

### EXCLUSIONS



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

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With respect to the Australian/New Zealand Standard for Water Supply Tapware (AS/NZS 3718:2005 reconfirmed in 2016), Robertson tapware products comply with the Copper Alloy (i.e. Brass) requirements in paragraph 2.2.4 of the Standard. The Lead Content in our tapware is well below the maximum Lead content as defined in the Standard.

CATEGORY	BRAND	PRODUCT	RESIDENTIAL				COMMERCIAL			
			TOTAL PRODUCT WARRANTY	COLOUR/ FINISH WARRANTY	PARTS & LABOUR WARRANTY PERIOD	PARTS ONLY WARRANTY PERIOD**	TOTAL PRODUCT WARRANTY	COLOUR/ FINISH WARRANTY	PARTS & LABOUR WARRANTY PERIOD	PARTS ONLY WARRANTY PERIOD**
<b>BASINS &amp; SINKS</b> 	ELEMENTI	POLYMARBLE BASINS	5 YEAR	5 YEAR	2 YEAR	3 YEAR	5 YEAR	5 YEAR	1 YEAR	4 YEAR
		CONCRETE BASINS	5 YEAR*	N/A	2 YEAR	3 YEAR	N/A	N/A	N/A	N/A
	AMERICAN STANDARD	VITREOUS CHINA BASINS	10 YEAR	10 YEAR	1 YEAR	9 YEAR	5 YEAR	5 YEAR	1 YEAR	4 YEAR
	BAGNO DESIGN	ZEN BASINS	5 YEAR	1 YEAR	1 YEAR	4 YEAR	5 YEAR	1 YEAR	1 YEAR	4 YEAR
		BUTLER SINKS	5 YEAR	5 YEAR	1 YEAR	4 YEAR	5 YEAR	5 YEAR	1 YEAR	4 YEAR
	VICTORIA +ALBERT	QUARRRYCAST BASINS	25 YEAR	25 YEAR	1 YEAR	24 YEAR	5 YEAR	5 YEAR	1 YEAR	4 YEAR
		QUARRRYCAST MATT BASINS	25 YEAR	25 YEAR	1 YEAR	24 YEAR	5 YEAR	5 YEAR	1 YEAR	4 YEAR
	HIDRA	VITREOUS CHINA BASINS	5 YEAR	5 YEAR	1 YEAR	4 YEAR	5 YEAR	5 YEAR	1 YEAR	4 YEAR
	ART CERAM	VITREOUS CHINA BASINS	5 YEAR	5 YEAR - WHITE VC	1 YEAR	4 YEAR	5 YEAR	5 YEAR - WHITE VC	1 YEAR	4 YEAR
			5 YEAR	2 YEAR - NON WHITE VC FINISH	1 YEAR	4 YEAR - WHITE VC 1 YEAR - NON WHITE VC FINISH	5 YEAR	1 YEAR - NON WHITE FINISH	1 YEAR	4 YEAR
		BASIN STANDS	5 YEAR	2 YEAR	1 YEAR	4 YEAR - WHITE VC 1 YEAR - NON WHITE VC FINISH	5 YEAR	5 YEAR	1 YEAR	4 YEAR
	KOS	CRISTALPLANT	5 YEAR	N/A	2 YEAR	3 YEAR	N/A	N/A	N/A	N/A
	GALASSIA	BASINS	5 YEAR	5 YEAR	1 YEAR	4 YEAR	N/A	N/A	N/A	N/A
PARISI	VITREOUS CHINA BASINS	5 YEAR	N/A	1 YEAR	4 YEAR	5 YEAR	N/A	1 YEAR	4 YEAR	
<b>WASTES, TRAPS &amp; ANGLE STOPS</b> 	ELEMENTI	BASIN WASTES	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		BATH WASTES	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		BOTTLE TRAPS	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		ANGLE STOPS	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
	ZUCCHETTI	WASTES	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		BOTTLE TRAPS	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
	SAMUEL HEATH	WASTES	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		BOTTLE TRAPS	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
	BAGNO DESIGN	WASTES	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		BOTTLE TRAPS	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
	ART CERAM	WASTES	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		BOTTLE TRAPS	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
	VADO	WASTES	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
BOTTLE TRAPS		1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR	
VICTORIA +ALBERT	BATH WASTES	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR	

\*\*IN ADDITION TO THE 'PARTS & LABOUR WARRANTY PERIOD. PARTS REPLACED UNDER WARRANTY REMAIN AS PART OF ORIGINAL PRODUCT WARRANTY.

CATEGORY	BRAND	PRODUCT	RESIDENTIAL				COMMERCIAL			
			TOTAL PRODUCT WARRANTY	COLOUR/ FINISH WARRANTY	PARTS & LABOUR WARRANTY PERIOD	PARTS ONLY WARRANTY PERIOD**	TOTAL PRODUCT WARRANTY	COLOUR/ FINISH WARRANTY	PARTS & LABOUR WARRANTY PERIOD	PARTS ONLY WARRANTY PERIOD**
<b>FURNITURE</b> 	ELEMENTI	CABINETS	5 YEAR	5 YEAR	2 YEAR	3 YEAR	N/A	N/A	N/A	N/A
		MIRRORS	2 YEAR	N/A	N/A	2 YEAR	N/A	N/A	N/A	N/A
		HETTICH HARDWARE	LIFETIME*	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		HAFELE HARDWARE	LIFETIME*	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		TITUS HARDWARE	LIFETIME*	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		VITREOUS CHINA VANITY TOPS	5 YEAR	5 YEAR	2 YEAR	3 YEAR	N/A	N/A	N/A	N/A
		POLYMARBLE VANITY TOPS	5 YEAR	5 YEAR	2 YEAR	3 YEAR	N/A	N/A	N/A	N/A
		ELESTONE VANITY TOPS	10 YEAR	10 YEAR	N/A	N/A	N/A	N/A	N/A	N/A
		ELECAST VANITY TOPS	5 YEAR	5 YEAR	N/A	N/A	N/A	N/A	N/A	N/A
		QUANTUM QUARTZ VANITY TOPS	10 YEAR	10 YEAR	N/A	N/A	N/A	N/A	N/A	N/A
		DEKTON VANITY TOPS	10 YEAR	10 YEAR	N/A	N/A	N/A	N/A	N/A	N/A
	PARISI	CABINETS	10 YEAR	10 YEAR	4 YEAR	6 YEAR	N/A	N/A	N/A	N/A
		MARBLE VANITY TOPS	10 YEAR	N/A	4 YEAR	6 YEAR	N/A	N/A	N/A	N/A
		MIRRORS	1 YEAR	1 YEAR	N/A	1 YEAR	N/A	N/A	N/A	N/A
	ELECTRICAL COMPONENTS	1 YEAR	N/A	N/A	1 YEAR	N/A	N/A	N/A	N/A	
<b>BATHS</b> 	ELEMENTI	ACRYLIC FREESTANDING BATHS	5 YEAR	5 YEAR	1 YEAR	4 YEAR	2 YEAR	2 YEAR	1 YEAR	1 YEAR
		ACRYLIC BACK TO WALL BATHS	5 YEAR	5 YEAR	1 YEAR	4 YEAR	2 YEAR	2 YEAR	1 YEAR	1 YEAR
		ACRYLIC DROP IN BATHS	5 YEAR	5 YEAR	1 YEAR	4 YEAR	2 YEAR	2 YEAR	1 YEAR	1 YEAR
	VICTORIA +ALBERT	QUARRYCAST BATHS	25 YEAR*	25 YEAR	2 YEAR	23 YEAR	5 YEAR	5 YEAR	1 YEAR	4 YEAR
		QUARRYCAST MATT BATHS	25 YEAR*	25 YEAR	2 YEAR	23 YEAR	5 YEAR	5 YEAR	1 YEAR	4 YEAR


\*\*IN ADDITION TO THE 'PARTS & LABOUR WARRANTY PERIOD. PARTS REPLACED UNDER WARRANTY REMAIN AS PART OF ORIGINAL PRODUCT WARRANTY.

CATEGORY	BRAND	PRODUCT	RESIDENTIAL				COMMERCIAL			
			TOTAL PRODUCT WARRANTY	COLOUR/ FINISH WARRANTY	PARTS & LABOUR WARRANTY PERIOD	PARTS ONLY WARRANTY PERIOD**	TOTAL PRODUCT WARRANTY	COLOUR/ FINISH WARRANTY	PARTS & LABOUR WARRANTY PERIOD	PARTS ONLY WARRANTY PERIOD**
<b>TAPWARE &amp; MIXERS</b>  	ELEMENTI	TAPWARE & MIXERS	10 YEAR	10 YEAR - CHROME 5 YEAR - COLOUR FINISH	2 YEAR 1 YEAR	8 YEAR 4 YEAR	5 YEAR	4 YEAR - CHROME 1 YEAR - COLOUR FINISH	1 YEAR 1 YEAR	4 YEAR
		CARTRIDGE	10 YEAR	N/A	2 YEAR	8 YEAR	5 YEAR	N/A	1 YEAR	4 YEAR
		O RINGS	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	N/A	N/A	1 YEAR
	AMERICAN STANDARD	TAPWARE & MIXERS	10 YEAR	N/A	2 YEAR	8 YEAR	5 YEAR	N/A	1 YEAR	4 YEAR
		CARTRIDGE	LIFETIME*	N/A	2 YEAR	*LIFETIME DRIP FREE CARTRIDGE	5 YEAR	N/A	1 YEAR	4 YEAR
		O RINGS	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	N/A	N/A	1 YEAR
	GROHE	TAPWARE & MIXERS	15 YEAR	15 YEAR	5 YEAR	10 YEAR	5 YEAR	5 YEAR - ALL COLOURS	1 YEAR	4 YEAR
		CARTRIDGE	15 YEAR	N/A	5 YEAR	10 YEAR	5 YEAR	N/A	1 YEAR	4 YEAR
		O RINGS	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	N/A	N/A	1 YEAR
	ZUCCHETTI	TAPWARE & MIXERS	10 YEAR	10 YEAR - CHROME 5 YEAR - COLOUR FINISH	2 YEAR	8 YEAR	5 YEAR	4 YEAR - CHROME 1 YEAR - COLOUR FINISH	1 YEAR 1 YEAR	4 YEAR
		CARTRIDGE	15 YEAR	N/A	2 YEAR	13 YEAR	5 YEAR	N/A	1 YEAR	4 YEAR
		O RINGS	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	N/A	N/A	1 YEAR
	SAMUEL HEATH	TAPWARE & MIXERS	10 YEAR	10 YEAR - CP, MBC, GBC 5 YEAR - CNB, CTB, 2 YEAR - AG N/A - PN, URB, PB, SSF, URM (WILL PATINA OVER TIME)	2 YEAR	8 YEAR	N/A	N/A	N/A	N/A
		CARTRIDGE	10 YEAR	N/A	2 YEAR	8 YEAR	N/A	N/A	N/A	N/A
		O RINGS	1 YEAR	N/A	1 YEAR	N/A	N/A	N/A	N/A	N/A
	BAGNO DESIGN	TAPWARE & MIXERS	10 YEAR	1 YEAR	2 YEAR	8 YEAR	N/A	N/A	N/A	N/A
		CARTRIDGE	2 YEAR	N/A	2 YEAR	N/A	N/A	N/A	N/A	N/A
		O RINGS	1 YEAR	N/A	1 YEAR	N/A	N/A	N/A	N/A	N/A
	VADO	TAPWARE & MIXERS	10 YEAR	3 YEAR	2 YEAR	8 YEAR	2 YEAR	2 YEAR	1 YEAR	1 YEAR
		CARTRIDGE	7 YEAR	N/A	2 YEAR	5 YEAR	2 YEAR	N/A	1 YEAR	1 YEAR
		O RINGS	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	N/A	N/A	1 YEAR
NOBILI	TAPWARE & MIXERS	5 YEAR	5 YEAR - CHROME 2 YEAR - COLOUR FINISH	2 YEAR	3 YEAR	5 YEAR	2 YEAR	1 YEAR	4 YEAR	
	CARTRIDGE	20 YEAR	N/A	2 YEAR	18 YEAR	5 YEAR	N/A	1 YEAR	4 YEAR	
	O RINGS	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	N/A	N/A	1 YEAR	

\*\*IN ADDITION TO THE 'PARTS & LABOUR WARRANTY PERIOD. PARTS REPLACED UNDER WARRANTY REMAIN AS PART OF ORIGINAL PRODUCT WARRANTY.

UPDATED 1.7.2024

N/A = NOT APPLICABLE, CP = CHROME PLATED, MBC = MATT BLACK CHROME, GBC = GLOSS BLACK CHROME,  
CNB = COUNTRY BRONZE, CTB = CITY BRONZE, AG = ANTIQUE GOLD, PN = POLISHED NICKEL, URB = URBAN BRASS,  
PB = POLISHED BRASS, SSF = STAINLESS STEEL FINISH, URM = URBAN BRASS


CATEGORY	BRAND	PRODUCT	RESIDENTIAL				COMMERCIAL			
			TOTAL PRODUCT WARRANTY	COLOUR/FINISH WARRANTY	PARTS & LABOUR WARRANTY PERIOD	PARTS ONLY WARRANTY PERIOD**	TOTAL PRODUCT WARRANTY	COLOUR/FINISH WARRANTY	PARTS & LABOUR WARRANTY PERIOD	PARTS ONLY WARRANTY PERIOD**
	ELEMENTI	SHOWERS	5 YEAR	5 YEAR - CHROME 2 YEAR - COLOUR FINISH	1 YEAR	4 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		SHOWER HOSES	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		SHOWER HAND PIECES & COMPONENTS	5 YEAR	5 YEAR - CHROME 2 YEAR - COLOUR FINISH	N/A	5 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
	AMERICAN STANDARD	SHOWERS	10 YEAR	10 YEAR	1 YEAR	9 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		SHOWER HOSES	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		SHOWER HAND PIECES & COMPONENTS	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
	GROHE	SHOWERS	15 YEAR***	15 YEAR	1 YEAR	14 YEAR	5 YEAR	5 YEAR	1 YEAR	4 YEAR
		SHOWER HOSES	1 YEAR***	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	1 YEAR	4 YEAR
		SHOWER HAND PIECES & COMPONENTS	15 YEAR***	15 YEAR	N/A	15 YEAR	5 YEAR	5 YEAR	1 YEAR	4 YEAR
	ZUCCHETTI	SHOWERS	5 YEAR	5 YEAR - CHROME 2 YEAR - COLOUR FINISH	1 YEAR	4 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		SHOWER HOSES	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		SHOWER HAND PIECES & COMPONENTS	5 YEAR	5 YEAR - CHROME 2 YEAR - COLOUR FINISH	N/A	5 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
	SAMUEL HEATH	SHOWERS	10 YEAR	10 YEAR - CP, MBC, GBC 5 YEAR - CNB, CTB 2 YEAR - AG N/A - PN, URB, PB, SSF, URM (WILL PATINA OVER TIME)	2 YEAR	8 YEAR	N/A	N/A	N/A	N/A
		SHOWER HOSES	1 YEAR	1 YEAR - CP, MBC, GBC, CNB, CTB, AG N/A - PN, URB, PB, SSF, URM (WILL PATINA OVER TIME)	N/A	1 YEAR	N/A	N/A	N/A	N/A
		SHOWER HAND PIECES & COMPONENTS	5 YEAR	10 YEAR - CP, MBC, GBC 5 YEAR - CNB, CTB 2 YEAR - AG N/A - PN, URB, PB, SSF, URM (WILL PATINA OVER TIME)	N/A	5 YEAR	N/A	N/A	N/A	N/A
	VADO	SHOWERS	10 YEAR	3 YEAR	1 YEAR	2 YEAR (10 YEAR*)	1 YEAR	1 YEAR	N/A	1 YEAR
		SHOWER HOSES	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
		SHOWER HAND PIECES & COMPONENTS	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR

\*\*IN ADDITION TO THE 'PARTS & LABOUR WARRANTY PERIOD. PARTS REPLACED UNDER WARRANTY REMAIN AS PART OF ORIGINAL PRODUCT WARRANTY.

\*\*\*SHOWERS PURCHASED PRIOR TO 1ST APRIL 2013 ARE COVERED BY A 5 YEAR PARTS AND LABOUR WARRANTY. SHOWER HOSES AND HAND-PIECES PURCHASED PRIOR TO 1ST APRIL 2013 ARE COVERED BY A 1 YEAR PARTS AND LABOUR WARRANTY.

UPDATED 1.7.2024

N/A = NOT APPLICABLE, CP = CHROME PLATED, MBC = MATT BLACK CHROME, GBC = GLOSS BLACK CHROME, CNB = COUNTRY BRONZE, CTB = CITY BRONZE, AG = ANTIQUE GOLD, PN = POLISHED NICKEL, URB = URBAN BRASS, PB = POLISHED BRASS, SSF = STAINLESS STEEL FINISH, URM = URBAN BRASS




CATEGORY	BRAND	PRODUCT	RESIDENTIAL				COMMERCIAL			
			TOTAL PRODUCT WARRANTY	COLOUR/ FINISH WARRANTY	PARTS & LABOUR WARRANTY PERIOD	PARTS ONLY WARRANTY PERIOD**	TOTAL PRODUCT WARRANTY	COLOUR/ FINISH WARRANTY	PARTS & LABOUR WARRANTY PERIOD	PARTS ONLY WARRANTY PERIOD**
<b>TOILETS</b> 	ELEMENTI (VITREOUS CHINA)	TOILETS	10 YEAR	10 YEAR	2 YEAR	8 YEAR	5 YEAR	N/A	1 YEAR	4 YEAR
		TOILET SEATS	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	N/A	N/A	1 YEAR
		TOILET CISTERN PARTS	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	1 YEAR
		WORKING PARTS & FITTINGS	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	N/A	N/A	1 YEAR
	AMERICAN STANDARD (VITREOUS CHINA)	TOILETS	10 YEAR	10 YEAR	2 YEAR	8 YEAR	5 YEAR	N/A	1 YEAR	4 YEAR
		TOILET SEATS	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	N/A	N/A	1 YEAR
		TOILET CISTERN PARTS	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	N/A	N/A	1 YEAR
		E-BIDET SEATS	2 YEAR	2 YEAR	N/A	2 YEAR	1 YEAR	N/A	N/A	1 YEAR
		URINALS	10 YEAR	10 YEAR	1 YEAR	1 YEAR	5 YEAR	N/A	1 YEAR	4 YEAR
	GROHE (VITREOUS CHINA)	SENSIA ARENA	20 YEAR	20 YEAR	5 YEAR	15 YEAR	N/A	N/A	N/A	N/A
		SENSIA ARENA TOILET SEAT	2 YEAR	2 YEAR	2 YEAR	N/A	N/A	N/A	N/A	N/A
		WORKING PARTS & FITTINGS	1 YEAR	N/A	1 YEAR	N/A	N/A	N/A	N/A	N/A
		SHOWER TOILET REMOTE	2 YEAR	2 YEAR	N/A	2 YEAR	N/A	N/A	N/A	N/A
		IN WALL CISTERNS (TANK ONLY)	10 YEAR	N/A	2 YEAR	8 YEAR	2 YEAR	N/A	N/A	2 YEAR
		FLUSHING MECHANISM	2 YEAR	N/A	1 YEAR	1 YEAR	2 YEAR	N/A	2 YEAR	N/A
		SEALS & WASHERS	1 YEAR	N/A	N/A	1 YEAR	1 YEAR	N/A	N/A	1 YEAR
		PUSH PLATES	15 YEAR	15 YEAR	5 YEAR	10 YEAR	2 YEAR	N/A	2 YEAR	N/A
	REPLACEMENT PARTS (PURCHASED)	1 YEAR	N/A	N/A	1 YEAR	1 YEAR	N/A	N/A	1 YEAR	
	PARISI	TOILETS	10 YEAR	10 YEAR	2 YEAR	8 YEAR	5 YEAR	N/A	1 YEAR	4 YEAR
		TOILET SEATS	1 YEAR	1 YEAR	N/A	1 YEAR	1 YEAR	N/A	N/A	1 YEAR
		TOILET CISTERN PARTS	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	N/A	N/A	1 YEAR
		IN WALL CISTERNS (TANK)	10 YEAR	N/A	2 YEAR	8 YEAR	10 YEAR	N/A	1 YEAR	9 YEAR
		IN WALL CISTERN PARTS	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	N/A	N/A	1 YEAR
		PUSH PLATES	5 YEAR	N/A	1 YEAR	4 YEAR	1 YEAR	N/A	N/A	1 YEAR
	ART CERAM (VITREOUS CHINA)	TOILETS	5 YEAR	5 YEAR	2 YEAR	3 YEAR	N/A	N/A	N/A	N/A
		TOILET SEATS	1 YEAR	1 YEAR	N/A	1 YEAR	N/A	N/A	N/A	N/A
		WORKING PARTS & FITTINGS	1 YEAR	1 YEAR	1 YEAR	N/A	N/A	N/A	N/A	N/A
GALASSIA	TOILETS	5 YEAR	5 YEAR	2 YEAR	3 YEAR	N/A	N/A	N/A	N/A	
	TOILET SEATS	1 YEAR	1 YEAR	N/A	1 YEAR	N/A	N/A	N/A	N/A	
	WORKING PARTS & FITTINGS	1 YEAR	1 YEAR	1 YEAR	N/A	N/A	N/A	N/A	N/A	
OLI	IN WALL CISTERNS (TANK)	10 YEAR	N/A	2 YEAR	8 YEAR	10 YEAR	N/A	1 YEAR	9 YEAR	
	IN WALL CISTERN PARTS	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	N/A	N/A	1 YEAR	
	PUSH PLATES	5 YEAR	N/A	1 YEAR	4 YEAR	1 YEAR	N/A	N/A	1 YEAR	

\*\*IN ADDITION TO THE 'PARTS & LABOUR WARRANTY PERIOD. PARTS REPLACED UNDER WARRANTY REMAIN AS PART OF ORIGINAL PRODUCT WARRANTY.

**NOTE: REFER TO PAGE 8 FOR ADDITIONAL WARRANTY INFORMATION ON OFFSET PAN CONNECTORS**

UPDATED 1.7.2024

N/A = NOT APPLICABLE, CP = CHROME PLATED, MBC = MATT BLACK CHROME, GBC = GLOSS BLACK CHROME, CNB = COUNTRY BRONZE, CTB = CITY BRONZE, AG = ANTIQUE GOLD, PN = POLISHED NICKEL, URB = URBAN BRASS, PB = POLISHED BRASS, SSF = STAINLESS STEEL FINISH, URM = URBAN BRASS

CATEGORY	BRAND	PRODUCT	RESIDENTIAL				COMMERCIAL			
			TOTAL PRODUCT WARRANTY	COLOUR/FINISH WARRANTY	PARTS & LABOUR WARRANTY PERIOD	PARTS ONLY WARRANTY PERIOD**	TOTAL PRODUCT WARRANTY	COLOUR/FINISH WARRANTY	PARTS & LABOUR WARRANTY PERIOD	PARTS ONLY WARRANTY PERIOD**
<b>SHOWER ENCLOSURES</b> 	ELEMENTI	SEALS & DRIP STRIPS	1 YEAR	N/A	N/A	1 YEAR	1 YEAR	N/A	N/A	1 YEAR
		DOORS & RETURNS	10 YEAR - CHROME	10 YEAR - CHROME	5 YEAR	5 YEAR	10 YEAR - CHROME	5 YEAR - CHROME	5 YEAR	5 YEAR
			5 YEAR - BLACK	5 YEAR - BLACK	2 YEAR	3 YEAR	N/A - BLACK	N/A - BLACK	N/A	N/A
		GLASS	10 YEAR	N/A	5 YEAR	5 YEAR	5 YEAR	N/A	1 YEAR	4 YEAR
		ACRYLIC LINERS	10 YEAR	N/A	5 YEAR	5 YEAR	5 YEAR	N/A	1 YEAR	4 YEAR
		SHOWER TRAYS	10 YEAR	N/A	5 YEAR	5 YEAR	5 YEAR	N/A	1 YEAR	4 YEAR
		STAINLESS STEEL ROLLERS	10 YEAR	N/A	5 YEAR	5 YEAR	5 YEAR	N/A	N/A	5 YEAR
		HINGES & HANDLES	10 YEAR	N/A	5 YEAR	5 YEAR	5 YEAR	N/A	N/A	5 YEAR
WASTES	1 YEAR	N/A	1 YEAR	N/A	1 YEAR	N/A	N/A	1 YEAR		
<b>ACCESSORIES</b> 	ELEMENTI	ACCESSORIES	5 YEAR	2 YEAR	N/A	5 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
	GROHE	ACCESSORIES	5 YEAR	5 YEAR	N/A	5 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
	ZUCCHETTI	ACCESSORIES	5 YEAR	2 YEAR	N/A	5 YEAR	1 YEAR	1 YEAR	N/A	1 YEAR
	SAMUEL HEATH	ACCESSORIES	10 YEAR	10 YEAR - CP, MBC, GBC 5 YEAR - CNB, CTB 2 YEAR - AG N/A - PN, URB, PB, SSF, URM (WILL PATINA OVER TIME)	N/A	10 YEAR	N/A	N/A	N/A	N/A
	VICTORIA +ALBERT	BATH RACK	5 YEAR	5 YEAR	N/A	1 YEAR (5 YEAR*)	N/A	N/A	N/A	N/A
	BAGNO DESIGN	ACCESSORIES	5 YEAR	1 YEAR	N/A	5 YEAR	N/A	N/A	N/A	N/A
	VADO	ACCESSORIES	5 YEAR	3 YEAR	N/A	3 YEAR (15 YEAR*)	N/A	1N/A	N/A	N/A
<b>PARTS</b> 	MISC.	SPARE PARTS	1 YEAR (PURCHASED)	N/A	N/A	PARTS REPLACED UNDER WARRANTY REMAIN AS PART OF ORIGINAL PRODUCT WARRANTY.	1 YEAR (PURCHASED)	N/A	N/A	PARTS REPLACED UNDER WARRANTY REMAIN AS PART OF ORIGINAL PRODUCT WARRANTY.

\*\*IN ADDITION TO THE 'PARTS & LABOUR WARRANTY PERIOD. PARTS REPLACED UNDER WARRANTY REMAIN AS PART OF ORIGINAL PRODUCT WARRANTY.



## ADDITIONAL INFORMATION:

### ELEMENTI CONCRETE

Basins are warranted for a period of 5 YEARS from the original date of purchase. We warrant that the product will not have any manufacturing defects provided the product has been installed and cared for correctly.

Note: Hotel and public spaces warranty is 2 YEARS only.

Robertson NZ Ltd is not responsible for labour or installation charges, removal of existing product or any other expenses associated with a defective product. Robertson NZ Ltd sole responsibility is replacement or repair of a defective product.

Installer must use a washer on the top and bottom side of the waste. Overtightening waste could eventuate in the basin cracking.

Exclusions to warranty include;

The warranty does not cover edge chipping, surface damage caused by wear and tear, cracking or discolouration due to the product being subjected to high heat or damage caused by improper use.

The warranty does not cover abuse including mishandling or misuse, cracking around voids and cut-outs, damage from physical or chemical abuse and damage from improper care and maintenance including but not limited to, damage, caused by cleaning with abrasive substances.

This warranty does not cover scratches or stains or any chemical damage.

This warranty does not cover any failures to benchtops or cabinetry due to inadequate support or unlevel cabinetry for the installation.

This warranty does not cover the altering of any factory-applied finish.

This warranty does not cover additional modifications such as plumbing, electrical, tiles, cabinets flooring etc. that may be necessary to repair or replace the product under this warranty.

This warranty does not cover chipping or pinholes occurring during fabrication or through ongoing use.

This warranty does not cover seam appearance or seam performance.

This warranty does not cover hairline cracking around cut-outs during or after installation.

This warranty applies only to installations that are permanently installed in residences and that have not been moved from original installations.

This warranty does not cover routine maintenance and minor conditions such as stains, acid etching, revealing of pinholes and water spots that are a function of proper care and maintenance and which may be correct by following techniques specified in caring for basins above.

Concrete basins are poured in moulds, therefore when they are removed from the mould, they may have some pinholes along with other voids and discolorations. These are not considered manufacturing defects, rather a part of the natural appearance of the concrete product. With stone products, areas around voids and cut-outs are a weak point and are susceptible to cracks, these are not manufacturing defects and due to the reinforcing used these cracks are not structural rather aesthetic.

Discolouration and natural pitting is excluded from warranty.

### AMERICAN STANDARD LIFETIME DRIP FREE

Limited Lifetime Drip Free Guarantee on all ceramic cartridges (i.e. dripping through the spout) used in American 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.

### ELEMENTI FURNITURE LIFETIME WARRANTY ON HETTICH, HAFELE & TITUS HARDWARE

Life time warranty to the original purchaser. Only applies to domestic use not commercial.

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### THE USE OF 80MM UPVC WASTE PIPE

The function of our products can in some cases be adversely affected by external factors such as Plumbing installation types, hydrodynamic concerns, and overall use of the product.

It is Robertson's recommendation that when installing Plumbing systems for the removal of waste from the toilet and/or waste trapway bend, the installing Plumber must use all means required under the AS/NZ 3500 standards (where applicable) to ensure that both the toilet and Plumbing system can adequately function without risk of leaks, blockages, or sufficient fall. It is recommended to install our products using one set of standards to ensure the product functions in accordance with the standards used and general good plumbing practice.

Robertson recommend 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 are tested and designed to be installed with 100mm uPVC certified waste pipework.

### THE USE OF OFFSET PAN CONNECTORS

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

#### NOTE:

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 the sealing of the pan to the wall may void the warranty of your toilet suite, the instructions are clear and do not describe the use of any silicone sealant on any component of any toilet suite.



The Robertson Outlet store is a destination and on-line store selling end of line products, ex-display and shop soiled products and products with slight defects.

The warranties on these products have been reduced to a parts only warranty, this means Robertson will only warrant the product by replacing the defective product or part of the product and only if it is a manufacturers defective product or part.

BRAND/RANGE	WHAT IS COVERED	LENGTH OF WARRANTY
GROHE	ALL PRODUCTS	5 YEARS
TOILET SUITES	VITREOUS CHINA (MANUFACTURERS DEFECTS)	5 YEARS
	SEAT AND CISTERN VALVES / WASHERS	1 YEAR
BASINS (ALL)	VITREOUS CHINA (MANUFACTURERS DEFECTS)	1 YEAR
VANITIES / FURNITURE	ALL PRODUCTS	1 YEAR
TAPWARE	AMERICAN STANDARD / ARMITAGE / ELEMENTI	2 YEARS
	ZUCCHETTI / VADO / BAGNO DESIGN / AQUA ECO	1 YEAR
SHOWERS	ALL PRODUCTS	1 YEAR
BATHS	ALL PRODUCTS	1 YEAR
SHOWER ENCLOSURES	ALL PRODUCTS	5 YEARS
ACCESSORIES	ALL PRODUCTS	1 YEAR
EX-DISPLAY PRODUCTS	ALL PRODUCTS	6 MONTHS
SHOP SOILED	ALL PRODUCTS	6 MONTHS
PRODUCTS WITH DEFECTS	ALL PRODUCTS	6 MONTHS

NB: ALL EX-DISPLAY, SHOP SOILED AND PRODUCTS WITH SLIGHT DEFECTS HAVE BEEN CHECKED TO MAKE SURE THEY STILL FUNCTION AS PER THEIR SPECIFICATION AND ARE FIT FOR PURPOSE





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Email: [sales@robertson.co.nz](mailto:sales@robertson.co.nz)

**ROBERTSON.CO.NZ**

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## SHOWROOMS

# A

## AUCKLAND

### ROBERTSON

25 Vestey Drive, Mt Wellington  
Ph: (09) 573 0490

Open Monday to Friday 8am - 4.30pm  
Saturday 9am - 2pm  
Closed Sunday and public holidays

### ROBERTSON TRADE CENTRE

42 Vestey Drive, Mt Wellington  
Ph: (09) 573 0490

Open Monday to Friday 8am - 5pm

### ROBERTSON OUTLET STORE

42 Vestey Drive  
Mt Wellington, Auckland 1060  
Email: [sales@robertson.co.nz](mailto:sales@robertson.co.nz)  
By appointment only

# W

## WELLINGTON

### ROBERTSON

23 Marion St, Te Aro  
Ph: (04) 595 1165

Open Monday to Friday 8.30am - 5pm  
Closed Saturday and Sunday

For a bathware consultation  
please make an appointment by  
emailing [sales@robertson.co.nz](mailto:sales@robertson.co.nz)

# C

## CHRISTCHURCH

### HOME IDEAS

37 Mandeville Street Riccarton  
Ph: (03) 348 2863

Open Monday to Friday 9am - 4pm  
Saturday 10am - 2pm Sunday 10am - 2pm