

*Care Instructions & Warranty*

**VANITY** *co.*

# Contact Details

Unit 3, 465 Victoria Street

Wetherill Park 2164

(02) 9055 9933

[sales@vanityco.com.au](mailto:sales@vanityco.com.au)

# Maintenance Procedures

Please see below for maintenance and cleaning procedures:

## DAILY

Any dirt or grease on the joinery should be cleaned as soon as possible, using the correct procedures for the surface finish. Refer further instructions outlined below.

## WEEKLY

Surfaces should be cleaned using the correct cleaning procedures to maintain the visual appearance of the joinery. Hardware should never be oiled or greased and ensure hardware is free from dust and grit.

## YEARLY

### HINGES

- Tighten and check all screws (except small adjustable screws on carcass section of hinge)
- Wind screwdriver clockwise and/or anti-clockwise
- This will allow the door gap to be adjusted should movement have occurred and the door is not sitting straight.

### DRAWER RUNNERS (when binding occurs opening or closing drawers)

- Tighten and check all screws on the back of the drawer front
- Wind screwdriver clockwise and/or anti-clockwise
- This will allow the drawer fronts to be adjusted side to side should binding occur

### DRAWER RUNNERS (when gaps are uneven)

- Tighten and check all screws on the drawer runner
- Wind screwdriver clockwise and/or anti-clockwise
- This will allow the drawer fronts to be adjusted up and down should the gaps be uneven

### HANDLES

- Tighten and check all screws on the back of the door
- This will eliminate any movement in the handles

## HARDWARE

To maintain a high level of function, door and drawer hardware should be clean from dust and grit at all times. Oil and grease should not be applied to any hardware. If the hardware fails please contact Vanity Co. for an assessment.

## OPERATIONAL DAMAGE

Please ensure vanity is installed by a licensed plumber. Failure to do so, will result in warranty becoming void. If the vanity is not operating in the correct manner, please contact Vanity Co. for an assessment.

## WATER DAMAGE

Water left lying on any joinery will cause damage if not wiped immediately. If water spillage occurs dry the area thoroughly. If plumbing fixtures are found to be leaking; consult the necessary trade responsible and dry the area thoroughly. Please note that water damage is not covered by warranty.

# *Cleaning & Troubleshooting*

## CORIAN

- Wipe the benchtop with a soft cloth/sponge and soapy water (dishwashing liquid). In the instance where there has been a build up of soap, lime scale or water spotting proceed to a deep clean.
- Deep clean – for more stubborn stains please use a mild abrasive cleaner such as Gumption paste cleanser, Jif cream cleanser or Ajax cream or powder cleanser with a soft cloth using a wide circular motion and light pressure. Ensure you finish by rinsing your surface with a damp cloth. Please note that using abrasive cleaners may change the sheen level of your surface. Consistency in sheen will return over time by routinely cleaning the whole surface.
- Preventing cuts and scratches – surface is to be treated as a fine timber. Please avoid sliding items across the surface as scratches are not covered by warranty.
- Preventing excessive heat damage – surface can resist high temperatures, however heat emitting appliances should not be placed directly on the surface. Always use a heat mat when placing a hot appliance on the surface. Heat damage is not covered by warranty.
- Preventing other damage – harsh chemicals may damage the surface. Please flush with plenty of water immediately.

## POLYURETHANE SURFACES

- Generally, a wipe over with a clean, soft damp cloth will be sufficient to keep surfaces clean. More resistant stains will need to be removed with washing detergent.
- DO NOT USE THE FOLLOWING – silicon based cleaners, polish, steel wool or abrasive materials, or strongly acidic products
- Long periods of direct sunlight on polyurethane panels/doors will lead to a change in colour. Colour change under normal interior use is minimal but still unavoidable over time.
- Polyurethane will repel small water spills but should be dried immediately.
- Water left on polyurethane doors/panels for an extended period of time may cause damage to the substrate.
- DAMAGED POLYURETHANE - All polyurethane surfaces can be easily damaged if incorrectly handled or maintained. Most fine scratches can be “touched up or buffed out”, but the gloss level will change. Refer to touch up paint section on how to handle small scratches. For deeper scratches or chips, the panel/door will need to be resprayed.

## NAVURBAN SURFACES

- Generally a wipe over with a clean, soft damp cloth will be sufficient to keep surfaces clean. More resistant stains will need to be removed with washing detergent. Wipe in the direction of the grain for best results.
- DO NOT USE THE FOLLOWING – silicon based cleaners, polish, steel wool or abrasive materials, or strongly acidic products
- Long periods of direct sunlight on Navurban panels/doors will lead to a change in colour. Colour change under normal interior use is minimal but still unavoidable over time.
- Navurban will repel small water spills, but should be dried immediately. Water left on Navurban doors/panels for an extended period of time may cause damage to the substrate.

## MELAMINE (INTERNAL CARCASS)

- Wipe of spills or marks promptly with a soft cloth and washing detergent.
- Do not use abrasive cleaners as they will impair the surface. Never use solvents on laminates.
- Remove soapy build up with methylated spirits then wipe down with a hot damp cloth. To remove heavy build up of dirt use Windex spray cleaner for best results.
- DO NOT – place electrical appliances directly onto your laminate surface. Avoid scourers and abrasives as they will damage the surface. Keep waxes and polishes off laminate surfaces as it will dull the natural shine.
- Streaky marks can sometimes show after cleaning. Windex spray should wipe them away.

## METAL FRAMES

Dust your frames regularly and wipe down with a soft cloth/sponge and soapy water (dishwashing liquid).

## MIRROR

Wipe the mirror with a soft cloth/sponge and soapy water (dishwashing liquid) or Windex.

## HANDLES

Wipe down the handles with a soft damp cloth and dry immediately with a soft cloth.

Whilst some of our products can be used for outdoor use, we do not recommend our brushed brass handles to be used outdoors. Therefore the warranty is voided for our hardware if used outdoors.

## TOUCH UP PAINT

You will receive hardener and touch up paint with your product delivery. Please mix 1 part hardener to 3 parts paint – touch up paint needs to be stored at a temperature of 5 degrees.

# Warranty

Warranty claim only applies to defects that have arisen solely from faulty materials or workmanship.

Warranty only applies to the original owner and is not transferable.

## AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to choose a refund or replacement for major failures with goods. If a failure with the goods does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods. You are also entitled to reimbursement for any other reasonably foreseeable loss or damage from a failure in the goods.

## WARRANTY PERIODS

See summary below:

Category	Warranty Period
Handles	12 months from date of purchase
Corian	10 years from date of purchase
Cabinet	5 years from date of purchase
Metal frame	5 years from date of purchase

## CUSTOMER'S RESPONSIBILITY

- Ensure product is not damaged prior to installation. Product to be checked and issues communicated to Vanity Co. within 24 hours of delivery to the customer.
- Product is as per item purchased
- Product has all its components i.e. handles

## WARRANTY WILL BE VOID

- If customer is unable to provide proof of purchase
- Product has not been installed by a licenced plumber

## EXCLUSIONS - WARRANTY DOES NOT COVER

- Wear and tear
- Incorrect installation of products
- If product has not been installed by a licenced plumber
- Damage arising from abnormal use
- Damage arising from incorrect use of cleaning products
- Damage arising from water damage, chemical damage or heat damage
- Damage arising during or after installation or incorrect unit has been installed
- Door and drawer adjustments
- Insignificant minor variations in dimensions, colour or finish

## WARRANTY CLAIM

At the discretion of Vanity Co., when a customer makes a valid warranty claim we will:

- Repair the relevant part
- Provide a replacement if the part is unable to be repaired

## COSTS OF WARRANTY CLAIM

At the discretion of Vanity Co., a service call out fee will be charged if an authorised representative has deemed that the issue is not covered under warranty. No call out fee will be charged if issues are covered under warranty.

## HOW TO MAKE A CLAIM?

Customers may make a claim by emailing [sales@vanityco.com.au](mailto:sales@vanityco.com.au)

Please make sure you provide the following when contacting us:

- Lodge the claim within 24 hours of first becoming aware of the issue. Note: we must be notified of transit damage or other damage within 24 hours of delivery to customer.
- Provide proof of purchase
- If the product has been installed please provide relevant documentation for this
- Provide detailed information and provide photos to show the issue with the product