

EST. 1972

H E M S L E Y

THE BATHROOM SPECIALIST

Limited Warranty

GENERAL CONDITIONS FOR LIMITED WARRANTY ON ALL BRANDS/PRODUCTS

What is covered under the Limited Warranty?

The extent of the limited warranty given for each brand is described alongside each brand below. Limited warranty is only honored to the direct owner who has made the initial purchase from HEMSLEY and not covering subsequent owners of the products.

Duration of Limited Warranty

Each limited warranty lasts for the number of years stated against each brand below, starting from the date of delivery.

What will be done to correct the problem?

HEMSLEY will examine the product and decide if it's covered under this limited warranty. HEMSLEY will then, at its choice, either repair the defective product or replace it with the same or comparable product. In these cases, HEMSLEY will be responsible for the cost of repairs; spare parts, labor and travel for repair staff that HEMSLEY incurs, provided that the product is accessible for repair without HEMSLEY incurring additional expenditure to gain access. This will not apply in cases where repair work has not been authorized by HEMSLEY. Any defective parts removed in the course of repair works will become the property of HEMSLEY. If the item is no longer sold by HEMSLEY, HEMSLEY will provide an appropriate replacement. HEMSLEY will decide at its discretion, what will constitute an appropriate replacement.

Conditions for the Limited Warranties:

The limited warranties are valid from the date of delivery. Limited warranties are only enforceable and valid after full payment of product is made. In any case of non-payment or partial payment is made, limited warranties will not be enforceable and in which case Hemsley will refuse to render any form of warranty liabilities and product rectifications.

Exclusions:

The limited warranties do not apply to products that have been stored or installed incorrectly (methods of installation that deviates from attached installation manual), used inappropriately, abused, misused, altered or cleaned with wrong cleaning methods and wrong cleaning products. The warranties do not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents. The warranties do not apply if products have been placed outdoors or if products have been used for non-domestic purposes (unless otherwise stated).

The warranty does not cover consequential or incidental damages. The warranties are to the benefit of the original purchaser of the product. They are not transferable.

The limited warranty will only be valid if installation and maintenance has been duly conducted in accordance with the installation instructions and operating instructions and accepted engineering practices (e.g. by an authorized specialist).

For details see the limited warranty conditions and description for each product.

Care Instruction:

To be able to claim this limited warranty you need to follow the specific care instructions for every product. You will find all the care instructions on the product.

How to reach us if you need service:

Contact us at HEMSLEY during offices hours at 6337 3136. We will be glad to assist you. Do have your address or invoice number ready so that our service assistants will be able to trace your details.

SANITARY WARES

Catalano

3-Years LIMITED WARRANTY

The limited warranty for Catalano remains in force for three (3) years from the date of delivery.

This limited warranty covers defects in material and workmanship of the cistern pan and internal flushing mechanical parts of the cistern. Any kind of surface imperfection of the cistern and pan has to be declared before any form of installation. The limited warranty consists in the replacing of the goods, without incidental expenses due to the installation.

Care and Cleaning

Care must be taken when cleaning the ceramic of the sanitary ware and also the accompanying seat cover. So, non-abrasive and non-acidic cleaners must be used to clean the surface of the sanitary ware.

Do note that pro-long exposure to any chemical substances may also cause permanent staining to the product. It is always advised to clean off thoroughly any substances used after cleaning.

All forms of urine must be cleaned and dried off the toilet seats, as it will form irremovable stains due to long-term exposure and acidic nature of urine. Any toilet seats damaged due to urine stains will be void of any warranty coverage mentioned above.

GSI

2-Years LIMITED WARRANTY

The limited warranty for GSI remains in force for two (2) years from the date of delivery.

This limited warranty covers defects in material and workmanship of the cistern pan and internal flushing mechanical parts of the cistern. Any kind of surface imperfection of the cistern and pan has to be declared before any form of installation. The limited warranty consists in the replacing of the goods, without incidental expenses due to the installation.

Care and Cleaning

Care must be taken when cleaning the ceramic of the sanitary ware and also the accompanying seat cover. So, non-abrasive and non-acidic cleaners must be used to clean the surface of the sanitary ware.

Do note that pro-long exposure to any chemical substances may also cause permanent staining to the product. It is always advised to clean off thoroughly any substances used after cleaning.

All forms of urine must be cleaned and dried off the toilet seats, as it will form irremovable stains due to long-term exposure and acidic nature of urine. Any toilet seats damaged due to urine stains will be void of any warranty coverage mentioned above.

Sanindusa

3-Years LIMITED WARRANTY

The limited warranty for Sanindusa remains in force for three (3) years from the date of delivery.

This limited warranty covers defects in material and workmanship of the cistern pan and internal flushing mechanical parts of the cistern. Any kind of surface imperfection of the cistern and pan has to be declared before any form of installation. The limited warranty consists in the replacing of

the goods, without incidental expenses due to the installation.

Care and Cleaning

Care must be taken when cleaning the ceramic of the sanitary ware and also the accompanying seat cover. So, non-abrasive and non-acidic cleaners must be used to clean the surface of the sanitary ware.

Do note that pro-long exposure to any chemical substances may also cause permanent staining to the product. It is always advised to clean off thoroughly any substances used after cleaning. All forms of urine must be cleaned and dried off the toilet seats, as it will form irremovable stains due to long-term exposure and acidic nature of urine. Any toilet seats damaged due to urine stains will be void of any warranty coverage mentioned above.

JEE-O Bath and Basins

2-Years LIMITED WARRANTY

The limited warranty for Jee-O remains in force for two (2) years from the date of delivery.

Scope of Warranty

The warranty scheme applies to all baths and basins sold by us or one of our dealers under the name of JEE-O by DADO. The conditions of warranty apply to the country of purchase, taking into account the safety regulations and technical standards that apply in the country of purchase.

Certificate of Warranty

Our products comply with the state of the art, the applicable standards for drinking water systems, building and inspection principles. We warrant that our products are irreproachably constructed, manufactured and delivered, and that they will perform reliably when used correctly and treated in accordance with our maintenance instructions. In the unlikely event that you encounter a problem with our products, we will provide a fast and professional service.

Warranty Period

The warranty period is 2 years after the product delivery date. The product must be maintained on a regular basis. The annual maintenance frequency depends on where the JEE-O by DADO is installed. The warranty period is not renewed or extended on account of repairs or spare parts supplied during the warranty period.

Performances under the Warranty

Within the aforementioned 2-year warranty period, we will deal with all manufacturing faults to the product that can be attributed to an error for which the manufacturer is responsible. The service department will inspect the product and use its expertise to decide if the fault falls under the warranty.

The following fall outside our performance under the warranty:

Damage or faults caused by intent or neglect. Damage caused by ignoring the applicable assembly and maintenance instructions, as well as ignoring the written information about the scope of application of our products. Breakdowns due to dirt or scale on the products and parts, as well as outdoor use of the shower, resulting in frost damage.

Care and Cleaning

Wash your DADOquartz® bathtub with warm soapy water after installation to remove any marks left behind after delivery and installation. For standard cleaning of both gloss and matt finishes, we recommend using multipurpose bathroom cleaning products. Matt finished products may occasionally require a mildly abrasive product. Do not use highly abrasive products or cream cleaners. We recommend that stains are treated and removed within 24 hours.

Preventing Damage

Never expose your DADOquartz® product to petroleum-based products, such as paint removers, oven cleaners or other solvents. DADOquartz® products can be permanently damaged by exposure to aggressive chemicals. Do not use products containing trichlorethane or methylene chloride, such as paint stripper. Protect your DADOquartz® product from knocks by hard or rough objects. This may cause chips or even cracks.

Repairing Damage

As DADOquartz® is a full-bodied product, it is possible to remove scratches or stains and restore the product's surface to its original beauty. For light or superficial damage the surface can be restored by smoothing the surface with "wet n dry 400 grit" sandpaper. Apply with water and gently sand out the scratch. For chips or deeper damage, a repair kit is available to fill the damaged area. Once cured, the area can be sanded with fine grained aluminium oxide sanding paper. Should the damage area still be visible, repeat the process.

Nood Co.

1 Year LIMITED WARRANTY

The limited warranty for Nood Co. remains in force for one (1) years from the date of delivery.

NOODCO warrants its products to be free from defects in workmanship and materials for a period of (1) year after the date of original shipment (the "warranty period"), provided the product is used in the manner and under the conditions for which it is designed.

This NOODCO Limited Warranty extends only to defects in materials and workmanship which occur during "normal use and service" as defined below, and it does not apply to:

- a. Goods that have not been maintained in accordance with instructions or that have been accidentally damaged;
- b. Defects attributable in any way to installation, modification, cleaning, or repair made by any party other than NOODCO; or
- c. Mishandling, accident, fire, lightning, other hazards whether natural or man-made, or shipment. "Normal use and service" means that the product will be used in a typical residential environment.
- d. Improper use or abuse includes, but is not limited to, damage from mishandling of the product, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse and damage from improper care and maintenance.
- e. Chips or other excessive impact damage in the product.
- f. Scratches. Nood Co concrete and sealers are scratch resistant but not scratch proof. Proper care must be exercised including the use of a cutting board as part of your care and maintenance. In the case of sinks, it is important to avoid scratching the surface and damaging the integrity of the sealer. Nood Co does not warrant water damage to sinks or any concrete

surfaces due to scratching and wear and tear.

g. Thermal Shock. Thermal shock can occur when a hot item, e.g. pan or other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used. These issues are not considered material defects and are subject to proper care and maintenance by the owner.

h. Damage caused by excessive pressure e.g. sitting, standing or applying force to a nood co product that would be considered outside normal use.

i. This warranty does not cover any chemical damage.

j. Wear and tear of any Nood Co concrete surface in any commercial environment. Nood Co applies a 12 month warranty to the structural integrity of the concrete but does not warrant any damage caused to the surface. Due to the unpredictable and high traffic use of commercial furniture, particularly table tops, Nood Co do not warrant any damage caused if the Nood Co Deep Seal System coating is comprised by scratching, heat, abrasive surfaces, chemicals, accidental chipping, dropping, accidents beyond control, exposure to weather, improper installation, contact with incompatible substances, commercial public use, it becomes void of warranty immediately. Nood Co concrete is water and stain tolerant but not water proof or stain proof. The tables will wear in time. Concrete is a porous surface and it is to be expected to develop character from weather, human usage over time. By agreeing/accepting a Nood Co quote you agree to the terms of this warranty. Nood Co do not warrant damage to the sealer caused from daily use and any resulting damage to the concrete products from such usage.

Material Variations

Nood's products may comprise of concrete, steel, aluminium, powder coated products, timber and other materials. You can expect natural variations in the colour, pattern and air bubble ratio of the concrete in each piece. You can expect minor timber, steel, mirror, powdercoating colour and grain variations from piece to piece. Please be aware that your product may be slightly different to the ones featured in the photos on the website as each piece is handmade and unique. Material variations are a natural part of the piece and do not fall under consideration of warranty.

Sinks and Basins

Nood Co sinks and basins have a high level of water tolerance and stain resistance but must not be:

- a. Filled with water and left for a period of more than 8hrs.
- b. Used as a surface to store or hold items with a hard surface
- c. Cleaned with abrasive items. Whilst Nood Co Deep sealing system has been thoroughly tested with various chemical cleaners we recommend cleaning with a micro fibre cloth and soapy water.
- d. In the case of sinks, it is important to avoid scratching the surface and damaging the integrity of the sealer. This may cause water damage and sealer delamination. Nood Co does not warrant water damage to sinks or any concrete surfaces due to scratching and wear and tear, accidental contact with objects or human interaction, including incidents occurring opening packaging or install.

The Nood Deep seal protection system is only for use in indoor and sheltered external environments, it is UV stable and has a high stain and moisture resistance. For full external use Nood Co will apply their penetrative sealing system. The penetrative sealing system is permeable and will allow the concrete to breathe, it will absorb moisture and dry out and develop a natural patina with weathering and use. Spills must be cleaned up promptly as the surface is permeable and they may be absorbed. If the Nood Co Deep Seal System coating is comprised by scratches, heat, abrasive surfaces, chemicals, accidental chipping, dropping, accidents beyond control,

exposure to weather, improper installation, contact with incompatible substances, it becomes void of warranty immediately.

Care Guide

Every step of our design and manufacture process has thoroughly considered the improvement of the consumer and user experience. And that research and improvement will continue. But like marble, timber, engineered stone and porcelain these surfaces and require care in use. Here are some tips.

- a) Clean your surfaces with a microfibre cloth.
- b) Clean up your spills as they happen.
- c) Place a trivet or mat down before you place your hot items, or for plates, bowls, cups, vases any any hard surface to avoid scratches.
- d) Use our protective sealer coat. It's super easy to use and we have a video to show you how to do that too. Contact Nood Co for more info.

Installation Guide

1. The bottom of the sink must be completely dry during installation. Please check before installation.
2. The benchtop must be completely dry during installation. Please check before installation.
3. You must apply ample silicon into the waste hole and not damage the sealer when inserting the waste.
4. You must silicon the edge of the sink to the benchtop.
5. All silicon must be completely dry before water testing.
6. The water bubble we can see in the image is caused by water trapped underneath the sink during installation. Nood Co. does not warrant this kind of damage

Product Care & Maintenance of Concrete Surfaces

With the proper care, your concrete surfaces will stay looking new, year after year. Periodic wiping with clean water and a cloth is generally sufficient for routine cleaning. A spray cleaner with soft chemicals can be used sparingly, when required, for concrete surfaces that have been sealed in the Nood Co deep seal system. Please read below.

INTERNAL SEALER – Nood Co Deep Sealed System.

The Nood Co Deep Sealed System Maintenance is a sealer applied to the surface of the concrete to, in part, protect the concrete. Concrete is a naturally porous product and will absorb moisture and patina according to how it is used.

If you intend to use Nood Co concrete in a high traffic area, it is important to understand that the concrete will patina, dull, stain and scratch in time. Such is the beauty of concrete as a material.

Do: Clean up spills immediately. Substances like wine, coffee, bleach, curry paste, chemicals have been tested on the sealer with great results because we recommend you clean them immediately.

Do: Clean surfaces using a sponge or soft cloth. Using a soft soap with warm water is recommended.

All concrete tops are sealed before leaving Nood Co's factory. Care must be taken with concrete as very acidic products, strong detergents, corrosive liquids or scouring powders can damage the surface leaving residues which may dull the surface and destroy the sealant.

Don't: Use generic cleaning products such as bleach, glass cleaners or degreasers. Don't: Use vinegar, ammonia, lemon or orange as cleaners. Avoid any corrosive/acidic agents.

Don't: Use bathroom, tub & tile or grout cleaners.

Don't: Apply excessive heat directly to the concrete. Natural/manmade heat/sun may fade and alter the shine of the surface over time.

Don't: Drag, brush or scratch at the surface. Once the sealer is damaged moisture may seep beneath and create further damage.

TAP & SHOWER FITTINGS

Fantini

5-Years LIMITED WARRANTY

The limited warranty for Fantini remains in force for five (5) years from the date of delivery.

This limited warranty covers defects in material and workmanship of the integrity of the casted brass body, chrome plating of the fitting surface and internal cartridge of the mixer. Hemsley will replace at no charge for parts only or at its option, replace any product or part of the product that proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance.

Should there be any signs of improper installation (not according to installation manual) or unauthorized service and maintenance, the limited warranty will be void.

Inlet water pipes must be duly flushed, especially prior to fitting installation or will result to voiding on all limited warranty on internal cartridge.

This limited warranty does not cover:

- a) Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- b) Conditions, malfunctions or damage resulting from normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration, the use of abrasive or caustic cleaning agents or "no-rinse" cleaning products, or the use of the product in any manner contrary to the product instructions.
- c) Conditions in the home such as excessive water pressure or corrosion

Care and Cleaning

Care must be taken when cleaning your fittings. So, non-abrasive and non-acidic cleaners must be used to clean the surface of fitting. Swirl marks caused by improper cleaning method/material is not covered under the limited warranty.

Keep fittings surface dry regularly by wiping off lightly with a soft cloth to avoid formation of watermarks.

Do note that prolonged exposure to any chemical substances may also cause permanent staining to the product. It is always advised to clean off thoroughly any substances used after cleaning.

F.lli Frattini

5-Years LIMITED WARRANTY

The limited warranty for F.lli Frattini remains in force for five (5) years from the date of delivery.

This limited warranty covers defects in material and workmanship of the integrity of the casted brass body, chrome plating of the fitting surface and internal cartridge of the mixer. Hemsley will replace at no charge for parts only or at its option, replace any product or part of the product that

proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance.

Should there be any signs of improper installation (not according to installa on manual) or unauthorized service and maintenance, the limited warranty will be void.

Inlet water pipes must be duly flushed, especially prior to fitting installation or will result to voiding on all limited warranty on internal cartridge.

This limited warranty does not cover:

- a) Conditions, malfunc ons or damage not resulting from defects in material or workmanship.
- b) Conditions, malfunctions or damage resulting from normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or altera on, the use of abrasive or caustic cleaning agents or “no-rinse” cleaning products, or the use of the product in any manner contrary to the product instructions.
- c) Conditions in the home such as excessive water pressure or corrosion

Care and Cleaning

Care must be taken when cleaning your fittings. So, non-abrasive and non-acidic cleaners must be used to clean the surface of fitting. Swirl marks cause by improper cleaning method/material is not covered under the limited warranty.

Keep fittings surface dry regularly by wiping off lightly with a so cloth to avoid formation of watermarks.

Do note that pro-long exposure to any chemical substances may also cause permanent staining to the product. It is always advised to clean off thoroughly any substances used a er cleaning.

JEE-O Tap Fitting / Shower

2-Years LIMITED WARRANTY

The limited warranty for Jee-O remains in force for two (2) years from the date of delivery.

The warranty is valid from the delivery date of the product, subject to submission of the original receipt. The warranty applies only to normal domestic use and provided the assembly and maintenance instructions have been observed. The warranty does not apply when a fault is caused by an accident, incorrect use, neglect, incorrect maintenance, incompetent use, natural events and/or unforeseen circumstances. Damage as a result of wear and tear or caused by impact or accidents does not fall under the warranty. The warranty is issued by the distributor of JEE-O.

Scope of Application

The warranty scheme applies to all showers sold by us or one of our dealers under the name of JEE-O. The conditions of warranty apply to the country of purchase, taking into account the safety regulations and technical standards that apply in the country of purchase.

Certificate of Warranty

Our products comply with the state of the art, the applicable standards for drinking water systems, building and inspection principles. We warrant that our products are irreproachably constructed, manufactured and delivered, and that they will perform reliably when used correctly

and treated in accordance with our maintenance instructions. In the unlikely event that you encounter a problem with our products, we will provide a fast and professional service.

Warranty Period

The warranty period is 2 years after the product purchase date. The annual maintenance frequency depends on where the JEE-O shower is installed. The warranty period is not renewed or extended on account of repairs or spare parts supplied during the warranty period.

Performances under the warranty

Within the aforementioned 2-year warranty period, we will deal with all manufacturing faults to the product that can be attributed to an error for which the manufacturer is responsible. The service department will inspect the product and use its expertise to decide if the fault falls under the warranty.

The following fall outside our performance under the warranty:

Damage or faults caused by intent or neglect. Damage caused by ignoring the applicable assembly and maintenance instructions, as well as ignoring the written information about the scope of application of our products. Breakdowns due to dirt or scale on the products and parts, as well as outdoor use of the shower, resulting in frost damage.

BATHROOM ACCESSORIES

Geesa

5-Years LIMITED WARRANTY

The limited warranty for Geesa remains in force for five (5) years from the date of delivery.

Geesa Black Series

2-Years LIMITED WARRANTY

The limited warranty for Geesa remains in force for two (2) years from the date of delivery.

This limited warranty covers defects in material and workmanship of the integrity of the casted brass body and chrome plating of the accessory surface. Hemsley will replace at no charge for parts only or at its option, replace any product or part of the product that proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance.

Should there be any signs of improper installation (not according to installa on manual) or unauthorized service and maintenance, the limited warranty will be void.

This limited warranty does not cover:

- a) Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- b) Conditions, malfunctions or damage resulting from normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration, the use of abrasive or caustic cleaning agents or “no-rinse” cleaning products, or the use of the product in any manner contrary to the product instructions.

Care and Cleaning

Care must be taken when cleaning your accessories. So, non-abrasive and non-acidic cleaners must be used to clean the surface of fitting. Swirl marks cause by improper cleaning method/material is not covered under the limited warranty.

Do note that pro-long exposure to any chemical substances may also cause permanent staining to the product. It is always advised to clean off thoroughly any substances used a er cleaning. Keep accessory surface dry regularly by wiping off lightly with a so cloth to avoid formation of watermarks and oxidation.

OMH

5-Years LIMITED WARRANTY

The limited warranty for Geesa remains in force for five (5) years from the date of delivery.

This limited warranty covers defects in material and workmanship of the integrity of the casted brass body and chrome plating of the accessory surface. Hemsley will replace at no charge for parts only or at its option, replace any product or part of the product that proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance.

Should there be any signs of improper installation (not according to installa on manual) or unauthorized service and maintenance, the limited warranty will be void.

This limited warranty does not cover:

- a) Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- b) Conditions, malfunctions or damage resulting from normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration, the use of abrasive or caustic cleaning agents or "no-rinse" cleaning products, or the use of the product in any manner contrary to the product instructions.

Care and Cleaning

Care must be taken when cleaning your accessories. So, non-abrasive and non-acidic cleaners must be used to clean the surface of fitting. Swirl marks cause by improper cleaning method/material is not covered under the limited warranty.

Do note that pro-long exposure to any chemical substances may also cause permanent staining to the product. It is always advised to clean off thoroughly any substances used a er cleaning. Keep accessory surface dry regularly by wiping off lightly with a so cloth to avoid formation of watermarks and oxidation.