

# Warranty & Care Instructions



Warranty

# Conditions of Warranty



LINSOL's specified product warranties are limited to our product range and do not extend to purchases outside this scope. The specified warranties apply only to flaws that are the sole result of workmanship or faults in material.

- On receipt and before installation the consumer must first check all components are supplied with the product.
- The consumer must always have the product readily available and use physical product measurements for cut-outs and installations. Manufacturers templates and specifications sheets are a guide and are not to be considered 100% accurate.
- The consumer must always check products for any imperfections or faults on receipt and before installation. By installing the product, the consumer consents that the product is free of blemishes/faults; including but not limited to scratches, discolouration, and dents.
- LINSOL is not responsible for any consequential loss associated with any defect or fault of a product. This applies to but is not limited to benches, cabinetry, fittings & fixtures, flooring and is only to the extent permissible by Australian law.
- Over time, LINSOL's warranty terms and durations have changed. Your product's warranty may be different to what is stated in this document. Where under this warranty a product is repaired or replaced by LINSOL, the warranty for the repaired or replaced product begins from date of original purchase

Warranties are held with the original owner and are not transferable.

## LINSOL's specified product warranty will be void if:

1. The consumer is unable to produce proof of purchase or equal documentation.
2. The product is not installed by a licensed plumber and/or electrician.
3. The product is not installed to meet relevant Australian Standards and state regulations.
4. Modifications, repairs or alterations have been implemented to the product not in compliance with original manufacturing specifications.

5. The KPA/Water Pressure reading exceeds the maximum level of 500kPa.
6. Damage is incurred to the product during installation of the product.
7. Misuse, negligence, incorrect maintenance, or other abuses of the product are the cause of damage. This includes, but not limited to, inlet water pressure and temperature.
8. Damage to the product is a result of chemical or physical products. Including but not limited to detergents, solvents, drain cleaning products, bleaches, and abrasive pads.
9. LINSOL's care instructions are not adhered to. Scratches, dents and discolouration are not inclusive in LINSOL's specified product warranty.
10. The Products is used in a commercial setting.

In the situation where a claim is submitted and attended by an authorised representative of LINSOL, and the product issue under claim is deemed by the representative to be the result of anything other than a flaw that is the sole result of workmanship or faults in material; LINSOL reserves the right to charge a call out fee.

Authorised representatives of LINSOL require reasonable access to product when assessing, repairing or replacing a product. If such access is not provided, LINSOL is not responsible for any resulting damage or loss associated.

"Our goods come with guarantees that cannot be excluded under the 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."

In the event of a defect in workmanship or material within the specified warranty period, LINSOL will bear the expense by either resupplying the product, supply an equivalent product if the original product is no longer available, repair the product, or reimburse the customer. This extended warranty is in addition to your rights and remedies under the law in relation to the goods in which the warranty relates to.

## Stainless Steel Sinks, Tubs and Sink Accessories

Items	Warranty Period	Extended
Sinks and Tubs	<ul style="list-style-type: none"> <li>25 Years</li> <li>1 Year</li> </ul>	<ul style="list-style-type: none"> <li>25 Years Replacement Product or Part</li> <li>1 Year Replacement Product or Part &amp; Labour</li> </ul>
Sink Accessories	<ul style="list-style-type: none"> <li>1 Year</li> </ul>	<ul style="list-style-type: none"> <li>1 Year Replacement Product or Part</li> </ul>
Physical Vapour Deposition (PVD) Finishes	<ul style="list-style-type: none"> <li>10 Years</li> </ul>	<ul style="list-style-type: none"> <li>10 Years Replacement Product or Part</li> </ul>

## Toilets

Items	Warranty Period	Extended
Toilets Pans	<ul style="list-style-type: none"> <li>Lifetime / 1 Year</li> </ul>	<ul style="list-style-type: none"> <li>Lifetime replacement Product or Part</li> <li>1 Year Labour</li> </ul>
Ceramic Cisterns	<ul style="list-style-type: none"> <li>Lifetime / 1 Year</li> </ul>	<ul style="list-style-type: none"> <li>20 Years Replacement Product or Part</li> <li>1 Year Labour</li> </ul>
In Wall Cisterns	<ul style="list-style-type: none"> <li>15 Years</li> </ul>	<ul style="list-style-type: none"> <li>15 Years Replacement Product or Part</li> </ul>
Toilet Seats	<ul style="list-style-type: none"> <li>1 Year</li> </ul>	<ul style="list-style-type: none"> <li>1 Year Replacement Product or Part</li> </ul>
Flush Plates	<ul style="list-style-type: none"> <li>5 Years</li> </ul>	<ul style="list-style-type: none"> <li>5 Years Replacement Product or Part</li> </ul>
Backrests	<ul style="list-style-type: none"> <li>5 Years</li> </ul>	<ul style="list-style-type: none"> <li>5 Years Replacement Product or Part</li> </ul>
Physical Vapour Deposition (PVD) and Electroplated Finishes	<ul style="list-style-type: none"> <li>5 Years</li> </ul>	<ul style="list-style-type: none"> <li>5 Years Replacement Product or Part</li> </ul>
Accessories & Spare Parts	<ul style="list-style-type: none"> <li>1 Year</li> </ul>	<ul style="list-style-type: none"> <li>1 Year Replacement Product or Part</li> </ul>

\*1 Year Replacement Product or Part on Washers, Seals, Inlet and Outlet Valves.

## Stainless Steel Tapware, Showers and Outlets

Items	Warranty Period	Extended
Showers	<ul style="list-style-type: none"> <li>Lifetime / 1 Year</li> </ul>	<ul style="list-style-type: none"> <li>Lifetime Replacement Product or Part</li> <li>1 Year Labour</li> </ul>
Tapware, Mixers & Outlets	<ul style="list-style-type: none"> <li>Lifetime / 1 Year</li> </ul>	<ul style="list-style-type: none"> <li>Lifetime Replacement Product or Part</li> <li>1 Year Labour</li> </ul>
Physical Vapour Deposition (PVD)	<ul style="list-style-type: none"> <li>5 Years</li> </ul>	<ul style="list-style-type: none"> <li>5 Years Replacement Product or Part</li> </ul>
Electroplated Finish	<ul style="list-style-type: none"> <li>3 Years</li> </ul>	<ul style="list-style-type: none"> <li>3 Years Replacement Product or Part</li> </ul>

~Limited to 5 Year Replacement Product or Part on Jumper valve Spindles

## Stainless Steel Bathroom Accessories & Grab Rails

Items	Warranty Period	Extended
Accessories	<ul style="list-style-type: none"> <li>15 Years</li> </ul>	<ul style="list-style-type: none"> <li>15 Years Replacement Product or Part</li> </ul>
Non-Heated Towel Rails	<ul style="list-style-type: none"> <li>15 Years</li> </ul>	<ul style="list-style-type: none"> <li>15 Years Replacement Product or Part</li> </ul>
Grab Rails	<ul style="list-style-type: none"> <li>15 Years</li> </ul>	<ul style="list-style-type: none"> <li>15 Years Replacement Product or Part</li> </ul>
Physical Vapour Deposition (PVD)	<ul style="list-style-type: none"> <li>5 Years</li> </ul>	<ul style="list-style-type: none"> <li>5 Years Replacement Product or Part</li> </ul>
Electroplated Finish	<ul style="list-style-type: none"> <li>3 Years</li> </ul>	<ul style="list-style-type: none"> <li>3 Years Replacement Product or Part</li> </ul>

## Brass Tapware, Showers & Outlets

Items	Warranty Period	Extended
Showers	<ul style="list-style-type: none"> <li>Lifetime / 1 Year</li> </ul>	<ul style="list-style-type: none"> <li>Lifetime Replacement Product or Part</li> <li>1 Year Labour</li> </ul>
Tapware, Mixers & Outlets	<ul style="list-style-type: none"> <li>Lifetime / 1 Year</li> </ul>	<ul style="list-style-type: none"> <li>Lifetime Replacement Product or Part</li> <li>1 Year Labour</li> </ul>
Physical Vapour Deposition (PVD)	<ul style="list-style-type: none"> <li>5 Years</li> </ul>	<ul style="list-style-type: none"> <li>5 Years Replacement Product or Part</li> </ul>
Electroplated Finish	<ul style="list-style-type: none"> <li>3 Years</li> </ul>	<ul style="list-style-type: none"> <li>3 Years Replacement Product or Part</li> </ul>

## Brass Bathroom Accessories

Items	Warranty Period	Extended
Accessories	▪ Lifetime	▪ Lifetime Replacement Product or Part
Physical Vapour Deposition (PVD)	▪ 5 Years	▪ 5 Years Replacement Product or Part
Electroplated Finish	▪ 3 Years	▪ 3 Years Replacement Product or Part

## Composite Sinks

Items	Warranty Period	Extended
Sinks	▪ Lifetime	▪ Lifetime Replacement Product or Part
Sensor Lights	▪ Lifetime	▪ Lifetime Replacement Product or Part

## Stainless Steel Drainage Solutions

Items	Warranty Period	Extended
Floor Wastes	▪ Lifetime	▪ Lifetime Replacement Product or Part
Custom Floor Wastes	▪ Lifetime	▪ Lifetime Replacement Product or Part`
Physical Vapour Deposition (PVD)	▪ 5 Years	▪ 5 Years Replacement Product or Part
Electroplated Finish	▪ 3 Years	▪ 3 Years Replacement Product or Part

## Brass Drainage Solutions

Items	Warranty Period	Extended
Pop Up Plug & Wastes	▪ Lifetime	▪ Lifetime Replacement Product or Part
Bottle Traps	▪ Lifetime	▪ Lifetime Replacement Product or Part
Physical Vapour Deposition (PVD)	▪ 5 Years	▪ 5 Years Replacement Product or Part
Electroplated Finish	▪ 3 Years	▪ 3 Years Replacement Product or Part

\*Lifetime on Brass Components, 12 Months on Washers and Seals

## Heating

Items	Warranty Period	Extended
240V Heated Towel Rails	▪ 15 Years	▪ 15 Years Replacement Product or Part
12V Heated Towel Rails	▪ 15 Years	▪ 15 Years Replacement Product or Part
Under Floor Heating Matting	▪ Lifetime	▪ Lifetime Replacement Product or Part
Thermostats	▪ 5 Years	▪ 5 Years Replacement Product or Part
Physical Vapour Deposition (PVD)	▪ 5 Years	▪ 5 Years Replacement Product or Part
Electroplated Finish	▪ 3 Years	▪ 3 Years Replacement Product or Part

## Baths

Items	Warranty Period	Extended
Sanitary Grade Acrylic	▪ 20 years	▪ 20 Years Replacement Product or Part

## Vanities

Items	Warranty Period	Extended
Australian Made	<ul style="list-style-type: none"><li>▪ Lifetime / 1 Year</li></ul>	<ul style="list-style-type: none"><li>▪ Lifetime Replacement Product or Part</li><li>▪ 1 Year Labour</li></ul>
Pre-Set	<ul style="list-style-type: none"><li>▪ 5 Years</li></ul>	<ul style="list-style-type: none"><li>▪ 5 year replacement product or part</li></ul>

## Sprays & Cistern Taps

Items	Warranty Period	Extended
Bidet Sprays*	<ul style="list-style-type: none"><li>▪ 3 Years</li></ul>	<ul style="list-style-type: none"><li>▪ 3 Years Replacement Product or Part</li></ul>
Flexihose	<ul style="list-style-type: none"><li>▪ 1 Year</li></ul>	<ul style="list-style-type: none"><li>▪ 1 Years Replacement Product or Part</li></ul>
Cistern Taps	<ul style="list-style-type: none"><li>▪ 3 Years</li></ul>	<ul style="list-style-type: none"><li>▪ 3 Years Replacement Product or Part</li></ul>
Washing Machine Taps	<ul style="list-style-type: none"><li>▪ 3 Years</li></ul>	<ul style="list-style-type: none"><li>▪ 3 Years Replacement Product or Part</li></ul>

\* Bidet Sprays - water pressure must be below 500kPa. Bidet Spray must be turned off when not in use. Failure to comply will void warranty.

# Warranty Claim Information



In the case your purchase of a LINSOL product does not satisfy expected performance under its specified warranty, you can lodge a claim at [www.linsol.com.au/warranty](http://www.linsol.com.au/warranty).

At this time, you will also be required to provide:

- Proof Of Purchase in the form of an invoice or receipt.
- Proof of installation by relevant qualified trades person (plumber / electrician), including relevant license number/s.
- Your contact details and location details of the product under claim.

If you require assistance lodging your product warranty claim, you can call or write to our team using the below details:

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## LINSOL Service Department

**Phone** 1300 LINSOL / (02) 4264 1770  
**Office** 45 Montague Street, North Wollongong NSW 2519  
**Postal Address** PO Box 88, Coniston, NSW, 2500  
**Email** [service@linsol.com.au](mailto:service@linsol.com.au)



Product Care &  
Cleaning

# We take the greatest *pride in our products*

Needless to say, high quality materials are used every step of the process. We have done the hard part developing products that meet and beat all relevant Australian Standards, Watermarks, SAA Approvals and WELS regulations.

To help maintain the appearance and function of your purchase, we offer the following as a guide to caring for your LINSOL products.





## Brass Tapware, Showers and Accessories

### Cleaning

- A soft cotton or microfibre cloth is ideal for cleaning all chrome plated, PVD and electroplated tapware showers and accessories.
- Regular cleaning using warm water is recommended to prevent the accumulation of dirt, lime scale and other surface build up, allowing for lifetime use.
- Use mild, diluted, liquid cleaning agents specifically developed for the fitting surface being cleaned. The dosage of the cleaning agent and working time should be adapted based to the level of dirt. Rinse all fittings thoroughly with water after use of such agents.
- For the best result, polish tapware, shower, and accessory fittings with a soft cloth.
- For coloured tapware finishes (Brushed Brass, Matte black etc) apply light pressure and wipe in unidirectional motions.

### Do not use

- An abrasive or harsh substance.
- Cleaning agents with light, volatile acids such as but not limited to hydrochloric acid or acetic acid. This will cause strain to the surface resulting in pitting, stress marks etc.
- Scouring powders or abrasive cleaning fluids. Cleaning agents containing chlorides or halides. Example: Fluoride, Iodine etc
- Any abrasive sponges, pads, or materials.

### Tapware Aerator Maintenance

For the best performance from your faucet and to ensure the full lifetime of the product, aerators must be cleaned on a regular basis. We recommend a maximum of 4-6 months between cleans, but this will depend on water quality and volume of foreign matter coming through water lines in the area. As the faucet owner, it is your responsibility to maintain the cleanliness of the aerator. For guidelines on how to clean your aerator, please refer to the product instructions included in the product box.

### Installation

- All tapware and showers must be installed by a licensed plumber and/or electrician.
- All tapware and showers must be installed to AS/NZS 3500 Series Standards.
- Isolating stop valves must be installed with applicable tapware.
- All new connections need to be flushed before installing tapware to remove any shaving or impurities from water lines.
- Operating water pressure is 150kpa-500kpa. If incoming water pressure exceeds 500kpa, an approved pressure limiting valve must be used.
- Tapware and showers have not been tested for water pressure under 150kpa.



## Stainless Steel Tapware, Showers, Heated Towel Rails and Accessories

### Cleaning

- A soft cotton or microfibre cloth is ideal for cleaning all Hand Polished, PVD and brushed stainless steel tapware, showers, and accessories.
- Regular cleaning using warm water is recommended to prevent the accumulation of dirt, lime scale and other surface build up, allowing for lifetime use.
- Use mild, diluted, liquid cleaning agents specifically developed for the fitting surface being cleaned. The dosage of the cleaning agent and working time should be adapted based to the level of dirt. Rinse all fittings thoroughly with water after use of such agents.
- Tapware, showers and accessories with “Mirror Polish” and “Brushed Stainless Steel” finishes can be polished using mild stainless steel polishes
- For the best result, polish tapware, shower, and accessory fittings with a soft cloth.

### Do not use

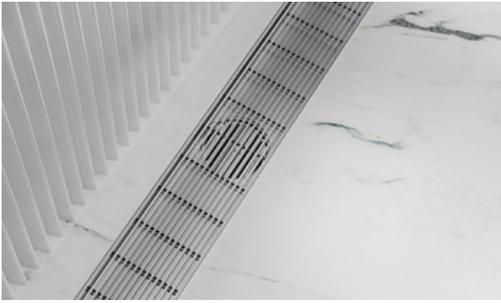
- An abrasive or harsh substance.
- Cleaning agents with light, volatile acids such as but not limited to hydrochloric acid or acetic acid. This will cause strain to the surface resulting in pitting, stress marks etc.
- Scouring powders or abrasive cleaning fluids.
- Cleaning agents containing chlorides or halides. Example: Fluoride, Iodine etc
- Any abrasive sponges, pads, or materials.
- Disinfectants to clean stainless steel tapware, showers or accessories.

### Tapware Aerator Maintenance

For the best performance from your faucet and to ensure the full lifetime of the product, aerators must be cleaned on a regular basis. We recommend a maximum of 4-6 months between cleans, but this will depend on water quality and volume of foreign matter coming through water lines in the area. As the faucet owner, it is your responsibility to maintain the cleanliness of the aerator. For guidelines on how to clean your aerator, please refer to the product instructions included in the product box.

### Installation

- All tapware and showers must be installed by a licensed plumber and/or electrician.
- All tapware and showers must be installed to AS/NZS 3500 Series Standards.
- Isolating stop valves must be installed with applicable tapware.
- All new connections need to be flushed before installing tapware to remove any shaving or impurities from water lines.
- Operating water pressure is 150kpa-500kpa. If incoming water pressure exceeds 500kpa, an approved pressure limiting valve must be used.
- Tapware and showers have not been tested for water pressure under 150kpa.



## Stainless Steel Drainage Solutions

### Cleaning & Care

- A soft cotton or microfibre cloth is ideal for cleaning all Hand Polished, PVD and brushed stainless steel floor wastes.
- Regular cleaning using warm water is recommended to prevent the accumulation of dirt, lime scale and other surface build up, allowing for lifetime use.
- Use mild, diluted, liquid cleaning agents specifically developed for the surface being cleaned. The dosage of the cleaning agent and working time should be adapted based to the level of dirt. Rinse all fittings thoroughly with water after use of such agents.
- For the best result, polish drainage fittings with a soft cloth. For coloured finishes (Brushed Brass, Matte black etc.) apply light pressure and wipe in unidirectional motions.

### Do not use

- An abrasive or harsh substance.
- Cleaning agents with light, volatile acids such as but not limited to hydrochloric acid or acetic acid. This will cause strain to the surface resulting in pitting, stress marks etc.
- Any form of grout cleaner.
- Scouring powders or abrasive cleaning fluids. Cleaning agents containing chlorides or halides. Example: Fluoride, Iodine etc
- Any abrasive sponges, pads, or materials. Disinfectants to clean stainless steel drainage solutions.



## Stainless Steel Sinks and Accessories

### Cleaning

- Rinse your stainless steel sink thoroughly after each use; this can be done by running water over your sink and wiping the area with a clean soft sponge.
- Towel dry your sink after each use to prevent mineral deposits from building up on the sink's surface.
- Cleaning of stainless steel sinks is recommended on a weekly basis. Use a gentle cleaner designed for stainless steel and rub in the direction of the grain.
- Due to its nature, it is normal for stainless steel to scratch with day-to-day use. To minimise this, the use of bottom grids or plate racks is recommended.

### Do not

- Allow soap or other household cleaners to dry on the surface on the sink. Most brands contain chemical additives, which will affect the original finish.
- Use solutions of chlorine bleach and water in the sink. Chlorides, which are found in most soaps, detergents, bleaches and cleansers, are very reactive on stainless steel. If left on the sink too long, they can cause surface pitting.
- Use a steel wool pad to clean your sink.
- Use rubber mats or dishpans in the sink. The continuous use of rubber in the sink can lead to surface rust or possible pitting. If rubber mats or dishpans are necessary, ensure they are removed after each use and the sink is rinsed thoroughly.

- Leave wet sponges, cloths, or cleaning pads on the sink. This can lead to surface rust.
- Use disinfectant to clean stainless steel parts and accessories.

### Scratches

Like many metallic surfaces, your stainless steel sink will scratch. These are merely usage scratches and over time will blend into the overall finish of your sink with proper cleaning. To minimise this, the use of bottom grids or plate racks is recommended.

### Knives

Your sink is designed to serve as many things but not as a cutting board or chopping block. This type of use will lead to deep scratches in the sink finish and will dull your knives. LINSOL offers cutting boards which will provide an additional work area.

### Water Quality

The quality of your water can affect your sink's appearance. If your water has a high iron content, a brown surface stain can form on the sink giving the appearance of rust. Additionally, in areas with a high concentration of minerals, or with over-softened water, a white film may develop on the sink. To combat these problems, we suggest that the sink be towel dried after use, and again, on a weekly basis, the sink should be cleaned using a recommended cleanser.

### Foods

Food containing heavy salt concentration or containing high levels of food acids, should not be left for long periods of time, or allowed to dry on the sink surface. Rinse your sink thoroughly after each and every use.



## Composite Sinks

### Cleaning

- Rinse your composite sink thoroughly after each use; this can be done by running water over your sink and wiping the area with a clean, soft sponge.
- Towel dry your sink after each use to prevent mineral deposits from building up on the sink's surface.
- Cleaning of composite sinks is recommended on a weekly basis. Use a gentle cleaner like your normal dish cleaner and wash the surface with a soft sponge. Rinse thoroughly.
- For built up grime, dissolve not more than 2 portions of dish washing liquid to 3L of water.
- Apply the solution to the dirt and allow to soak, preferable for 8-12 hours.
- Rinse thoroughly with clean water and dry surface.

### Do not use

- Allow soap or other household cleaners to dry on the surface on the sink. Most brands contain chemical additives, which will affect the original finish.
- Use solutions of chlorine bleach and water in the sink. Chlorides, which are found in most soaps, detergents, bleaches and cleansers.
- Use a steel wool pad to clean your sink.
- Use rubber mats or dishpans in the sink. The continuous use of rubber in the sink



## Wood & Timber Products

### Cleaning & Care

- Using a clean, dry cloth for regular dusting following the timber grain is ideal for regular cleaning.
- Prolong exposure to sunlight will cause wood and timber finishes to dry and crack + lighten or darken.
- Avoid heat, chemical exposure and steam.
- Avoid sharp objects making contact with wood & timber surfaces. In the case that your timber product is a chopping board, day-to-day wear from knife use is normal and is to be expected.

### Do not

- Wash your wood or timber products in the dishwasher.
- Place your wood or timber products in the microwave.
- Use any harsh chemicals including those containing ammonia on your wood or timber products.

## Plastic & Rubber

### Cleaning & Care

- For day-to-day cleaning, use a clean cloth dampened with warm water to wipe over surfaces.
- Avoid contact with hard and sharp surfaces. These can permanently scratch the surface on your plastic or rubber.

### Do not

- Use any creams or solutions that contain wax. The wax will build up on the surface and discolour the finish of your product.
- Place hot items on plastic or rubber surfaces. Including hair straighteners and lit candles, as these items will discolour and mark the surface.
- Use any harsh chemicals or solutions to clean your surface. These will lead to discolouring and stress cracking of the surface.



## Sanitaryware

### Cleaning & Care

- For Vitreous China use a solution of warm water and a mild household liquid detergent.
- Performed regularly, this measure will keep your basin, pan or cistern as new.
- For best toilet seat cleaning, refer to guidelines for Plastic in this document.
- Occasional tightening of the seat fastening may be required as over time and regular use they may begin to loosen.

## Acrylic

### Cleaning & Care

- Wash your bath using a gentle soap and warm water.
- Use a gentle sponge or microfibre cloth.
- Rinse bath after cleaning with warm water.
- Dry with a clean soft cloth.
- Avoid contact with hard and sharp surfaces. These can permanently scratch the surface on your bathtub.

### Do not

- Use any creams or solutions that contain wax. The wax may build up on the surface and discolour the finish of your product.
- Use any abrasive cleaning pads or materials.
- Use any harsh chemicals or solutions to clean your surface. These may lead to discolouring.



## Steadfast Silica Free Stone

### Cleaning & Care

- Wipe the surface of your stone with warm, soapy water (mild, pH-neutral liquid detergent).
- Clean up spills immediately with a softcloth or sponge.
- Ensure you are using clean cloths and sponges, not those with dirty dish water as this can transfer oils to your surface.
- Ensure any soapy residue is thoroughly rinsed off with clean water to remove residue.

### Do not

- Sit, stand or climb on the bench top.
- Place Hot pots, pans or any heated items directly on the stone.
- Cutting directly on the surface.
- Expose your stone to harsh cleaning agents as these can damage your surface.
- Expose your stone to products, including but not limited to, drain cleaners, paint strippers, high pH products, low pH products, bleach, chlorine or any form of hydrofluoric acid.
- Use abrasive sponges, scourers or steel wool.
- Allow spills to sit as this may impregnate the stones surface and cause staining.

 LINSOL

Experience, *the difference.*