

NEWTECH WARRANTY INFORMATION

Residential / Domestic Warranty

Includes all residential dwellings and light commercial installations such as apartments, rest homes & hotels.

Note: This warranty document has been updated and is dated 1st April 2025 and applies to all products sold after this date. Please contact Newtech for products purchased prior to this date for our warranty information for products sold prior to 31st March 2025

PRODUCT CATEGORY	RANGE/PRODUCT NAME	REPLACEMENT PRODUCT & PARTS WARRANTY PERIOD	LABOUR WARRANTY	NOTES
Bathroom, Kitchen and Laundry Cabinetry	Vista, Serenity, Frank, Boulevard, Laundry by Newtech	10 Years	2 Years	
Bathroom and Laundry Tower Stations	Vista, Serenity, Frank, Boulevard, Laundry by Newtech	5 Years	2 Years	
Bathroom Mirror Cabinets	Vista, Serenity, Boulevard, Madison	5 Years	2 Years	2 Year Warranty on Mirror Glass
Bathroom, Kitchens and Laundry Components - Drawer Runners and Hinges, Gallery Rails	Hettich Hardware	Lifetime Warranty	Replacement Parts Only	
Cabinetry Handles and Extrusion	Roma, Indi, Arlo, Pixi, Nero, Extrusion	1 Year	Replacement Product Only	
LED Mirrors with and without Demisters	Broadway, Ambience	2 Years	2 Years	
Mirrors	Westfield, Cosmetic Magnifying Mirror	2 Years	Replacement Product Only	
Lighting	Luma-Glow, Luma-Lite, Luma-Shine	2 Years	Replacement Product or Parts Only	
Vitreous China Inset and Vessel Basins	Clasico, Vercelli, Toni, Coral, Laurel, Quarto, Sofia, Poppi, Torre, Venice, 550 Ravani Inset Basin	10 Years	2 Years	
Vitreous China Toilet Pans & Cisterns	Casalino, Frank, Casa Curve	10 Years	2 Years	
Toilet Flush Buttons/Plates	Casalino, Frank, Casa Curve	2 Years	Replacement Parts Only	1 Year on Matte Black, Gunmetal, Brushed Brass, Brushed Copper and Matte White Colour Finishes
Toilets Seats - Soft Close	Casalino, Frank, Casa Curve	2 Years	Replacement Product Only	
Toilet Valve & Flush Systems	Casalino	5 Years	Replacement Product or Parts Only	
Toilet - Casalino Odourless	Casalino Odourless	2 Years	Replacement Parts Only	
Toilet - Inlet and Outlet Valves	Milu Odourless	3 Years	Replacement Parts Only	
Toilet - Odour Control Device	Milu Odourless	5 Years	Replacement Parts Only	2 Year Warranty on Power Adapters
Toilet - Concealed Cisterns	Milu Odourless	10 Years	1 Year	
Acrylic Solid Surface Slab Tops	Misty, Galaxia, Sierra	5 Years	2 Years	
Acrylic Baths	42nd Ave, Charlton, Frank, Indus, Laurel, Lexington, Newark, Park Ave, Rio, Willow	5 Years	2 Years	
Stonecast Slab Tops	Gloss White, Matte White	5 Years	2 Years	
Stonecast Inset and Vessel Basins	Celeste, Emilia, Gallo, Harper, Lotus, Maya, Monaco, Washington, Via, Ponti, Tivoli, Maya	10 Years	2 Years	
Stonecast Baths	Bena, Dover, Galleno, Harper, Lotus, Monaco, Portman, Sloane, Spencer, Sutherland, Washington	10 Years	2 Years	

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PRODUCT CATEGORY	RANGE/PRODUCT NAME	REPLACEMENT PRODUCT & PARTS WARRANTY PERIOD	LABOUR WARRANTY	NOTES
Tapware	Evoke	10 Years	2 Years	5 Years on Black, Gunmetal and Brushed Brass Colour Finishes
Frank Kitchen/Laundry Tap	Frank	2 Years	1 Year	
Tapware Plumbing Hoses, Tapware Washers, O-rings & Seals. Shower Handpieces, Kitchen Handpieces and Tapware Handles	Evoke	2 years	Replacement Parts Only	
Bathroom Accessories	Evoke, Quadro, Motivo	2 Years	Replacement Product Only	2 Years on Brushed Nickel, Matte Black, Gunmetal, Brushed Brass, Brushed Copper and Matte White Colour Finishes.
Pop Up Wastes & Bath Wastes	Evoke, Toni Wastes	1 Year	Replacement Product or Parts Only	
Heated Towel Rails - Workmanship	Evoke, Quadro, Luna, Largo, Lucia, Polo, Nova, Titan, Toro, Vera, Tempus	10 Years	2 Years	5 Years on Brushed Nickel, Matte Black, Gunmetal, Brushed Brass, Brushed Copper and Matte White colour finishes
12v LED Transformer	LT050, LT051	1 Year	Replacement Only	
Laundry Drying Rack	Laundry by Newtech	2 Years	Replacement Only	
Stainless Sinks	Laundry by Newtech	2 Years	Replacement Only	
Stainless Steel Cabinet and Sinks	Laundry by Newtech	2 years	Replacement Only	
Ventilation - Shadowline Diffusers	Shadowline Diffuser Pro, Shadowline Squirrel, Shadowline Square, Shadowline Round, Slimline Ceiling Diffuser	2 Years		
Ventilation	Standard Inline Exhaust, Quiet Flow Exhaust, Eco Inline Exhaust Fan	Replacement Product or Parts Only		
Ventilation	Inline Exhaust Fan	Replacement Product or Parts Only		
Ventilation Parts	Plastic Half Chevron Grille, Flexible Ducting, Plastic & Metal Dampers, Aluminium Weatherproof Louvre with Box	Replacement Product or Parts Only		

Background Information

Subject to the conditions of this warranty set out below, Newtech Bathroomware, (Newtech Wanganui Ltd), (the "Company", "we", "us") warrants to the initial purchaser only (the "customer", "you") that for a period defined in the table, that from the date of purchase that the said product sold under the Newtech brand (each a "Product"), will be free from defects in manufacture.

Our liability to you is limited by the warranties given to you in this document. Any condition, warranty or other implied term not expressly contained in this contract is excluded. You acknowledge that you are contracting with us for the purpose of your business, and that the provisions of the Consumer Guarantees Act 1993 will not apply.

This warranty is strictly subject to the following conditions.

The customer acknowledges that failure to adhere to these conditions shall void this warranty

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Terms & Conditions

1. To claim under this warranty, the Customer must provide proof of purchase of the Product alleged to be defective and submit a written claim to the Company within 30 days after the defect would have become apparent to a reasonably diligent person (or, if the defect was apparent, or would have been apparent to a reasonably diligent person prior to installation, the claim must be made prior to installation).
2. The customer must allow the Company, within 5 working days of notification of the claim, to promptly inspect the Product, or request photographs or other proof to verify the defect.
3. Unless agreed by us in writing the warranties given by us are not assignable or transferrable by you.
4. The Product must be installed, applied and maintained strictly in accordance with the relevant Company technical literature current at the time of installation (the "Literature") and must be installed using the components or products specified in the Literature. All other products, including fixing, coating and jointing systems, applied to or used in conjunction with the Product must be applied or installed and maintained strictly in accordance with the relevant manufacturer's instructions and by qualified tradespeople using good trade practice.
5. The project must be designed and constructed in strict compliance with the current New Zealand Building Code and all other relevant laws, regulations and standards and commonly held good practise.
6. Where this is a breach of the warranties accepted by us in accordance with the above process, we undertake to repair, replace or alter, at our option, but free of charge except for the matters specified later in this clause, any parts of the item(s) manufactured by us which have proved defective because of faulty workmanship and/or materials.
7. Labour costs for the repair, replacement or alteration will be paid by us on a basis consistent with the scope of our contract with you or alternatively within a scope that in the view of Newtech is fair and reasonable.
 - a. For example, as it is likely that the product does not include installation by us, you agree to pay the costs of removal, delivery and reinstallation of the parts of the item(s) which have proved faulty.
8. For the avoidance of doubt it is agreed that we will not be liable to you, whether in contract, tort (including negligence), equity or (to the extent permissible at law) by virtue of the breach of any statutory duty or otherwise.
9. Without limiting in any way the exclusion set out in clause 9, we will not be liable to you for:
 - a. any damage or loss sustained by you except for the costs of repairing or replacing the item(s) manufactured, supplied or installed by us to the extent provided in clause 7;
 - b. consequential, indirect or special damage or loss of any kind (including loss of profits) sustained by you whether as a result of a breach of any contract in existence between us, our faulty materials or workmanship, our failure to achieve technical performance or specifications in respect of the item(s), accidents, our failure to complete or deliver the item(s) within the time stipulated, or any other cause whatsoever;
 - c. repairs made or attempted to be made to the item(s) by you or your employees or agents, without our written permission, and any consequences arising as a result of such repairs;
 - d. fair wear and tear to the item(s);
 - e. the cost of normal maintenance and adjustments to the item(s); and
 - f. loss or damage to the item(s) arising directly or indirectly from a force majeure event.
 - g. In the event of Newtech agreeing to a warranty consideration, we reserves the right to a Pro Rata settlement if it deems that this is the most suitable and fairest way to settle. All parties agree that all products have a useful life, and a Pro rata settlement agreement signals that a proportionate amount of settlement for the approximate useful life left may be in the best interests of all parties.
 - h. Final Products that are made up of various components or parts may be subject to a settlement for the single part of the warranty in question, and not the other part where the warranty is not in question.
10. Without limiting paragraph 9 above, the customer agrees that the Company will not be liable for any claims, damages or defects arising from or in any way attributable to:
 - a. Poor workmanship (by any person other than the Company);
 - b. Poor design or detailing;
 - c. Settlement , seismic or structural movement and/or movement of materials to which the Product is attached;
 - d. Physical abuse, misuse, accidents, exposure to excessive heat, exposure to excessive moisture, the use of solvents or inappropriate cleaning products/materials, improper maintenance, scratches, scuffs, burns, stains, wipe marks on darker colour surfaces, exposure to chemical products or normal wear and tear;
 - e. General fading and discolouration from UV exposure;
 - f. Variation in colour, pattern, shade of the material against the sample material, displays and/or printed illustrations;
 - g. Efflorescence or performance of paint/coatings applied to the Product;
 - h. Any modifications made to the finished products such as resizing or glueing;

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- i. Growth of mould, mildew, fungi, bacteria, or any organism on any Product surface or Product (whether on the exposed or unexposed surfaces); exposure to steam in any amount that may likely risk the product integrity.
 - j. Any act of God, including earthquakes, cyclones, floods or inclement weather, or acts of war (whether declared or not), insurrection, civil disobedience or similar, or any other matter which is beyond the Company's reasonable control;
 - k. Non compliance with Building Code compliance documentation, and in particular the maximum temperature of water that is limited to 55 Deg C. Any warranty assessment where the temperature of the water is suspected of being above 55 Deg C, and has resulted in thermal shock to the general area, will not be covered by warranty. The tempering valve must be subject to and comply with NZS4617 or AS1357.2
11. This warranty also does not cover:
- a. Defects that are trivial and/or insubstantial; and do not meet the criteria for visual defects as is allowed for by the Company in normal trading;
 - b. Anything that has been disclosed as a feature or limitation of the Product in any literature published by the Company; and
 - c. Products that are sold as seconds, or end-of-line Products.
12. This warranty only applies where the Product has remained installed at the same location where it was first installed after its sale by the Company.
13. In the event that the Company accepts a claim under this warranty, then the customer accepts that this product may include natural wood products, and that variations appear, and that there may be slight colour differences between the original and replacement Products due to the effects of weathering and variations in materials over time.
14. A replacement product may not reasonably be available from the Company in the same shape, type, design or colour as the original Product covered by this warranty. If a replacement Product of the same shape, type, design or colour is not reasonably available, then the Company may satisfy its obligations under this warranty by providing a replacement Product of a shape, type, design, or colour as close to the original Product as is reasonably practicable, from the Company's then current stock at the time of replacement or a refund for the original cost of the Product at the Company's discretion.
15. Document Control. All parties agree, that Warranty documents are updating regularly as situations require it, and that this document is the warranty policy that is in place, and historical warranty obligations are superseded by this document.

Tapware Warranty

- 1. In addition to rights under relevant consumer protection laws, Newtech will, at its discretion, **repair or replace (fully or partially)** any product it deems defective. **Note:** Replacing a product does not reset or extend the warranty. It remains valid from the **original purchase date**.
- 2. Newtech Tapware installed in residential dwellings is covered by a **10-year warranty** from the date of purchase. Newtech tapware installed in a residential dwelling is covered by a 10 year warranty, with a 2 year labour warranty.

Proof of purchase is required.

- 3. If installed in a new-build intended for sale, the **first homeowner-occupier** may claim the warranty with the original receipt.
- 4. Surface finish warranty is valid for **indoor installations only**. Warranty is void if installed outdoors or improperly maintained.
- 5. **Cleaning Instructions:**
 - a. Use only soft, damp cloths (avoid microfiber)
 - b. Occasionally use mild soap
 - c. Do not use acidic, alkaline, abrasive, or citric-based cleaning agents
- 6. Newtech Tapware used in **commercial environments** is covered by a **2-year warranty**, which includes Labour and part replacement
- 7. Warranty Conditions
 - a. The product must be free from excessive debris – inline filters are required
 - b. Install according to Newtech guidelines, including temperature and pressure limits
 - c. Water pressure must not exceed 500kPa (AS/NZ 3500.1)
 - d. No unauthorised modifications or repairs
 - e. Damage from misuse, neglect, or environment (e.g. hard water) is not covered
 - f. Outdoor use voids warranty unless properly protected
 - g. Use of harsh or abrasive cleaners voids warranty
 - h. Must be installed by a certified plumber following NZ standards

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i. Repairs must be performed by Newtech-approved agents

8. If a product fault is due to **non-manufacturing issues** (e.g. installation error), the claimant may be charged for costs including: Plumber fees, Replacement products

All claims to be made here under, should be addressed in writing to:

Newtech Bathroomware
PO Box 2035
Whanganui, NZ
Email: sales@newtech.co.nz
Phone: 0800 728 662

and must include the following information:

1. Your name, address and telephone number
2. Location where the Product was purchased and proof of purchase
3. If Product has been installed - the address at which it was installed, the date of installation, the name of the person and company that installed it
4. Description of how the Product is defective and when you found out that it was defective. Please also provide any photographs taken of the defect(s).