



**HD** Reno  
BUILD YOUR DREAM

**WARRANTY**

Thank you for trusting HD Reno and choosing our services.

As a professional company, we exercise stringent control over the quality of our products. At the same time, we are confident in our ability to provide every customer with fair and reasonable after-sales service.

Rest assured that we will make every effort to address your concerns and advocate on your behalf. If you have any questions regarding after-sales service, please do not hesitate to contact us.

Contact details: **0297409192** or email us at [service@hdreno.com.au](mailto:service@hdreno.com.au).

## WARRANTIES

TAPWARE		
RANGE	WARRANTY PERIOD	Details (from date of purchase)
Mixer	20/10/7/1 Years	20 Years -Replacement Cartridge 10 Years -Ceramic Disc Cartridges 7 Years - Replacement colour finish 7 Years - Replacement product or parts 1 Year - Labour (NSW)
Tapware & Outlet	20/7 Years	20 Years - Replacement product or parts 7 Years - Replacement colour finish

## SHOWERS

<b>RANGE</b>	<b>WARRANTY PERIOD</b>	<b>Details (from date of purchase)</b>
Shower head & Arm	Lifetime/7 Years	Lifetime -Replacement product or parts Only 7 Years - Replacement colour finish
Shower on rail	20/7/1 Years	20 Years -Replacement Cartridge 7 Years - Replacement colour finish 7 Years - Replacement product or parts 1 Year - Replacement for hose
Twin shower (shower set)	20/7/1 Years	20 Years -Replacement Cartridge 7 Years - Replacement colour finish 7 Years - Replacement product or parts 1 Year - Replacement for hose

## ACCESSORIES

<b>RANGE</b>	<b>WARRANTY PERIOD</b>	<b>Details (from date of purchase)</b>
(NON) Heated Towel Rail	5/1 Years	5 Years - Replacement Parts 1 Year - Finish
Towel/Toilet Rail & Ring & Holder	5/1 Years	5 Years - Product Parts Replacement 1 Year - Finish
Soap Accessories	5/1 Years	5 Years - Product Parts Replacement

		1 Year - Finish
Robe Hooks	5/1 Years	5 Years - Product Parts Replacement 1 Year - Finish
Shelf	1 Year	1 Year - Product Parts Replacement 1 Year - Finish
POP UP Waste	1 Year	1 Year - Product Parts Replacement 1 Year - Finish
Floor Waste & Drain	1 Year	1 Year - Product Parts Replacement 1 Year - Finish
Trap	1 Year	1 Year - Product Parts Replacement 1 Year - Finish

<b>SINK</b>		
<b>RANGE</b>	<b>WARRANTY PERIOD</b>	<b>Details (from date of purchase)</b>
Kitchen Sink (304)	2 Years	2 Years - General Use and Parts
Kitchenette	2 Years	2 Years - General Use and Parts
Laundry Sink & Tub*	2 Years	2 Years - General Use and Parts
Granite Sink	1 Year	1 Year - Replacement Part (Waste)

\*Laundry Sink & Laundry tub mean stainless steel

		1 Year - General Use
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<b>BASIN</b>		
<b>RANGE</b>	<b>WARRANTY PERIOD</b>	<b>Details (from date of purchase)</b>
All Basin	1 Year	1 Year - Replacement Part (Waste) 1 Year - General Use

<b>VANITY</b>		
<b>RANGE</b>	<b>WARRANTY PERIOD</b>	<b>Details (from date of purchase)</b>
Vanity Top	1 Year	1 Year - Replacement Part (Waste) 1 Year - General Use
Cabinet (Excluding MDF)	5/1 Years	5 Years - Product Replacement on Cabinet 1 Year - Labour for Manufacturing Faults (NSW)
Cabinet (MDF)	2 Years	2 Years - General Use and Parts
Handles, Hinges, Legs	1 Year	1 Year - Replacement Parts
Shaving cabinet	1 Year	1 Year - Product Parts Replacement and Use

<b>MIRROR</b>		
<b>RANGE</b>	<b>WARRANTY PERIOD</b>	<b>Details (from date of purchase)</b>
Mirror	1 Year	1 Year - Replacement Parts 1 Year - General Use
Led Mirror	1 Year	1 Year - Replacement Parts 1 Year - General Use

<b>SHOWER SCREEN</b>		
<b>RANGE</b>	<b>WARRANTY PERIOD</b>	<b>Details (from date of purchase)</b>
All Shower screen	1 Year	1 Year - Replacement Parts 1 Year - General Use

<b>BATHTUB</b>		
<b>RANGE</b>	<b>WARRANTY PERIOD</b>	<b>Details (from date of purchase)</b>
All Bathtub	5 Years	5 Years - Replacement Part (Waste) 5 Years - Product Shell

<b>TOILET</b>		
<b>RANGE</b>	<b>WARRANTY PERIOD</b>	<b>Details (from date of purchase)</b>
Geberit	10/2/1 Years	10 Years - Product Replacement (Tanks & Frames) 2 Years - Products Parts Replacement Parts for Inlet & Outlet Valves 1 Year - Product Replacement on Buttons
R&T	3/2/1 Years	3 Years - Product Replacement (Tanks & Frames) 2 Years - Products Parts Replacement Parts for Inlet & Outlet Valves 1 Year - Product Replacement on Buttons
Seat	1 Year	1 Year - Product Replacement Part

<b>Commercial Warranty*</b>		
<b>RANGE</b>	<b>WARRANTY PERIOD</b>	<b>Details (from date of purchase)</b>
All Products	1 Year	1 Year - Product Replacement
All Products	6 Months	6 Months - Product Use

**Please Note:**

HD Reno guarantees that the products listed below, when used by consumers in non-residential environments (such as hotels, aged care facilities, hospitals, schools, factories, or motels), will be free from defects in materials or workmanship for the specified periods. These periods begin from either the date of purchase or, in the case of new buildings, the date of handover.

## **TERMS & CONDITIONS**

### **Product Warranty Statement and Installation Guidelines**

- **Product Warranty Statement**

- ❖ **Warranty Coverage:**

The warranty only applies to the original owner and is not transferable.

We are not responsible for any loss or damage caused by a product defect, but only for the product itself.

- ❖ **Exclusions from Warranty:**

Defects caused by accidental damage, abuse, misuse, improper use, abnormal stress or strain, adverse environmental conditions (such as excessive water pressure or temperature), or any form of negligence are not covered by the warranty.

Any alterations or repairs to the product will void the warranty.





### ❖ **Start of Warranty Period:**

The warranty period begins from the date of purchase.

## ● **Installation Guidelines**

### ❖ **Before Installation:**

It is the responsibility of the installer or consumer to ensure the following:

1. The product is not damaged prior to installation.
2. The product matches the purchased item and corresponds with the details listed on the tax invoice, including the model, series, and color.
3. The product includes all components.
4. Necessary maintenance has been performed.

If the product has scratches, chips, defects, missing components, does not match the purchased item, or is deemed damaged during transit, it should **NOT** be installed.

If the product is incorrect or damaged, HD Reno **must** be notified in writing before installation.

### ❖ **During and After Installation:**

Once the product is installed, it is considered accepted.

If an incorrect or damaged product has been installed, we cannot provide a warranty or replacement product.

If damage occurs during or after installation, or if a damaged or incorrect unit is installed, the warranty will be void.

### ❖ **Installation Requirements:**

The product must be installed by a licensed professional; otherwise, the warranty will be void.

The product must be installed according to the manufacturer's instructions; otherwise, the warranty will be void.

### **How to Make a Claim**

Customers may make a claim under the warranty provided by HD Reno by contacting us at [service@hdreno.com.au](mailto:service@hdreno.com.au) or call **0297409192 (ext 204)**

### **To make a valid claim under this warranty, consumers must:**

1. Submit the claim to us as soon as possible and no later than 3 business days after becoming aware of the issue.
2. Provide reasonable proof of purchase.
3. Photos or videos clearly showing the issue must be provided.

### **Costs of Warranty Claim**

If a warranty claim is made and, in the opinion of HD Reno or an authorized HD Reno Service Agent, the issue was caused by faulty installation, use of the products with products from another manufacturer, or any reason other than a manufacturing defect for which HD Reno is responsible, HD Reno reserves the right to charge a service fee for each service visit to the consumer's premises where the products have been installed.



Note: HD Reno reserves the right to alter or amend this warranty offer in writing at any time.

## Exclusion

- Failure to Provide Proof of Purchase: The customer cannot provide proof of purchase or equivalent documentation.
- Installation Not Performed by Qualified Professionals: The product was not fully installed by a licensed plumber, electrician, or qualified installer.
- Non-Compliance with National and State Regulations: The installation of the product does not comply with the relevant national standards and state regulations.
- Non-Compliance with Manufacturer's Installation Instructions: The product installation does not follow the manufacturer's instructions.
- Exceeding Specified Water Pressure and Temperature Limits.
- Installation of Other Devices on Tapware: For example, installing a water filter.
- Use of Water Additives: Using cleaning or deodorizing additives in cisterns.
- Normal Wear and Tear: Including scratches, etc.
- Improper or Unsuitable Use or Installation: The product is used or installed in an improper or unsuitable manner.
- Exposure to Environmental Elements or Chemical, Electrochemical, or Electrical Influences.

- Service and Repairs with Non-Standard Replacement Parts Without Written Approval from HD Reno.
- Natural Variations in Timber: Due to inherent natural differences, no two timber veneers will have identical grain or color.
- Surface Damage Caused by Adhesives, Sealants, or Abrasive Cleaners.
- Surface Damage Arising During Installation or Post-Installation Use.
- Failure to Follow Manufacturer's Care and Cleaning Instructions.
- HD Reno is Not Responsible for Any Costs of Installation or Removal of Any Items: The warranty will be void if damage occurs during or after installation, or if a damaged or incorrect unit has been installed.

**Notice for Product Pick-Up (From Warehouse or Showroom):**

- Warranty does not cover glass breakage once the item has left our premises in undamaged condition.
- Cracks or damages to stone materials (quartz or marble) are not covered under warranty once they have left our premises in undamaged condition.

***Thank you for choosing our service !***

CONTACT

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[www.hdreno.com.au/](http://www.hdreno.com.au/)

