

American Standard

AUSTRALIA & NEW ZEALAND WARRANTY POLICY

Warranty administration by Nero Bathrooms International Pty Ltd in Australia
and Nero Tapware Limited in New Zealand.

This warranty policy applies to eligible American Standard products purchased on or after 1 July 2026

WARRANTY POLICY

1. Warranty Coverage

This warranty applies to eligible American Standard products distributed by Nero and purchased through authorised retailers in Australia or New Zealand on or after the effective date shown on this policy. Products purchased before the effective date will be assessed under the warranty applicable at the date of purchase and any applicable statutory consumer rights. The responsible warranty administrator will be confirmed after the purchase documentation has been assessed. The benefits provided by this warranty are in addition to rights and remedies available under the Australian Consumer Law and the New Zealand Consumer Guarantees Act.

2. Residential and Commercial Use

2.1 Residential Use

Residential Use means use in a private dwelling for normal domestic purposes. A self-contained private residential unit within a retirement village may be treated as Residential Use where it is used as the resident's private home.

2.2 Commercial Use

Commercial Use includes hotels, motels, serviced apartments, short-stay accommodation, restaurants, hospitals, aged-care common areas, public buildings, shared facilities and other non-private or high-use applications.

3. Warranty Periods

3.1 Residential Use			
Category	Product / Ceramic	Parts	Labour
Basins	10 years - ceramic basin	1 year on supplied non-ceramic components, where applicable	2 years authorised labour
Toilet Suites	10 years - ceramic pan and ceramic cistern only	1 year on internal mechanisms and other non-ceramic parts	2 years authorised labour
Toilet Seats	3 years replacement only	Included within replacement	Not included
E-bidet Seats	2 years replacement	2 years	2 years authorised labour
Tapware & Mixers	10 years product replacement	10 years cartridge; 1 year other parts	1 year authorised labour
Showers	10 years product replacement	1 year	1 year authorised labour

A toilet seat supplied with a toilet suite is covered separately under the Toilet Seats warranty above. The 10-year Toilet Suites warranty applies only to the ceramic pan and ceramic cistern.

3.2 Commercial Use

Category	Product / Ceramic	Parts	Labour
All eligible American Standard products	1 year	1 year	1 year authorised labour

The commercial warranty above is an additional express warranty and does not limit any rights or remedies that may apply under applicable consumer law.

4. Warranty Commencement

The warranty period commences from the original date of purchase shown on a valid proof of purchase. For products installed in a new building, Nero may accept the documented handover date as the warranty commencement date where the handover occurs within 18 months of the original purchase date and satisfactory purchase and handover documentation is supplied. Otherwise, the warranty commences from the original purchase date.

5. How to Make a Warranty Claim

Customers should contact the retailer from which the product was purchased or contact Nero directly. The following information may be required:

- **proof of purchase or approved new-building handover documentation;**
- **product model or SKU;**
- **installation address and date of installation;**
- **a description of the issue, supported by photographs or video where available; and**
- **details of the licensed installer, where relevant.**

The customer is responsible for initial costs associated with submitting a claim. Where Nero confirms that a claim is covered, Nero will advise whether approved freight, inspection, service or other reasonable claim-related costs will be arranged directly or reimbursed. External costs must be approved by Nero in writing before they are incurred.

6. Warranty Conditions and Inspection Before Installation

This warranty applies where:

- **the product has been installed by an appropriately licensed tradesperson where required;**
- **the product has been installed and used in accordance with the supplied instructions and applicable standards;**
- **the issue is due to a defect in manufacture, materials or assembly;**
- **proof of purchase or equivalent documentation is supplied;**
- **the product has been maintained and cleaned in accordance with the manufacturer's instructions; and**
- **reasonable access is provided for assessment, service, repair or replacement.**

Products should be inspected as soon as reasonably practicable after delivery and again before installation. If visible damage, an incorrect product, missing components or another issue is identified or reasonably suspected, installation must not proceed and the supplying retailer or Nero must be contacted. Where installation proceeds after an issue was identified, or should reasonably have been identified, avoidable labour, removal, reinstallation, freight or rectification costs arising from the decision to continue installation are not covered by this express warranty.

7. Warranty Remedy and Labour

Subject to assessment, Nero may repair the product, provide replacement parts or replace the product with the same or an equivalent product. If the original product is unavailable, an exact match in colour, shape, dimensions or design cannot be guaranteed.

Labour is included only where stated in the Warranty Periods table. Warranty labour must be arranged or approved by Nero and carried out by a Nero-authorized service provider or appropriately licensed tradesperson. Unapproved external labour and extraordinary access or building rectification costs are not ordinarily included.

8. Exclusions

This express warranty does not cover faults, damage or costs caused by:

- **incorrect installation, misuse, neglect, impact or unauthorised modification or repair;**
- **normal wear and tear or deterioration of consumable and serviceable components, unless premature failure is caused by a manufacturing defect;**
- **inadequate maintenance, harsh or abrasive cleaning products, or failure to follow care instructions;**
- **water pressure, water quality, temperature, electrical supply or operating conditions outside the stated product requirements;**
- **failure to use appropriately licensed tradespeople where required; or**
- **consequential, indirect or third-party costs not approved by Nero.**

E-bidet seats must be installed and operated in accordance with the product instructions, including applicable plumbing, electrical and backflow-protection requirements.

Ex-display, clearance or seconds products are covered only to the extent stated at the time of sale. This does not limit rights relating to defects that were not disclosed before purchase or rights that cannot lawfully be excluded.

9. Consumer Law

9.1 Australia

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 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.

9.2 New Zealand

Nothing in this warranty excludes, restricts or modifies any rights or remedies available under the New Zealand Consumer Guarantees Act where that Act applies.

10. Contact Details

Australia: Nero Bathrooms International Pty Ltd ABN 57 148 833 989 11-13 Buontempo Road Carrum Downs VIC 3201 Phone: 03 8786 3170 Email: support@nerotapware.com.au	New Zealand: Nero Tapware Limited Westfield Newmarket 9 Morrow Street, Newmarket Auckland 1023 Phone: 09 870 5549 Email: support@nerotapware.co.nz
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