



WARRANTY INFORMATION

TOILET

TERMS OF WARRANTY

ECT GLOBAL Pty Ltd A.B.N. 70095343123(ECT) warrants to the original purchase of the product that under proper care, use and maintenance. ECT Toilet suites have 15 years products or parts replacement warranty, and 12 months warranty on labour from the original date of purchase. There is a 3-year replacement for toilet valves and 1 year replacement for seat and hinges, flush pipes and button. This warranty is subject to the conditions and exclusions set out below. The warranty date is in addition to other rights and remedies that you have under Australian law.

WARRANTY CONDITIONS AND EXCLUSIONS

Installation of any toilets suite is the responsibility of the customer or the customer's installer. Any toilet has to be installed by licensed plumber. Otherwise the warranty will be void.

ALWAYS check the toilet suite before installation. The cost of delivering and installing a replacement toilet will be the responsibility of the customer.

By installing the toilet suite the owner accepts that it is free from any imperfections.

- A) ECT is only responsible for defects that have arisen solely from faulty materials or workmanship within the warranty period. The product must be maintained and installed in accordance with any instructions, information or advice provided by ECT, and otherwise in accordance with generally accepted professional installation practices and best methods for maintaining ceramic.
- B) The product must not have been modified or altered outside the original factory specifications.
- C) This warranty is limited to the original purchaser and is not transferable.
- D) ECT reserves the right to modified warranty provisions without prior notification. Warranty coverage will be determined by the warranty provisions in effect at the time of the claim.
- E) Please be aware that vitreous china is not a perfect product due to the manufacturing process. This implies that there may be variations of + or – 2% in the size and shape from the manufacturer's specifications.

This warranty does not extend to cover:

- A) Any damage to the product that may have been caused during shipping, delivery or installation.
- B) Any damage to the product due to misuse, negligence, improper installation or connection, inadequate or improper maintenance or other abuse or misuse.
- C) The cost of removing and /or re-installing any replacement products or any other damages or costs that may be incurred in connection with the removal and/or re-installation of any product.
- D) Parts subject to wear and tear such as seals and rubbers are not covered by warranty.
- E) Parts damaged due to flushing cleaners or chemical additives used in the cistern.
- F) Valves, seats, button assembly, flush pipes and other component carry a 1 year warranty.
- G) Soft close seats that have been forced to close and bursting the mechanism.

Warranty claims must include the Certificate of compliance, receipt with date of purchase and your contact details.



Clean and care instructions

For Soft closing toilet seats

CLEANING

When cleaning only use warm soapy water and a soft cloth

No Harsh detergents to be used, as this can affect the performance of the soft closing mechanism.

REMOVAL OF SEAT

Lifting the lid and seat vertically allows you to press the button/buttons and lift for easy cleaning and refitting.

PURPOSE OF SOFT CLOSE

Do not force the seat and lid down, as this will affect the soft closing mechanism. The toilet seat and lid should be allowed to fall on their own after every use.

Forcing the seat or lid closed will void the warranty.

If you require the toilet seat to stay upright, you need to lift the lid first and then the seat.