

CAROMA
Made For Life

Superseded Warranties



Version 14 - May 2025

CAROMA

Made For Life

SUPERSEDED WARRANTIES

The Caroma Made For Life warranty program is continually under review, to ensure Caroma products are not only designed and engineered to the highest standard but industry leading warranties are implemented to support our brand promise. The tables below shows the relevant coverage for the time period your product was purchased.

**For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16 (AU)
or 0800 804 222 (NZ)**

SANITARYWARE For product purchased between 17 February 2020 and 30 September 2023		
RANGE	WARRANTY#	COMMENTS
Basins	20/1 years	20 years replacement product 1 year parts and labour
Bidettes	20/1 years	20 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	20/1 years	20 years replacement product* 1 year parts and labour
Seats	5 years	5 years replacement product or parts
Urinals (Front of Wall)	20/1 years	20 years replacement product 1 year parts and labour
Urinal (Rough-in Electronic Kit)	2 years	2 years replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts
* Excludes inlet and outlet valve washers - 1 year parts and labour only # Where under this Caroma warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.		

TAPS, OUTLETS, MIXERS, SHOWERS, BATHROOM ACCESSORIES
For product purchased between 17 February 2020 and 30 September 2023

RANGE	WARRANTY#	COMMENTS
Residential & Commercial Warranty		
Taps, Outlets, Mixers	20/10/1 years	20 years replacement product or parts† 10 years Tapware Engine* 1 year labour, Finishes**, Pull Down/ Out Hoses, Spray Heads, Ceramic Disc Spindle†, Time Flow Cartridges
Showers, Grab Rails/ Grab Rail Showers	20/1 years	20 years replacement product 1 year - Labour, Finishes**, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex Hoses
Accessories	5/1 years	5 years replacement product 1 year- Labour, Finishes**, Wall Fixings, Mounting Brackets
Spare Parts	5 years	5 years replacement product or parts
PVD Coating†	5 years	5 years replacement product or parts
Commercial Warranty		
Electronic Tapware	2/1 years	2 years replacement product 1 year- Finishes** & Labour
Accessories & Spare Parts	1 year	1 year replacement product or parts e.g. Towel Rails, Toothbrush & Toilet Roll Holders, Soap Holders etc.
TMV's	5/1 years	5 years replacement product 1 year - Finishes** & Labour

BATHS
For product purchased between 17 February 2020 and 30 September 2023

RANGE	WARRANTY#	COMMENTS
Baths (Acrylic & Steel Shell)	20/1 years	20 years replacement product 1 year parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
<p>*Tapware Engine™ - Includes ceramic disc mixer cartridge, aerator, ultra flex pex hose. † Plastic Jumper Valves - 3 months parts only or Copper Jumper Valves - 12 months parts only. Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by warranty. **Non-PVD finishes †PVD (Physical Vapour Disposition) Coating #Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.</p>		

STAINLESS STEEL KITCHEN SINKS, LAUNDRY TUBS & ACCESSORIES
For product purchased between 1 August 2020 and 30 September 2023

RANGE	WARRANTY#	COMMENTS
Sinks	Caroma Lifetime† /1 years	Caroma Lifetime† replacement product or parts 1 year replacement product/parts and labour
Tubs	Caroma Lifetime† /1 years	Caroma Lifetime† replacement product or parts 1 year replacement product/parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

SMART COMMAND

RANGE	WARRANTY#	COMMENTS
Invisi II Electronic Panel	2/1 years	2 years replacement product 1 year parts and labour*
Tapware	2/1 years	2 years replacement product 1 year parts and labour*
Urinal (Rough-in Electronic Kit)	2/1 years	2 years replacement product 1 year parts and labour*
Gateway	2/1 years	2 years replacement product 1 year parts and labour*
Concentrator	2/1 years	2 years replacement product 1 year parts and labour*
Intelligent Shower	2/1 years	2 years replacement product 1 year parts and labour*
Eco-Valve	2/1 years	2 years replacement product 1 year parts and labour*
Warranty subject to Smart Command Terms and Conditions		
<p>†Note: The extended warranty only applies to the original owner and is not transferable *Excludes inlet and outlet valve washers - 1 year parts and labour only #Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.</p>		

STAINLESS STEEL KITCHEN SINKS, LAUNDRY TUBS & ACCESSORIES
For product purchased between 1 August 2020 and 30 September 2023

RANGE	WARRANTY#	COMMENTS
Sinks	Caroma Lifetime† /1 years	Caroma Lifetime† replacement product or parts 1 year replacement product/parts and labour
Tubs	Caroma Lifetime† /1 years	Caroma Lifetime† replacement product or parts 1 year replacement product/parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

SANITARYWARE
For product purchased between 17 February 2020 and 30 September 2023

RANGE	WARRANTY#	COMMENTS
Basins	10/1 years	10 years replacement product 1 year parts and labour
Bidettes	10/1 years	10 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product* 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Urinals (Front of Wall)	10/1 years	10 years replacement product 1 year parts and labour
Urinal (Rough-in Electronic Kit)	2 years	2 years replacement product or parts
Accessories & Spare parts	1 year	1 year replacement product or parts

*Excludes inlet and outlet valve washers - 1 year parts and labour only

#Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

BATHS
For product purchased between 17 February 2020 and 30 September 2023

RANGE	WARRANTY#	COMMENTS
Baths (Acrylic & Steel Shell)	10/1 years	10 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

TAPS, OUTLETS, MIXERS, SHOWERS, BATHROOM ACCESSORIES
For product purchased between 7th September 2015 and 17th February 2020

RANGE	WARRANTY#	COMMENTS
Residential & Commercial Warranty		
Taps, Outlets, Mixers	10/1 years	10 years Tapware Engine™ & Parts* 1 year - Labour, Finishes, Pull Down/Out hoses, Spray Heads, Ceramic Disc Spindles
Showers, Grab Rails/ Grab Rail Showers	10/1 years	10 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex hoses
Grab Rails/ Grab Rail Showers	5/1 years	5 years - grab rail part only 1 year replacement product or parts
Accessories	5/1 years	5 years replacement product 1 year- Labour, Finishes, Wall Fixings, Mounting Brackets
Spare Parts	1 year	5 years replacement product or parts

Toilets, Basins, Baths, Seats & Accessories

Range	Warranty Period#
Caroma (Residential & Commercial)	
Basins	20 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only
Toilet Suites (All Cisterns & Pans)	20 years cover for replacement product or parts only* 1 year cover for labour for replacement product or parts only
Baths - Acrylic & Steel Shell	20 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only
Toilet Seats	5 years cover for replacement product or parts only Excludes any cover for labour
Electronic Bidet Seats	2 years cover for replacement product, parts and labour only
Urinals (Front of Wall)	20 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only
Urinals (Rough-In Electronic Kit)	2 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts only
Accessories & Spare Parts	1 year cover for replacement product or parts only Excludes any cover for labour
<p>* Excludes inlet and outlet valve washers - 1 year parts and labour only # Where under this Caroma warranty we repair or replace a product or part, the warranty applicable under this Caroma Warranty to the repaired or replaced product or part runs from the date of original purchase.</p>	

Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories

Range	Warranty Period#
Caroma (Residential & Commercial)	
Sinks	Lifetime cover for replacement product or parts only, limited to 7 years cover for PVD product finish** 1 year cover for labour for replacement product or parts
Tubs	Lifetime cover for replacement product or parts only 1 year cover for labour for replacement product or parts
Cabinets	5 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts
Accessories & Spare Parts	1 year cover for replacement product or parts only Excludes any cover for labour
<p># Where under this Caroma warranty we repair or replace a product or part, the warranty applicable under this Caroma Warranty to the repaired or replaced product or part runs from the date of original purchase. Excludes scratching and any other general surface deterioration from normal use.</p> <p>**Applies to PVD (Physical Vapour Desposition) finishes. Excludes scratching and any other general surface deterioration from normal use.</p>	

Taps, Outlets, Mixers, Showers & Bathroom Accessories

Range	Warranty Period#
Caroma (Residential & Commercial)	
Taps, Outlets, Mixers, Showers, Grab Rails/Grab Rail Showers & Bathroom Accessories (includes Floor Waste & Shower Hardware)	20 years cover for replacement product or parts only†* 10 years cover for Tapware Engine** replacement parts only 1 year cover for labour for replacement product or parts
Electronic Tapware & Electronic Soap Dispensers	2 years cover for replacement product or parts only* 1 year cover for labour for replacement product or parts
Commercial Accessories & Spare Parts	5 years cover for replacement product or parts only* Excludes any cover for labour
Timber Vanities & Accessories	10 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts
Timber Tapware Handles	2 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts
Thermostatic Mixing Valve	5 years cover for replacement product or parts only 1 year cover for labour for replacement product or parts
Finishes	2 years cover for floor waste - all finishes 20 years cover for PVD (Physical vapour desposition) product finish 20 years cover for Chrome product finish 10 years cover for all other product finishes
<p>*Excludes finishes, refer to "Finishes" section for relevant warranty cover **Tapware Engine - Includes ceramic disc mixer cartridge, aerator, ultra flex pex hose. † Excludes plastic jumper valves - 3 months parts only, † Excludes copper jumper valves - 12 months parts only. † Excludes shower sliders, soap dishes, wall fixings, mounting brackets, metal flex hoses - 12 months parts only. Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by the Caroma Warranty. #Where under this Caroma warranty we repair or replace a product or part, the warranty applicable under this Caroma Warranty to the repaired or replaced product or part runs from the date of original purchase.</p>	

Commercial Warranty		
Taps, Outlets, Mixers	10/7/1 years	10 years Tapware Engine™* 7 years replacement product or parts† 1 year - Labour, Finishes, Pull Down/Out hoses, Spray heads, Ceramic Disc Spindles‡
Electronic Tapware	2/1 years	2 years replacement product 1 year - Finishes & Labour
Showers	7/1 years	7 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex hoses
Grab Rails/ Grab Rail Showers	5/1 years	5 years - grab rail part only 1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc.
TMV's	5/1 years	5 years replacement product 1 year - Finishes & labour
<p>* Tapware Engine™ - Includes ceramic disc mixer cartridge, aerator, ultra flex pex hose. Plastic Jumper Valves - 3 months parts only or Copper Jumper Valves - 12 months parts only. Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by warranty. # Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.</p>		

For product purchased between 1st February 2012 and 7th September 2015

RANGE	WARRANTY#	COMMENTS
Taps, Outlets, Mixers, Showers	10/7/1 years	10 years ceramic disc mixer cartridges - parts only^ 7 years replacement product or parts† 1 year replacement product or parts and labour‡
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc

PURCHASES PRIOR TO 1ST FEBRUARY 2012

Please call GWA After Sales & Service on 13 14 16 (AU) or 0800 804 222 (NZ)

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