

# Warranty Guide



# Installation, Care & Warranties

## INSTALLATION INSTRUCTIONS (CABINETS)

All installation works should be carried out by a licensed tradesman according to the 'Plumbing and Drainage Code of Practice' and the requirements of any relevant statutory body.

- All wall hung, floor standing and on legs vanities/tallboys must be mounted to the wall.
- Please check thoroughly prior to install. See install instructions.
- During the framing and rough in stages of construction ensure that there are sufficient fixings for the mounting of the vanity cabinet. There should be at least two vertical studs for fixing provided not more than 100mm from each edge of the cabinet.
- Ensure that the wall is straight and plumb and free from any bow or twist otherwise the drawers and doors will be out of alignment.
- The solid back of the cabinet must not be damaged, removed, cut or drilled more than is necessary for the access of the plumbing pipes.
- During installation the cabinet should be fixed with screws through the solid back of the cabinet. The screws should be suited to the stud material and have a pan or counter sunk head. Provide a horizontal row of screws within 100mm vertically from the top of the cabinet at a maximum of 300mm horizontal spacing. The screws closest to the left and right edge of the cabinet should be within 100mm of each side.
- Prior to fixing the top to the cabinet with silicone ensure that the cabinet is level and plumb in all directions. If not remove the cabinet and pack or straighten the wall accordingly.
- After installation use the adjusting screws of the hinges and drawer runners to align the doors and drawers.

Detailed instructions are included with the vanity. Timberline Bathroom Products makes every effort to supply our clients with outstanding quality products, we can in no way be held responsible for any damages arising from failure due to the method in which the vanity was installed or commissioned.

Refer to [www.timberline.com.au/resources/downloads/](http://www.timberline.com.au/resources/downloads/) for further installation and warranty information on Milan vanity and Splice Shelves.

## CARE INSTRUCTIONS

For all surfaces use only a soft cloth and a weak solution of a non-abrasive cleaner. Do not use any abrasive, acid or alkaline based cleaners. A moist micro fibre cloth will give you best results. Avoid sharp objects and keep heat and hot objects away from tops.

Cabinets should be installed at least 300mm away from showers or bathtubs to avoid water damage. Care must be taken to immediately dry any condensation spillage or water leakage that may gain access to the cabinet.

To keep your bathroom furniture looking sparkling bright and for minor scratches to mineral composite or painted surfaces ask about our Timberline 3 Dimension Cleaners. They will keep your bathroom looking sparkling clean. They don't only clean, they leave a silky smooth polished finish. Ask your nearest Timberline dealer now!

Refer to [www.timberline.com.au/resources/downloads/](http://www.timberline.com.au/resources/downloads/) for Mirror Care/Cleaning.



3 Dimension Cleaner & Polish suitable for nearly all bathroom surfaces



3 Dimension Streak Free Glass Wax and mirror polish for lasting shine



SilkSurface Care Kit for keeping your top as good as new

| Cleaner and Polish             |                 |      |
|--------------------------------|-----------------|------|
|                                | SKU             | RRP  |
| 3 Dimension Cleaner and Polish | CLE-CLE-3D      | \$33 |
| Streak Free Glass Wax          | WAX-CLE-GLASS   | \$33 |
| SilkSurface Care Kit           | CLE-CLE-SILKREP | \$84 |

## WARRANTY

Timberline Bathroom Products ensure that our products are manufactured using only high quality materials and workmanship. Should you find fault with either materials or workmanship within the warranty period noted below, Timberline Bathroom Products will, at its discretion, repair or supply a replacement for the faulty product or component.

## WARRANTY PERIODS:

|                                     |                 |                               |                 |                        |                |
|-------------------------------------|-----------------|-------------------------------|-----------------|------------------------|----------------|
| Silver Vanity Cabinets              | <b>5 years</b>  | Mineral Composite Tops/Basins | <b>10 years</b> | Cabinet Lighting       | <b>1 year</b>  |
| Gold Vanity Cabinets                | <b>10 years</b> | Ceramic Tops/Basins           | <b>5 years</b>  | Shelves                | <b>5 years</b> |
| Platinum Vanity Cabinets            | <b>Lifetime</b> | Dolomite Tops                 | <b>5 years</b>  | Laundry Cabinets       | <b>5 years</b> |
| Tallboys                            | <b>10 years</b> | Laminated Laundry Benchtops   | <b>7 years</b>  | Ceramic Wastes         | <b>1 year</b>  |
| Shaving Cabinets (excluding mirror) | <b>10 years</b> | SilkSurface Laundry Benchtops | <b>7 years</b>  | Stainless Steel Basins | <b>1 year</b>  |
| Mirrors                             | <b>1 year</b>   | Laminated Vanity Tops         | <b>5 years</b>  | Handles                | <b>5 years</b> |
| Commercial Use: All Products        | <b>1 year</b>   | SilkSurface Tops/Splashbacks  | <b>10 years</b> | Overflow Rings         | <b>1 year</b>  |

The Timberline Bathroom Products warranty will only apply where the product has been installed by qualified tradesmen and in full accordance with our installation instructions. This warranty does not cover damage by improper installation, accident, misuse, abuse, negligence, excessive wear and tear, improper care and lack of maintenance, heat damage, use of harsh abrasive cleaners, water and natural causes such as sunlight, humidity and other environmental conditions.

Adjustment of doors and drawers is undertaken during manufacture and readjustment will be necessary after installation – this does not form part of the warranty. Should a representative from Timberline be required to realign doors/drawers, a minimum call out fee of \$330.00 Inc. GST will be charged.

It should be noted that all cabinets are manufactured from water resistant materials. This does not mean that they are waterproof. Care must be taken to immediately dry any condensation, spillage or water leakage that may gain access to the cabinet as water damage is not a justifiable claim. Installation, cleaning and maintenance instructions must be followed to ensure validity of warranty.

Timberline Bathroom Products' liability is limited to repair,

replacing, or giving a credit for the faulty goods and it does not include installation expenses and/or damages or removal of any unit. The purchaser must provide proof of purchase when making a claim. The warranty will be void if a damaged or incorrect unit has been installed.

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 for 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.

To make a claim please contact Timberline Bathroom Products on the phone number or email address below.

**Please note that installation of any product is regarded as acceptance of that product and therefore no claims for faulty or damaged goods can be made after installation. Any claim for faulty or damaged goods must be made within 48 hours from receipt of product. All of our products are manufactured to order, therefore Timberline cannot be held responsible for incorrect choices and cannot accept change of mind returns.**

Register your warranty online at [www.timberline.com.au](http://www.timberline.com.au) then click **Warranty Registration**. We'll keep a record of your purchase to save you the hassle, just in case something goes wrong. To make a claim, click **Make a Warranty Claim**.