Harvey Norman®
COMMERCIAL DIVISION

# Warranty INFORMATION BOOK

Stuart & LGHT STS, Stage 3, Griffith ACT

MPG Constructions Canberra Pty Ltd

PRODUCT WARRANTY AND
SUPPLIER INFORMATION

Dear Valued Client,

Harvey Norman Commercial would like to welcome the new owner or occupier of this new dwelling.

The next page in this pack is the **INCLUSION LIST** that describes products supplied to this development by Harvey Norman Commercial. The **INCLUSION LIST** notes the warranty period for each product and shows any labour period (plumber, electrician, technician) if applicable.

**To contact our Customer Service Team for a warranty repair:**

**1.** Scan our Customer Service QR code

OR

**2.** Email: NewServiceJobsHNC@au.harveynorman.com

**3.** Call us on 1300 562 695

NB: If you have purchased a new unit your Warranty generally commences from the date of Settlement of the Conveyance - TBC at time of product warranty claim.

# Inclusion LIST

## Inclusion List - STUART & LGHT STS, STAGE 3, GRIFFITH ACT 2603

## MPG CONSTRUCTIONS CANBERRA PTY LTD (MPGCONST342A-OR2182943)

| Brand | Class Group Name | Product Code | Description | Domestic Warranty Years | Labour Years |
|---|---|---|---|---|---|
| **053 PLUMBING** | | | | | |
| BARBEN | ACCESSIBLE | BBR35 | Wall Mntd Backrest | 7 | 0 |
| CAROMA | ACCESSIBLE | 254007AG | Caravelle Care Sgl Flap Toilet Seat - A/Grey **GST Ex** | 5 | 0 |
| CAROMA | ACCESSIBLE | 687073C | Metal Care Button - Round | 20 | 1 |
| CAROMA | ACCESSIBLE | 834400W | Cosmo Care Concealed S Trap Pan | 20 | 1 |
| CAROMA | ACCESSIBLE | 91106C6A | Care Plus Basin Mixer w/- Ext. Handle H/C (6S) - CP | 20/10 | 1 |
| RBA | ACCESSIBLE | RBA4000030 | Grab Rail - 300mm **GST Ex** | 1 | 0 |
| RBA | ACCESSIBLE | RBA4090911 | Grab Rail RH 950 x 700mm 90Deg **GST EX** | 1 | 0 |
| RBA | ACCESSIBLE | RBA4110936 | Shower T Grab Rail RH w/- Slider & Handset (5S) S/S **GST EX** | 1 | 0 |
| CAROMA | BASINS | 639950W | Caravelle/Concorde Shroud w/- D210 Fixing Kit | 20 | 1 |
| CAROMA | BASINS | 861515W | Cosmo 500mm Wall Basin w/- O/F 1TH | 20 | 1 |
| CAROMA | CISTERNS | 727150W | Sovereign 2000 Smartflush Link Btm/I Cistern WH | 20 | 1 |
| 3MONKEEZ | COMMERCIAL | ABCSB | Cleaners Sink w/- Wall Mount Brackets | 2 | 2 |
| 3MONKEEZ | COMMERCIAL | T3MCSTS | Laundry Tap Set | 2 | 2 |
| BOBRICK | COMMERCIAL | B680 | Surface Mntd Soap Dish - PSS | 3 | 0 |
| METLAM | COMMERCIAL | ML100NSS | Slimline Auto Hand Dryer SSS | 5 | 3 |
| METLAM | COMMERCIAL | ML3020 | Hat & Coat Hook w/- Bumper - BCP | 1 | 0 |
| METLAM | COMMERCIAL | ML513 | Single Toilet Roll Holder - Brushed Aluminium | 1 | 0 |
| METLAM | COMMERCIAL | ML605BS | Surface Mounted Vertical Soap Dispenser 1.2L SSS | 1 | 0 |
| METLAM | COMMERCIAL | ML727SSMKII | Paper Towel Dispenser - S/S | 1 | 0 |
| METLAM | COMMERCIAL | ML921 | 23L Wall Mntd Waste Receptacle - SSS | 1 | 0 |
| METLAM | COMMERCIAL | ML95012 | Utility Shelf 300x127mm - SSS | 1 | 0 |
| CAROMA | MIXERS | 91107C | Care Plus Shr/Bath Mixer w/- Standard Handle - CP | 20/10 | 1 |
| FRANKE | SINKMIXER | TA7311 | Verona Sink Mixer w/- Pullout Spray (5S) - Chrome | 15 | 5 |
| FRANKE | SINKS | S2D620CB | Sirius 2.0 860mm Dbl Bwl Universal Sink NTH - Carbon Black | 25 | 0 |
| FRANKE | SINKS | SID11050CB | Sirius 500mm Sgl Bowl Undemount Sink NTH - Black | 25 | 0 |
| CAROMA | SUITES | 405061 | Extended Mid Level Flushpipe | 20 | 1 |
| EVERHARD | TUBS | 71X3010. | 30Ltr Mini Laundry Unit w/- Bypass | 25 | 1 |
| PARISI | WASTES | TA3240 | Universal Mushroom Pop Up Plug & Waste - 32/40mm | 1 | 0 |
| **070 WHITEGOODS** | | | | | |
| FRANKE | COOKTOPS | FCE604B1 | Urban 60cm Ceramic Cooktop 4 Zone Touch Control | 5 | 5 |
| FRANKE | COOKTOPS | FCI905B1 | Urban 90cm Induction Cooktop 5 Zone | 5 | 5 |
| FRANKE | DISHWASHER | FCDW60SI | Urban 60cm Semi Integrated Dishwasher | 5 | 5 |
| FRANKE | MICROWAVES | FCMWS25B1 | Urban 60cm Bulilt-In Microwave w/ Grill | 5 | 5 |

# Inclusion LIST

## Inclusion List - STUART & LGHT STS, STAGE 3, GRIFFITH ACT 2603

## MPG CONSTRUCTIONS CANBERRA PTY LTD (MPGCONST342A-OR2182943)

| Brand | Class Group Name | Product Code | Description | Domestic Warranty Years | Labour Years |
|---|---|---|---|---|---|
| FRANKE | OVENS | FCE60M5B | Urban 60cm Electric Oven 5 Function - Black | 5 | 5 |
| FRANKE | RANGEHOODS | FCUH52XSAU | Urban 52cm Under Cupboard Rangehood | 5 | 5 |
| FRANKE | RANGEHOODS | FCUH90XSAU | Urban 90cm Under Cupboard Rangehood | 5 | 5 |

**• IMPORTANT INFORMATION ABOUT THE INCLUSION LIST – Please READ:**

• All Warranty Advice shown here is subject to change, all warranties quoted in this pack are for domestic use only ,the warranty information included in the Inclusion List is a guide only.
• Please do not rely on the warranty information in this book where Domestic Applicances are used for Commercial application or in a Commercial environment.
• All warranties subject to Original Equipment Manufacturer (OEM) standard warranty terms and conditions, and in accordance with ACCC Consumer Laws and Regulations.
• Whilst every effort is made by HNC to ensure the veracity of the warranty information contained herein is accurate, it is subject to interpretation and human error(s) may inadvertently occur when researching and compiling Inclusion Lists.
• Customers to make itself aware of OEM (Manufacturers/Distributors) warranty information at time of warranty service request lodgement.
• Products supplied by Harvey Norman Commercial, as shown on the INCLUSION LIST, may vary between apartments or homes. Please refer to your builder
• Special finishes generally have 1 Year Warranty replacement. Example: Matt Black - Please refer to inclusion list

# Supplier INFORMATION

3monkeez®
innovate. create. deliver.

Established in 1990, 3monkeez has proven itself as a leading supplier of commercial stainless-steel products that offer creative and industry approved solutions for any plumbing and catering application.

Their mission as a company is to always look towards the next evolution in product design and customer service; underpinning this approach is their continuing promise to ‘innovate, create and deliver’. These values drive their operations as a company, to ensure that when you choose 3monkeez you are not only choosing a product unmatched in design and ingenuity, but an experience adapted to your specific needs.

Backed by 30 years of experience, 3monkeez product ranges have been carefully engineered to withstand the rigours of even the most demanding commercial applications. Their commitment to constructing their products from complete stainless steel represents an important point of difference when you choose 3monkeez products. This market-forward approach has seen the introduction of our Guardian and Clean-A-Jet ranges that include complete stainless steel Pre-Rinse Units, Bubblers, Mixer Taps and many more.

3monkeez.com.au

3monkeez PTY LTD
Unit 7 – 24 Wellington Street Riverstone NSW 2765
02 96276111
sales@3monkeez.com.au
customercare@3monkeez.com.au
02 96276111 Options 3 Customer Care.

# Supplier INFORMATION

BARBEN Architectural Hardware

To meet the needs of their architects, developers, and designers by providing high quality tapware and bespoke architectural hardware that fulfil their design specifications and budgetary requirements.
To attract and attain customers with high-value products and services that will enhance their homes and lifestyles. They want to be the company that inspires and fulfils your vision.

To develop long standing relationships with architects, developers, and designers by consistently delivering high quality, value add products.
To continue to adapt to the changing trends across all product lines and provide solutions for consumers of tapware and architectural hardware. They aim to maintain customer loyalty and repeat purchase by providing high quality products at affordable prices with exceptional customer service

The team at Barben do not just sell architectural hardware, they live and breathe it. They are committed to locally manufacturing, at their Brisbane location, wherever possible. That gives them stronger quality control than the competition and greater ability to customise their products to your needs.

barben.com.au

Barben Architectural Hardware
212 New Cleveland Road Tingalpa Queensland 4173
T: (07) 3890 8558
info@barben.com.au
sales@barben.com.au

# Supplier INFORMATION

BOBRICK

In addition to several international locations, Bobrick also has manufacturing and distribution facilities in Centennial CO, Durant OK, Jackson TN, and Clifton Park NY. Bobrick was founded by Gabriel Alexander Bobrick in 1906 as the Bobrick Chemical Company. Today, their business operations extend into 100 markets worldwide. Bobrick is committed to solving the challenges faced by today's commercial and institutional buildings.

Bobrick is recognised as an industry leader in well-designed, value-oriented washroom accessories and toilet partitions. Some of the world's most renowned companies and institutions rely on Bobrick solutions to reinforce their brand, reduce long-term operating costs, and position their organisations for a successful future.

www.bobrick.com

**Australia**
Bobrick Washroom Equipment Pty. Ltd.
Phone: 1800 353158
Fax: 1800 221926

# Supplier INFORMATION

Caroma (Caroma Dorf) is an Australian designer and distributor of bathroom products. Caroma was established in 1941 by Hungarian-born Charles Rothauser, and since closing its last factory in 2017 now sources all products from third-party overseas manufacturers. Caroma is a subsidiary of GWA International Limited, and introduced the world's first two-button dual flush toilet system. The company self-distributes within Australia and abroad sells through distributors such as Sustainable Solutions International in North America and Sanlamere in the United Kingdom.

The company was established in 1941 with a factory at Norwood, an inner eastern suburb of Adelaide. The company announced its intention to close manufacturing in Australia on 8 October 2014. The factory at Wetherill Park in Sydney closed in 2014. It finally closed the Norwood factory on 24 February 2017. Manufacture now occurs in Malaysia, China, and Europe.

With over 80 years of experience, they believe quality bathrooms are a balance of form, function and looks. Their designs and innovation bring to life a guiding vision of creating sustainable luxury. Design that enables you to enjoy bathroom experiences that both complement and elevate your lifestyle, from an energising morning start to an indulgent, relaxing moment of luxury, all underpinned by sustainability.

Designing for Australians and New Zealanders, from all walks of life, with different tastes and needs; they have a wide range of classic to artisanal styles, smart designs and sustainable innovations providing you with everything you need to create the sanctuary of your dreams.

www.caroma.com.au

02 8575 6800
sydney@gwagroup.com
39 Collins St, Alexandria NSW 2015

# Supplier INFORMATION

Everhard Industries is an Australian family-owned manufacturer of drainage, wastewater, and environmental solutions for residential and commercial applications. In addition to their extensive drainage range, they are also the market leaders in laundry units and sinks for the home. Back in 1926, Everhard
pioneered the original concrete laundry tub in Queensland. Using environmentally conscious materials and sustainable manufacturing techniques, their products are designed for Australian homes and Australian conditions, working to conserve the environment for the future.
Sustainable Australian manufactured solutions for generations to come.

home page:
www.everhard.com.au

Care Instructions:
www.everhard.com.au/product-videos/

Everhard Industries
454 Newman Road, Geebung, QLD, 4034
131 926
info@everhard.com.au
(07) 3637 6444
seqorders@everhard.com.au

# Supplier INFORMATION

FRANKE

The Franke story began as a small sheet-metal business in Rorschach, Switzerland, established by Hermann Franke in 1911. Since then, they've established efficient and economic manufacturing facilities all around the world. Many things have changed in the past century, but what is always the same is a set of values, characterised by respect, trust and openness. The values of innovation, entrepreneurship, quality, and stylish design were in the heart of Hermann Franke and continue to be at the heart of the business, as they enter a second century of smart and stunning design.  Franke buys Carron Phoenix in Scotland and now also produces synthetic sinks.
Franke builds the first McDonald's restaurant in Moscow, at the time the largest in the world and Russia's first restaurant.
The company also enters or expands in numerous markets – either through wholly owned sales and production companies or significant acquisitions, for example in China, Turkey, Portugal, Russia, Bulgaria, Romania, Hungary, Poland, in the former Czechoslovakia, Finland, Germany, South Africa, the USA, India, Australia or Brazil.
Franke introduces the One Franke strategy. New central organizational structures are created and complexity in the divisions is reduced to make the company more agile. In addition, Franke sells its Water Systems business for strategic to focus on its Home Solutions, Foodservice Systems and Coffee Systems divisions, which are already among the top 3 players worldwide in their respective industries.
Franke consolidates its synthetic sink production and opens a state-of-the-art factory in Slovakia in 2018. In the same year, Franke acquires the US company Chain Link Services and since then also equips convenience stores.

PR Kitchen & Washroom Systems - PRKS

Company name: Franke Australia
Address: 83 Bangholme Road, Melbourne 3175
Phone number: 03 9700 9100
Email address: HS-Customercare.AU@franke.com
Service phone number: 03 9700 9100 #2
Service email address: HS-Customercare.AU@franke.com

# Supplier INFORMATION

METLAM AUSTRALIA

Metlam Australia is proud to be an Australian owned and managed company. Formed in the mid 1990's, it has been a progressive evolution culminating in what is today's Metlam Australia. The basis for establishing Metlam Australia Pty Ltd, was to design, manufacture and supply a contemporary, quality, affordable and readily available range of toilet and shower partition hardware using our manufacturing expertise.

The addition of our commercial washroom product range saw a substantial commitment on Metlam Australia's part in the development design and manufacturing of quality commercial washroom products that are now readily available, and widely utilised, in the Commercial Construction sector throughout Australia and globally in such diverse markets as the UK, Middle East and Asia.

Many of our products are now Design Registered or have Patent or Innovation Patent protection. This ingenuity is in direct recognition of their design initiatives, and that Metlam Australia truly is, at the forefront in providing tomorrow's needs today in the Commercial Washroom Accessory market.

All Metlam Australia products are manufactured to our exacting specifications, and we have a strict quality control process. They only use the highest-grade raw materials relevant to their categories such as #304 stainless steel, zinc die-cast alloys sourced from Australia and nylon from Europe with proven ductility and toughness for their hinge inserts, and where applicable, electroplated or powder-coated product finished to ISO Standards.

Certain projects may require unique or alternate product specifications or finishes that are not shown in either their Architectural Binder or on their website. Metlam Australia's extensive design and manufacturing expertise provide their customers with the resources to produce these types of components on an OEM basis, at the right price and at the best quality.

From individual washroom accessory components to a complete washroom fit-out program, Metlam Australia can provide a cost-effective, contemporary designed and functional, quality product offering that will stand the test of time.

metlam.com.au

**T:** 1300 METLAM
(1300 638 526)
**E:** sales@metlam.com.au
17 Parkers Road
New Gisborne VIC 3438

# Supplier INFORMATION

# PARISI

Since the mid 90's, Parisi have been a major supplier of furniture, bathware and door ware objects in Australia and, in recent years, New Zealand, Thailand, Singapore, the People's Republic of China, Cambodia, Bhutan, the Maldives and Mauritius. Manufactured to the highest standards, PARISI provides superbly designed bathroom sanitaryware and bathroom furniture for domestic and commercial properties. PARISI also selects iconic pieces from our Italian partner brands to showcase design inspiration for our customers. Working closely with their partners such as Art Ceram, Flaminia, Fondovalle, Hidra, Newform, Simas, Stocco, Tecla amongst other global brands, enables PARISI to remain at the forefront of global design trends. PARISI's vision has always been to create and curate the ultimate range of interior products; a range offering a harmonious blend of design and quality.

Designing the best of Italian inspired products, the PARISI brand is tailored to creating beautiful bathroom pieces to complement the Australian lifestyle. PARISI's Italian supplier partners are world leaders in design, innovation, manufacturing, and sustainability. Made in state-of-the-art facilities, using components and materials sourced from the world's best suppliers, each object in their range combines advanced manufacturing technologies with traditional craftsmanship of professional artisans.

Rigorous design testing and quality controls ensure that PARISI products should function well more than their lengthy warranty periods.

parisi.com.au

85 Egerton Street Silverwater, NSW 2128
61 2 9648 1111
aftersales@parisi.com.au
parisi.com.au

# Supplier INFORMATION

Established in 1990, RBA Group is one of Australia's key suppliers of commercial bathroom and plumbing solutions. They distribute a variety of market leading brands including Bobrick, Acorn, KoalaKare, Docol, Big John and more from their headquarters in Sydney's south.
Their extensive range of stainless-steel equipment offers industrial strength and sleek aesthetics to suit any application. They have considerable experience tailoring their solutions to meet the needs of commercial developments, aged care, education, hospitality, correctional, council, and accessible bathroom installations.

We supply a variety of solutions including:

- AS1428.1 Accessible/Disabled Fixtures
- Washroom Accessories incl. Hooks, Shelves, Towel Rails, etc.
- Paper Towel & Waste Cabinets
- Paper Towel Dispensers
- Toilet Roll Holders
- Soap Dispensers
- Hand Dryers
- Mirrors
- Tapware incl. Touch-free & Timed flow
- Vandal Resistant Shower Fixtures
- Stainless Steel Basins & Troughs
- Stainless Steel WC Pans & Suites
- Electronic Flush Valves
- Bubblers & Bottle Fillers
- Instantaneous Water Heaters & TMV's

RBA Website:

| | |
|---|---|
| **Company Name** | Windier P/L Trading as RBA Group |
| **GrHead Office Address** | Level 1, 32 Frederick Street, Oatley 2223 |
| **Service Phone Number** | 1300 788 778 |
| **Service Email Address** | sales@rba.com.au |
| **Website** | rba.com.au |
| **Warranty, Cleaning & Care Guide** | rba.com.au/resources |

# NOTES

# Warranty Book DISCLAIMER

1. Your Warranty Book includes information Produced, Managed and controlled by entities and their related entities. These entities and related entities will have their own terms and conditions of use and you should familiarise yourself with these.

2. Use of the information contained within this Customer Service Pack is at your sole discretion and risk.

3. If you intend to rely on the information within this Warranty Book, you are unilaterally responsible for obtaining independent advice and verification as to the accuracy, currency and or completeness of the information contained within the Warranty Book.

4. The information and data in this Warranty Book is subject to change without notice.

5. Harvey Norman Commercial Division, their agents, agencies, officers and or employees:
   - *make no representations, express or implied, as to the accuracy of the information and the data contained within this Warranty Book.*
   - *make no representations, express or implied, as to the accuracy or usefulness of any translation of the information within this Warranty Book.*
   - *accept no liability whatsoever, however arising, for any loss resulting from the use of the information in the Warranty Book.*
   - *make no representations, either expressed or implied, as to the suitability of the information in this Warranty Book.*
   - *does not sponsor, endorse or necessarily approve of any material by these other entities and related entities;*
   - *does not create or make any warranties or representations regarding the quality, accuracy, merchantability or fitness for purpose of any material from these or other entities and their related entities;*
   - *does not make any warranties or representations on information from these entities and their related entities, does not or will not infringe the intellectual property rights of any entity or person anywhere in the world; and*
   - *does not authorise the infringement of any intellectual property rights contained in material from these other entities and related entities.*
   - *Customer shall use the Goods/Products in accordance with any specifications, instructions, directions, guidelines or operations and manuals provided by the manufacturer (inside Goods/Products) or as available on the manufacturer's website. Failure to use the Goods/Products in accordance with manufacturer's recommendations may result in warranties becoming void.*
   - *All products sold are subject to manufacturer's standard warranty terms and conditions which may be subject to change.*

Harvey Norman®

COMMERCIAL DIVISION

15-21 Atkinson Road, Taren Point NSW 2229

PO Box 2359, Taren Point NSW 2229

Phone: 1300 562 695

HNCTP.WarrantyPacks@au.harveynorman.com

25 KANGOO ROAD, SOMERSBY NSW 2250

UNITS 4+5, 34 QUINNS LANE, NOWRA NSW 2541

31 DACRE STREET, MITCHELL ACT 2911