

Warranty

Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure upon inspection by an authorized representative where a product is found to have a manufacturing defect. 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, free of charge.

Warranty Period

Residential warranty applies to the installation and use of products related to a place of residence, such as a house, unit/apartment, townhouse, villa, duplex, or other forms of housing.

Commercial warranty applies to the installation and use of products within non-residential premises, including hotels, motels, restaurants, schools, offices, hospitals, and public amenities.

Category	Residential warranty	Commercial Warranty
Toilets		
Toilet Pans, Cisterns Ceramic	20 years replacement ceramic, 1 year labour	1 year replacement ceramic
Inlet/Outlet Valves/Traps	3 years replacement product, 1 year Labour	1 year replacement product
Toilet Seats	1 year replacement product	1 year replacement product
Bidet Seat/Toilet		
Non-Electric Bidet Seats	2 year parts replacement, 1 year labour	1 year parts replacement
Smart Bidet Seats	3 year parts replacement One Year Labour	1 year parts replacement
Integrated Smart Toilet	10 years ceramic replacement 3 years parts replacement 1 year Labour	1 year ceramic and part replacement
Spare part	1 year parts replacement	1 year parts replacement

Concealed Cistern and Push Plates		
Geberit Concealed Cisterns/Plates	15 years on Sigma8 and Kappa concealed cistern tanks and frames, 3 years on inlet and outlet valve products, 3 years on mechanical flush/access plates	15 years on Sigma8 and Kappa concealed cistern tanks and frames, 3 years on inlet and outlet valve products, 3 years on mechanical flush/access plates
R&T Concealed Cisterns/Plates	10 years on concealed cistern tanks and frames, 3 years on inlet and outlet valve products, 3 years on mechanical flush plates (Chrome) 1 year on color plates (conditions apply)	10 years on concealed cistern tanks and frames, 3 years on inlet and outlet valve products, 1 year on mechanical flush plates, 1 year on color plates (conditions apply)
Baths		
Solid Surface Stone Bath	10 years replacement product	1 year replacement product
Acrylic Bath	5 year replacement product	1 year replacement product
Bath Accessories (Plug and Waste)	1 year replacement	1 year replacement product
Sinks		
Stainless Steel Sinks	20 years replacement product, 1 Year labour	1 year replacement product
Sandblasted PVD color stainless steel sinks	5 years replacement product, 1 Year labour	1 year replacement product
Granite Sinks	20 years replacement product 1 Year labour	1 year replacement product
Fireclay Sinks	20 years replacement product 1 Year labour	1 year replacement product
Waste	1 year	1 year replacement product
Tap wares		
Ceramic Disc Cartridges	20 years replacement product 2 year labour	1 year replacement product
Taps, outlets and mixers	20 years replacement product 2 year labour	1 year replacement product
Accessories	20 years replacement product	1 year replacement product

Bathroom Furniture		
MDF or Multi-wood Cabinetry	5 Year parts replacement parts 1 year labour	1 year replacement parts
PVC Cabinetry	10 Years replacement parts 1 year labour	1 Year replacement parts
Door and Drawer Hardware Functions	5 years replacement parts 1 year labour	1 Year replacement parts
Mirrors and Mirror on Cabinets	1 year mirror and electrical (lighting, drivers, defoggers)	1 Year replacement parts
Cabinet handles	5 years replacement products	1 year replacement parts
Ceramic tops and basins (Gloss white)	10 years replacement products, 1 year labour	1 Year replacement parts
Ceramic tops and basins (color)	1 year replacement product 1 year labour	1 Year replacement parts
Solid surface stone basins/tops	20 years replacement product 1 year labour	1 Year replacement parts
Natural Marble top	10 year replacement product	1 Year replacement parts
Silica Free Stone top	10 year replacement product, 1 year labour	1 Year replacement parts
Basin Traps, overflow, and plug and waste	1 year replacement product	1 Year replacement parts

CONDITIONS

1. Items must be installed by a licensed tradesperson.
2. Failure is due to a fault in the manufacture of the product.
3. Proof of purchase is provided.
4. The installation of the product is in accordance with the instructions provided.

Please report any issues with your product within 48 hours of receiving it; no claims will be considered after this time. No claims for damage or wrong products will be recognized after installation.

To the fullest extent permitted by law, the manufacturer excludes all liability for damage or injury to any person, damage to any property, and any indirect consequence, or other loss or damage. The manufacturer will not be liable for the cost of installation or removal of any unit.

Warranty will be VOIDED:

1. Damage occurs during or after INSTALLATION or if a damaged or incorrect unit has been installed.
2. Incorrect installation or installation not in accordance with the instructions provided.
3. Installation or partial installation by the purchaser or any person other than a LICENSED tradesperson.
4. Products are not installed in accordance with Australian Standards AS/NZS3500 (Maximum water supplier pressure at any outlet within a building must not exceed 500kpa. In this situation, pressure-limiting valves should be installed.) or the relevant State Regulation.
5. Door and drawers' adjustment.
6. Non-approved modifications to the product or components provided;
7. Products sold off display.
8. Normal wear and tear.
9. Inadequate or complete lack of maintenance.
10. Unsuitable or improper use; chemical, electrochemical, or electrical influences; excessive heat damage; or harsh detergents or abrasive cleaners used on product finishes are NOT considered a warranty issue.
11. Damages caused by inadequate flushing or preparation of plumbing lines before use, and problems caused by a poor water supply, including dirt, sand, copper, or plastics.
12. Deterioration of seals and O-rings due to products used within cisterns, such as cleaning agents or deodorizers.

Lukka uses premium moisture-resistant wood materials, which are not waterproof. PVC board is waterproof, but the paint can bubble, blister, or peel when exposed to excessive moisture or water. Water leaking test is a must when the plumbing is finished. Cabinets must be immediately wiped dry of any condensation, spills, and water leaks during daily use. **Water damage is not covered under warranty.**

Acrylic, ceramic, solid surface, natural marble tops, sintered, and Silica Free Tops possess a maximum water temperature threshold of 65°C; exceeding this limit void the warranty.

Granite and fireclay sinks are heat-resistant. However, sudden extreme temperature changes (thermal shock) can potentially cause cracks or weaken the material over time. Cracks caused by directly placing a hot pot on the sink will not be covered by the warranty.

Mirrors in bathrooms tend to accumulate an unsightly layer of toothpaste splatter, hairspray, or residue from other bathroom products. Use a soft microfiber or lint-free cloth to clean your mirror of any marks. Using alkaline (ammonia) and acid (vinegar) based products, including glass cleaners, may corrode the mirror backing and leave smears and streaks behind, causing brown marks or black spotting, which will void the warranty.

Keep your bathroom well-ventilated to reduce condensation and excessive moisture from running to the edges of your mirror or vanity. Keep your mirror and vanity dry and wipe off any water, moisture, or steam immediately. Excessive moisture will void the warranty.

Calacatta, Carrara stone, or wood grain products have characteristic variations in tone, veins, grain patterns, and knots. Displayed samples or product images should only be considered representations of the final product. Claims will not be accepted after installation.

CLAIM PROCEDURE

For all warranty queries, customers are to contact the branch where the product was purchased (these details can be found on your purchase invoice) or go to www.lukkabathware.com.au/warranty-support to submit a claim.

When making a claim the following information is required by the warranty form.

Proof of purchase (copy of receipt) or certificate of occupancy for new homes and installation receipt from licensed installer

Photograph/video of the product and the issue.

Lukka provides service calls by an authorized service technician within the normal business hours 8:00 am – 5:00 pm, Monday to Friday. Lukka requires sufficient access to products, fittings, and fixtures to undertake warranty repairs. Lukka will not be responsible for any consequential damage or costs should sufficient access not be provided.

Lukka reserves the right to provide minor components as ‘parts only’ to the customer during any part of the warranty period.

Should any warranty claim be made and attended to by an authorized service technician, and at their assessment the cause of the issue falls within the warranty exclusions, a service call-out fee will apply. Lukka reserves the right to charge a call-out fee, labor charge, and any parts that may be applicable.

Replacement products are limited to what is in stock at the time and are not guaranteed to match the original installation.