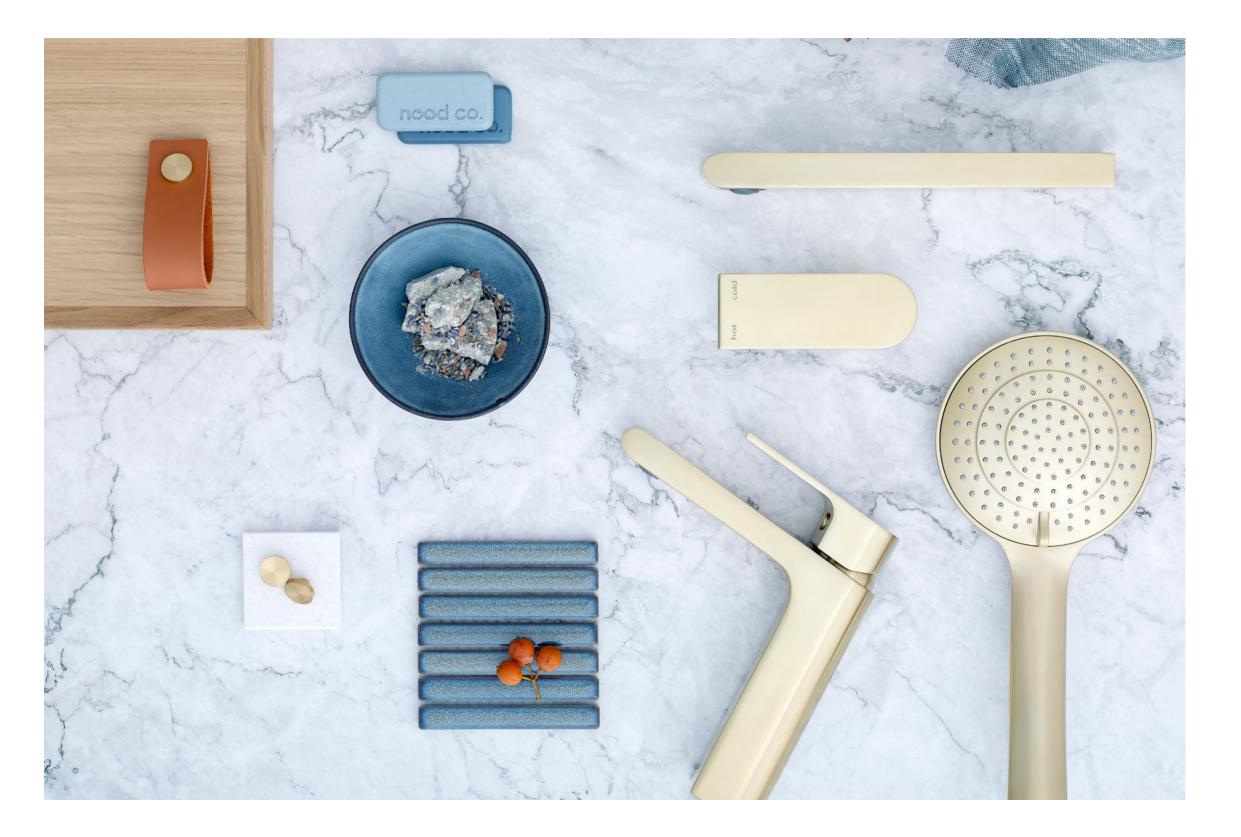


Please note:

Nero Tapware reserves the right to modify specifications shown, or delete products from their range without prior notification.





About Bianca Collection

The Bianca Collection embodies a captivating and seamless fusion of square and rounded elements, defining its distinctive design. This innovative concept imbues a sense of versatility, making our products effortlessly adaptable to various design environments. Whether your style leans towards the bold and edgy or the soft and organic, the Bianca Collection seamlessly complements your vision.

Featuring a thoughtfully curated array of finishes, including chrome, matte black, brushed nickel, brushed gold, and gun metal, the Bianca Collection offers five distinct colors to cater to your individual preferences. Each finish is expertly applied to ensure a flawless and long-lasting surface that exudes sophistication in your bathroom space.

Synonymous with exceptional craftsmanship and premium materials, the Bianca Collection is a testament to our unwavering commitment to quality. Every product undergoes meticulous engineering using top-grade components, guaranteeing durability and reliability. Our dedication to excellence shines through in our comprehensive product range, allowing you to fashion a cohesive and stylish bathroom ensemble tailored to your specific needs.

MIXER TAPS

All of products are constructed using DZR Brass. They are precision engineered to work, and keep on working, according to Australian standards and conditions. They come in a range of colours and finishes that best suit your own individual taste and needs.





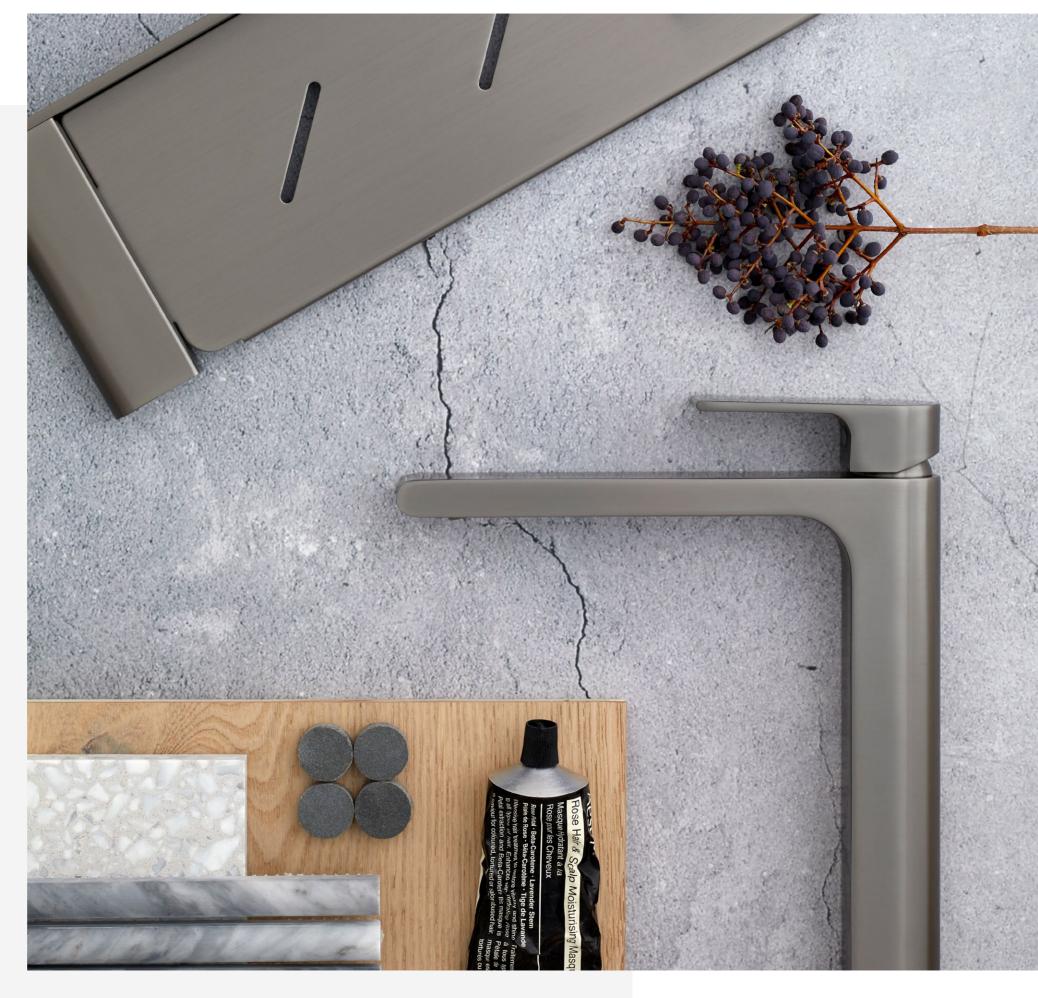
Brushed Nickel



Brushed Gold



Gun Metal



NR321501CH

Bianca Basin Mixer Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T40948 Colours Available:











NR321501dCH

Bianca Mid Tall Basin Mixer Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T40947 Colours Available:



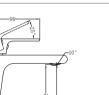


Brushed Nickel

NR321501dBN

Matte Black NR321501MB

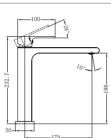
Brushed Nickel NR321501BN





Brushed Gold NR321501BG

Gun Metal NR321501GM



Matte Black

NR321501dMB

NR321501aCH

Bianca Tall Basin Mixer Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T40946 Colours Available:





Matte Black

NR321501aMB



Brushed Nickel

NR321501aBN





Gun Metal NR321501aGM

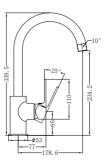
NR321506CH

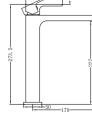
Bianca Kitchen Mixer Gooseneck Spout Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T38487 Colours Available:





Matte Black NR321506MB Brushed Nickel NR321506BN













NR321507CH

Bianca Kitchen Mixer Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T40945 Colours Available:





Matte Black NR321507MB



Brushed Nickel

NR321507BN



Brushed Gold NR321507BG

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Gun Metal NR321507GM

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Bianca Fixed Basin/Bath Spout Only 200mm Chrome Colours Available:



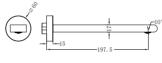
Matte Black

NR321503MB





Brushed Nickel NR321503BN





67 5

NR207CH Bianca Swivel Bath Spout Only Chrome Colours Available:









NR207BN





Brushed Gold NR207BG

Gun Metal NR207GM

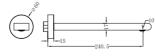
NR321503bCH Bianca Fixed Basin/Bath Spout Only 240mm Chrome Colours Available:







Matte Black NR321503bMB Brushed Nickel NR321503bBN

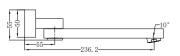




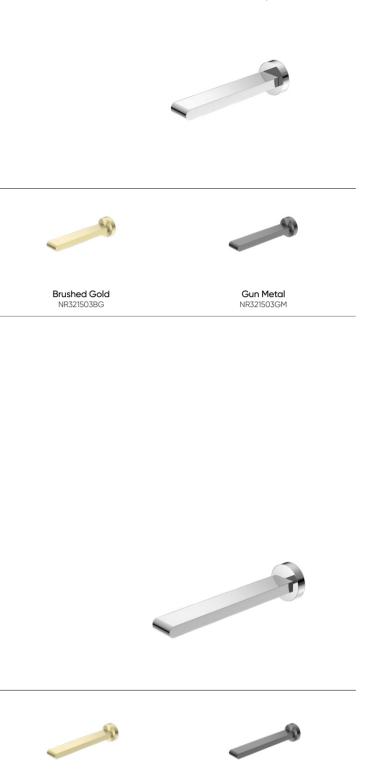


Brushed Nickel









Brushed Gold NR321503bBG



06

Universal Body

NRUB001P

Trim Kit

NR321510atCH

Trim Kits Only Chrome Wels Rating: 6 Star, 4.5L/Min

Wels REG No. T41692

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Colours Available:

Premium 35mm Universal Wall Basin/Bath Mixer Body Only

Bianca Wall Basin/Bath Mixer 187mm





NR321510etCH

Wels REG No. T41694

Colours Available:

NRUB001P Premium 35mm Universal Wall Basin/Bath Mixer Body Only

Bianca Wall Basin/Bath Mixer Separate Back Plate 187mm Trim Kits Only Chrome

Wels Rating: 6 Star, 4.5L/Min

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Matte Black NR321510atMB

Brushed Nickel NR321510atBN

Brushed Gold NR321510atBG

Gun Metal NR321510atGM



NR321510aCH

Bianca Wall Basin/Bath Mixer 187mm Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41692 Colours Available:





Matte Black

NR321510aMB



Brushed Nickel

NR321510aBN



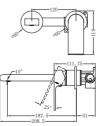


Brushed Gold NR321510aBG

Gun Metal NR321510aGM



Brushed Nickel NR321510eBN





Matte Black NR321510etMB

Brushed Nickel NR321510etBN



NR321510eCH Bianca Wall Basin/Bath Mixer Separate Back Plate 187mm Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41694 Colours Available:

















Brushed Gold NR321510etBG



Gun Metal NR321510etGM



Brushed Gold NR321510eBG Gun Metal NR321510eGM



Universal Body

NRUB001P

Premium 35mm Universal Wall Basin/Bath Mixer Body Only





NRUB001P

Premium 35mm Universal Wall Basin/Bath Mixer Body Only



NR321510btCH

Bianca Wall Basin/Bath Mixer 230mm Trim Kits Only Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41693 Colours Available:





Matte Black NR321510btMB







Brushed Nickel NR321510btBN Brushed Gold NR321510btBG

Gun Metal NR321510btGM

-08-



NR321510bCH

Bianca Wall Basin/Bath Mixer 230mm Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41693 Colours Available:















Matte Black NR321510bMB

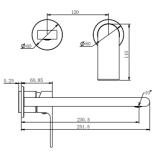
Brushed Nickel NR321510bBN



Gun Metal NR321510bGM



Matte Black NR321510fMB Brushed Nickel NR321510fBN











Matte Black NR321510ftMB

Brushed Nickel NR321510ftBN

Whole Set

NR321510fCH Bianca Wall Basin/Bath Mixer Separate Back Plate 230mm Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41695 Colours Available:









5.25

60.85





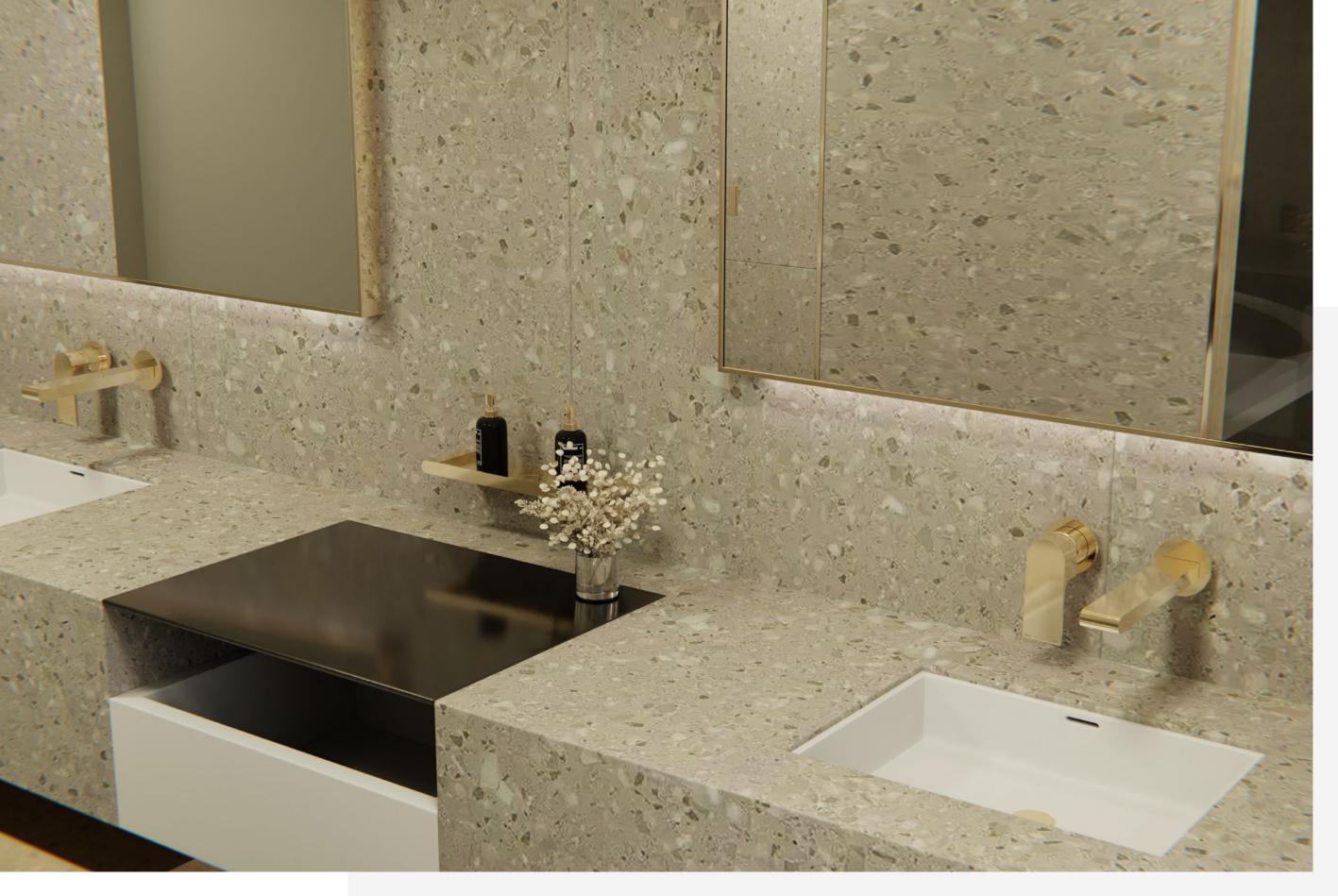






Brushed Gold NR321510fBG

Gun Metal NR321510fGM



N P S

Trim Kit

Chrome

NR321511tCH

Colours Available:

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Bianca Shower Mixer Trim Kits Only

NRUB002P Premium 35mm Universal Shower Mixer Body Only















0305

Brushed Nickel NR321511htBN

Matte Black NR321511tMB

Brushed Nickel NR321511tBN

Brushed Gold NR321511tBG

Brushed Gold

NR321511BG





NR321511CH

Bianca Shower Mixer Chrome Wels Rating: N/A Colours Available:



NR321511MB





Matte Black

Brushed Nickel NR321511BN



Gun Metal

NR321511GM



NR321511hCH

Wels Rating: N/A

Colours Available:

S S S

Bianca Shower Mixer 60mm Plate Chrome

NRUB002P

NR321511htCH

Trim Kits Only Chrome

S S S

Colours Available:

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Matte Black NR321511htMB

Bianca Shower Mixer 60mm Plate

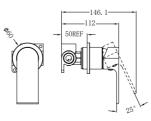
Premium 35mm Universal

Shower Mixer Body Only



Matte Black NR321511hMB

Brushed Nickel NR321511hBN









Brushed Gold NR321511hBG

Gun Metal NR321511hGM

NRUB002P

Trim Kit

NR321511dtCH

Premium 35mm Universal Shower Mixer Body Only









NRUB003P

NR321511atCH

Trim Kits Only Chrome

S S S

Colours Available:

Premium 35mm Universal Shower

Bianca Shower Mixer With Divertor

Mixer With Divertor Body Only

Brushed Nickel NR321511atBN

Matte Black NR321511dtMB

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Brushed Nickel NR321511dtBN

Brushed Gold NR321511dtBG

Gun Metal NR321511dtGM

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NR321511dCH

Bianca Shower Mixer 80mm Plate Chrome Wels Rating: N/A Colours Available:



Matte Black

NR321511dMB







Brushed Nickel

NR321511dBN





Brushed Gold NR321511dBG

Gun Metal NR321511dGM



NR321511aCH Bianca Shower Mixer With Divertor Chrome Wels Rating: N/A Colours Available:

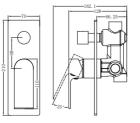






Matte Black NR321511aMB

Brushed Nickel NR321511aBN





17







Brushed Gold NR321511atBG



Gun Metal NR321511atGM





Brushed Gold NR321511aBG

Gun Metal NR321511aGM Universal Body

NRUB003P

Premium 35mm Universal Shower Mixer With Divertor Body Only





Bianca Shower Mixer With Divertor Separate Back Plate Trim Kits Only Chrome Colours Available:













Matte Black NR321511gtMB Brushed Nickel NR321511gtBN

Brushed Gold NR321511gtBG

Gun Metal NR321511gtGM



NR321511gCH

Bianca Shower Mixer With Divertor Separate Back Plate Chrome Wels Rating: N/A Colours Available:





Matte Black



Brushed Nickel

NR321511gBN







Brushed Gold NR321511gBG Gun Metal NR321511gGM



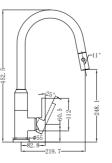
NR231708CH

Pearl Pull Out Sink Mixer With Vegie Spray Function Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41358 Colours Available:

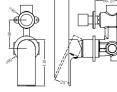




Matte Black NR231708MB Brushed Gold NR231708BG











BATHROOM ACCESSORIES

Chrome



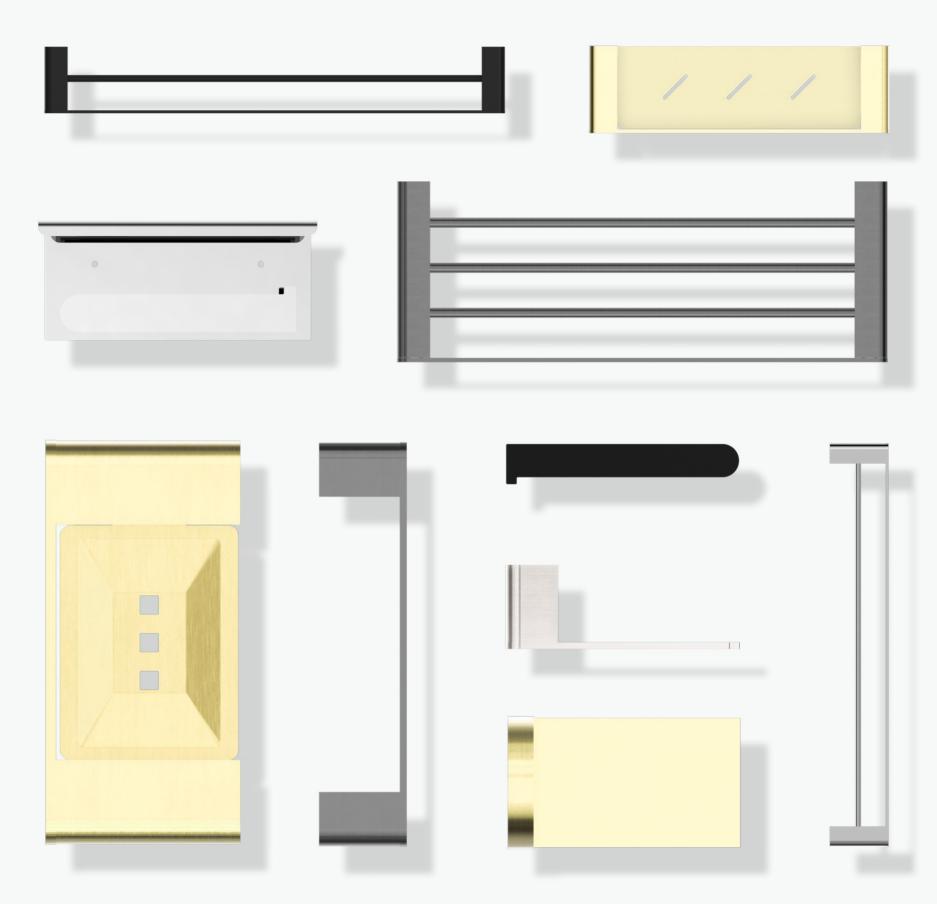
Brushed Nickel



Brushed Gold



Gun Metal



NR9024CH

Bianca Single Towel Rail 600mm Chrome Colours Available:



NR9024MB





Gun Metal

NR9024GM





NR9030CH

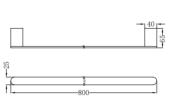
Bianca Single Towel Rail 800mm Chrome Colours Available:



NR9030MB



NR9030BN



NR9024dCH

Bianca Double Towel Rail 600mmChrome Colours Available:





NR9030dCH Bianca Double Towel Rail 800mm Chrome Colours Available:





Matte Black NR9030dMB

Brushed Nickel NR9030dBN



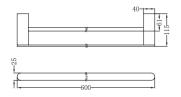


Brushed Nickel NR9024dBN

NR9024BN



Gun Metal NR9024dGM





NR9080CH

Bianca Hand Towel Rail Chrome Colours Available:











Bianca Robe Hook Chrome Colours Available:





Matte Black

NR9082MB



Brushed Nickel

NR9082BN

Matte Black NR9080MB



NR9080BN

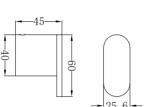
Brushed Nickel

0

Brushed Gold NR9080BG

NR9080GM

Gun Metal



Bianca Soap Dish Holder Colours Available: 0 🔊 🌭 🜑

NR9081CH



Matte Black NR9081MB



Brushed Nickel NR9081BN

Brushed Gold NR9081BG

Gun Metal NR9081GM

NR9086aCH

Bianca Toilet Roll Holder With Phone Holder Chrome Colours Available:

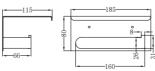


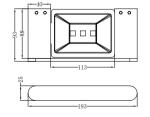




Matte Black NR9086aMB

Brushed Nickel NR9086aBN









Brushed Gold NR9082BG



Gun Metal NR9082GM





Brushed Gold NR9086aBG



Gun Metal NR9086aGM

NR9086CH Bianca Toilet Roll Holder Chrome Colours Available:





Gun Metal

NR9086GM

NR9089CH

Bianca Towel Rack Chrome Colours Available:



Matte Black NR9089MB



Brushed Nickel NR9089BN

Matte Black NR9086MB

NR9086BN

Brushed Nickel

<u>8-1</u>





NR9087aCH Bianca Metal Shower Shelf Chrome Colours Available:





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Brushed Gold NR9086BG

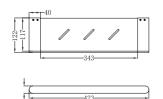


Matte Black NR9087aMB

Brushed Nickel NR9087aBN

Brushed Gold NR9087aBG

Gun Metal NR9087aGM









Brushed Gold NR9089BG Gun Metal NR9089GM

SHOWERS





Brushed Nickel



Brushed Gold



Gun Metal









Brushed Nickel NR30803BN

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Brushed Gold NR30803BG

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Gun Metal NR30803GM Matte Black NR307MB

Brushed Nickel NR307BN





Brushed Gold NR307BG

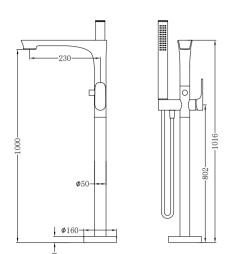


Gun Metal NR307GM

NR321503aCH

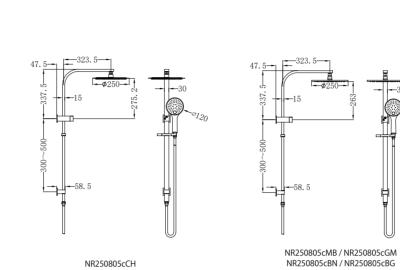
Bianca Freestanding Bath Mixer With Hand Shower Chrome Wels Rating: Not Star Rated, 7L/Min (Hand Shower Only) Wels REG No. S15618 Colours Available:





NR250805cCH

Bianca Twin Shower Chrome Wels Rating: Overhead Shower Not Star Rated, 7.5L/Min Hand Shower Not Star Rated, 7.5L/Min Wels REG No. S17515 Colours Available:



Bianca Twin Shower Wels Rating: Overhead Shower 4 Star, 7.5L/Min Hand Shower 4 Star, 7.5L/Min Wels REG No. S17424 Colours Available:

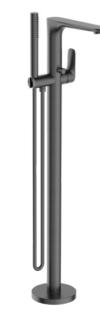


Gun Metal NR321503aGM Matte Black NR250805cMB Brushed Nickel NR250805cBN





Brushed Nickel NR321503aBN Brushed Gold NR321503aBG



Matte Black

NR321503aMB











NR502MB





Round Ceiling Arm 150mm Length Chrome Wels Rating: N/A Colours Available:









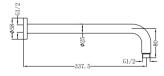


Brushed Nickel NR502BN

Brushed Gold NR502BG

Gun Metal NR502GM





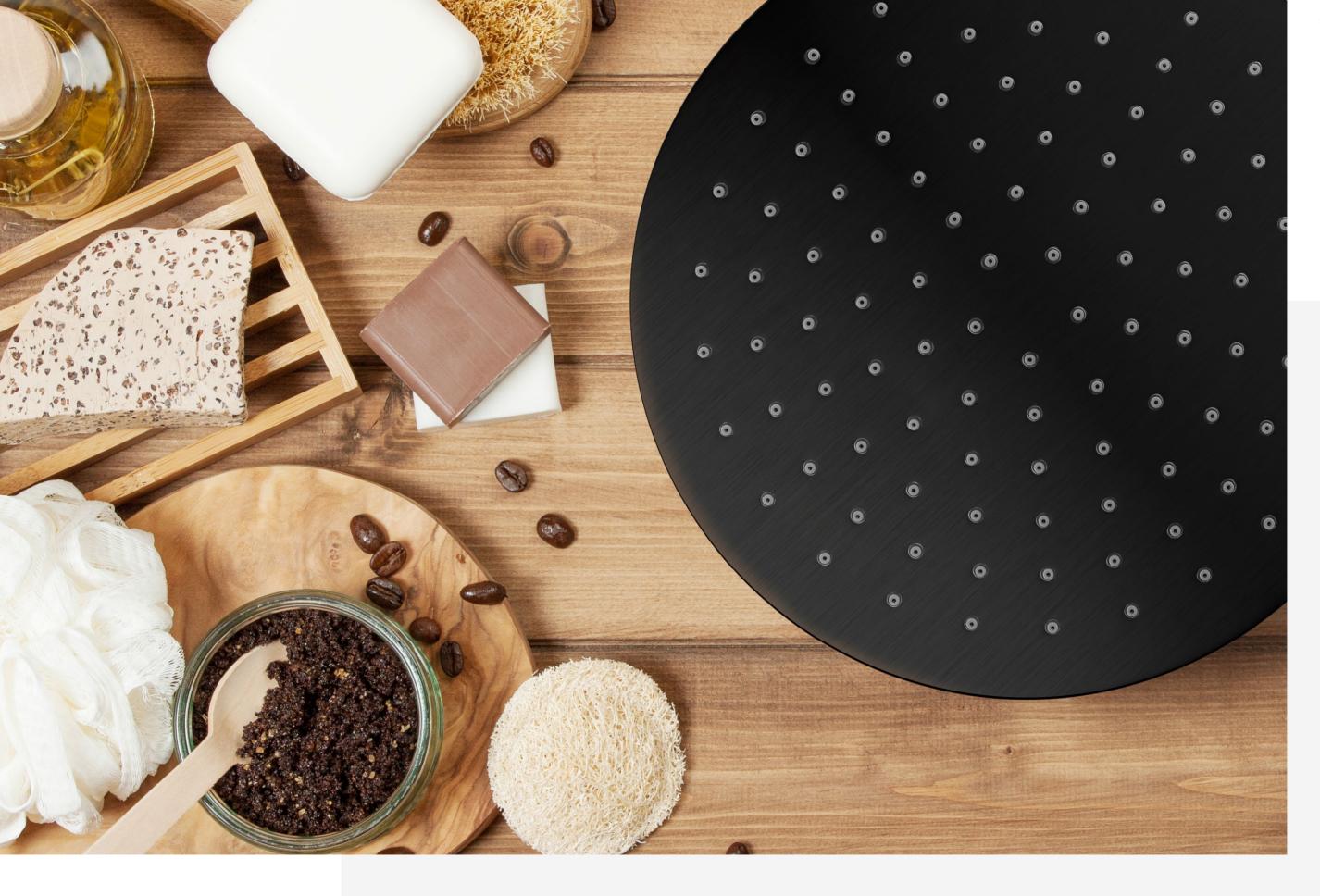




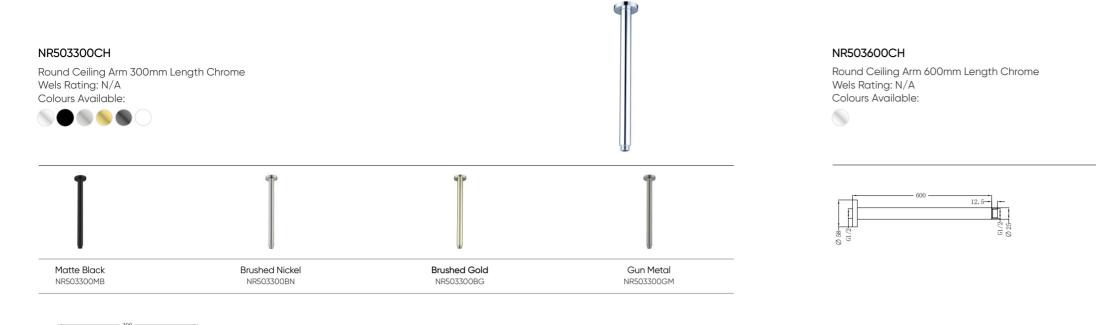
Brushed Gold NR503100BG

Gun Metal NR503100GM













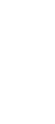
Round Ceiling Arm 450mm Length Chrome Wels Rating: N/A Colours Available:





Matte Black NR503450MB





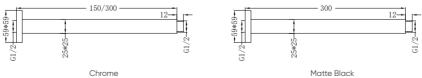
610



Square Ceiling Arm 150mm/300mm Length Chrome Wels Rating: N/A Colours Available:

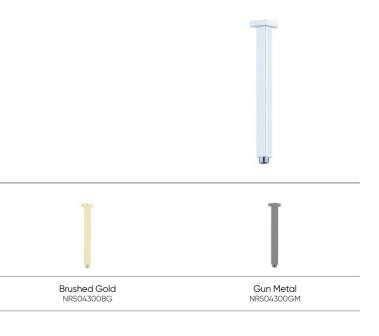












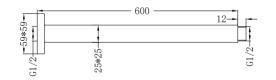
40

NR504450CH Square Ceiling Arm 450mm Length Chrome Wels Rating: N/A Colours Available: U Matte Black NR504450MB



NR504600CH

Square Ceiling Arm 600mm Length Chrome Wels Rating: N/A Colours Available:



NR505CH

. Wels Rating: N/A





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NR506CH

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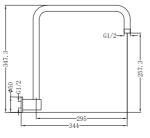
Round Swivel Shower Arm Chrome Wels Rating: N/A Colours Available:





Matte Black NR506MB

Brushed Nickel NR506BN







NRROA1001CH

250mm Round Shower Head Chrome Wels Rating: 3 Star, 9L/Min Wels REG No. S16683 Colours Available:











Brushed Gold

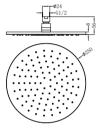
NRROA1001BG



Matte Black

NRROA1001BN

Brushed Nickel





Gun Metal NRROA1001GM

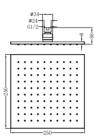


250mm Square Shower Head Chrome Wels Rating: 3 Star, 9L/Min Wels REG No. S16685 Colours Available:





NRROB1003BN



NRROB1003MB

NRROA1202CH

300mm Round Shower Head Chrome Wels Rating: 3 Star, 9L/Min Wels REG No. S16670 Colours Available:



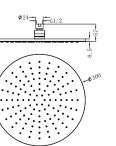


Matte Black

NRROA1202MB

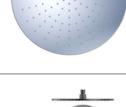


Brushed Nickel NRROA1202BN



Brushed Gold

NRROA1202BG





Gun Metal NRROA1202GM

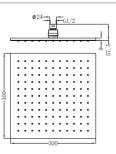


300mm Square Shower Head Chrome Wels Rating: 3 Star, 9L/Min Wels REG No. S16686 Colours Available:





Matte Black



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Brushed Gold NRROB1003BG Gun Metal NRROB1003GM



OTHERS ACCESSORIES

Chrome



Brushed Nickel



Brushed Gold



Gun Metal



45

46















Brushed Gold NR190001BG



Gun Metal

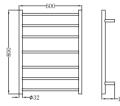
NR190001GM

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Matte Black NR190001MB

Brushed Nickel NR190001BN

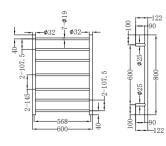




NR190002hGR Heated Towel Ladder Graphite Colours Available:



Brushed Gold NR190002hBG

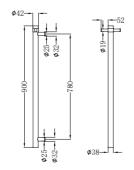








Brushed Gold NRV900hBG



NRA706CH

Universal Pop Up Waste Chrome Colours Available:



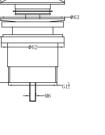




Matte Black NRA706MB

Brushed Nickel NRA706BN











Brushed Gold NRA706BG



Gun Metal NRA706GM

NRA707CH

40mm Bath Pop-Up Plug With Removable Waste No Overflow Chrome Colours Available:











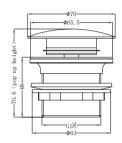


Matte Black NRA707MB

Brushed Nickel NRA707BN



Gun Metal NRA707GM





NRA707GM





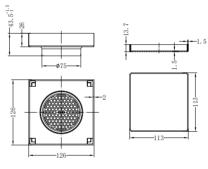
NRFW007MB





Brushed Nickel NRFW007BN

Brushed Gold NRFW007BG



NRFW006MB

100mm Square Tile Insert Floor Waste 50mm Outlet Matte Black Colours Available:





Brushed Nickel NRFW006BN



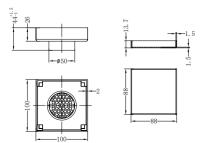






Gun Metal NRFW006GM

Brushed Gold NRFW006BG



NRFW008MB

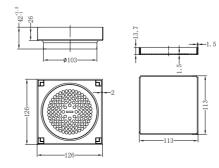
130mm Square Tile Insert Floor Waste 100mm Outlet Matte Black Colours Available:







Brushed Nickel NRFW008BN Brushed Gold NRFW008BG







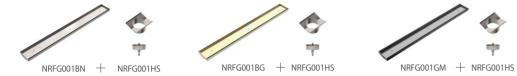
Gun Metal NRFW007GM





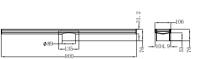
Gun Metal NRFW008GM





Brushed Gold NRFG001HSBG

Brushed Nickel NRFG001HSBN





NRFG002HSMB Tile Insert V Channel Floor Grate 50mm Outlet With Hole Saw Matte Black

Colours Available:





NRFG002BN + NRFG002HS

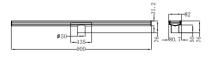
NRFG002BG + NRFG002HS

Brushed Nickel NRFG002HSBN



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Gun Metal NRFG002HSGM









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NRFG002GM + NRFG002HS

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Gun Metal NRFG001HSGM



NRFW003CH

100mm Round Tile Insert Floor Waste 50mm Outlet Chrome Colours Available:

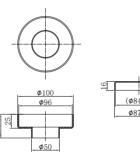






Matte Black NRFW003MB

Brushed Nickel NRFW003BN



(Ø84.5) Ø87.5

NRFW004CH 130mm Round Tile Insert Floor Waste

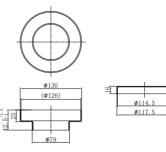
80mm Outlet Chrome Colours Available:







Matte Black NRFW004MB Brushed Nickel NRFW004BN









Brushed Gold NRFW003BG

Gun Metal NRFW003GM





Brushed Gold NRFW004BG



Gun Metal NRFW004GM

NRFW005CH

130mm Round Tile Insert Floor Waste 100mm Outlet Chrome Colours Available:











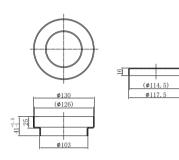


Matte Black NRFW005MB

Brushed Nickel NRFW005BN

Brushed Gold NRFW005BG

Gun Metal NRFW005GM







NRPLO01BN

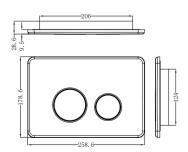
In Wall Toilet Push Plate Brushed Nickel Colours Available:



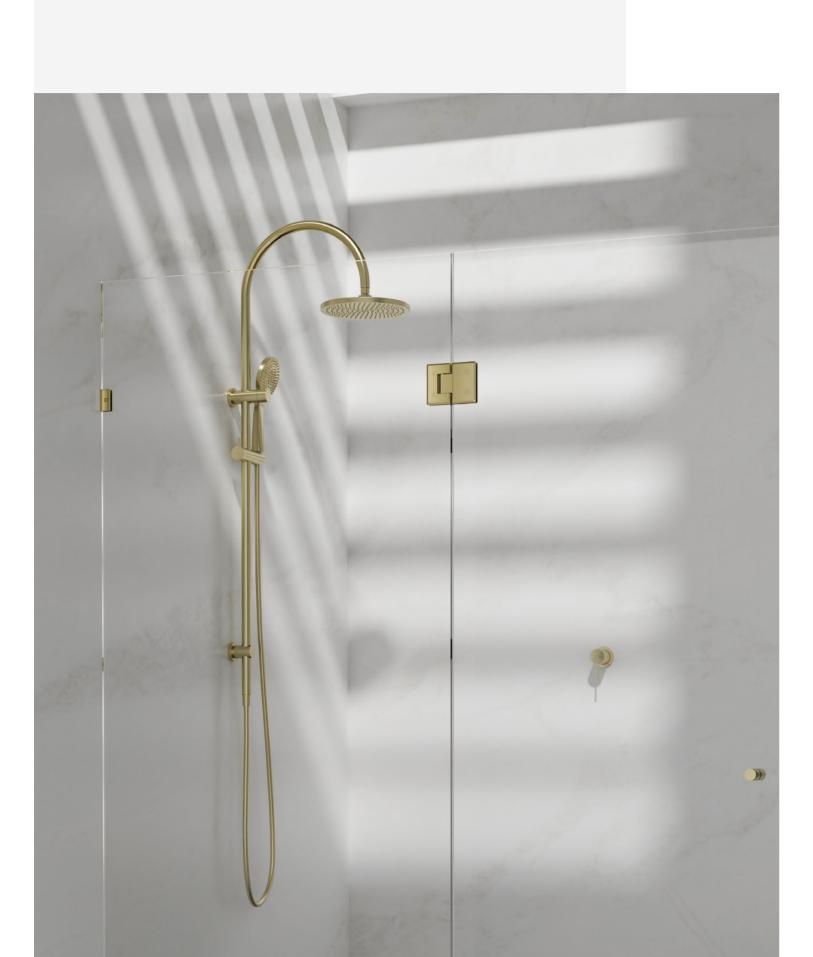




Brushed Gold NRPL001BG Gun Metal NRPL001GM







NRSH101aCH

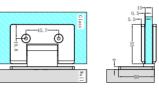
90 Degree Glass to Wall Shower Hinge 10mm Glass Chrome Colours Available:







Matte Black NRSH101aMB Brushed Nickel NRSH101aBN





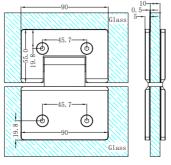
NRSH102aCH 180 Degree Glass To Glass Shower Hinge 10mm Glass Chrome Colours Available:







Matte Black NRSH102aMB Brushed Nickel NRSH102aBN







Brushed Gold NRSH101aBG



Gun Metal NRSH101aGM





Brushed Gold NRSH102aBG



Gun Metal NRSH102aGM

NRSH201aCH Over-Panel Glass To Glass Fitting 10mm Glass Chrome

Colours Available:







Glass







Matte Black NRSH201aMB

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Glass

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Brushed Nickel NRSH201aBN



Gun Metal NRSH201aGM



Shower U Bracket 10mm Glass Chrome Colours Available:

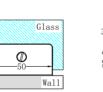






Matte Black NRSH203aMB

Brushed Nickel NRSH203aBN





NRSH202aCH Shower F Bracket 10mm Glass Chrome Colours Available:





Matte Black

NRSH202aMB



Brushed Nickel

NRSH202aBN







Brushed Gold

NRSH202aBG



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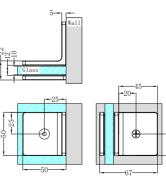
Gun Metal NRSH202aGM NRSH204aCH 90 Degree Glass To Wall Bracket 10mm Glass Chrome Colours Available:

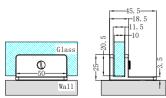






Matte Black NRSH204aMB Brushed Nickel NRSH204aBN











Brushed Gold NRSH203aBG



Gun Metal NRSH203aGM





Brushed Gold NRSH204aBG



Gun Metal NRSH204aGM NRSH301aCH

Round Shower Knob Chrome Colours Available:







-10-







Matte Black NRSH301aMB

Glass

Brushed Nickel NRSH301aBN

Brushed Gold NRSH301aBG

Gun Metal NRSH301aGM



Towel Bar 500mm Chrome Colours Available:

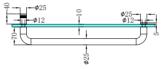




Matte Black NRSH303aMB

Brushed Nickel NRSH303aBN





NRSH302aCH Square Shower Knob Handle Chrome Colours Available:

-ø12-

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Matte Black

NRSH302aMB





Brushed Nickel NRSH302aBN

Brushed Gold NRSH302aBG

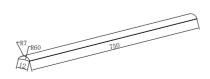


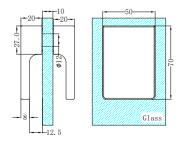
NRSH401MB Half Round Water Seal Rail 750mm Matte Black Colours Available:





Brushed Gold NRSH401BG











Warranty Policy

1. Warranty Coverage Statement

Nero Tapware is committed to providing high-quality products designed to meet the highest industry standards. Our warranty reflects our confidence in the durability and reliability of our products.

2. Applicability

This warranty applies to goods purchased on or after 1st May 2024, covering both Australia and New Zealand markets, in compliance with the Australian Consumer Law (ACL) and New Zealand's Consumer Guarantees Act (CGA).

3. Warranty Periods

Premium Range (Residential Use)

Category	Warranty Period(Years)	Warranty Details
Zen, Opal, Kara, York, Bianca, Mecca & Mecca Care Tapware	25 25 2	 25 years replacement cartridge only 25 years replacement products or parts on all finishes 2 years replacement products or parts & labour
Zen, Opal, York, Bianca, Mecca & Mecca Care Showers	25 / 2	 25 years replacement products or parts on all finishes 25 years on hand showers, shower heads, Shower hoses replacement only (labour not included) 2 years replacement products or parts & labour
Zen, Opal, York, Bianca, Mecca & Mecca Care Bathroom Accessories	25	· 25 years replacement products or parts on all finishes
Opal Metal Basins	25	· 25 years replacement products on all finishes
Heated Towel Rails	25 / 1	 25 years replacement products or parts on all finishes 1 year on power transformer replacement
Electronic Mixers / Taps & Push Taps	25 / 2	 25 years replacement products or parts on all finishes 2 years Replacement products or parts & labour

Premium Range (Commercial Use)

Category	Warranty Period(Years)	Warranty Details		
Zen, Opal, Kara, York, Bianca, Mecca & Mecca Care Tapware	15 / 10 / 1	 15 years replacement cartridge only 10 years replacement products or parts on all finishes 1 year replacement products or parts & labour 		
Zen, Opal, York, Bianca, Mecca & Mecca Care Showers	10 / 1	 10 years replacement products or parts on all finishes 10years on hand showers, shower heads, Shower hoses replacement only (labour not included) 1 year replacement products or parts & labour 		
Zen, Opal, York, Bianca, Mecca & Mecca Care Bathroom Accessories	10	·10 years replacement products or parts on all finishes		
Opal Metal Basins	10	·10 years replacement products on all finishes		
Heated Towel Rails	10 / 1	 10 years replacement products or parts on all finishes 1 year on power transformer 		
Electronic Mixers / Taps & Push Taps	2/1	· 2 years replacement products or parts on all finishes · 1 year Replacement products or parts & labour		

Standard Range (Residential and Commercial)

Category	Warranty Period(Years)
Mixer Taps	15 / 10 / 1
Electronic Mixers / Taps & Push Taps	2 / 1
Showers	10 / 1
Bath Outlets	10
Bathroom Accessories	10
Other Accessories	10

4. The warranty period commences from date of purchase, or for new buildings from date of handover.

5. How to make warranty claim?

To make a warranty claim, customers must contact the Seller from which the goods were purchased or contact Nero Tapware directly. *Proof of purchase or equivalent documentation is required. (e.g. Handover documentation for new homes, Tax Invoice, Water Marks, etc.) For Australia Consumers and New Zealand Consumers.

Australia	New Zealand
🗞 03 8786 3170	🗞 02 1046 8481
🖂 support@nerotapware.com.au	🖂 support@nerotapware.co.nz

6. The expense of claiming on the warranty will be borne by the customer.

7. This warranty covers the repair or, at Supplier's option, replacement of any goods which are defective through faulty manufacture or materials, free of charge and labour. The Supplier reserves the right to alter, or amend this warranty offer in writing at any time.

The Supplier reserves the right to provide minor components (e.g. Handles, aerators, buttons, dress rings, spindle/cartridges and seals) as 'Parts Only' to the customer as part of replacement warranty. This warranty does not cover any claims for labour, or additional products/parts associated with allegedly faulty goods for work supplied by an outside party that is not approved in advance in writing by the Supplier.

8. For installed goods, the Supplier requires adequate access to evaluate the goods, fittings, and fixtures for any warranty claim, as well as to perform any necessary warranty repairs. The Supplier will not be liable for any consequential damage or costs if adequate access to the goods, fittings, or fixtures is not provided.

9. For discontinued or unavailable goods, the Supplier may replace the

Warranty Details

- · 15 years replacement Cartridge only
- · 10 years replacement products or parts on all finishes
- $\cdot\,$ 10 years on washing machine stops replacement only
- \cdot 1 year replacement products or parts & labour
- $\cdot\,2$ years replacement products or parts on all finishes
- · 1 year replacement products or parts & labour
- · 10 years replacement products or parts on chrome finishes
- \cdot 10 years replacement products or parts on other finishes
- \cdot 10 years on hand showers, shower heads, Shower hoses
- replacement only (labour not included)
- ·1 year replacement products or parts & labour
- · 10 years replacement products or parts only on all finishes
- 10 years replacement products or parts only on all finishes
- 10 years on universal pop-up waste replacement only
- 10 years on bottle trap replacement only
- · 10 years on glass hardware replacement only
- 10 years product replacement and 1 year labour on toilet push plate only
- · 10 years product replacement and 1 year labour on cistern only
- · 10 years on floor waste replacement only

goods with equivalent current or available goods, using best endeavors and product knowledge to match the appearance and specifications of the original goods.

10. Supplier's obligations under warranty are limited to the repair or, at Supplier's option, replacement of any product which are defective through faulty workmanship or materials. To the extent permitted by law, Supplier will not be liable for any loss to furniture, floor coverings, walls, fixtures or any consequential loss of any kind caused by any defect in the product components.

 $\ensuremath{\mathrm{ll}}$. This warranty does not cover defects caused by or arising from any of the following:

11.1. Goods installed by a person other than a licensed plumber. This does not apply to bathroom accessories such as towel rails, shelves, etc.

11.2. Goods not installed to relevant national standards or state regulations.

11.3. Tapware exposed to water pressures and/or temperatures that exceed stated limitations as per the standard installation instructions.

Note: AS/NZS 3500.1:2003 specifies 500kPA maximum water supply pressure at any outlet within a building for new installations.

- 11.4. Fitting of other devices to the outlet of tapware (e.g. water filters).
- 11.5. Fitting of in tap body or end of line water flow regulating devices that have not been approved by Supplier.
- 11.6. Products used for incorrect applications, non-potable water, etc.
- 11.7. Damage as a result of obstruction due to inadequate flushing of system before use.
- 11.8. Service, repairs or other non-standard replacement parts previously undertaken without Supplier's prior written approval.
- 11.9. Damage to finishes by adhesives, sealant, etc.
- 11.10. Damage to finishes which arise from installation or postinstallation use. 11.11. Failure to observe manufacturer's care and cleaning instructions.
- 11.12. Improper or abusive use of product and/or damage resulting from misuse, accident or neglect.

11.13. Fair wear and tear, such as the working seals in the inlet and outlet valves, including scratching from cleaning etc.

Note: It is the installer/consumers responsibility to ensure: • Product is not damaged prior to installation.

- They are happy with their purchase.
- The product has all of its components.
- Required maintenance is performed.

12. Should any warranty claim be made, and service attended to by the Supplier or its authorized service agent, and the fault is due to a cause expressly excluded from this warranty above; the Supplier reserves the right to charge service fee for any work carried out.

13. This warranty is in addition to the rights conferred upon customers by the Australian Consumer Law (ACL) and the Consumer Guarantees Act 1993 (CGA) in New Zealand.

14. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law (ACL) and the Consumer Guarantees Act 1993 (CGA) in New Zealand. For major failures with the service, you are entitled to the following remedies:

15. Refund Policy:

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law (ACL) and the Consumer Guarantees Act 1993 (CGA) in New Zealand. For major failures with the goods, you are entitled to a refund. If a failure with the goods does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods. While our company acknowledges its responsibility for addressing any issues with the quality of our products, we recommend that customers contact the place of purchase for inquiries related to returns and refunds. We are committed to assist and cooperating with our distributors or retailers to resolve any issues customers may encounter with our products.

TAPWARE AND ACCESSORIES CARE AND CLEANING INSTRUCTIONS

Under no circumstances should you install tapware using acetone silicones.

Never use harsh detergents or abrasive cleaners, as these will scratch the surface. This includes organic harsh chemicals such as citrus.
 Use of wax-based furniture cream should be avoided as this can result in a build-up of deposits, which could detract from the appearance.
 All products should always be cleaned with care using a soft dry micro fibric cloth or a soft cloth with warm soapy water for a lifetime of use.
 Individual products may be subject to additional or specific care and cleaning instructions. Please refer to documentation accompanying those products.

TERM AND CONDITIONS

1. DEFINITIONS

ACL refers to the Australian Consumer Law as outlined in the Competition and Consumer Act 2010 (Cth) and its associated regulations, as amended from time to time, applicable within Australia. CGA refers to the Consumer Guarantees Act 1993 and its associated regulations, as amended from time to time, applicable within New Zealand.

Consumer is defined according to both the ACL and CGA, and in determining if the Customer is a consumer, the determination is made based on the Customer's status under the Agreement according to the applicable law.

Customer means the person, jointly and severally if more than one, acquiring goods or services from the Supplier. Goods means goods supplied by the Supplier to the Customer. GST refers to the Goods and Services Tax as defined in A New Tax System (Goods and Services Tax) Act 1999 (Cth) for Australia and the Goods and Services Tax Act 1985 for New Zealand, and their associated regulations as amended.

Order means every order placed by the Customer for the purchase of goods or services from the Supplier. PPSA refers to the Personal Property Securities Act 2009 (Cth) for Australia and the Personal Property Securities Act 1999 for New Zealand, and their associated regulations as amended. Services means services supplied by the Supplier to the Customer. Supplier refers to Nero Bathrooms International Pty Ltd trading as Nero Tapware ABN 57 148 833 989 or its registered equivalent in New Zealand.

Terms refers to these Terms and Conditions of Trade, as applicable in Australia and New Zealand, incorporating any necessary modifications or supplements to comply with the laws and commercial practices of each country.

2. GOODS

The Supplier may modify, add, or remove goods in its product range without notice. This includes changes to the country of origin, materials, dimensions, and colors.

3. QUOTATION

Quotations provided by the Supplier are valid for 30 days, represent an invitation to treat, and are only valid if in writing. They may include additional terms that supersede these Terms in case of inconsistencies.

4. ORDERS

Orders placed by the Customer constitute an offer, which the Supplier may accept at its discretion. Acceptance results in a legally binding contract based on these Terms and any additional terms in the quotation.

5. PRICING

Prices are exclusive of GST and other applicable taxes or duties unless stated otherwise. A handling and delivery charge may apply to orders below a certain value.

6. PAYMENT

Payment terms include full payment within 30 days from the invoice date unless otherwise agreed. The Supplier may require payment upon delivery or a non-refundable deposit for custom orders.

7. PAYMENT DEFAULT

Default in payment allows the Supplier to suspend credit, charge interest, recover costs related to enforcement or goods recovery, and cease or suspend further supply.

8. PERSONAL PROPERTY SECURITIES ACT

Terms related to the PPSA establish a security interest in the goods supplied and require customer actions to ensure a valid, registrable security interest.

9. RISK AND INSURANCE

Risk and insurance responsibility transfer to the Customer upon delivery or collection of goods. The Customer is responsible for obtaining necessary licenses or permits.

10. PERFORMANCE OF AGREEMENT

Delivery dates are estimates only. The Supplier endeavors to meet these estimates but is not liable for any delivery delays.

11. DELIVERY

The Supplier arranges delivery, with costs borne by the Customer. Part deliveries are permissible, and the Customer is responsible for inspecting goods upon delivery.

12. RETURNS

Returns due to change of mind are at the Supplier's discretion. Custommade or altered goods are non-returnable. A restocking fee may apply.

13. LIABILITY

The Terms exclude implied terms or warranties beyond those explicitly stated

or provided by law, particularly under the ACL and CGA, where applicable.

14. CANCELLATION

The Supplier may cancel orders if unable to deliver or provide services. Customer cancellation or suspension of orders is not binding once accepted.

15. SHORTAGES AND EXCHANGES

Claims for shortages, damages, or non-compliance must be made within 14 days. The Supplier's liability is limited to replacement, refund, or repair of the goods.

16. FORCE MAJEURE

The Supplier is not liable for failure to perform due to events beyond its control, including industrial disputes, accidents, and import or export restrictions.

17. MISCELLANEOUS

The laws of Victoria, Australia, and New Zealand govern these Terms, with non-exclusive jurisdiction of their courts. A waiver of any Term does not imply a waiver of other rights.

This comprehensive modification and supplement ensure the Terms and Conditions are applicable and enforceable in both Australia and New Zealand, accommodating the legal and commercial practices of both countries.