Product Warranty

Studio Bagno offers varying warranty periods and inclusions for each product category.
Please refer to the table below.

Product Type	Warranty Period	Inclusions
Basins (ALL)	1/10 Years	1 year labour & 10 years replacement product
Toilet Suites (Pan + Cistern, Vitreous Only)	1/10 Years	1 year labour & 10 years replacement product
Toilet Seats	1 Year	1 year replacement product or parts
Toilet Suites (Internal Mechanisms - Valves)	1 Year	1 year parts & labour
Baths	10 Years	1 year labour & 10 years replacement product
Basin Accessories	1 Year	1 year parts & labour
Accessories	10 Years	10 year replacement product
Spare Parts	1/10 Years	1 year labour & 10 years replacement product
In-Wall Cisterns	1/10 Years	1 year labour & 10 years replacement product
In-Wall Cisterns (Internal Mechanisms - Valves)	2 Years	2 years replacement parts
Cistern Actuators	1/2 Years	1 year labour & 2 years replacement product
Tapware	1/15 Years	1 year labour & 15 years replacement product or parts
Solid Surface Mirrors	1/5 Years	1 year labour & 5 years replacement product
Meteor Handmade Steel Basins	1/5 Years	1 year labour & 5 years replacement product

PLEASE NOTE:

Installers must make a thorough inspection of products prior to installation to ensure that the item is defect and breakage free. If a fault is found, the client should contact the reseller with proof of purchase to organise a replacement product.

Should a product with an obvious defect be installed it may still be subject to replacement by Studio Bagno under warranty but labour will be the responsibility of the customer or installer.

* A seat which comes loose with continued use is not covered by warranty. All seats under normal usage have a tendency to loosen. It is the responsibility of the owner to tighten seats periodically.

Valves that run on at time of installation or very soon after are almost invariably due to a seal not being created due to foreign matter in the water line.

It is the responsibility of the installing plumber to clean the water lines prior to installation, and to ensure the seals and valves are functioning correctly.

WARRANTY COMMENCEMENT DATE

From the date of purchase from a Studio Bagno distributor or handover for new buildings.

COLOUR PRODUCTS DISCLAIMER:

Colours may vary from images shown, and photos of all colour variations may not always be available. Additionally, coloured products are subject to normal manufacturing variances, meaning slight differences may occur between production runs or compared to existing samples.

Studio Bagno cannot accept liability for any colour variations once a product has been installed. Installers must inspect physical products in person before installation to ensure accuracy.

PRODUCT MANUFACTURING VARIANCE DISCLAIMER:

Due to the nature of ceramic manufacturing, Studio Bagno products are subject to normal production variances. Dimensions may vary by up to 2% from those stated on the corresponding technical pages.

Additionally, Studio Bagno reserves the right to adjust product dimensions when necessary. We do not accept liability for any costs incurred from incorrect installations resulting from dimensional differences. To ensure accuracy, all installation work must be carried out with the physical product on-site.

Service Procedure + Cleaning Instructions

Initiating a Service Request

For the service procedure to commence the following information must be supplied to: service@studiobagno.com.au

- Customer first and last name
- Proof of purchase
- Address where service is required
- Customer contact phone number (mobile and/or landline)
- Customer email address
- Brief description of the issue (including photos or video)

WHAT WILL HAPPEN NEXT:

1. Upon receipt of service request form, Studio Bagno will start a Job log for this service (a J... number will be assigned)

2. The customer will then be contacted within 24 hours.

Warranty Will Not Apply If:

1. Customer cannot verify purchase of product.

2. Items have not been installed by a licenced installer (in the case of any item connected to water lines this must be a licensed plumber).

3. Installer has made any 'custom alterations' to products such as alteration of cisterns or modifications to valves.

4. Ceramic or metal parts are damaged due to the use of abrasive cleaners or cleaning agents containing chlorine or acids.

5. Damage is caused by non-compliance with Studio Bagno cleaning instructions.

6. In the case of Valves, the valve is 'running on' due to lines not being flushed.

7. The fixing of basins to tops or walls with epoxy resin will void warranty.

Service Call Charges

Should Studio Bagno attend a service call and it be found that a product has been incorrectly installed, the cutomer will be advised that a service charge will be incurred.

In some cases prior to the service call being arranged, Studio Bagno will request the customer's credit card details. This will occur only when, in Studio Bagno's opinion, the call out is the result of faulty installation.

This will be a minimum charge of $189.00 + GST. This charge covers the call out fee and the first 30 minutes of labour. After that time the service rate becomes $55.00 per 30 minutes.

Should the product indeed be faulty there will be no charge to the customer.

CLEANING YOUR STUDIO BAGNO PRODUCT

GLAZED & STEEL PRODUCTS

Use a biodegradable dishwashing liquid and water and wash the product using a paper towel or sponge.

Rinse with clean water and buff with a clean cloth or paper towel if necessary.

For scum or residue use white vinegar followed by a rinse with water and buff if necessary.
Alternately make a paste of bicarbonate of soda and proceed as previous.

Note that these methods are applicable for your toilet bowl, bicarbonate and biodegradable dishwashing liquid are effective in the well but remember to use your toilet brush!

CLEANING YOUR TOILET SEAT

To preserve the finish on your toilet seat it is recommended to use a warm water solution with a little biodegradable detergent. Buff with a clean dry cloth or paper towel.

White vinegar can also be used especially on any metal components as it will not degrade the finish and is antibacterial.

CLEANING YOUR MARMOTECH BATH

A warm water solution with a little biodegradable detergent is recommended. Buff with a clean dry cloth or paper towel.
If there is residue on the surface, make a paste of white vinegar and baking soda, rub gently, then rinse off with a solution. As above, then buff.

For a heavy residue deposit use Gumption rubbing gently and then rinse with the detergent solution, then buff.

White vinegar can also be used especially on any metal components as it will not degrade the finish and is antibacterial.

Under no circumstances use chemicals, abrasives, bleach or products containing bleach as these will not only damage the product over time but will void your warranty.