



## 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	5 years	Acrylic Tops	10 years	Bluetooth Sound System	1 year
GOLD VANITY CABINETS	10 years	Ceramic Tops/Basins	5 years	Cabinet Lighting	1 year
PLATINUM VANITY CABINETS	20 years	Dolomite Tops	5 years	Shelves	5 years
Tallboys	10 years	Laminated Laundry Benchtops	7 years	Laundry Cabinets	5 years
Shaving Cabinets (excluding mirror)	10 years	Laminated Vanity Tops	5 years		
Mirrors	1 year	Solid Timber Tops	3 years		
Commercial Use: ALL PRODUCTS	1 year	Stone/SilkSurface Tops	10 years		

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 voided 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.**

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## WARRANTY REGISTER ONLINE

at [www.timberlinebp.com.au/contact-us/warranty/](http://www.timberlinebp.com.au/contact-us/warranty/)

We'll keep a record of your purchase to save you the hassle. That way you know we will always have your warranty information saved - just in case something goes wrong...

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Please see [www.timberline.com.au/downloads](http://www.timberline.com.au/downloads) to download all warranty and installation instructions

## GENERAL CLEANING

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 the 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, as water damage is not covered under warranty.

To keep your bathroom furniture looking sparkling bright ask about our Timberline 3 Dimension Cleaners. They don't only clean, they leave a silky smooth polished finish. Ask your nearest Timberline dealer now.

## ACRYLIC & CERAMIC TOPS & CERAMIC BASINS

Wipe clean with a soft damp cloth or sponge. For basic stains, clean with mild detergents. It is recommended to periodically clean the surface with a mild non-abrasive cleanser to maintain a uniform appearance. Ajax Bathroom Spray 'n' Wipe-style cleaner is recommended for general cleaning.

Avoid contact with strong chemicals such as paint removers, acetone, oven cleaners, hair dyes, etc. and other strong chemicals. Routine cleaning with soap, water and a sponge, or window cleaner and paper towel will remove most dirt and stains. For more stubborn stains, gently rub the stain with a scouring cleanser and a white/light coloured non-abrasive ScotchBrite-style pad and water. Always rub in a circular motion, then rinse and towel dry.

## DOLOMITE TOPS

Clean with normal liquid detergent. Do not use detergent containing abrasives.

Buff with Timberline 3 Dimension Cleaner and Polish (car care products are a good alternative). If these instructions are followed regularly, the product will keep its fine appearance for many years to come.

Do not expose the product to acids, ammonia, drain cleaner, hair dyes or chlorine. If, for some reason, the surface should become scratched or faded, polish and wax according to the above instructions. Deeper scratches can first be carefully polished with wet strength sandpaper (approx. 1200 grit).

For more information refer to [marmite.eu/material/maintaining-products](http://marmite.eu/material/maintaining-products).

## TIMBER TOPS

Normal maintenance consists of wiping down with a damp cloth. Detergents, cleansers (liquids such as 'Handy Andy', 'Spray & Wipe', etc) and other cleaning agents are all suitable. 'Harsh' cleansers such as 'Ajax' may also be used, although not on a regular basis as they may effect gloss level.

Timber tops will readily take the punishment associated with day-to-day usage within the household environment. Products that should be avoided are those containing silicon compounds (such as 'Mr Sheen'). Silicon can embed itself in the chemical structure of the polyurethane coating making subsequent recoating difficult.

For more information on removing stains and dents from timber tops refer to [timberline.com.au/downloads](http://timberline.com.au/downloads).

## CAESARSTONE TOPS

For everyday, routine cleaning of Caesarstone we recommend wiping the surface with warm soapy water (a mild detergent) and a clean damp cloth, or Caesarstone Spray Cleaner.

As Caesarstone is virtually non-porous, it will keep its lustrous gloss and ultra smooth surface which never needs polishing or sealing. Never attempt to polish the surface and avoid prolonged rubbing in one spot when cleaning.

For further information refer to [caesarstone.com.au/cleaning-maintenance](http://caesarstone.com.au/cleaning-maintenance).

## SILKSURFACE TOPS

Wipe clean with a soft damp cloth or sponge. For basic stains, clean with mild detergents. It is recommended to periodically clean the surface with a mild non-abrasive cleanser to maintain a uniform appearance.

Avoid contact with strong chemicals such as paint removers, acetone, oven cleaners and other strong chemicals. Routine cleaning with soap, water and a sponge, or window cleaner and paper towel will remove most dirt and stains. For more stubborn stains, gently rub the stain with a scouring cleanser and a white/light coloured non-abrasive ScotchBrite-style pad and water. Always rub in a circular motion, then rinse and towel dry.

## MIRRORS

Keep your bathroom well ventilated during showers, etc. to avoid condensation that can run and pool at the edge of your mirror. Always protect the edges of your mirror from excessive moisture and take care to ensure any moisture/condensation is wiped off immediately.

For best results wipe your mirrors with a slightly moist micro fibre cloth and then dry with a dry micro fibre cloth to leave a streak free finish. DO NOT use any ammonia-based cleaning products (including glass cleaners), as these could corrode the mirror's silver backing and will leave streaks and smears behind. Be sure to read the label of all cleaning products before use.

Never spray cleaners directly onto a mirror. Spray onto a soft micro fibre cloth and then wipe the mirror. When in doubt, gentler is better - a damp cloth can clean a mirror exceedingly well.

It is recommended to oil the edges of your mirrors once every 6 months with a small amount of clean, clear oil (such as baby oil). Avoid using heavier mineral oils as this may mark your mirror. Wipe up excess oil with a clean cloth and a light spray cleaner.

Use Timberline 3 Dimension Streak Free Glass Wax for a lasting shine.



3 Dimension Cleaner and Polish suitable for nearly all bathroom surfaces



3 Dimension Streak Free glass and mirror polish for lasting shine.