

Windia Pty Ltd is the holding company of RBA Australia.

ABN 88 003 672 231

RBA Australia (“RBA”) products are warranted to be free from defects in workmanship & materials for a period of 12 months from purchase.

Exclusions and Limitations

We will not be liable for defects which are a result of damage arising from abuse, misuse or lack of reasonable care by the user, loss or damage caused by factors beyond our control, damage or defects caused due to unusual, non-recommended or negligent use or for the replacement of parts due to normal wear and tear.

Total Liability

Our total liability with respect to this warranty against defects is limited, at our option to, the replacement of the goods or the repair of the goods. We will not be liable for any special, indirect, consequential or economic loss or damage or loss of profits [in contract or tort or arising from any other cause of action] suffered by you or any other person resulting from any act or omission by us.

Making a Claim

Any claim made under this warranty must be made by returning the product to our warehouse at 18/47-51 Lorraine St, Peakhurst, 2210. You should give us prior notice of any return to facilitate the processing of your transaction.

We will not be liable for any costs, loss or damage incurred in connection with transportation or delivery of the product to us.

All claims must be from the original purchaser and a copy of our invoice must accompany claim.

Upon delivery of the product to us we will assess the product and determine if the fault or problem is covered by this warranty. We will advise you by telephone, email or in writing whether the fault is covered by this warranty.

Statutory Guarantees

This warranty against defects is provided in addition to other rights or remedies you may have at law.

The following paragraph applies where the sale is subject to the Australian Consumer Law.

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 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.

RBA reserves the right to make changes to this warranty without formal notice.

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Stainless Steel



Warning

Do not mix different cleaning solutions. Always read cleaning products label for proper use instructions.

Normal Cleaning

Clean weekly or more often as needed [especially high polish or mirror finished surfaces]. For best results always rinse well with fresh water and wipe dry with clean soft cloth.

Recommended Cleaning Materials

- Sponge - natural or artificial
- Nylon or other soft bristle brush
- Micro-fiber Cloth

Recommended Cleaning Solutions

- Hand dishwashing liquid / soft water solution
- Mild soap / soft water solution
- CRES Clean™ - cleaner / polish
- 3M® Stainless Steel Cleaner - cleaner / polish
- White vinegar / soft water solution [for brightening, removing hard water deposits]
- Soda Water

To Remove Stubborn Spots or to Treat a Scratch

Use a synthetic, abrasive general purpose pad such as Scotch Brite® is recommended. Apply the stainless steel cleaner/polish to the synthetic abrasive pad and CAREFULLY rub out spot with cleaner/polish. Be sure to rub in the direction of the grain. Do not allow steel wool to come in contact with the stainless steel. Steel particles can become embedded into the stainless steel surface and create rust.



Note

After cleaning for serious problems, let dry and expose to air for at least 24 hours to allow “healing” [restoring of the chromium oxide layer] of stainless steel surfaces.

High Polish Stainless Steel



Warning

High polish stainless surfaces should NEVER come in contact with any abrasive brush, cloth or cleaning agent.

To Remove Smudges & Fingerprints

Wipe surfaces with a quality Stainless Steel cleaner/polish. Apply using a soft, non-abrasive cloth. Always follow cleaner/polish product instructions and admonishments.

To Remove Dirt & Debris

Wash surfaces with a mild liquid soap using a soft cloth. Rinse surfaces thoroughly with clean water followed by wiping dry with a soft non-abasive cloth and stainless steel cleaner/polish.

To Remove Rust Stains

Wipe surfaces with CRES Clean™ or equivalent cleaner or recommended solutions listed above. Apply using a soft non-abrasive sponge. Rinse surfaces thoroughly with clean water followed by wiping dry with a soft non-abasive cloth and stainless steel cleaner/polish.

For Tough Problems

- CRES Clean™ - cleaner / polish
- 3M® Stainless Steel Cleaner - cleaner / polish
- #7 chrome polish

Things to Avoid

- All purpose cleaners containing abrasive particles such as Comet®, Ajax® or Bon Ami®
- Harsh chemicals [strong acidic or alkaline materials such as hydrochloric acid, sodium hydroxide, etc.]
- Any abrasive substance [dirt/mud, ceramic item etc]
- Chlorinated cleansers, sanitizers or bleach of any kind
- Avoid leaving any object made of steel or metal to remain in contact with stainless steel surface [hair pins, paper clips aerosol cans etc.].
- Scotch-Brite® type pads on high polished surfaces
- Seawater or excessively hard water
- Salt or salty foods allowed to dry on surface
- Leaving scratches in metal surface [debris may collect in these preventing surface from “healing”]
- Water left to evaporate causes mineral deposits resulting in hard water stains



Note

For best results, always rinse well with fresh water and wipe dry with a soft, clean cloth.

Enviro-Glaze® / Powder Coating



Warning

Do not mix different cleaning solutions.
Always read cleaning products label for proper use instructions.

Recommended Cleaning Materials

- Sponge - natural or artificial
- Nylon or other soft bristle brush
- Micro-fiber Cloth

Normal Cleaning

For everyday cleaning use a sponge or cotton cloth soaked in mild soap and wipe-down surface. In industrial or marine locations close attention should be paid to regular care due to harsher atmosphere.

To Remove Dirt & Debris

Fixture should be periodically washed with a diluted solution of a mild non-abrasive detergent [e.g. Dawn®] in cold or ambient temperature water using a soft non-abrasive cloth or chamois.

Toilet Fixtures with Enviro-Glaze®/ Powder Coating

Never use a plumber's snake to clear severe clogs. The use of the tool will damage the finish, scratch the paint and cause corrosion voiding the warranty. Fixture must be dismantled from the structure sewer connection [floor/wall] and the snake used from the connection into the sewer. Any clog in the fixture trap can be accessed from the outlet of the trap after dismantling.

Solutions to Avoid

- Kaboom®
- Lysol® Gel
- Lysol® Cling
- The Works
- Petrol products
- Acetates
- Abrasive powders
- Scouring pads
- Toilet cleaners
- Ceramic tile cleaners
- Cleaners containing more than 1% ammonia
- Cleaners containing acids or lye
- Cleaners containing enzymes

Recommended Cleaning Solutions

- Hand dishwashing liquid / soft water solution
- Mild soap / soft water solution
- Soft-Scrub®
- Comet Soft Cleanser®
- Clorox®
- Scrubbing Bubbles® Gel

Things to Avoid

- Excessively hot solutions
- Cleaning with a metal brush can scratch or mark the finish which can cause corrosion voiding the warranty
- Using any solvent based solution or abrasive type cleaners
- Applying excessive force during the cleaning process
- Applying of tape or any other form of adhesive

PVD & Electroplated/Chrome Fixtures



Warning

PVD & Electroplated stainless and brass fixtures should NEVER come in contact with any abrasive brush, cloth or cleaning agent.

Normal Cleaning

PVD and electroplated fixtures are simple to maintain. Use a soft, clean microfibre cloth with mild soap and water. Rinse surfaces thoroughly with clean water and wipe dry with a soft, clean microfibre cloth.

To Avoid

All products designed to remove tarnish or rust including those containing hydrochloric, hydrofluoric or phosphoric acids and/or caustic agents.

- Chlorinated cleansers, sanitisers or bleach of any kind.
- Scotch-Brite® type scouring pads.
- Seawater or excessively hard water.
- Salt or salty foods allowed to dry on surface.

Corterra® Solid Surface



Warning

Do not mix different cleaning solutions. Always read cleaning products label for proper use instructions.

Recommended Cleaning Materials

- Sponge - natural or artificial
- Nylon or other soft bristle brush
- Micro-fiber Cloth

Cleaning Tips

- Regular maintenance involves wiping the surface down with a soapy sponge and wiping dry with a clean cloth.
- Stains caused by beverage or chemical spill can be removed by soaking a cloth in a mixture of soap and water. Then wipe agent over the affected area until clean.
- Soapy water or any ammonia-based cleaners will remove most dirt and stains.
- For stubborn stains try soaking affected area with mild household cleaner, such as Windex® or Lysol®, for approximately 10 minutes. Then rinse it with water and wipe with a Scotch Brite pad.
- To remove persistent stains use a Scotch-Brite® pad and an abrasive cleaner or a solution of household bleach and water [1 part water to 1 part bleach], do not let bleach soak in for more than two [2] minutes.
- To remove dry or hardened particles, such as gum or food, by scraping use a putty knife or a blade. Be careful with blade or the putty knife because it can scratch the surface.
- To make surface shine like “new” again, rub a polishing agent or even regular toothpaste. Using a polishing brush evenly polishes the surface.

Damaged Surface

- Scratches, minor chips, burn marks and graffiti can be repaired with a fine grit abrasive cleanser, such as Scotch-Brite® pad or fine grit sandpaper.
- For more serious physical damage, Whitehall Solid Surface Repair Kit is available. Contact RBA Group for details.

Things to Avoid

- Avoid exposing surface to strong chemicals such as paint remover, oven cleaners, etc. If contact occurs, quickly flush the surface with water.
- Do not allow bleach to remain in contact with the surface for more than two [2] minutes.
- Solid surface is not intended to support heavy items. Examples: standing on, ladders or such.
- Solid surface is not intended for outdoor uses.

Maintenance Instructions for Soap Valves

- Keep soap and dirt from clogging spout, plunger and valve mechanism.
- Clean spout with BobKey and/or remove plunger and valve mechanism and soak in hot water.
- Warm water should be pumped through supply line & valve at regular scheduled intervals.
- If, after long use, valve begins to drip, replace O-rings and/or DuckBill Valves.

Replacement Spindles

B273-103 Theft Resistant Spindle suits the following models:

- B273
- B2730
- B274
- B2740
- B27460
- B2746



NOTE: The units that are designed for controlled delivery use the same spindle as those without this feature. Changing the spindle does not change the unit to controlled or non-controlled.

B4288-9 Spindle suits the following models:

- B2888
- B3888
- B4288
- B4388



B283-504 Spindle suits the following models:

- B685
- B6857
- B686
- B6867
- B699
- B6997
- B6999
- B69997



B283-604 Theft Resistant Spindle suits the following models:

- B685
- B6857
- B686
- B6867
- B699
- B6997
- B6999
- B69997



Secure Installations

For all secure installations where RBA products are fitted and there are small gaps between finished surfaces we recommend the use of anti-pick silicone or similar. Consideration should be given to how frequently products or panels may need to be removed before applying the sealant.