

## **Pittella's Warranty and Finishes Guide**

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This Warranty and Finishes Guide sets out the standard warranty against defects offered by Pittella and information regarding the various finishes for Pittella Products (as well as instructions for caring for Products).

### **1. Warranty**

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#### **1.1. Scope of Warranty**

Pittella offers a standard warranty against defects in workmanship and materials (**Warranty**) in its Products. The Warranty falls into two general categories, namely:

- Finishes Warranty: a warranty in respect of defects in workmanship and materials in respect of the finishes and treatments on the Products (**Finishes Warranty**); and
- General Warranty: a warranty in respect of defects in workmanship and materials that do not relate to the finishes or treatments on the Products (**General Warranty**).

#### Warranty Period for Finishes Warranty

The warranty period for the Finishes Warranty depends on the Group that the finish forms part of (as explained further below). In respect of the Finishes Warranty, the warranty period is as follows:

- Electroplated Group: for finishes in the Electroplated Group, 15 years from the date of supply;
- Varnish Group: for finishes in the Varnish Group, 12 months from the date of supply; and
- Chemical Etch & Brass Treatment Group: for finishes in the Chemical Etch & Brass Treatment Group (or any other Group), 12 months from the date of supply.

Please see below for a further explanation as to which Group a finish forms part of.

#### Warranty Period for General Warranty

The warranty period for the General Warranty depends on whether the Product is a Tapware Product or not (as the Tapware Products have a longer warranty period). In respect of the General Warranty, the warranty period is as follows:

- Tapware Products: in respect of Tapware Products, 10 years from the date of supply; and
- Other Products: in respect of any Products other than Tapware Products, 12 months from the date of supply.

#### **1.2. Interaction with Pittella's Standard Terms**

This document sets out the terms of the Warranty and should be read in conjunction with Pittella's Standard Terms available at <https://www.pittella.com.au/PITTELLA-ST.pdf> or otherwise on request (**Standard Terms**). Capitalised terms that are not defined in this document have the meanings given to them in the Standard Terms.

This Warranty applies in respect of all Products purchased from Pittella, unless there is a more specific warranty contained on the Website in respect of the particular Product or the Order for the Product provides otherwise. For the avoidance of doubt the warranty periods for the General Warranty and the Finishes Warranty do not operate consecutively, rather they both commence at the same time from the date of supply.

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In order to ensure that Pittella can offer the Warranty, it is highly recommended to keep the receipt or other documentary evidence, as this provides proof of purchase and date of purchase of the relevant Pittella Products.

## 1.3. Types of defects covered by Warranty

The Warranty only covers defects in workmanship and materials in respect of the Products and provided the conditions for claiming on the Warranty set out in this document are complied with.

Pittella's Products range in several different finishes. Each finish has unique properties that may affect the suitability and durability of the finish depending on various factors, including the environment in which it is used and the inherent characteristics of the finish. As such, the Warranty does not cover other issues that relate to the Products, such as fading of the Product finishes (which is explained further below), incorrect installation of the Products, damage to the Products while in transit or if the Customer changes their mind on the type of Product they want.

To the extent permitted by law, the Warranty does not cover any 'Customer Specific Goods' (as defined in our Standard Terms) including any a non-standard finish that are applied to Products at the request of a Customer (such as those provided by a third party at the Customer's request). For example, where a Customer requests that Pittella arrange for a local suppliers in Australia to apply a particular finish to any Products (such as a powder coated finish), Pittella the Warranty does not apply to that finish and the caring and maintenance instructions below may not be appropriate for the relevant finish.

## 1.4. Tapware Products

Despite the standard warranty period for other Products, Pittella offers an extended General Warranty in respect of its tapware product, namely bathroom and kitchen taps, fittings and fixtures, showers (including wall mixers and shower heads) that dispense water (**Tapware Products**). The respective rights and obligations of the Customer and Pittella, and the exclusions and limitations, applicable to other Products will also apply to the Tapware Products on a consistent basis. The only change for Tapware Products is that the warranty period for the General Warranty is 10 years from the date of supply. The Finishes Warranty for Tapware Products depends on the type of finish, as explained above.

## 1.5. What Pittella offers

If a Product is defective and the Customer notifies Pittella of the defect in the product within the relevant warranty period (as set out above), then Pittella will, at its discretion:

- repair or replace the Product without any additional charge to the Customer; or
- offer the Customer a refund for the price paid for the Product.

Pittella will cover the cost of freight for the delivery of the replacement Product to the Customer's original shipping address. However, the Warranty does not cover matters such as the costs of having the Product reinstalled or any rectification work required due to the Product being defective.

## 1.6. Exclusions from the Warranty

The Warranty does not apply where the issues with the Product arise from any of the following:

- the improper installation, adjustment or operation of the Product and/or any damage caused to the Product as a result of any such improper installation, adjustment or operation, including in respect of Tapware Products, if filters and water softeners were not installed at the mountings or if not mounted upstream from the tap fittings;
- defects caused from falls or collisions or otherwise mishandling of the Products;
- perceived issues with the finishes of the Product that are part of the design of the finish (as explained further below);

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- the Customer not caring for the Product in accordance the instructions provided by Pittella (as explained further below);
- chips or tarnishing of a Product's finish along the leading edges of the Product;
- the Customer not complying with its obligations under the Standard Terms in respect of the installation and selection of the Products, including the requirement for the Customer to have all Products installed by an appropriately licensed and qualified builder (if applicable);
- the use of accessories (including cleaning products) that are inappropriate for the type of Product or that are not in compliance with the specifications for the Product as notified to the Customer (or stated on the website);
- any modifications to the Products not authorised by Pittella;
- any finishes outside of Pittella's standard offerings which have been applied to a Product by a third party; or
- any misuse of the Products by the Customer or anyone on its behalf.

## **1.7. Australian Consumer Law**

This Warranty applies in addition to any rights of the Customer under the consumer guarantees contained in the Australian Consumer Law, and nothing in this document is intended to limit the Customer's rights under the consumer guarantees (rather this Warranty is in addition to those rights).

The Australian Consumer Law may give to the Customer certain guarantees. As per the Standard Terms (which apply to all Products supplied by Pittella), where such guarantees apply to the supply of Products and liability for breach of any such guarantee can be limited, Pittella's liability (if any) arising from any breach of those guarantees is limited with respect to the supply of goods, to the replacement or repair of the goods or the costs of resupply or replacement of the goods or with respect to services to the supply of services again or cost of re-supplying the services again.

## **1.8. Changes in Product Design**

Pittella reserves the right to alter in the design of its Products without notice to the Customer. The Customer acknowledges that any Products that are replaced or repaired pursuant to this Warranty may not correspond the original Products received by the Customer due to these changes.

Where Product lines have discontinued or are no longer available, Pittella will use best endeavours to ensure that the closest alternative to the Product will be provided based on the appearance of the Product and the price paid. However, any replaced or repaired Products may not correspond with the Products initially supplied due to exclusivity of certain Products or varying stock levels.

Further, there may be delays in supplying replacement Products due to the need to specifically manufacture the replacement Products (including with the desired finishes). If the Customer requests that a replacement Product have a different finish to the original Product, then further changes may be payable by the Customer for the change.

## **2. Caring instructions and information regarding finishes and treatments**

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Set out below is some further information regarding the various finishes and treatments applied to our Products (which are generally referred to as 'finishes' in this document) and how to best care for our Products. If specific care and maintenance instructions are not followed, then the Product (including the finishes) may age earlier than expected or not function or appear as you may have

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intended (despite the Product not being defective). Please also consider the further caring instructions contained below in respect of the particular type of finish.

## 2.1. Groups of finishes

At Pittella, we have separated the various types of finishes and treatments into various 'groups' by reference to the relevant features/benefits and cleaning/maintenance instructions. The various groups are as follows:

- **Varnish Group:** the 'Varnish Group' comprises those Products with the 'Oil Rubbed', 'Black Opaque', 'Bronze' and 'White Opaque' finishes;
- **Electroplated Group:** the 'Electroplated Group' comprises those Products with the 'Polished Chrome', 'Satin Chrome', 'Polished Nickel', 'Satin Nickel', 'Satin Brass', 'Satin Rose Gold', 'Satin Bronze' and 'Iron Ore' finishes;
- **Chemical Etch & Brass Treatment Group:** the 'Chemical Etch & Brass Treatment Group' comprises those Products with 'Antique Brass', 'Patine Steel', 'Tumbled Brass', 'Burnished Blaze' and 'Bronzo Scuro' finishes.

## 2.2. Varnish Group

### Overview of Varnish Group

As outlined above, the Products falling into the Varnish Group consist of those with Oil Rubbed, Black Opaque, Bronze and White Opaque finishes.

These finishes are a product of our extensive research and development in conjunction with the expertise of our Italian manufacturing partners. These finishes are created using a special low-temperature baked varnish process that creates a perfectly uniformed colour for the Products. A specially formulated high-quality varnish is applied to the surface of the Product before being oven-cured at low temperatures. Please note all our Varnished finishes have undergone the rigorous salt spray testing in accordance to AS 2331.3.1-2001, being 168 hours of nebular salt spray test. The results can be provided upon request.

### Features, Benefits & Applications

Some features and benefits of the finishes in the Varnish Group include:

- uniquely strong and durable coating;
- it is produced by AkzoNobel Europe which provides a very durable surface, similar to that used in the automotive industry; and
- the flat, uniform finish has no ripples or orange-peel effect and is available in most Products in our contemporary and classical collections.

### Care & Maintenance

Products should be cared for by regular chemical free cleaning, Pittella recommends the use of pH-neutral soapy water and a soft cloth.

## 2.3. Electroplated Group

### Overview of Electroplated Group

The Electroplated Group consist of Polished Chrome, Satin Chrome, Polished Nickel, Satin Nickel, Satin Brass, Stain Rose Gold, Satin Bronze and Iron Ore finishes.

Electroplating is also known as electrodeposition or catabolic deposition. The process involves depositing material using an electric current. This process results in a thin layer of metal being deposited onto the surface of our brass Products. Electroplating is primarily used to change the physical properties of an object and thus allows us to provide these finishes within the Pittella

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offering. This process can be used to give objects increased wear resistance, corrosion protection or aesthetic appeal, as well as increased thickness.

Please note all our Electroplated finishes have undergone the rigorous salt spray testing in accordance to AS 2331.3.1-2001, being 168 hours of nebular salt spray test. If you would like the results of these tests, please let us know. Products from the Electroplated Group are generally considered to have a 'soft finish' and have the tendency to show changes in appearance over time, particularly in certain climactic conditions. Any such changes in appearance will not be covered under the Warranty.

## Features, Benefits & Applications

Some features and benefits of the finishes in Electroplated Group include:

- a subtle and elegant finish; and
- introduces an accent of chromatic effect suitable for contemporary interior design motives.

Products provided in the Electroplated Group finish can be used almost anywhere, as the finishes are versatile and do not have the limitations some other finishes have. However, please contact Pittella to discuss potential limitations of these finishes in certain climactic conditions.

## Care & Maintenance

Products in the Electroplated Group, depending on their finish, can be cleaned in one of the following ways:

- Polished Chrome, Satin Chrome and Polished Nickel are required to be cleaned with a soft cloth and with pH neutral soapy water.
- Satin Nickel and Satin Brass need to be cleaned using a soft cloth as the finishes does not require chemicals, water or soap for effective cleaning.

## **2.4. Chemical Etched and Brass Treatment Products**

### Overview of Chemical Etches and Brass Treatment Group

The Chemical Etched and Brass Treatment Group includes products with the Antique Brass, Patine Steel, Tumbled Brass, Burnished Blaze and Bronzo Scuro finishes.

From 1992, Pittella was the first to introduce chemical etched finishes and natural brass treatments to the architectural fittings market in Australia. Antique Brass and Patine Steel were finishes produced as part of this group and were introduced when architects and interior designers began expressing a desire for a ready-made aged finish. Pittella and its partners developed and accelerated aging process that mimics a painted and well-worn antique appearance.

### Features, Benefits & Applications

Some of the features and benefits of the Chemical Etched group include:

- the nature of the staining from a chemical and acid mixture the effect to the brass substrate ensures that each Product is unique;
- characteristics of the Antique Brass, Patine Steel, Tumbled Brass, Burnished Blaze and Bronzo Scuro finishes change over time;
- natural oils and acids on our hands gradually soften the finish on the handles in the areas they are touched;
- areas that are not touched become darker overtime as they oxidise; and

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- the organic process enhances the classic charm of the designs.

The Chemical Etched and Brass Treatment Group can be used anywhere and for any project as this finish has nearly no limitations and is available predominantly in our classical collection.

Some further information about some of the Chemical Etched and Brass Treatment Group is as follows:

- **Antique Brass** – was first introduced in 1992 when architects and interior designers began expressing a desire for classic antique brass finishes. Pittella's manufacturing partners invented an accelerated aging process that creates an authentic antique appearance. Antique Brass consists of bronze designs bathed in chemical liquid with square chips of timber collected from a forest in Northern Italy. The colour from the timber and chemical reaction is leached to form a warm, lustrous Antique Brass finish.
- **Patine Steel** – has a silvery-black appearance and was invented to match the appearance of old iron gates outside Italian villas. Each Patine Steel Product is electroplated in nickel before it is placed in a chemical bath to etch a beautiful black patina. The finish evolves over time as the Products are touched. It is designed to match the appearance of iron gates and is suitable for indoor or outdoor applications. It is a popular finish in Pittella's Classic Collection.
- **Tumbled Brass** – this finish is achieved by placing raw die cast brass products into a tumbler containing small stones about the size of a 5-cent piece. The raw brass products are tumbled to allow the stone to remove unwanted casting marks and to give the brass a unique worn appearance. All of Pittella's Products begin life as tumbled brass in some way before undergoing other finishing treatments. This finish gives designs a beautifully worn patina that develops unique characteristics over time. Areas of tumbled brass that are touched by hand become lightened and highlighted while areas that are rarely touched darken or oxidise as they age to create a beautiful and unique lustre.
- **Burnished Blaze** – this finish is born from a meticulous alchemy of brass and time. In an exclusive process, raw brass undergoes a chemical etching, a guarded technique that delicately teases out a mottled bronze patina. Each piece, treated with our secret preparation, reacts uniquely, ensuring a semi-uniform yet distinctively sublime effect. The result is a finish that not only enhances the tactile experience but also embodies a timeless elegance, resonating with artisanal excellence and aesthetic sophistication.
- **Bronzo Scuro** – this finish is a testament to the art of transformation, the Bronzo Scuro finish is a masterful creation, born from the intricate process of chemically etching brass. This technique unveils a deep, dark bronze hue, reminiscent of an elegantly aged artifact. Its surface, consistent and harmonious in tone. Each piece is meticulously sealed with a subtle varnish, thoughtfully applied to gracefully slow the natural patina's evolution, ensuring the finish's enduring beauty and charm.
- **Satin Bronze** – this finish is achieved through a precise process where the brass surface is lightly brushed, revealing subtle natural brass highlights beneath the bronze layers. The brushing technique adds a dimensional quality, showcasing a contrast between the deeper bronze tones and the brighter brass accents. The finish is then sealed to maintain its appearance and prevent further patination, ensuring a consistent and durable surface. This method results in a finish that combines the warmth of bronze with the vibrancy of brass, offering a unique and elegant aesthetic.

## Care and Maintenance

All Products in the Chemical Etched and Brass Treatment Group can be cleaned using a soft cloth without the use of any chemicals, water or soap.

The Antique Brass and Tumbled Brass finishes can also be maintained by occasionally applying furniture oil or beeswax to maintain their lustre.

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Etched and Brass Treatment Group (including Antique Brass, Patine Steel, Tumbled Brass, Burnished Blaze and Bronzo Scuro finishes) over time is an integral part of the Group's characteristics, and are not defects in the Products or subject to claims under the Warranty. Pittella's website may display pictures of Antique Brass, Patine Steel, Tumbled Brass, Burnished Blaze and Bronzo Scuro in their earlier stages of their natural usage life cycle, and therefore do not reflect what the Products may look like for their entire useful life due to the intended design of the finishes that change over time.

## **2.5. Tapware Products**

All Tapware Products should be cared for by regular chemical free cleaning. Pittella recommends the use of pH-neutral soapy water and a soft cloth, or as otherwise directed by the manufacture of the Tapware Products or in the product specification (including care and maintenance) guides published by Pittella from time to time.