

## 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).

### Your rights under the Australian Consumer Law

Our goods come with guarantees which cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and 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.

The above notice is required to be provided to consumers under the Australian Consumer Law and does not form part of this Warranty.

## 1. Warranty

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### 1.1. Scope of Warranty

Where used in a residential application, 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 (such as defects in cartridges and valves for Bathroom 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.
- Stainless Steel Group: for finishes in the Stainless Steel Group, 15 years from the date of supply.
- Varnish Group: for finishes in the Varnish Group, 2 years from the date of supply; and
- Chemical Etch & Brass Treatment Group: for finishes in the Chemical Etch & Brass Treatment Group (or any other Group), 2 years 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 Bathroom Product or not (as the Bathroom Products have a longer warranty period when used in a residential setting). In respect of the General Warranty, the warranty period is as follows:

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- **Bathroom Products:** in respect of Bathroom Products:
  - for defects in casting or porosity, 15 years from the date of supply;
  - for mechanical defects (such as cartridges and valves), 10 years from the date of supply; and
  - for other workmanship and labour defects, 5 years from the date of supply.
- **Other Products:** in respect of any Products other than Bathroom Products or any Bathroom Products that are not used in a residential setting, 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.

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. Commercial applications

To the extent permitted by law, where the Products are used for any non-residential installations (including hotels/motels, gyms, clubs, businesses, schools/universities, hospitals, restaurants, aged care facilities or similar locations) (**Commercial Installations**) the warranty period (for the General Warranty and Finishes Warranty) for all Products for a Commercial Installation will be 12 months from the date of supply.

## 1.5. Bathroom Products

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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 (**Bathroom 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 Bathroom Products on a consistent basis. The only change for Bathroom Products is that the warranty period for the General Warranty is as specified above (based on the type of defect). The Finishes Warranty for Bathroom Products depends on the type of finish, as explained above.

## 1.6. 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.

## 1.7. 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 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);
- 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 or tradesperson (e.g. plumber) (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.

## 1.8. Australian Consumer Law

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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.

## 1.9. 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

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 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', 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', and 'Iron Ore' finishes;
- **Chemical Etch & Brass Treatment Group:** the 'Chemical Etch & Brass Treatment Group' comprises those Products with 'Antique Brass', 'Tumbled Brass', 'Burnished Blaze', 'Bronze' and 'Satin Bronze' finishes.
- **Stainless Steel:** the 'Stainless Steel Group' comprises those Products with a stainless steel construction and finish.

### 2.2. Varnish Group

#### Overview of Varnish Group

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

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## 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, Tumbled Brass, Bronze, Burnished Blaze and Satin Bronze 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, Bronze, and Satin Bronze 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. These finishes are then treated with an industrial sealer to protect the finish surface from further aging.

### Features, Benefits & Applications

Some of the features and benefits of the Chemical Etched and Brass Treatment 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 these finishes may 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
- the organic process enhances the classic charm of the designs.

However, such features and benefits may not occur or be as evident where the finishes have been sealed.

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 throughout the majority of our collection.

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

- **Antique Brass** (unsealed) – was first introduced in 1992 when architects and interior designers began expressing a desire for class 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.
- **Antique Brass** (sealed) – this finish consists of bronze designs bathed in chemical liquid with square chips of timber collected from a forest in Northern Italy. The colour from the

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timber and chemical reaction is leached to form a warm, lustrous Antique Brass finish. The finish is then sealed to maintain its appearance and prevent further patination, to provide a more consistent and durable surface.

- **Tumbled Brass** (unsealed) – 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.
- **Tumbled Brass** (sealed) – 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. The finish is then sealed to maintain its appearance and prevent further patination, to provide a more consistent and durable surface.
- **Burnished Blaze** (sealed) – 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 finish is then sealed to maintain its appearance and prevent further patination, to provide a more consistent and durable surface. 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.
- **Bronze** (sealed) – this finish is a product of Pittella's extensive research and development in conjunction with the expertise of our manufacturing team in Italy. This finish is created using a special low-temperature baked industrial varnish process that creates a uniformed colour. Uniquely strong and durable, the Bronze finish is coated with a protective top coat. The flat, uniform finish removes ripples and orange-peel effect.
- **Satin Bronze** (sealed) – 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.

## **2.5. Stainless Steel Group**

### Overview of Stainless Steel Group

Pittella's bathroom products feature Marine Grade 316 satin stainless steel, a premium material renowned for its durability and resistance to corrosion. Produced in our Italian factory, the satin finish offers a refined, soft texture that blends seamlessly with modern and classic interiors alike. This understated design ensures versatility across a range of bathroom applications, combining resilience with timeless elegance.

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## Features, Benefits & Applications

Some features and benefits of the finishes in the Stainless Steel Group include:

- **Marine Grade 316 durability** – exceptional resistance to corrosion, particularly in high-humidity environments such as bathrooms.
- **Satin finish** – a soft, matte texture that minimizes fingerprints and smudges while offering a sophisticated aesthetic.
- **Versatility** – ideal for residential and commercial spaces, the satin stainless steel finish complements a variety of design styles, from contemporary minimalism to transitional and industrial themes.

The satin stainless steel finish is available on select bathroom products within Pittella's collection. It is suited for both high-traffic and specialized applications, making it a practical yet stylish choice.

## Care & Maintenance

To maintain the satin stainless steel finish, follow these care and maintenance guidelines:

- clean the surface regularly with a soft cloth and warm, pH-neutral soapy water to remove debris, smudges, or dirt;
- rinse with clean water and wipe dry with a soft cloth to avoid watermarks or streaking;
- for more stubborn marks, domestic surface cleaners designed for stainless steel can be safely used. Ensure these are non-abrasive and free of bleach or harsh chemicals;
- avoid abrasive scrubbers or steel wool as they can scratch or damage the satin finish; and
- for optimal care, wipe in the direction of the satin grain to preserve the uniform appearance and enhance the finish's natural elegance.

Satin stainless steel is one of Pittella's most robust finishes, combining lasting durability with a contemporary matte texture. When maintained properly, it will provide years of reliable performance and timeless style.

## **2.6. Bathroom Products**

All Bathroom 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 Bathroom Products or in the product specification (including care and maintenance) guides published by Pittella from time to time.