

ALPINE KB

Vanity Tops & Ceramics

Warranty Schedule & Care Guide

This Warranty Schedule applies specifically to Alpine KB Vanity Tops, Basins, and Ceramic Sanitaryware purchased in Australia for domestic use. This schedule must be read in conjunction with the Alpine KB General Warranty Terms & Conditions, which govern all claims, exclusions, labour limits (1 year maximum for labour), and statutory rights under the Australian Consumer Law.

1. Warranty Coverage & Periods

Alpine KB warrants that vanity tops, basins, and ceramic products are free from defects in materials and workmanship, including crazing (excluding crazing or cracking caused by improper waste installation), from the original date of purchase for the periods outlined below:

Product / Category	Warranty Period	Remedy Coverage
Vitreous China Vanity Tops	5 Years	Replacement Parts or Complete Product
Vitreous China Basins	5 Years	Replacement Parts or Complete Product
Sintered Stone Tops	5 Years	Repair, Replacement Parts, or Complete Product
Acrylic Tops	5 Years	Repair, Replacement Parts, or Complete Product

2. Category-Specific Conditions & Exclusions

In addition to the general exclusions set out in the General Terms, this warranty does not cover:

Post-Installation Broken or Cracked Ceramics/Sintered Stone: Broken, chipped, or cracked tops and basins are not covered once installed and used. All products must be inspected prior to installation. Installation constitutes acceptance of the product's visual and physical condition.

Epoxy Glues & Rigid Adhesives (Voids Warranty): Basins and tops must be sealed using neutral-cure, flexible waterproof silicone. The use of epoxy-type glues or rigid adhesives prevents natural expansion and contraction, which causes cracking, breaking, or crazing, and will completely void this warranty.

Overtightened Waste Outlets: Crazing, hairline cracks, or fractures around the waste drain hole caused by overtightening basin wastes or using non-flexible sealants during waste assembly.

Manufacturing Size & Shape Tolerances: Vitreous china and fired porcelain products are crafted at extreme temperatures during manufacturing. Variations of $\pm 2\%$ in size, dimensions, and natural shape from printed specifications are industry standard and do not constitute a defect.

Impact Edge Damage: While sintered stone is highly scratch and heat resistant, edge chipping or fracturing caused by impact from heavy or hard object drops is excluded.

Abrasive & Chemical Damage: Surface dulling, etching, or staining caused by harsh industrial chemicals, drain cleaners, acetone, hair dyes, abrasive pads, steel wool, or cream cleansers.

3. Dedicated Tops & Care Guide

Proper maintenance preserves the surface finish, gloss, and hygienic seal of your vanity top or basin. Failure to follow these care guidelines may void your warranty.

Routine Cleaning

Clean: Wipe down surfaces using a soft microfiber cloth or non-abrasive sponge with warm water and a mild liquid dishwashing detergent.

Dry: Buff dry with a soft cloth to avoid water spots, mineral buildup, or soap scum.

Approved Care for Sintered Stone & Acrylic

- For sintered stone tops, everyday spills (wine, coffee, oils, or makeup) can be easily wiped away with warm soapy water or a neutral-pH cleaner.
- Avoid dropping heavy metal objects or tools directly onto slab edges or overhangs to prevent impact chipping.

Prohibited Products & Actions (Will Void Warranty)

No Epoxy or Rigid Glues: Always use flexible, neutral-cure silicone between the basin/top and the vanity cabinet.

No Abrasive Tools or Cleansers: Never use steel wool, scouring pads, sandpaper, or harsh abrasive cream cleansers (e.g., Jif, Gumption).

No Corrosive Chemicals: Keep drain cleaners, acetone, nail polish remover, paint thinners, bleach, and strong acids/alkalis away from top surfaces and basins.