

ALPINE KB

Acrylic Baths

Warranty Schedule & Care Guide

This Warranty Schedule applies specifically to Alpine KB Freestanding and Inset Acrylic Baths 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 acrylic bath components are free from defects in materials and workmanship from the original date of purchase for the periods outlined below:

Component / Category	Warranty Period	Remedy Coverage
Freestanding Acrylic Bath Shell & Structure	5 Years	Repair, Replacement Parts, or Complete Product
Inset / Drop-In Acrylic Bath Shell	5 Years	Repair, Replacement Parts, or Complete Product
Adjustable Support Legs & Internal Steel Frame	5 Years	Repair or Replacement Parts
Integrated Overflow Kits & Flexible Connections	1 Year	Replacement Parts or Complete Product
Pop-Up Waste Assemblies	1 Year	Replacement Parts

Note: Surface scratches, chips, fractures, or discolouration occurring after installation or resulting from improper structural support are excluded.

2. Category-Specific Conditions & Exclusions

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

Protective Film Handling & Removal Rules:

Pre-Install Inspection: The clear protective film must be peeled back around edges and critical surfaces prior to installation to inspect for any transit or manufacturing defects.

Inset / Drop-In Baths (2-Month Max Limit): On inset baths, the film may remain intact during framing, tiling, grouting, and painting to protect the surface. However, **it must be fully removed within two (2) months of installation** (or immediately upon completion of trade works). Leaving the film on long-term allows adhesive residue to bake into the acrylic or trap abrasive grit underneath.

Freestanding Baths: Film must be completely removed immediately upon completion of positioning and installation.

Sunlight / UV Exposure: Storing baths outdoors or exposing unpeeled film to direct sunlight bakes the adhesive layer onto the acrylic surface, rendering it non-removable. Damage caused by baked-on film adhesive is strictly excluded.

Inadequate Base Support (Inset Baths - Voids Warranty): Inset acrylic baths must be installed onto a level, full sand-and-cement mortar bed (or manufacturer-approved structural foam support) combined with solid timber/steel perimeter battening under the rim. **Failure to support the full underside of the base, resulting in floor flexing, base creaking, rim sag, or stress cracking around the waste, will completely void this warranty.**

Uneven Leg Adjustment (Freestanding Baths): Freestanding baths feature built-in adjustable levelling feet attached to an internal steel frame. All feet must be adjusted to take load evenly on a flat, solid floor prior to final waste connection. Rocking, base flexing, seam splitting, or rim distortion caused by improper foot adjustment or suspended installations is excluded.

Over-Tightened Waste Fittings: Cracking, crazing, or spider-web fractures around the waste drain hole caused by over-tightening waste flanges, using impact drivers, or using rigid epoxy/plumber's putty instead of neutral-cure silicone.

Water Temperature & Thermal Shock Limits: Surface crazing, warping, or shell distortion caused by water temperatures exceeding 60°C or pouring boiling water directly onto an empty acrylic bath shell.

Post-Installation Physical Damage: Chips, scratches, cracks, edge impacts, or damage caused by tradespeople standing inside the bath with boots, dropping tools, or placing heavy equipment inside the shell after installation. **Installation and trade handover constitute acceptance of physical condition.**

Chemical, Dye & Solvent Attack: Surface dulling, staining, etching, or degradation caused by acetone, nail polish remover, hair dyes, concentrated bath oils/salts, harsh drain cleaners, or abrasive cleansers.

3. Dedicated Acrylic Bath Care & Maintenance Guide

Proper maintenance preserves the high-gloss lustre and smooth finish of your acrylic bath. **Failure to follow these care guidelines may void your warranty.**

Site Storage & Installation Prep

Store Indoors: Store the bath flat, indoors, and out of direct weather or sunlight prior to installation.

Inspect Early: Always peel back protective film edges to inspect the gloss finish before installation begins.

Trade Protection: If trades are working above or around an installed inset bath, cover the bath interior with a soft drop sheet or cardboard overlay (do not stand directly on the acrylic).

Protective Film Care

Inset Baths: Keep the film on during surrounding trade work (tiling, grouting, painting) for protection, but ensure it is completely peeled off within 2 months of installation.

Freestanding Baths: Remove the film entirely once installation is complete.

Routine Cleaning

Clean: Wipe down the bath surface after every use with a soft microfiber cloth or non-abrasive sponge using warm water and a few drops of mild liquid dishwashing detergent.

Rinse & Dry: Rinse thoroughly with clean water and buff dry with a soft cloth to avoid water spots or mineral buildup.

Removing Minor Marks & Scratches

Soap Scum / Water Marks: Clean using a 50/50 mix of warm water and household white vinegar, then rinse thoroughly.

Fine Surface Scratches: Sanitary acrylic is a renewable surface. Fine hairline scratches can usually be buffed out using a soft cloth and a high-grade automotive polish or fine metal polish, followed by washing with soapy water.

Prohibited Care Practices (Will Void Warranty)

No Abrasive Cleansers or Scrubbers: Never use scouring pads, steel wool, wire brushes, or abrasive cream cleansers (e.g., Jif, Gumption).

No Solvents or Harsh Chemicals: Keep acetone, paint thinners, bleach, methylated spirits, and strong industrial drain cleaners strictly away from acrylic surfaces.

Caution with Bath Dyes & Oils: Rinse the bath immediately after using coloured bath bombs, salts, or concentrated bath oils to prevent pigment from penetrating the acrylic finish.

Do Not Stand with Heavy Footwear: Avoid placing ladders, tools, or sharp-soled shoes inside the bath during or after installation.