

ALPINE KB

Toilet Suites

Warranty Schedule, Care & Troubleshooting Guide

This Warranty Schedule applies specifically to Alpine KB Toilet Suites, Pan/Cistern Sets, and Smart Toilet Seats 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 toilet suite 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
Vitreous China (<i>Pans & Cisterns</i>)	5 Years	Replacement Parts or Complete Product
Internal Valves (<i>Inlet & Outlet Valves</i>)	3 Years	Replacement Parts
Button Assembly	1 Year	Replacement Parts or Product
Standard Toilet Seats & Hinges	1 Year	Replacement Parts or Product
Smart Toilet Seats	2 Years	Replacement Parts or Product
Link & Flush Pipes	1 Year	Replacement Parts or Product

Note: Wear-and-tear components (such as rubber washers, flush seals, and O-rings) subject to natural degradation are excluded from warranty claims

2. Category-Specific Conditions & Exclusions

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

In-Cistern Chemical Additives (Voids Valve Warranty): Use of in-cistern cleaning tablets, blue blocks, deodorising blocks, or chemical additives placed directly inside the ceramic cistern. These chemicals degrade internal rubber seals, washers, and plastic valve components, and will completely void the warranty on internal valves and seals.

Offset Pan Collar Limit (>20mm): Use of offset pan connectors/collars with an offset greater than 20mm. Over-offsetting restricts flush performance and causes blockages or back-pressure leaks.

Missing Isolation Valves: Failure to install a dedicated isolation valve/cock (e.g., mini cistern stop) on the water inlet line during installation.

Excessive Water Pressure: Water supply pressure exceeding 500 kPa (as per AS/NZS 3500.1). High pressure damages inlet valves and causes ongoing filling or overflow issues.

Line Flushing Failures: Valve or seal failure caused by sand, debris, or grit from un-flushed pipework lodging inside the inlet valve mechanism during installation.

Post-Installation China Damage: Broken, cracked, or crazed ceramic pans and cisterns are not covered once installed and in use. All ceramics must be inspected prior to installation. Installation constitutes acceptance.

Manufacturing Tolerances: Vitreous china undergoes high-temperature firing. Natural size variations of $\pm 2\%$ from specification sheets are standard industry manufacturing tolerances and do not constitute a defect.

Seat & Hinge Abuse: Broken soft-close hinges or cracked toilet seats resulting from forcing the seat closed manually, sitting on closed lids, or using harsh chemical/abrasive cleaners on plastic finishes.

3. Dedicated Toilet Suite Care & Maintenance Guide

Proper maintenance ensures hygienic operation and prevents premature failure of valves, hinges, and ceramic finishes. Failure to follow these guidelines may void your warranty.

Routine Cleaning

Ceramic Pan & Cistern: Clean the exterior china using a soft microfiber cloth with warm water and mild liquid soap. Clean the interior pan bowl with a soft toilet brush and neutral toilet bowl cleaner.

Toilet Seat & Hinges: Wipe down the toilet seat, lid, and hinge covers using a soft damp cloth with mild soapy water, then buff dry immediately. Never spray aerosol cleaners or pour bleach directly onto soft-close hinges or plastic seat surfaces.

Managing Hard Water & Mineral Deposits (Bore Water / Scale)

In areas with hard water or high mineral content, stubborn brown or yellow mineral scale rings can naturally form in the standing water at the bottom of the bowl. These are environmental deposits, not defects in the glaze.

Safe Removal Method (White Vinegar Solution): Push excess water out of the bowl trap using a toilet brush, pour 1 to 2 litres of household white vinegar directly into the trap, and leave it to soak overnight (minimum 4–6 hours) to dissolve the mineral scale. Scrub lightly with a soft toilet brush the next morning and flush.

Avoid Damage: Never use pumice stones, wire brushes, metal tools, or strong commercial acids, as these permanently scratch the protective ceramic glaze.

Prohibited Care Practices (Will Void Warranty)

No In-Cistern Blocks: Do not drop blue blocks, bleach tablets, or cleaning cakes into the cistern tank.

No Abrasive Cleansers: Never use steel wool, scouring pads, abrasive pads, or cream cleansers (e.g., Jif, Gumption) on ceramic, plastic seats, or flush buttons.

No Harsh Chemicals on Seats: Bleach, acetone, drain cleaners, and strong disinfectants will cause plastic seats and soft-close mechanisms to discolour, crack, or become brittle.

Do Not Force Soft-Close Lids: Allow soft-close toilet seats and lids to fall naturally under their own hydraulic damping. Forcing them down manually damages the internal hinge mechanism.

4. Smart Toilet Seat Troubleshooting & Pairing Guide

Thank you for purchasing an Alpine Smart Toilet Seat. Your smart seat is packed with features, but like any technology, it may occasionally experience setup issues.

Quick System Reset:

If your seat experiences a glitch, the simplest first step is:

1. Turn off the power switch to your seat.
2. Unplug it from the electrical wall outlet.
3. Wait 5 minutes.
4. Plug it back in and turn the power on.

This quick reset resolves most operational issues. If problems persist, refer to the guide below before contacting customer support.

Common Troubleshooting Steps

- Remote Control Not Working:
 - Check if the batteries have power (2 x AAA) and are inserted with correct polarity (+/-).
 - Ensure the remote control is paired to the seat (see pairing steps below).
 - Ensure the seat is plugged in, powered on, and not in standby mode.
- Washing Nozzle Not Working / Water Not Spraying:
 - Verify the unit has power and the water supply stop valve is fully open.
 - Ensure the seat sensor is activated by human body contact (functions will not activate unless seated).
 - Check that cloth covers or seat pads are not blocking the sensor area.
 - Inspect the flexible inlet hose for kinks, restrictions, or dirt blockage in the inline mesh filter. (Note: In-line water filters should be cleaned every 3 months and replaced every 6 months).
 - Ensure the seat is not mounted too far back on the pan, restricting nozzle extension.
- Seat Temperature Not Heating:
 - Ensure power is connected and the unit is switched on.
 - Check if the seat heating function is turned on via the remote and set to an adequate temperature level (not set to Off or Low).
 - Verify if the seat is currently in Energy Saving Mode (which reduces heating power when not in active use).
- Drying Function Doesn't Start or Warm Air Missing:
 - Verify the seat sensor is activated (body contact required for drying mode).
 - Check remote settings to confirm drying temperature is selected.
- Night Light Not Working:
 - Confirm the seat is powered on and not in standby mode.
 - Ensure the night light function button on the remote is toggled on.
- Automatic Cover Opening/Closing Function Stopped Working (Prestige Models):
 - If the automatic sensor flip function was inadvertently disabled, perform this sequence to re-enable:
 1. Press the cover flip button on the remote to open the seat cover.
 2. Turn off power and unplug the seat from the outlet.
 3. Wait 20 seconds, then plug the seat back in and power it on.
 4. Immediately press the cover flip button on the remote 5 to 7 times in quick succession.
 5. Check that the interior night light inside the bowl begins flashing.

6. Once flashing stops, close the cover manually and walk away for 2 minutes.
7. Approach the seat again to test normal sensor operation. Repeat if necessary.

Pairing / Re-linking Remote to Smart Toilet Seat

If your remote control loses connection to the seat, follow these pairing steps:

1. Turn off power to the smart toilet seat (or unplug from the outlet).
2. On the remote control, press and hold the Stop / Power button and the Seat Temp button simultaneously for approximately 3 seconds until all 5 indicator lights begin flashing.
3. Turn the power back on to your smart toilet seat while the remote lights are flashing.
4. When all 5 indicator lights on the remote turn solid, the connection is complete, and the remote is successfully paired.