



About Bianca Collection

The Bianca Collection embodies a captivating and seamless fusion of square and rounded elements, defining its distinctive design. This innovative concept imbues a sense of versatility, making our products effortlessly adaptable to various design environments. Whether your style leans towards the bold and edgy or the soft and organic, the Bianca Collection seamlessly complements your vision.

Featuring a thoughtfully curated array of finishes, including chrome, matte black, brushed nickel, brushed gold, and gun metal, the Bianca Collection offers five distinct colors to cater to your individual preferences. Each finish is expertly applied to ensure a flawless and long-lasting surface that exudes sophistication in your bathroom space.

Synonymous with exceptional craftsmanship and premium materials, the Bianca Collection is a testament to our unwavering commitment to quality. Every product undergoes meticulous engineering using top-grade components, guaranteeing durability and reliability. Our dedication to excellence shines through in our comprehensive product range, allowing you to fashion a cohesive and stylish bathroom ensemble tailored to your specific needs.

MIXER TAPS

All of products are constructed using DZR Brass.

They are precision engineered to work, and keep on working, according to Australian standards and conditions.

They come in a range of colours and finishes that best suit your own individual taste and needs.



Chrome



Matte Black

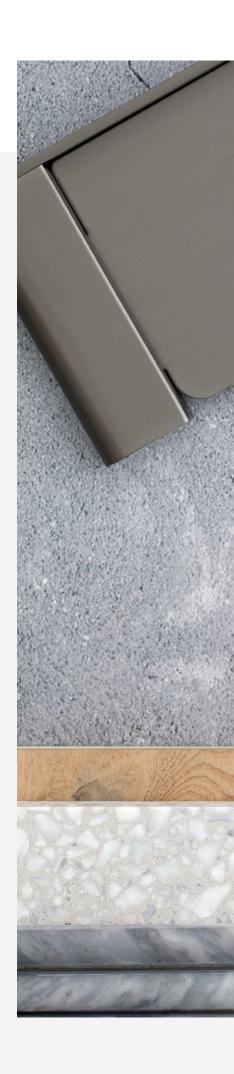


Brushed Nickel



Brushed Gold







NR321501CH

Bianca Basin Mixer Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T40948 Colours Available:

















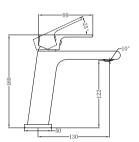


Matte Black NR321501MB

Brushed Nickel NR321501BN

Brushed Gold NR321501BG

Gun Metal NR321501GM



NR321501aCH

Bianca Tall Basin Mixer Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T40946 Colours Available:

















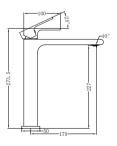


Matte Black

Brushed Nickel NR321501aBN

Brushed Gold NR321501aBG

Gun Metal NR321501aGM



NR321501dCH

Bianca Mid Tall Basin Mixer Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T40947 Colours Available:















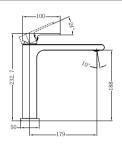


Matte Black NR321501dMB

Brushed Nickel NR321501dBN

Brushed Gold NR321501dBG

Gun Metal NR321501dGM



NR321506CH

Bianca Kitchen Mixer Gooseneck Spout Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T38487 Colours Available:

















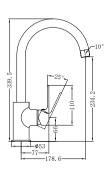


Matte Black

Brushed Nickel NR321506BN

Brushed Gold NR321506BG

Gun Metal NR321506GM



NR321507CH

Bianca Kitchen Mixer Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T40945 Colours Available:















Matte Black NR321507MB



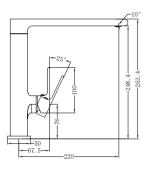
Brushed Nickel NR321507BN



Brushed Gold NR321507BG



Gun Metal NR321507GM



NR207CH

Bianca Swivel Bath Spout Only Chrome Colours Available:















Matte Black

Brushed Nickel NR207BN

Brushed Gold NR207BG

Gun Metal NR207GM





NR321503CH

Bianca Fixed Basin/Bath Spout Only 200mm Chrome Colours Available:

















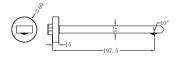


Matte Black NR321503MB

Brushed Nickel NR321503BN

Brushed Gold NR321503BG

Gun Metal NR321503GM





NR321503bCH

Bianca Fixed Basin/Bath Spout Only 240mm Chrome Colours Available:













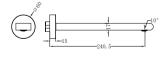


Matte Black

Brushed Nickel NR321503bBN

Brushed Gold

Gun Metal NR321503bGM





Premium 35mm Universal Wall Basin/Bath Mixer Body Only



Trim Kit

NR321510atCH

Bianca Wall Basin/Bath Mixer 187mm Trim Kits Only Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41692 Colours Available:



















Matte Black NR321510atMB Brushed Nickel NR321510atBN

Brushed Gold NR321510atBG

Gun Metal NR321510atGM

NR321510aCH

Bianca Wall Basin/Bath Mixer 187mm Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41692 Colours Available:

















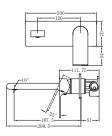




Matte Black

Brushed Nickel

Brushed Gold



Premium 35mm Universal Wall Basin/Bath Mixer Body Only



Trim Kit

NR321510etCH

Bianca Wall Basin/Bath Mixer Separate Back Plate 187mm Trim Kits Only Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41694 Colours Available:



















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Matte Black NR321510etMB

Brushed Nickel NR321510etBN

Brushed Gold NR321510etBG

Gun Metal NR321510etGM

NR321510eCH

Bianca Wall Basin/Bath Mixer Separate Back Plate 187mm Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41694 Colours Available:





















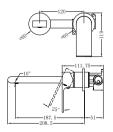


Matte Black

Brushed Nickel

Brushed Gold

Gun Metal NR321510eGM









Premium 35mm Universal Wall Basin/Bath Mixer Body Only



-065

Trim Kit

NR321510btCH

Bianca Wall Basin/Bath Mixer 230mm Trim Kits Only Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41693 Colours Available:

















Matte Black NR321510btMB Brushed Nickel NR321510btBN

Brushed Gold NR321510btBG

Gun Metal NR321510btGM

NR321510bCH

Bianca Wall Basin/Bath Mixer 230mm Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41693 Colours Available:

















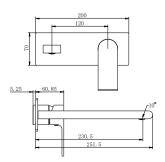




Matte Black

Brushed Nickel

Brushed Gold



Premium 35mm Universal Wall Basin/Bath Mixer Body Only



Trim Kit

NR321510ftCH

Bianca Wall Basin/Bath Mixer Separate Back Plate 230mm Trim Kits Only Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41695 Colours Available:



















Matte Black NR321510ftMB Brushed Nickel NR321510ftBN

Brushed Gold NR321510ftBG

Gun Metal NR321510ftGM

NR321510fCH

Bianca Wall Basin/Bath Mixer Separate Back Plate 230mm Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41695 Colours Available:





















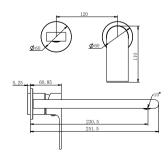




Matte Black

Brushed Nickel

Brushed Gold











NRUB002P

Premium 35mm Universal Shower Mixer Body Only



Trim Kit

NR321511tCH

Bianca Shower Mixer Trim Kits Only Chrome Colours Available:



















Matte Black NR321511tMB

Brushed Nickel NR321511tBN

Brushed Gold NR321511tBG

Gun Metal NR321511tGM

NR321511CH

Bianca Shower Mixer Chrome Wels Rating: N/A Colours Available:



















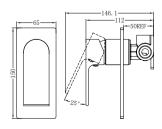


Matte Black

Brushed Nickel

Brushed Gold

Gun Metal



NRUB002P

Premium 35mm Universal Shower Mixer Body Only



Trim Kit

NR321511htCH

Bianca Shower Mixer 60mm Plate Trim Kits Only Chrome Colours Available:



















Matte Black NR321511htMB **Brushed Nickel** NR321511htBN

Brushed Gold NR321511htBG

Gun Metal NR321511htGM

NR321511hCH

Bianca Shower Mixer 60mm Plate Chrome Wels Rating: N/A Colours Available:

















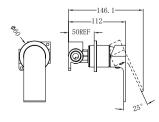




Matte Black

Brushed Nickel

Brushed Gold



NRUB002P

Premium 35mm Universal Shower Mixer Body Only



Trim Kit

NR321511dtCH

Bianca Shower Mixer 80mm Plate Trim Kits Only Chrome Colours Available:



















Matte Black NR321511dtMB **Brushed Nickel** NR321511dtBN

Brushed Gold NR321511dtBG

Gun Metal NR321511dtGM

NR321511dCH

Bianca Shower Mixer 80mm Plate Chrome Wels Rating: N/A Colours Available:

















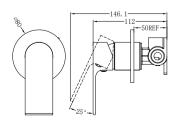




Matte Black NR321511dMB

Brushed Nickel

Brushed Gold



NRUB003P

Premium 35mm Universal Shower Mixer With Divertor Body Only



Trim Kit

NR321511atCH

Bianca Shower Mixer With Divertor Trim Kits Only Chrome Colours Available:





















Matte Black NR321511atMB

Brushed Nickel NR321511atBN

Brushed Gold NR321511atBG

Gun Metal NR321511atGM

NR321511aCH

Bianca Shower Mixer With Divertor Chrome Wels Rating: N/A Colours Available:



















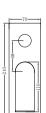


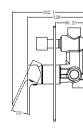


Matte Black NR321511aMB

Brushed Nickel

Brushed Gold





NRUB003P

Premium 35mm Universal Shower Mixer With Divertor Body Only



Trim Kit

NR321511gtCH

Bianca Shower Mixer With Divertor Separate Back Plate Trim Kits Only Chrome Colours Available:















Matte Black NR321511gtMB

Brushed Nickel NR321511atBN

Brushed Gold NR321511atBG

Gun Metal NR321511gtGM

NR321511gCH

Bianca Shower Mixer With Divertor Separate Back Plate Chrome Wels Rating: N/A Colours Available:



















Brushed Nickel NR321511gBN



Brushed Gold NR321511gBG



Gun Metal NR321511gGM







NR231708CH

Pearl Pull Out Sink Mixer With Vegie Spray Function Chrome Wels Rating: 6 Star, 4.5L/Min Wels REG No. T41358 Colours Available:





Matte Black NR231708MB







Brushed Gold NR231708BG

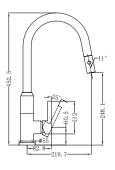


Gun Metal NR231708GM





Chrome White NR231708CW



BATHROOM ACCESSORIES



Chrome



Matte Black

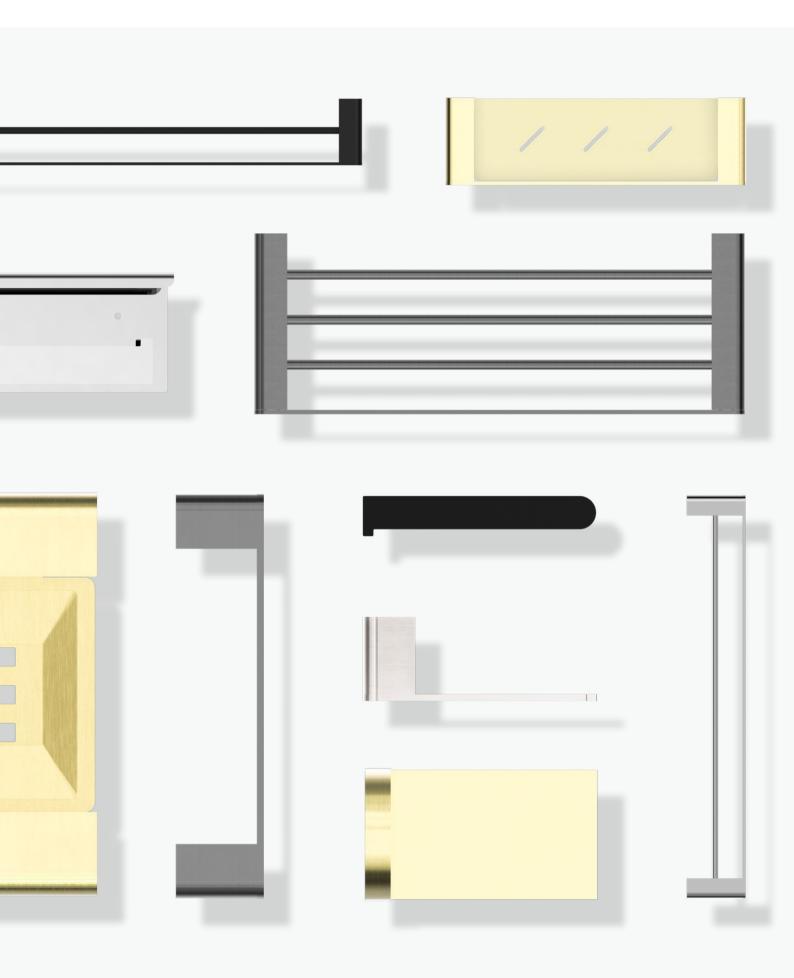


Brushed Nickel



Brushed Gold





NR9024CH

Bianca Single Towel Rail 600mm Chrome Colours Available:



















Matte Black NR9024MB

Brushed Nickel NR9024BN

Brushed Gold NR9024BG

Gun Metal NR9024GM



NR9024dCH

Bianca Double Towel Rail 600mmChrome Colours Available:

















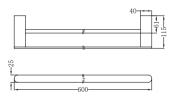


Matte Black NR9024dMB

Brushed Nickel NR9024dBN

Brushed Gold NR9024dBG

Gun Metal NR9024dGM



NR9030CH

Bianca Single Towel Rail 800mm Chrome Colours Available:



















Matte Black NR9030MB

Brushed Nickel NR9030BN

Brushed Gold NR9030BG

Gun Metal NR9030GM



NR9030dCH

Bianca Double Towel Rail 800mm Chrome Colours Available:

















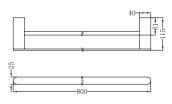


Matte Black NR9030dMB

Brushed Nickel NR9030dBN

Brushed Gold NR9030dBG

Gun Metal NR9030dGM



NR9080CH

Bianca Hand Towel Rail Chrome Colours Available:



















Matte Black NR9080MB

Brushed Nickel NR9080BN

Brushed Gold NR9080BG

Gun Metal NR9080GM



NR9081CH

Bianca Soap Dish Holder Colours Available:

















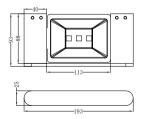


Matte Black NR9081MB

Brushed Nickel NR9081BN

Brushed Gold NR9081BG

Gun Metal NR9081GM



NR9082CH

Bianca Robe Hook Chrome Colours Available:



















Matte Black NR9082MB

Brushed Nickel NR9082BN

Brushed Gold NR9082BG

Gun Metal NR9082GM





NR9086aCH

Bianca Toilet Roll Holder With Phone Holder Chrome Colours Available:























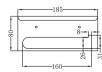
Matte Black

Brushed Nickel NR9086aBN

Brushed Gold NR9086aBG

Gun Metal NR9086aGM





NR9086CH

Bianca Toilet Roll Holder Chrome Colours Available:



















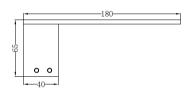
Matte Black NR9086MB

Brushed Nickel NR9086BN

Brushed Gold NR9086BG

Gun Metal NR9086GM





NR9087aCH

Bianca Metal Shower Shelf Chrome Colours Available:

















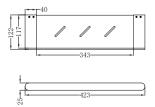


Matte Black

Brushed Nickel NR9087aBN

Brushed Gold NR9087aBG

Gun Metal NR9087aGM



NR9089CH

Bianca Towel Rack Chrome Colours Available:

















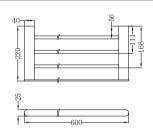


Matte Black NR9089MB

Brushed Nickel NR9089BN

Brushed Gold NR9089BG

Gun Metal NR9089GM



SHOWERS



Chrome



Matte Black

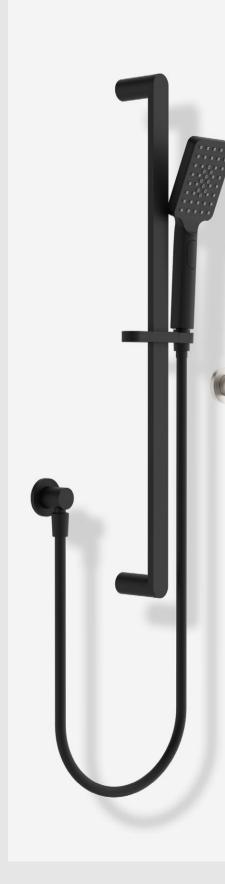


Brushed Nickel



Brushed Gold







NR30803CH

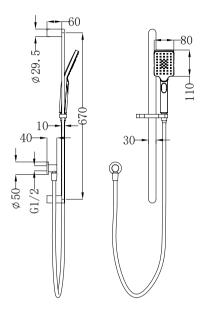
Bianca Shower Rail Chrome Wels Rating: 5 Star, 6L/Min Wels REG No. S16422 Colours Available:





















Matte Black NR30803MB

Brushed Nickel NR30803BN

Brushed Gold NR30803BG

Gun Metal NR30803GM

NR307CH

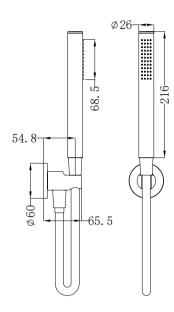
Slim Shower On Bracket Chrome Wels Rating: 4 Star, 7.5L/Min Wels REG No. S16137 Colours Available:























Brushed Gold NR307BG



NR321503aCH

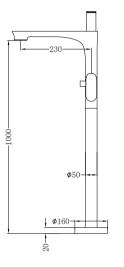
Bianca Freestanding Bath Mixer With Hand Shower Chrome Wels Rating: Not Star Rated, 7L/Min (Hand Shower Only) Wels REG No. S15618 Colours Available:

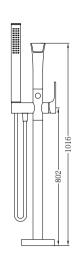
















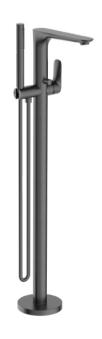




Brushed Nickel NR321503aBN



Brushed Gold NR321503aBG



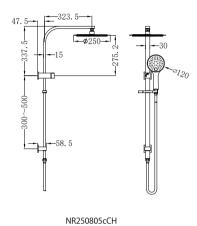
Gun Metal NR321503aGM

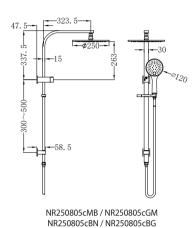
NR250805cCH

Bianca Twin Shower Chrome Wels Rating: Overhead Shower Not Star Rated, 7.5L/Min Hand Shower Not Star Rated, 7.5L/Min Wels REG No. S17515











Bianca Twin Shower Wels Rating: Overhead Shower 4 Star, 7.5L/Min Hand Shower 4 Star, 7.5L/Min Wels REG No. S17424 Colours Available:









NR250805cMB



NR250805cBG

NR250805cBN

NR250805cGM

NR501CH

Square Shower Arm Chrome Wels Rating: N/A Colours Available:

















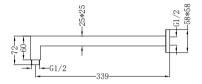


Matte Black NR501MB

Brushed Nickel NR501BN

Brushed Gold NR501BG

Gun Metal NR501GM



NR502CH

Round Shower Arm 330mm Length Chrome Wels Rating: N/A Colours Available:

















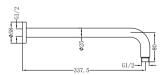


Matte Black NR502MB

Brushed Nickel NR502BN

Brushed Gold NR502BG

Gun Metal NR502GM



NR503100CH

Round Ceiling Arm 100mm Length Chrome Wels Rating: N/A Colours Available:

















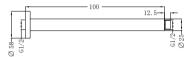


Matte Black NR503100MB

Brushed Nickel

Brushed Gold NR503100BG

Gun Metal NR503100GM



NR503150CH

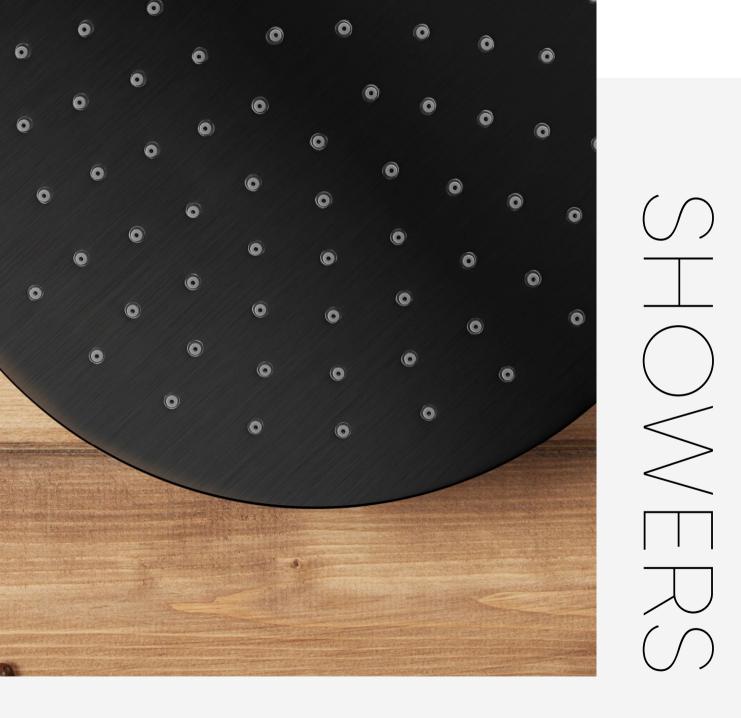
Round Ceiling Arm 150mm Length Chrome Wels Rating: N/A Colours Available:











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NR503300CH

Round Ceiling Arm 300mm Length Chrome Wels Rating: N/A Colours Available:



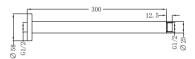












NR503450CH

Round Ceiling Arm 450mm Length Chrome Wels Rating: N/A Colours Available:









Matte Black NR503450MB

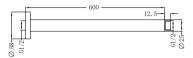


NR503600CH

Round Ceiling Arm 600mm Length Chrome Wels Rating: N/A Colours Available:







NR504150CH NR504300CH

Square Ceiling Arm 150mm/300mm Length Chrome Wels Rating: N/A Colours Available:



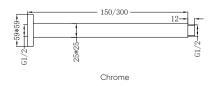


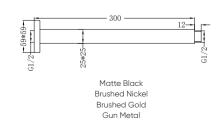












NR504450CH

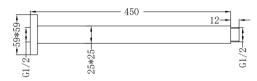
Square Ceiling Arm 450mm Length Chrome Wels Rating: N/A Colours Available:







Matte Black NR504450MB



NR504600CH

Square Ceiling Arm 600mm Length Chrome Wels Rating: N/A Colours Available:







NR505CH

Square Swivel Shower Arm Chrome Wels Rating: N/A Colours Available:

















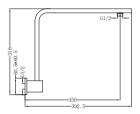


Matte Black NR505MB

Brushed Nickel NR505BN

Brushed Gold NR505BG

Gun Metal NR505GM



NR506CH

Round Swivel Shower Arm Chrome Wels Rating: N/A Colours Available:















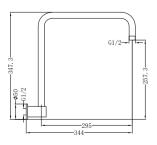


Matte Black NR506MB

Brushed Nickel NR506BN

Brushed Gold NR506BG

Gun Metal NR506GM



CONTRACTOR OF THE CONTRACTOR

NRROA1001CH

250mm Round Shower Head Chrome Wels Rating: 3 Star, 9L/Min Wels REG No. S16683 Colours Available:

















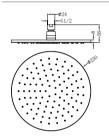


Matte Black

Brushed Nickel

Brushed Gold NRROA1001BG

Gun Metal NRROA1001GM



NRROA1202CH

300mm Round Shower Head Chrome Wels Rating: 3 Star, 9L/Min Wels REG No. S16670 Colours Available:

















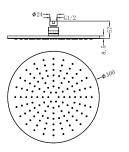


Matte Black

Brushed Nickel

Brushed Gold

Gun Metal



NRROB1003CH

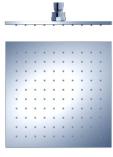
250mm Square Shower Head Chrome Wels Rating: 3 Star, 9L/Min Wels REG No. S16685 Colours Available:



















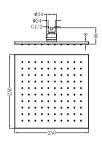


Matte Black

Brushed Nickel

Brushed Gold

Gun Metal

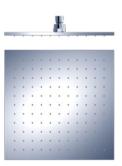


NRROB1202CH

300mm Square Shower Head Chrome Wels Rating: 3 Star, 9L/Min Wels REG No. S16686 Colours Available:

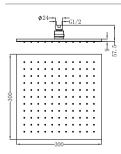








Matte Black NRROB1202MB



Bianca Collection 45

OTHERS ACCESSORIES



Chrome



Matte Black



Brushed Nickel



Brushed Gold



Gun Metal

46 Bianca Collection



NR190001CH

Non-Heated Towel Ladder Chrome Colours Available:

















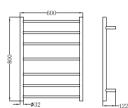


Matte Black NR190001MB

Brushed Nickel

Brushed Gold

Gun Metal









NR190002hGR

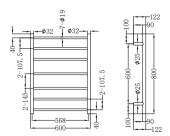
Heated Towel Ladder Graphite Colours Available:







Brushed Gold NR190002hBG



NRV900hGR

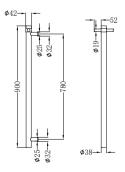
Heated Vertical Towel Rail Graphite Colours Available:







Brushed Gold NRV900hBG



NRA706CH

Universal Pop Up Waste Chrome Colours Available:















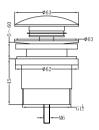


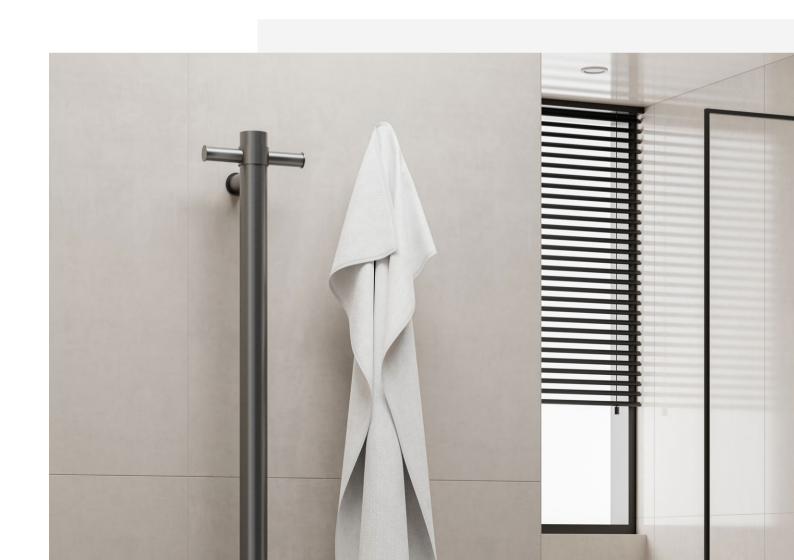
Matte Black NRA706MB

Brushed Nickel NRA706BN

Brushed Gold NRA706BG

Gun Metal NRA706GM





NRA707CH

40mm Bath Pop-Up Plug With Removable Waste No Overflow Chrome Colours Available:















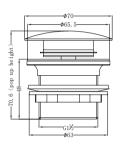


Matte Black NRA707MB

Brushed Nickel

Brushed Gold NRA707BG

Gun Metal NRA707GM



NRFW006MB

100mm Square Tile Insert Floor Waste 50mm Outlet Matte Black Colours Available:









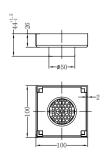


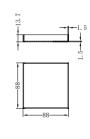


Brushed Nickel NRFW006BN

Brushed Gold NRFW006BG

Gun Metal NRFW006GM





NRFW007MB

130mm Square Tile Insert Floor Waste 80mm Outlet Matte Black Colours Available:











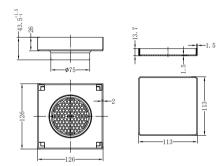




Brushed Nickel NRFW007BN

Brushed Gold NRFW007BG

Gun Metal NRFW007GM



NRFW008MB

130mm Square Tile Insert Floor Waste 100mm Outlet Matte Black Colours Available:











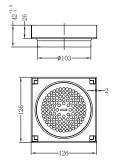


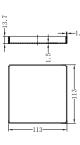


Brushed Nickel NRFW008BN

Brushed Gold NRFW008BG

Gun Metal NRFW008GM





NRFG001HSMB

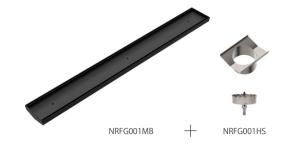
Tile Insert V Channel Floor Grate 89mm Outlet With Hole Saw Matte Black Colours Available:

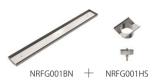


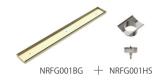


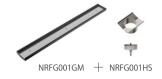








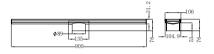




Brushed Nickel NRFG001HSBN

Brushed Gold NRFG001HSBG

Gun Metal NRFG001HSGM





NRFG002HSMB

Tile Insert V Channel Floor Grate 50mm Outlet With Hole Saw Matte Black Colours Available:











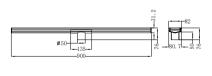




Brushed Gold NRFG002HSBG

Gun Metal NRFG002HSGM

NRFG002GM + NRFG002HS





NRFW003CH

100mm Round Tile Insert Floor Waste 50mm Outlet Chrome Colours Available:

















Matte Black NRFW003MB

Brushed Nickel NRFW003BN

Brushed Gold NRFW003BG

Gun Metal NRFW003GM







NRFW004CH

130mm Round Tile Insert Floor Waste 80mm Outlet Chrome Colours Available:

















Matte Black NRFW004MB Brushed Nickel NRFW004BN

Brushed Gold NRFW004BG

Gun Metal NRFW004GM







NRFW005CH

130mm Round Tile Insert Floor Waste 100mm Outlet Chrome Colours Available:

















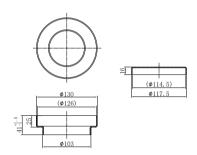


Matte Black NRFW005MB

Brushed Nickel NRFW005BN

Brushed Gold NRFW005BG

Gun Metal NRFW005GM



NRPL001BN

In Wall Toilet Push Plate Brushed Nickel Colours Available:



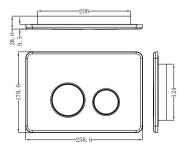


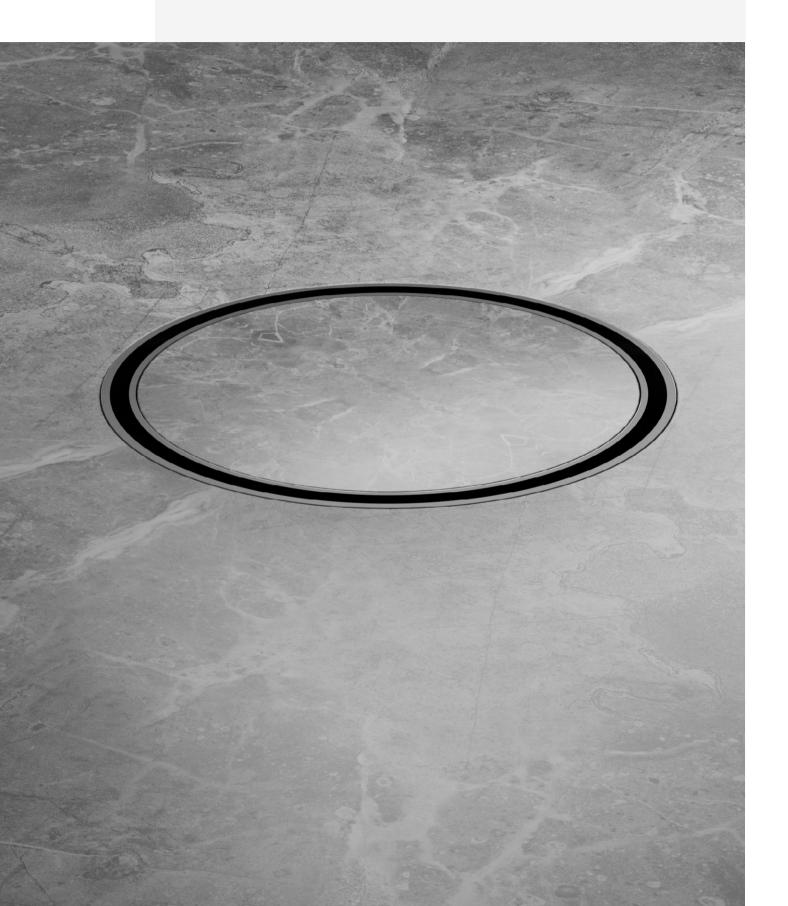




Brushed Gold NRPL001BG









NRSH101aCH

90 Degree Glass to Wall Shower Hinge 10mm Glass Chrome Colours Available:



















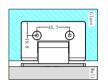


Matte Black NRSH101aMB

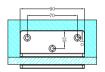
Brushed Nickel NRSH101aBN

Brushed Gold NRSH101aBG

Gun Metal NRSH101aGM







NRSH102aCH

180 Degree Glass To Glass Shower Hinge 10mm Glass Chrome Colours Available:

















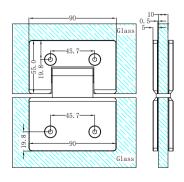
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Matte Black NRSH102aMB

Brushed Nickel NRSH102aBN

Brushed Gold NRSH102aBG

Gun Metal NRSH102aGM





NRSH201aCH

Over-Panel Glass To Glass Fitting 10mm Glass Chrome Colours Available:

















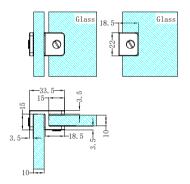


Matte Black NRSH201aMB

Brushed Nickel NRSH201aBN

Brushed Gold NRSH201aBG

Gun Metal NRSH201aGM



NRSH202aCH

Shower F Bracket 10mm Glass Chrome Colours Available:

















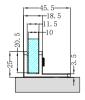
Matte Black NRSH202aMB

Brushed Nickel NRSH202aBN

Brushed Gold NRSH202aBG

Gun Metal NRSH202aGM









NRSH203aCH

Shower U Bracket 10mm Glass Chrome Colours Available:

















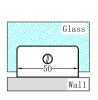


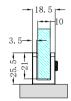
Matte Black NRSH203aMB

Brushed Nickel NRSH203aBN

Brushed Gold NRSH203aBG

Gun Metal NRSH203aGM







90 Degree Glass To Wall Bracket 10mm Glass Chrome Colours Available:













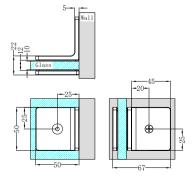


Matte Black NRSH204aMB

Brushed Nickel NRSH204aBN

Brushed Gold NRSH204aBG

Gun Metal NRSH204aGM



NRSH301aCH

Round Shower Knob Chrome Colours Available:



















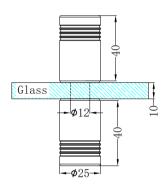


Matte Black NRSH301aMB

Brushed Nickel NRSH301aBN

Brushed Gold NRSH301aBG

Gun Metal NRSH301aGM



NRSH302aCH

Square Shower Knob Handle Chrome Colours Available:

















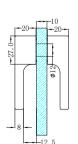


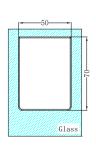


Matte Black NRSH302aMB Brushed Nickel NRSH302aBN

Brushed Gold NRSH302aBG

Gun Metal NRSH302aGM







NRSH303aCH

Towel Bar 500mm Chrome Colours Available:

















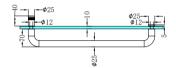
Matte Black NRSH303aMB

Brushed Nickel NRSH303aBN

Brushed Gold NRSH303aBG

Gun Metal NRSH303aGM





NRSH401MB

Half Round Water Seal Rail 750mm Matte Black Colours Available:

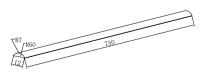








Brushed Gold



Warranty Policy

1. Warranty Coverage Statement

Nero Tapware is committed to providing high-quality products designed to meet the highest industry standards. Our warranty reflects our confidence in the durability and reliability of our products.

2. Applicability

This warranty applies to goods purchased on or after 1st May 2024, covering both Australia and New Zealand markets, in compliance with the Australian Consumer Law (ACL) and New Zealand's Consumer Guarantees Act (CGA).

3. Warranty Periods

Premium Range (Residential Use)

| Category | Warranty Period(Years) | Warranty Details |
|---|------------------------|---|
| Zen, Opal, Kara, York, Bianca, Mecca & Mecca Care Tapware | 25 25 2 | 25 years replacement cartridge only 25 years replacement products or parts on all finishes 2 years replacement products or parts & labour |
| Zen, Opal, York, Bianca, Mecca & Mecca Care Showers | 25 / 2 | 25 years replacement products or parts on all finishes 25 years on hand showers, shower heads, Shower hoses replacement only (labour not included) 2 years replacement products or parts & labour |
| Zen, Opal, York, Bianca, Mecca & Mecca Care Bathroom Accessories | 25 | · 25 years replacement products or parts on all finishes |
| Opal Metal Basins | 25 | · 25 years replacement products on all finishes |
| Heated Towel Rails | 25 / 1 | · 25 years replacement products or parts on all finishes · 1 year on power transformer replacement |
| Electronic Mixers / Taps & Push Taps | 25 / 2 | · 25 years replacement products or parts on all finishes · 2 years Replacement products or parts & labour |

Premium Range (Commercial Use)

| Category | Warranty Period(Years) | Warranty Details |
|---|------------------------|--|
| Zen, Opal, Kara, York, Bianca, Mecca & Mecca Care Tapware | 15 / 10 / 1 | · 15 years replacement cartridge only · 10 years replacement products or parts on all finishes · 1 year replacement products or parts & labour |
| Zen, Opal, York, Bianca, Mecca & Mecca Care Showers | 10 / 1 | · 10 years replacement products or parts on all finishes · 10years on hand showers, shower heads, Shower hoses replacement only (labour not included) · 1 year replacement products or parts & labour |
| Zen, Opal, York, Bianca, Mecca & Mecca Care Bathroom Accessories | 10 | · 10 years replacement products or parts on all finishes |
| Opal Metal Basins | 10 | · 10 years replacement products on all finishes |
| Heated Towel Rails | 10 / 1 | · 10 years replacement products or parts on all finishes · 1 year on power transformer |
| Electronic Mixers / Taps & Push Taps | 2/1 | · 2 years replacement products or parts on all finishes · 1 year Replacement products or parts & labour |

Standard Range (Residential and Commercial)

| Category | Warranty Period(Years) | Warranty Details |
|---|------------------------|---|
| Mixer Taps | 15 / 10 / 1 | 15 years replacement Cartridge only 10 years replacement products or parts on all finishes 10 years on washing machine stops replacement only 1 year replacement products or parts & labour |
| Electronic Mixers / Taps & Push Taps | 2/1 | · 2 years replacement products or parts on all finishes · 1 year replacement products or parts & labour |
| Showers | 10 / 1 | · 10 years replacement products or parts on chrome finishes · 10 years replacement products or parts on other finishes · 10 years on hand showers, shower heads, Shower hoses replacement only (labour not included) · 1 year replacement products or parts & labour |
| Bath Outlets | 10 | · 10 years replacement products or parts only on all finishes |
| Bathroom Accessories | 10 | · 10 years replacement products or parts only on all finishes |
| Other Accessories | 10 | 10 years on universal pop-up waste replacement only 10 years on bottle trap replacement only 10 years on glass hardware replacement only 10 years product replacement and 1 year labour on toilet push plate only 10 years product replacement and 1 year labour on cistern only 10 years on floor waste replacement only |

4. The warranty period commences from date of purchase, or for new buildings from date of handover.

5. How to make warranty claim?

To make a warranty claim, customers must contact the Seller from which the goods were purchased or contact Nero Tapware directly. *Proof of purchase or equivalent documentation is required. (e.g. Handover documentation for new homes, Tax Invoice, Water Marks, etc.) For Australia Consumers and New Zealand Consumers.

 Australia
 New Zealand

 № 03 8786 3170
 № 02 1046 8481

- 6. The expense of claiming on the warranty will be borne by the customer.
- 7. This warranty covers the repair or, at Supplier's option, replacement of any goods which are defective through faulty manufacture or materials, free of charge and labour. The Supplier reserves the right to alter, or amend this warranty offer in writing at any time.

The Supplier reserves the right to provide minor components (e.g. Handles, aerators, buttons, dress rings, spindle/cartridges and seals) as 'Parts Only' to the customer as part of replacement warranty. This warranty does not cover any claims for labour, or additional products/parts associated with allegedly faulty goods for work supplied by an outside party that is not approved in advance in writing by the Supplier.

- 8. For installed goods, the Supplier requires adequate access to evaluate the goods, fittings, and fixtures for any warranty claim, as well as to perform any necessary warranty repairs. The Supplier will not be liable for any consequential damage or costs if adequate access to the goods, fittings, or fixtures is not provided.
- 9. For discontinued or unavailable goods, the Supplier may replace the

goods with equivalent current or available goods, using best endeavors and product knowledge to match the appearance and specifications of the original goods.

- 10. Supplier's obligations under warranty are limited to the repair or, at Supplier's option, replacement of any product which are defective through faulty workmanship or materials. To the extent permitted by law, Supplier will not be liable for any loss to furniture, floor coverings, walls, fixtures or any consequential loss of any kind caused by any defect in the product components.
- 11. This warranty does not cover defects caused by or arising from any of the followina:
- 11.1. Goods installed by a person other than a licensed plumber. This does not apply to bathroom accessories such as towel rails, shelves, etc.
- 11.2. Goods not installed to relevant national standards or state regulations.
- 11.3. Tapware exposed to water pressures and/or temperatures that exceed stated limitations as per the standard installation instructions.

Note: AS/NZS 3500.1:2003 specifies 500kPA maximum water supply pressure at any outlet within a building for new installations.

- 11.4. Fitting of other devices to the outlet of tapware (e.g. water filters).
- 11.5. Fitting of in tap body or end of line water flow regulating devices that have not been approved by Supplier.
- 11.6. Products used for incorrect applications, non-potable water, etc.
- 11.7. Damage as a result of obstruction due to inadequate flushing of system before use
- II.8. Service, repairs or other non-standard replacement parts previously undertaken without Supplier's prior written approval.
- 11.9. Damage to finishes by adhesives, sealant, etc.
- 11.10. Damage to finishes which arise from installation or postinstallation use. 11.11. Failure to observe manufacturer's care and cleaning instructions.
- 11.12. Improper or abusive use of product and/or damage resulting from misuse, accident or neglect.

11.13. Fair wear and tear, such as the working seals in the inlet and outlet valves, including scratching from cleaning etc.

Note: It is the installer/consumers responsibility to ensure:

- Product is not damaged prior to installation.
- They are happy with their purchase.
- The product has all of its components.
- Required maintenance is performed.

12. Should any warranty claim be made, and service attended to by the Supplier or its authorized service agent, and the fault is due to a cause expressly excluded from this warranty above; the Supplier reserves the right to charge service fee for any work carried out.

13. This warranty is in addition to the rights conferred upon customers by the Australian Consumer Law (ACL) and the Consumer Guarantees Act 1993 (CGA) in New Zealand.

14. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law (ACL) and the Consumer Guarantees Act 1993 (CGA) in New Zealand. For major failures with the service, you are entitled to the following remedies:

15. Refund Policy:

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law (ACL) and the Consumer Guarantees Act 1993 (CGA) in New Zealand. For major failures with the goods, you are entitled to a refund. If a failure with the goods does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods. While our company acknowledges its responsibility for addressing any issues with the quality of our products, we recommend that customers contact the place of purchase for inquiries related to returns and refunds. We are committed to assist and cooperating with our distributors or retailers to resolve any issues customers may encounter with our products.

TAPWARE AND ACCESSORIES CARE AND CLEANING INSTRUCTIONS

Under no circumstances should you install tapware using acetone silicones.

- 1. Never use harsh detergents or abrasive cleaners, as these will scratch the surface. This includes organic harsh chemicals such as citrus.
- 2. Use of wax-based furniture cream should be avoided as this can result in a build-up of deposits, which could detract from the appearance.
- 3. All products should always be cleaned with care using a soft dry micro fibric cloth or a soft cloth with warm soapy water for a lifetime of use.
- 4. Individual products may be subject to additional or specific care and cleaning instructions. Please refer to documentation accompanying those products.

TERM AND CONDITIONS

1. DEFINITIONS

ACL refers to the Australian Consumer Law as outlined in the Competition and Consumer Act 2010 (Cth) and its associated regulations, as amended from time to time, applicable within Australia. CGA refers to the Consumer Guarantees Act 1993 and its associated regulations, as amended from time to time, applicable within New Zealand.

Consumer is defined according to both the ACL and CGA, and in determining if the Customer is a consumer, the determination is made based on the Customer's status under the Agreement according to the applicable law.

Customer means the person, jointly and severally if more than one, acquiring goods or services from the Supplier. Goods means goods supplied by the Supplier to the Customer. GST refers to the Goods and Services Tax as defined in A New Tax System (Goods and Services Tax) Act 1999 (Cth) for Australia and the Goods and Services Tax Act 1985 for New Zealand, and their associated regulations as amended.

Order means every order placed by the Customer for the purchase of goods or services from the Supplier. PPSA refers to the Personal Property Securities Act 2009 (Cth) for Australia and the Personal Property Securities Act 1999 for New Zealand, and their associated regulations as amended. Services means services supplied by the Supplier to the Customer. Supplier refers to Nero Bathrooms International Pty Ltd trading as Nero Tapware ABN 57 148 833 989 or its registered equivalent in New Zealand.

Terms refers to these Terms and Conditions of Trade, as applicable in Australia and New Zealand, incorporating any necessary modifications or supplements to comply with the laws and commercial practices of each country.

2. GOODS

The Supplier may modify, add, or remove goods in its product range without notice. This includes changes to the country of origin, materials, dimensions, and colors.

3. QUOTATION

Quotations provided by the Supplier are valid for 30 days, represent an invitation to treat, and are only valid if in writing. They may include additional terms that supersede these Terms in case of inconsistencies.

4. ORDERS

Orders placed by the Customer constitute an offer, which the Supplier may accept at its discretion. Acceptance results in a legally binding contract based on these Terms and any additional terms in the quotation.

5. PRICING

Prices are exclusive of GST and other applicable taxes or duties unless stated otherwise. A handling and delivery charge may apply to orders below a certain value.

6. PAYMENT

Payment terms include full payment within 30 days from the invoice date unless otherwise agreed. The Supplier may require payment upon delivery or a non-refundable deposit for custom orders.

7. PAYMENT DEFAULT

Default in payment allows the Supplier to suspend credit, charge interest, recover costs related to enforcement or goods recovery, and cease or suspend further supply.

8. PERSONAL PROPERTY SECURITIES ACT

Terms related to the PPSA establish a security interest in the goods supplied and require customer actions to ensure a valid, registrable security interest.

9. RISK AND INSURANCE

Risk and insurance responsibility transfer to the Customer upon delivery or collection of goods. The Customer is responsible for obtaining necessary licenses or permits.

10. PERFORMANCE OF AGREEMENT

Delivery dates are estimates only. The Supplier endeavors to meet these estimates but is not liable for any delivery delays.

11. DELIVERY

The Supplier arranges delivery, with costs borne by the Customer. Part deliveries are permissible, and the Customer is responsible for inspecting goods upon delivery.

12. RETURNS

Returns due to change of mind are at the Supplier's discretion. Custommade or altered goods are non-returnable. A restocking fee may apply.

13. LIABILITY

The Terms exclude implied terms or warranties beyond those explicitly stated

or provided by law, particularly under the ACL and CGA, where applicable.

14. CANCELLATION

The Supplier may cancel orders if unable to deliver or provide services. Customer cancellation or suspension of orders is not binding once accepted.

15. SHORTAGES AND EXCHANGES

Claims for shortages, damages, or non-compliance must be made within 14 days. The Supplier's liability is limited to replacement, refund, or repair of the goods.

16. FORCE MAJEURE

The Supplier is not liable for failure to perform due to events beyond its control, including industrial disputes, accidents, and import or export restrictions.

17. MISCELLANEOUS

The laws of Victoria, Australia, and New Zealand govern these Terms, with non-exclusive jurisdiction of their courts. A waiver of any Term does not imply a waiver of other rights.

This comprehensive modification and supplement ensure the Terms and Conditions are applicable and enforceable in both Australia and New Zealand, accommodating the legal and commercial practices of both countries

Nero

Please note:

Nero Tapware reserves the right to modify specifications shown, or delete products from their range without prior notification.