



PRODUCT CARE GUIDE

robertson®
BATHWARE
— SINCE 1987 —

ROBERTSON.CO.NZ

Thank you for purchasing our product.

This flyer will assist you in keeping the product looking like new for years to come.

Included is handy information, tips and hints for cleaning, removing and tightening components.

Warranty and spare parts information can be found on the back page.

Please note information provided should be read in conjunction with manufacturers instructions supplied with the product.



American Standard

ELEMENTI

victoria + albert®

HIDRA
KERAMICA

AQUAECO

PARISI

SAMUEL HEATH
since 1820

THE WINDSOR
COLLECTION

the.artceram



ZUCCHETTI. KOS

BAGNODESIGN
LONDON

OLI

PRODUCT CARE

To be read in conjunction with manufacturers instructions supplied with the product.



VITREOUS CHINA

- Clean the vitreous china immediately after use to stop a build up of dirt and scale using warm soapy water, cream or liquid cleaner.
- Ensure that any dripping taps are fixed - this will prevent stains and limescale build up.
- Occasional use of mild bathroom limescale removers is acceptable. Use in accordance with manufacturers instructions, rinsing off immediately with plenty of water.
- Do not bleach products in the cistern - this can damage the internal fittings. However, it is acceptable to use in the toilet bowl itself.
- Never put strong cleaners or bleach in overnight.
- Never mix different cleaners in the WC - they can react and give off poisonous gas.



TAPWARE & MIXERS

- Clean with warm soapy water and rinse with clear water.
- Dry the faucet with a soft cotton cloth.
- Do not use any cleaning agents containing acids, polish abrasives, or harsh cleaners or soaps. Regular and routine cleaning and polishing will reduce the need for heavy cleaning and polishing.
- Remove as much surface dirt and film using clear water and soft cotton cloth (as described above).
- Once cleaned, rinse faucet again with clear water and blot dry with a soft cotton cloth.

Guide for coloured tapware

- All coloured tapware products should be cleaned only with soapy water and dried with a soft cloth. Do not use abrasive cleaners or chemicals as this would damage the surface of the finish and therefore cancel any warranty on the product.



TOILETS

- The seat and cover should be cleaned using warm soapy water.
- Do not use aggressive or abrasive cleaners as this may scratch the surface of the seat.
- The hinges should be cleaned using soap, or a mild detergent. After cleaning the hinges should be rinsed in clean water and dried.
- Never use bleach, concentrated cleaners or acids on the hinges as this will cause discolouring and pitting.
- Do not leave bleach in the toilet bowl with the cover closed because this may cause discolouration of the seat and hinges.
- Take care not to splash the hinges when using bleach in the toilet bowl.



SHOWERS

Guide for chrome and coloured showers

- All coloured shower products should be cleaned only with soapy water and dried with a soft cloth. Do not use abrasive cleaners or chemicals as this would damage the surface of the finish and therefore cancel any warranty on the product.



BATHS

Quarrycast Baths

Repairing a scratch:

- If any scratches occur during installation these can be removed by rubbing with a 1500+ grit waterproof abrasive paper and water.
- Re-polish the surface afterwards using a neutral automotive colour restorer or household metal polish.
- It may be possible to polish very fine scratches away without using abrasive papers: scrubbing gently with a soft brush or plastic pad (not metal scouring pad) and a mildly abrasive cream cleaner. Afterwards scrub the whole area with plenty of clean water and re-polish as before.

Everyday Cleaning:

- We recommend a non-abrasive bathroom or kitchen household cleaner. Abrasives will cause the disappearance of the glossy look over a long period.

Should you need to clean the bath with an abrasive cleaner, as may be required from time to time, polishing with a car polish or household metal polish will restore the baths lustre.

Acrylic Baths

- Clean regularly to stop build up of dirt and scale using warm, soapy water.
- Occasional use of mild bathroom limescale removers is acceptable. Use in accordance with manufacturers instructions, rinsing off immediately with plenty of water.
- Minor scratches and abrasions can be polished out with a mild polishing compound.
- Never let cigarettes/flames near.
- Never use household chemicals – a range of products such as paint stripper, nail varnish remover, household bleach, perfume, aftershave or strong disinfectant can damage acrylic products.
- We cannot recommend the use of any scouring products or cream cleaners as acrylic is softer than china and can scratch.



SHOWER ENCLOSURES

- To clean glass simply squeegee and walk away, No need for harsh abrasives on the glass we have it covered with NANO glass protection. NANO glass (ClearShield) has been specially developed by Ritec using advanced NANO technology creating a non stick surface. This award winning technology makes glass easier to clean and resists staining and discolouration.
- Clean regularly to stop build up of dirt and scale using warm, soapy water.
- Occasional use of mild bathroom limescale removers is acceptable. Use in accordance with manufacturers instructions, rinsing off immediately with plenty of water.



ACCESSORIES

To maintain your Elementi accessories and keep their brand new lustre, follow these simple instructions:

- Use only neutral non-abrasive detergents.
- It is recommended to use a soft cloth, do not use abrasive cleaners, steel wool or pads.
- Do not spray cleaning agents directly on the accessories. Spray on the cloth as spray liquid may enter into openings/holes and cause damage.
- The use of steam cleaners is not recommended since the extreme high temperature of steam can compromise the integrity of the coating finish.



FURNITURE

Wood Veneer + Paint Surfaces

- Non abrasive cleaning products can be used for stubborn marks.
- Do not use abrasive cleaning products or silicone based products.

Multi-Wood Laminate Timber

- For all surfaces use only a soft cloth and a weak solution of non-abrasive cleaner.
- To keep mirrors from 'black spotting' regularly oil any exposed edges. Do not use any acid or alkaline based cleaners. A micro-fibre cloth will give you the best results.

Melamine

- Bestwood Melamine is low maintenance and easy to clean. For regular cleaning, simply wipe with a clean, damp cloth. Stubborn grease and grime can be cleaned using diluted vinegar and water or sugar soap.
- Stains should be tackled early with hot, soapy water, or use some of the techniques below. Always wipe with a damp cloth, then a dry cloth after cleaning to remove moisture.
Food spills: All purpose surface cleaner
Shoe Polish: Diluted vinegar or lemon juice
Paint/glue: Wipe with acetone to loosen, then wipe clean with warm, soapy water and wipe dry
Hair/leather dye: Wipe with methylated spirits, then a clean, damp cloth
Pencil: Clean with a cloth and water
Stubborn marks/stains: Clean with Ajax Spray & Wipe and a soft nylon nail brush to remove stubborn dirt particles.
- NEVER use abrasive cleaners or cleaning tools on Bestwood Melamine. Do not use Jif, Vim, Brasso, Mr Muscle cleaner, wire wool or sandpaper

Luxe

- The high gloss of the Luxe doors surface requires some precautions during installation:
- The cutting, edge-banding and drilling processes have to be extremely clean. Any chip or particle from these processes that could be trapped between two pieces will mark the glossy surface if any weight is laid on them.
- Do not peel off the protective film until the door is installed and adjusted.
- During the installation of the hinges, place the door over a plain and clean surface in order to avoid any damage in the front side of the door.
- Once the door is installed and adjusted, peel off the protective film, manually.
- Do not clean the door for at least 24 hours after the removal of the protective film.
- Wash the door only with water and mild soap (maximum 1% solution) using a soft cloth.
- The use of any other chemical product, like solvent or alcohol, could damage the door.
- The use of any abrasive cloth could damage the surface.



LAUNDRY TUBS

- Warm water is recommended to remove any dirt or dust.
- It is important that if spray cleaning products are used that the residue is wiped off the bowl as over time this will cause spot rusting as the dust and lint settles on it.

PRODUCT HINTS AND TIPS

TOILET SEAT REMOVAL



Press right button



Press left button



Lift seat



Detach

NOTE: To reinstall simply align seat on pins and push until buttons click to lock in place.

TIGHTENING SEAT



Detach (as shown in toilet seat removal above)



Remove Cover



Tighten

TAP HANDLE REMOVAL



Remove indicator



Use Allen Key to tighten or undo

REMOVE LID



Push one button down



Pull out other button



Pull out second button



Undo screw

NOTE: Reverse the above process to replace

ACCESSORIES



Typical fitting



Grub screw at base



Tighten or remove using Allen Key

VANITY DRAWER REMOVAL



Press the grey latch at the base of the drawer inwards.

Latches are located both left and right and need to be pressed at the same time once disengaged lift the drawer upwards from the front.



To reinstall, place the draw back on the rails and push the draw in firmly to lock the soft close mechanism. The soft close will re-engage.

LAUNDRY TUB DRAWER ADJUSTMENT

Before any drawer adjustment is done please make sure that the cabinet is level by adjusting the feet. Only once the cabinet is level should you then do further adjustment on the drawers. You can adjust the drawers using a screw driver.



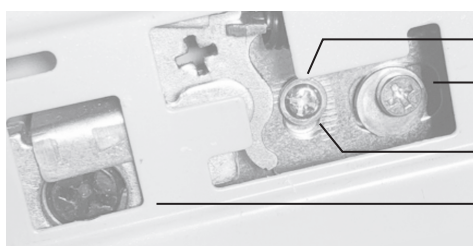
Remove cover plate



After cover plate removed



Drawer removal: Push hard on drawer bottom to release the drawer



Step 1: Loosen this screw

Step 2: Turn this screw to adjust the drawer up or down

Step 3: Tighten this screw

Turn this screw to adjust the drawer to the left or right

LAUNDRY TUB DOOR ADJUSTMENT

Before any door or drawer adjustment is done please make sure that the cabinet is level by adjusting the feet. Only once the cabinet is level should you then do further adjustment on the door. You can adjust the hinges using a screw driver.

TOP HINGE



Turn to adjust the door left and right



Turn the screw to adjust door in and out



Turn the screw to adjust door up and down

MIDDLE AND BOTTOM HINGE



Turn to adjust the door left and right



Turn to adjust the door in and out



Turn to adjust the door up and down

NOTES

[illegible]

OUR GUARANTEES

Without exception Robertson products are guaranteed to meet or exceed the standard requirements for the New Zealand building code.

In addition to specific guarantees provided, all products imported and or sold by Robertson are, to the extent applicable, guaranteed in accordance with the Durability Clauses of the New Zealand Building regulations and Consumer Guarantees Act.

Our guarantees apply only to products imported and sold by Robertson. These guarantees do not cover products sold by Robertson under any other agency, company or brand name. As part of our ongoing commitment to continuous improvement, Robertson NZ Ltd reserves the right to make changes to its products at any time.

All guarantees are subject to the following terms and conditions and to the Robertson NZ Ltd Terms of Trade available on request (a copy of which can also be found at ROBERTSON.CO.NZ).

The guarantee is against manufacturing defects only.

All products must be checked to see they are in good order and condition prior to installation.

This guarantee does not cover products that have been damaged by misuse, accident or neglect.

This guarantee may not cover the cost of removal or installation.

This guarantee is applicable to toilets, basins, tapware, shower outlets, baths, bathroom accessories, installed in domestic residential situations and or light commercial situations such as kitchen bathrooms and laundries in motel, hotels and retirement villages.

This guarantee does not include commercial situations such as public washrooms and or kitchens and laundries in public buildings, schools, sports centres, gymnasiums and hospitals.

Bathroom vanities installed in commercial situations are not covered under guarantee.

This guarantee does not cover normal wear and tear.

The use of some cleaning products will void the guarantee.

This warranty is personal to the first end user and is not transferable unless stated.

Each and every warranty claim must be accompanied by the original proof of purchase.

Products must have been installed in accordance with the manufactures instructions and in accordance with local City or Council Standards requirements.

Products must have been cleaned as per manufacturer's recommendations.

Products must have been maintained in good order and condition and serviced in accordance with manufacturers' recommendations.

Robertson reserves the right to determine any issue or uncertainty in connection with the warranty.

Robertson reserves the right to repair and or replace the defective product and or component at its discretion or nearest equivalent if a product needs to be replaced.

All Warranty covered repair work is to be performed by a Robertson representative and or authorised service agent or plumber who has received an authorisation number to attend the job.

This guarantee does not purport to exclude or limit your rights under the Consumer Guarantees Act which will not apply to consumers acquiring goods other than "in trade". If you acquired the products "in trade" you agree that the Consumer Guarantees Act does not apply.

SPECIFIC GUARANTEE DETAILS

Unless otherwise stated guarantees for products imported and sold by Robertson are as follows.

1 Year Guarantee

- Toilet seats
- Toilet cistern parts
- Concealed cistern parts
- Tapware O rings
- Bagnodesign basin finishes
- Shower hoses
- Shower hand pieces
- Spa electronics and pumps
- Lights
- Wastes
- Traps
- Working parts and fittings for toilet cisterns
- Working parts and fittings for tapware

2 Year Guarantee

- Mirrors
- Black vitreous china
- Matt black and brushed nickel on showers

3 Year Guarantee

- Vado colour finishes

5 Year Guarantee

- Toilets
- Basins
- Consoles
- Acrylic baths
- Bathroom accessories
- Vanities
- Tapware
- Elementi tapware finish
- Shower rails
- Shower heads
- Aquaflex stainless steel braided hoses
- 304 stainless steel
- Laundry cabinet

7 Year Guarantee

- American Standard basins
- American Standard tapware
- American Standard toilets
- American Standard showers

10 Year Guarantee

- Concealed cisterns tanks
- Elementi shower enclosures
- Parisi furniture and toilets
- Elementi S5, Eletech, Europa Plus and Project accessories (including finish)

12 Year Guarantee

- Pex and angle valves
- Pex mini ball valve
- Pex wastes
- Pex traps
- Pex lever bib taps
- Vado tapware
- Vado accessories

25 Year Guarantee

- Victoria + Albert baths and basins

EXTENDED GUARANTEES

American Standard

Limited Lifetime Drip Free Guarantee on all ceramic cartridges used in American Standard single-lever mixers.

This is a genuine product guarantee and is therefore transferable to a new owner but is subject to providing the original proof of purchase.

Elementi

Lifetime warranty on Stainless Steel bowl in Elementi laundry cabinet.

robertson® trade

Robertson Trade has an extensive range of spare parts for all Robertson tapware and toilets, and also stock a wide range of American Standard, PEX, Geberit and Universal parts to help assist the trade in their everyday requirements. If parts need to be replaced due to wear and tear, we recommend using a qualified plumber as any damage caused may void the warranty.

View detailed specifications online at ROBERTSON.CO.NZ/PARTS or visit our Trade Centre at 42 Vestey Drive, Mt Wellington, Auckland.

Open Monday - Friday 8.30am - 5pm Saturday 9am - 1pm Closed Sunday

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Closed Saturday and Sunday



It's all online...

The NEW mobile friendly Robertson website is better than ever with improved usability, new navigation, more functionality and a new world of inspiration just one touch away!

ROBERTSON.CO.NZ