

# Hettich Australia Product Warranty and Care Guide



# Hettich Hardware Care and Warranty Guide

Congratulations and thank you for choosing Hettich hardware fittings. Hettich is proud to be at the forefront of the latest advancements in cabinet hardware and we are confident that you will enjoy the functionality of our products in your home for many years to come.

Hettich was founded in Germany and has been used in the home hardware industry for over a 135 years. Today, Hettich products are at the forefront of design, innovation and manufacture worldwide. Hettich produce quality fittings and accessories, including soft close drawer and hinge systems, LED lighting, handles and more. In addition to superb function, Hettich also fully endorse our products with a Limited Lifetime Warranty for your peace of mind. Hettich's comprehensive Limited Lifetime Warranty on all hinges, runners, slides, metal drawer systems and sliding and folding hardware sold by Hettich. Hettich is confident in the outstanding quality of our products and place a very high value on customer service.

Incorporating Hettich quality fittings into your home ensures the ultimate in function and provides peace of mind for as long as you own your home. In the unlikely event that you should experience any manufacturing quality issues with your Hettich hardware, please contact us directly and quote your Warranty Card number for a replacement.

Your Hettich hardware has been manufactured, designed and stringently tested to offer years of reliable service. This 'Care and Warranty Guide' will provide information to assist you to care for your hardware and ensure its longevity great shape.

## Care Details

### All Hettich products except Hinge systems

It is recommended that the above-mentioned products be maintained with a soft cloth. We suggest you wipe gently over any interior and/or exterior surfaces with a soft, clean, damp cloth and follow by drying thoroughly with a soft, clean, dry cloth. It is advised that you do not use any abrasive or harsh cleaners on or near any of the internal hardware, stainless steel surfaces or handles.

### Hinges and hinge accessories

It is recommended that hinges be cleaned with a soft, dry cloth but you must ensure the cloth does not contain any moisture. Hettich hinges are specially protected by a thin film of high-grade oil that ensures its functionality and durability. This oil is necessary and therefore should NOT be removed with any form of detergent / anti grease cleaner or otherwise.

Please **DO NOT** use any of the following to clean hardware surfaces:

- Abrasive or harsh cleaners, such as ammonia or chlorine bleach
- Concentrated detergents, anti-grease cleaners or solvents
- Metal scouring pads
- These products can scratch, crack and discolour your hardware surfaces

*All Hettich products must be cleaned by hand.*



## Warranty

Hettich Australia warrants the original purchaser of Hettich hardware against manufacturing defects for 20 years as long as the original purchaser owns the product. This limited lifetime warranty applies to all hinges, runners (Quadro and Actro), slides, metal drawer systems (InnoTech Atira, Arci-Tech and AvanTech YOU) and sliding and folding hardware sold by Hettich.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits provided to the purchaser under this warranty are in addition to any other rights or remedies you may have, as a consumer, under any other law which applies to our products.

Hettich will provide replacement products for the faulty hardware only and is limited to all hinges, runners, slides and metal drawer systems and sliding and folding hardware sold by Hettich. If the hardware is faulty, Hettich will send the original purchaser replacement hardware. Hettich does not warrant products which have been incorrectly installed, exposed to loads in excess of specifications, abused or used for purposes other than that for which they are intended. Hettich will not be liable for any consequential or incidental damages resulting from or contributed to by the use, installation, performance or failure of our products.

The limited 5-year warranty period for Halemeier LED lights, LED ballasts and system accessories purchased from 1 May 2017. Batteries are excluded from this warranty. All other Hettich supplied products is covered by the standard statutory warranty against manufacturing defects.

To make a claim, contact Hettich Customer Service on 1800 687 789 or email [support@hettich.com.au](mailto:support@hettich.com.au) Our customer service team will require proof of purchase (typically this will be a receipt) and evidence of the fault (for example, a photo of the fault of the relevant product). Any cost incurred by bringing the product or evidence of the fault to Hettich will be borne by you.

To register your Hettich products scan the QR code.





[web.hettich.com/en-au/home](http://web.hettich.com/en-au/home)